



BOULT ■ CUMMINGS  
CONNERS ■ BERRY PLC

REC'D TN  
REGULATORY AUTH.

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January 22, 2002  
OFFICE OF THE  
EXECUTIVE SECRETARY

David Waddell, Esq.  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Re: Show Cause Proceeding Against Talk.com, Inc.  
Docket No. 01-00216

Dear David:

Please find enclosed for filing the original and thirteen copies of Talk.com's Response to the Consumer Services Division Request for Production of Documents and First Request for Admissions in the above-captioned proceeding. Also enclosed are affidavits from outside counsel for Talk.com. Two of the affidavits are copies received via facsimile and one is an original. Counsel is forwarding the originals to my office via Federal Express and we will file those with the Tennessee Regulatory Authority upon receipt.

Please call me if you have any questions.

Very truly yours,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By:

  
Henry Walker

HW/nl

c: Lyn Questel

TimPhillips, Esq.

Steve Augustino, Esq.+

BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE

IN RE: SHOW CAUSE PROCEEDING  
AGAINST TALK.COM, INC.


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) DOCKET NO. 01-00216  
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AFFIDAVIT OF FRANCES MCCOMB

I, Frances McComb, Associate General Counsel for Talk.com, being duly sworn,  
deposes and states as follows:

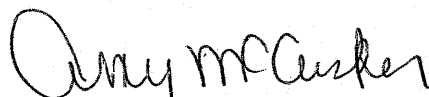
1. I have read the foregoing Responses to discovery requests of the  
Tennessee Regulatory Authority filed on behalf of Talk.com. and all statements are true and  
correct to the best of my personal knowledge.

FURTHER AFFIANT SAYETH NOT.

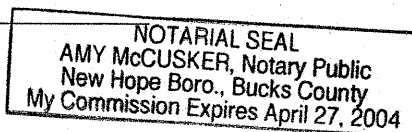
  
\_\_\_\_\_  
Frances McComb

STATE OF TENNESSEE *PA* )  
COUNTY OF DAVIDSON *Bucks* )

Subscribed and sworn to before me this 21<sup>st</sup>  
day of January, 2002.

  
\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_





**BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE**

**IN RE: SHOW CAUSE PROCEEDING  
AGAINST TALK.COM, INC.**


**DOCKET NO. 01-00216**

**AFFIDAVIT OF STEVEN A. AUGUSTINO**

I, Steven A. Augustino, Counsel for Talk.com, being duly sworn, deposes and states as follows:

I. I have read the foregoing Responses to discovery requests of the Tennessee Regulatory Authority filed on behalf of Talk.com. and all statements are true and correct to the best of my personal knowledge.

FURTHER AFFIANT SAYETH NOT.

  
Steven A. Augustino

DISTRICT OF COLUMBIA )

Subscribed and sworn to before me this 22nd  
day of January, 2002.

  
Notary Public

My Commission Expires: My Commission Expires March 31, 2003

BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE

IN RE: SHOW CAUSE PROCEEDING  
AGAINST TALK.COM, INC.

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) DOCKET NO. 01-00216  
)  
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AFFIDAVIT OF ERIN W. EMMOTT

I, Erin W. Emmott, Counsel for Talk.com, being duly sworn, deposes and states  
as follows:

1. I have read the foregoing Responses to discovery requests of the  
Tennessee Regulatory Authority filed on behalf of Talk.com. and all statements are true and  
correct to the best of my personal knowledge.

FURTHER AFFIANT SAYETH NOT.

Erin W Emmott  
Erin W. Emmott

DISTRICT OF COLUMBIA )

Subscribed and sworn to before me this 22nd  
day of January, 2002.

[Signature]  
Notary Public

My Commission Expires: My Commission Expires March 31, 2003

**BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE**

**IN RE: SHOW CAUSE PROCEEDING  
AGAINST TALK.COM, INC.**

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) **DOCKET NO. 01-00216**  
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**TALK.COM'S RESPONSE TO CONSUMER SERVICES DIVISIONS' REQUEST FOR  
PRODUCTION OF DOCUMENTS AND INTERROGATORIES**

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Respondent Talk.com Holding Corp., d/b/a/ Talk.com, ("Talk.com" or the "Company")<sup>1</sup> by its attorneys, pursuant to the Hearing Officer's Order Establishing Procedural Schedule in Docket No. 01-00216<sup>2</sup>, issued January 3, 2002, hereby submits its response to the Consumer Services Division ("CSD") of the Tennessee Regulatory Authority ("TRA") Request for Production of Documents and Interrogatories submitted on January 7, 2002. For Each response, the Company will provide the Discovery request number, the request for discovery submitted by the TRA and the Company's response.

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<sup>1</sup> On April 9, 2001, Talk.com Holding Corp. changed its name to Talk America Inc. On May 7, 2001, Talk.com filed a request for name change to the TRA. On May 12, 2001, the Directors voted to defer a ruling on Talk.com's request to change its name. Outside of Tennessee, Talk.com does business under the name "Talk America" in all states except Indiana (for local service, however, Talk.com is only providing long distance within the state and is doing so as Talk America) and Texas (both local and long distance) where the name change request is pending final approval. To date, Tennessee is the only state that has not taken any action regarding the request for name change.

<sup>2</sup> Docket No. 01-00216 refers to the "Order Requiring Talk.com to Appear and Show Cause Why a Cease and Desist Order and/or Fine Should not be Imposed" ("Show Cause Order") issued on November 8, 2001 by the Tennessee Regulatory Authority.

## DEFINITIONS AND INSTRUCTIONS

- (a) For purposes of the Requests, the meaning of "Documentary Materials," "Documentation" and "Documents" shall include, but is not limited to:

All written material, however produced or reproduced and wherever located, that is owned, possessed, controlled, in the custody of or accessible to your company, constructively or otherwise, and whether prepared or received by your company; and shall include, but is not limited to, letters, correspondence certificates, newspapers, logs, journals, accounts, schedules, contracts, prospectuses, marketing and advertising materials, agreements, drafts, reports, memoranda (including memoranda or notes of telephone conversations, other conversations, discussions, meetings, or conferences), telegrams, telexes, photographs, books, transcripts, records, pamphlets, office communications (inter-office and intra-office), bulletins, manuals, minutes, marketing studies, statements, notebooks, forms, notices, tabulations, analyses, studies, microfilms, voice recordings, videotapes, tables or statistical or other data, computer stored data (e-mail, etc.), notes or other tangible things, including copies if the copy bears any other marking or notation of any kind and each such document shall include all attachments, enclosures, and materials underlying, supporting or used in the preparation of any such document, and other documents that relate or refer to each such document.

- (b) Also, for the purposes of this Request, the term "you" shall mean and include:

Talk.com and/or any and all officers, owners, employees, agents and representatives of Talk.com.

- (c) "Identify" shall mean the following when referring to:

- 1) a natural person, means to state his/her full name and present or last known address, telephone number, date of birth and his/her present or last known business position and affiliation;
- 2) A corporation, partnership or other business entity, means to state the full name and last known address of the entity;
- 3) A document means to state its date, its-author, its recipient and his/her address and the names of each of its present custodians; and
- 4) When used in connection to a factual situation or allegation means to state with particularity and specificity all facts known which bear upon or are related to the matter which is the subject of the inquiry, using the simplest and most factual statement of which you are capable.

- (d) "Person" means any natural person, or any corporation, partnership, or association of persons.

- (e) Complaint" means any expression, written or oral, conveying dissatisfaction. to any entity.
- (f) Unless otherwise indicated, documents to be produced pursuant to this Request include each and every document prepared, sent, dated, received, in effect, or which otherwise came into existence during the period from January 1, 1997 to the date of the production of the documents.
- (g) Document requests in the Request call for the production of each and every responsive document in Talk.com's possession, custody, and control without regard to the physical location of those documents.
- (h) If Talk.com asserts a privilege in response to a document request in this Request, Talk.com must state the privilege, basis for the privilege, and identify the documents to which the privilege attaches.
- (i) All documents shall be provided along with affidavits from each of the persons responsible for completing the response. The affidavits must state that the documents represent a complete, truthful and accurate response to this Request. The affidavits must also authenticate all documents provided in response to the Request.
- (j) Whenever appropriate, the singular form of a word should be interpreted in the plural, and the plural form should be interpreted in the singular.
- (k) In responding to this Request, preface each answer or document by the Request number to which it is addressed. If you are unable to answer a Request fully, submit as much information as is available, explain why your answer is incomplete, and state the source or sources from which a complete answer may be obtained. If an accurate answer cannot be obtained, from books or records, your best estimate, so identified, should be submitted indicating the source of the estimate.
- (l) These discovery requests are intended to be continuing requests, requiring you to supplement your production or answers with documents or answers within the scope of the requests that may be acquired by you, your agents, your attorneys or your representatives at any time following the date of your original response.

## **GENERAL OBJECTIONS**

Talk.com hereby makes the following General Objections to each and every one of CSD's Interrogatories and Requests for Production:

Talk.com objects to CSD's Interrogatories and Requests for Production of Documents to the extent that they seek: (1) information or materials protected by privileges protecting attorney-client communications and/or attorney work-product doctrine; (2) material or information prepared in anticipation of litigation; or (3) any information or materials subject to other privileges. Any inadvertent production of any such information or documents shall not constitute a waiver of any applicable privilege for such information or document or for any similar information.

## **RESPONSE TO REQUEST PRODUCTION OF DOCUMENTS**

### **Request For Production No. 1: Corporate Information.**

**Provide all documents reflecting the corporate structure and corporate formation as well as any reorganization or restructuring of Talk.com and any holdings or interest Talk.com has in other entities.**

#### **Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

### **Request for Production No. 2: Relationships With Companies and Providers.**

**Provide all documents, including but not limited to contracts, relating to or describing the relationship between Talk.com and (1) BellSouth; (2) any other local exchange carrier in Tennessee; and/or (3) any person or company involved in the provision of local or long distance service and /or rating and billing services and/or solicitations to Tennessee persons on behalf of Talk.com.**

#### **Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production No. 3: Advertisements and Other Promotional Information.**

- a) **Provide all documents that explain detail, advertise, promote and/or offer Talk.com's local, intraLATA and/or interLATA long distance service, billing and rating to Tennessee persons.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- b) **Provide all advertisements, regardless of the medium, which were publicized on behalf of Talk.com to Tennessee persons. This request includes, but is not limited to, all print advertisements and the scripts for all radio and television advertisements.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- c) **Provide all documents including scripts and sales presentations used by Talk.com or those acting on its behalf to promote, solicit and verify the use of Talk.com's products by Tennessee persons, including, but not limited to local, intraLATA and/or interLATA long distance service, rating and billing. Include the dates during which such documents were used.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show

Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- d) **Provide an example and/or a sample of each promotional check, gift check, incentive check, prize, gift or award offered by Talk.com to Tennessee persons.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- e) **Provide all documents associated with the process by which Tennessee persons were selected to receive promotional checks or to be solicited by telephone.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production No. 4: Rates.**

**Provide all documents relating to any comparison of the local and additional feature rates of any other local exchange company with those of Talk.com in Tennessee.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production No. 5: Types of Services Offered.**

**If Talk.com offers any services other than local and long distance telephone service, provide all documents referencing, explaining or promoting such service(s),**

**Response of Talk.com**



Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production No. 6: Financial Information.**

- a) **Provide all documents reflecting Talk.com's gross receipts from Tennessee persons and entities including but not limited to Talk.com's Tennessee Franchise and 'Excise Tax returns for the years in which Talk.com has operated in Tennessee.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- b) **Provide a copy of Schedule L and M of Form 1120 of Talk.com's United States Internal Revenue Service tax filings for the years in which Talk.com has operated in Tennessee.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production No. 7: Handling of Consumer Complaints and Inquiries.**

- a) **Provide all documents relating to the operational procedures and processes utilized by Talk.com to conduct and process its order entry functions, customer cancellation service and consumer complaints, including but not limited to internal training manuals.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show

Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- b) **Provide all: complaints, inquiries and/or correspondence from any Tennessee person or entity received by Talk.com, including any documents that Talk.com has maintained documenting complaints by Tennessee persons. Provide a copy of any document containing a response by or on behalf of Talk.com to any such complaint, inquiry or correspondence.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- c) **Provide all customer service records for each individual listed in the Order Requiring Talk.com to Appear and Show Cause Why A Cease and Desist Order and/or Fine Should Not Be Imposed issued by the Tennessee Regulatory Authority on November 8, 2001.**

**Response of Talk.com**

Please see *Exhibit A*, attached hereto, which contains a copy of the customer service records of the complainant in paragraph one (1) through and including paragraph sixty-three (63) of the Show Cause Order. Please note that the Company does not have customer service records for complainants alleging violations of the Tennessee "Do Not Call" Register in paragraph sixty-four (64) through paragraph one hundred seven (107) of the Show Cause Order. However, it is the Company's understanding that CSD is independently obtaining this information directly from BellSouth. See *Response of the Consumer Services Division to Talk.com's Brief in Support of Request to Take Depositions of Complaining Witnesses* at 3 (filed January 16, 2002).

The numbered tabs and the following consumer service records correspond with the numbered exhibit tabs provided with the Show Cause Order. For example, tab one (1) to the Show Cause Order contains the CSD's supporting information for complainant John Smith, tab one (1) of Exhibit A contains the customer service records for John Smith.

- d) **Provide all documents indicating, reflecting or referencing any issues related to the mishandling of complaints, inquiries or correspondence relating to Tennessee persons by Talk.com or those acting on its behalf.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not

reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production No. 8: Other Governmental Investigations or Pending Litigation.**

- a) **Provide all documents related to any investigations of Talk.com by any state or federal civil or criminal law enforcement entity or agency regarding the activities or practices of Talk.com.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- b) **Provide all documents, including but not limited to complaints, pleadings, memoranda, court orders, court opinions, Assurances of Voluntary Compliance or similar documents and consent decrees, filed in any state or federal court or agency to which Talk.com is or was a party.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**Request for Production 9: Employees and Training Materials.**

- a) **Provide all documents used by Talk.com or those acting on its behalf as training materials for employees, agents, contractors, subcontractors, or others who sell the local or long distance service and optional features offered by Talk.com to Tennessee persons.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show

Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

- b) **Provide all documents provided by Talk.com or those acting on its behalf to employees, agents, contractors, subcontractors, or others who sell or verify the sale of the local or long distance service and optional features offered by Talk.com to Tennessee persons, including but not limited to solicitation and verification scripts. Identify the dates during which such documents were used by Talk.com or those acting on its behalf.**

**Response of Talk.com**

Talk.com objects to objects to this Request on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Request is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Request in reference to specific count(s) contained in the Show Cause Order.

**INTERROGATORIES**

**Interrogatory No. 1: Persons responding to this Request.**

**Identify each and every person who participated or assisted in the drafting of your responses to this Request.**

**Response of Talk.com**

Steven A. Augustino and Erin W. Emmott, KELLEY DRYE & WARREN, LLP, and Henry Walker, BOULT, CUMMINGS, CONNERS & BERRY, PLC, counsel for Talk.com prepared the answers to these Discovery Requests. Francie McComb, Associate General Counsel, Talk America Inc. and Carol Bonello, Corporate Paralegal, Talk America Inc. supplied information used in connection with the preparation of these answers.

**Interrogatory No. 2: Contract Information.**

**Identify any person or entity entering into a contract, agreement, or understanding with Talk.com involving solicitations and verifications made or caused to be made directly or indirectly on behalf of Talk.com to persons in Tennessee.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show

Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

**Interrogatory No. 3: Corporate Information.**

- a) **Provide a list of all States in which Talk.com is or has been authorized and/or registered to conduct business or has conducted business, indicating whether Talk.com is actually conducting business in each State at present or whether its authority to conduct business has been denied or revoked.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- b) **Identify all individuals or entities who have served as officers and directors of Talk.com and/or who presently own or have ever owned an interest in Talk.com, the percentage of the interest each owns or owned, and the period of ownership.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- c) **Provide all current and prior business addresses from which Talk.com has operated.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

**Interrogatory No. 4: Consumer Information.**

- a) **Identify in an alphabetical listing all persons in Tennessee who were solicited by Talk.com or by persons making or causing to be made solicitations on behalf of**

**Talk.com. Include in your response each person's telephone number and the date and manner in which the person was solicited.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- b) Identify in an alphabetical listing all Tennessee persons who have canceled or discontinued receiving telephone services from you. Include in your response the type of service being cancelled, the date the person first contacted Talk.com or persons acting on its behalf to request cancellation, number of times the person contacted Talk.com before service was cancelled, the date service was actually cancelled, the date of the final bill, the length of time that person received service from Talk.com, the amount of monies collected from that person and the amount of any refund provided to that person related to cancellation and the reason the person gave for canceling Talk.com service.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- c) Identify in an alphabetical listing all persons in Tennessee who have registered, filed or expressed complaints to Talk.com or any other State or federal agency that their local, intraLATA and/or interLATA long distance service was switched without authorization as a result of the use of a promotional check. Include the date the promotional check was issued, the date the check was processed and the date the service was switched to Talk.com.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

**Interrogatory No. 5: Advertising and Other Promotional Activities.**

- a) **Identify any person, entity or agency responsible for drafting, designing and placing advertisements, including but not limited to promotional checks and the addresses and telephone numbers thereon, on behalf of Talk.com. Specify the specific responsibility of each.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- b) **Provide a list of all conditions, restrictions, or limitations associated with each promotional check, gift check, incentive check, prize, gift or award offered by Talk.com to Tennessee persons.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- c) **Identify all persons, companies, corporations and entities that are acting or have acted on behalf of Talk.com to ensure that the use of promotional checks did not result in the unauthorized transfer of the telecommunications service of persons in Tennessee, specifying the means and methods Talk.com adopted and utilized to ensure that the Tennessee consumers whose names appeared on Talk.com's promotional checks resided at the addresses appearing on those same promotional checks.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- d) **Identify all Tennessee persons who received promotional checks issued by or on behalf of Talk.com. Include the dates the checks were mailed, the dates the checks were cashed and the dates service was switched to Talk.com.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

**Interrogatory No. 6: Rates.**

**Provide a schedule of the prices charged to Tennessee consumers on all local and toll rate plans and all other service features including but not limited to directory assistance, call waiting, three-way calling and voicemail. Provide the schedule on both a stand-alone and bundled offering basis. In the various toll rate plans, provide the price per minute charged for interstate and intrastate calls.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

**Interrogatory No. 7: Consumer complaint and inquiry handling.**

- a) **Provide a list of all area codes and their concomitant states throughout the United States from which Talk-corn has received complaints from persons alleging that Talk.com switched their local, intraLATA and/or interLATA long distance service without authorization.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- b) **Identify all persons in Tennessee who registered, filed or otherwise expressed complaints against Talk.com to Talk.com or any other entity which allege that the customers were erroneously connected to the wrong calling plan.**



**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- c) **Describe the system used to record, track and respond to customer cancellation of service requests from persons in Tennessee. Identify all persons, companies, corporations and entities involved in this system, including their names, addresses and telephone numbers.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- d) **Identify all those persons, employees, entities and others who have acted or are acting for or on behalf of Talk-corn to address customer service questions, including but not limited to complaints and cancellation of service requests made by persons in Tennessee. Include the dates of service of each.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

- e) **Identify the persons in Tennessee whose Talk.com accounts are being or have been referred to professional collection agencies.**

**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show

Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

**Interrogatory No. 8: Employees and training material.**

**Identify the name, residential address, telephone number, social security number and job description or title of all employees (past and present) of Talk.com. You may limit your response to employees that would have contact with Tennessee persons.**

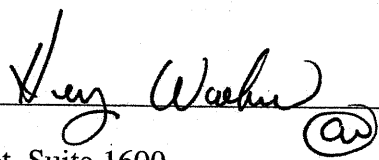
**Response of Talk.com**

Talk.com objects to objects to this Interrogatory on the grounds that it seeks to elicit information that is irrelevant to the issues raised in this proceeding and which is not reasonably calculated to lead to the discovery of admissible evidence. Specifically, the Interrogatory is not reasonably connected to a specific violation(s) contained in the Show Cause Order. Talk.com respectfully requests that the CSD rephrase this Interrogatory in reference to specific count(s) contained in the Show Cause Order.

Respectfully submitted,

**BOULT, CUMMINGS, CONNERS & BERRY, PLC**

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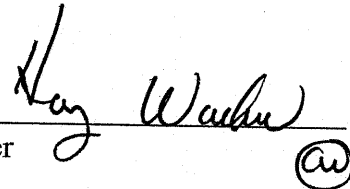
Dated: January 22, 2002

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been delivered via fax or hand delivery and U.S. mail to the following on this the 22<sup>nd</sup> day of January, 2002.

Cynthia E. Kinser, Esq.  
Timothy C. Phillips, Esq.  
Deputy Attorney General  
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Office of the Attorney General, State of Tennessee  
P.O. Box 20207  
Nashville, Tennessee 37202

Henry Walker

 (u)

**BEFORE THE TENNESSEE REGULATORY AUTHORITY  
NASHVILLE, TENNESSEE**

**IN RE: SHOW CAUSE PROCEEDING  
AGAINST TALK.COM, INC.**

**DOCKET NO. 01-00216**

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**TALK.COM'S RESPONSE TO CONSUMER SERVICES DIVISIONS' FIRST REQUEST  
FOR ADMISSIONS**

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Respondent Talk.com Holding Corp., d/b/a/ Talk.com, ("Talk.com" or the "Company")<sup>1</sup> by its attorneys, pursuant to the Hearing Officer's Order Establishing Procedural Schedule, issued January 3, 2002, hereby submits its response to the Consumer Services Division ("CSD") of the Tennessee Regulatory Authority ("TRA") First Request for Admissions submitted on January 7, 2002. For Each response, the Company will provide the count number, as contained in the Show Cause Order,<sup>2</sup> the request for admission submitted by the TRA and the Company's response.

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<sup>1</sup> On April 9, 2001, Talk.com Holding Corp. changed its name to Talk America Inc. On May 7, 2001, Talk.com filed a request for name change to the TRA. On May 12, 2001, the Directors voted to defer a ruling on Talk.com's request to change its name. Outside of Tennessee, Talk.com does business under the name "Talk America" in all states except Indiana (for local service, however, Talk.com is only providing long distance within the state and is doing so as Talk America) and Texas (both local and long distance) where the name change request is pending final approval. To date, Tennessee is the only state that has not taken any action regarding the request for name change.

<sup>2</sup> "Show Cause Order" refers to the "Order Requiring Talk.com to Appear and Show Cause Why a Cease and Desist Order and/or Fine Should not be Imposed" issued on November 8, 2001 by the Tennessee Regulatory Authority in Docket No. 01-00216.

**COUNT 1:**

1. On or about October 28, 2000, the local, local toll, and long distance telephone service provided to 3726 Misty Oak Drive, Memphis, Tennessee was switched to "AOL" and/or "The Other Phone Company."

**Talk.com's Response**

The Company does not have sufficient knowledge to respond to admissions concerning whether 3726 Misty Oak Drive, Memphis, Tennessee had "AOL" service. The Company has insufficient knowledge to either admit or deny whether 3726 Misty Oak Drive, Memphis, Tennessee was switched to The Other Phone Company on or about October 28, 2000.

2. On October 28, 2000, John Smith resided at 3726 Misty Oak Drive, Memphis, Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether John Smith resided at 3726 Misty Oak Drive, Memphis, Tennessee on October 28, 2000.

3. On October 28, 2000, telephone service at 7365 Shire Oaks Cove was listed in the name of J. Qualls.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the service at 7365 Shire Oaks Cove was listed in the name of J. Qualls.

**COUNTS 2,3 and 4**

4. On or about October 11, 2000, the local toll and long distance telephone

service provided to 2903 Fifteenth Avenue was switched to The Other Phone Company.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the service at 2903 Fifteenth Avenue was switched to The Other Phone Company on October 11, 2000.

**5. On October 11, 2000, Marla Davis resided at 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Marla Davis resided at 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee on October 11, 2000.

**6. On or about October 11, 2000, the local toll and long distance telephone service provided to 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee was switched to The Other Phone Company without authorization from Marla Davis.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the local toll and long distance telephone service at 2903 Fifteenth Avenue was switched to The Other Phone Company on October 11, 2000.

**7. On or about November 7, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service provided to 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about

November 7, 2000 The Other Phone Company ceased providing the local toll and long distance telephone service provided to 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee.

**8. On or about October 17, 2000, the local telephone service provided to 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee, was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the local telephone service at 2903 Fifteenth Avenue was switched to The Other Phone Company on October 17, 2000.

**9. On October 17, 2000 Marla Davis resided at 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Marla Davis resided at 2903 Fifteenth Avenue Apartment 2B on October 17, 2000.

**10. On or about November 8, 2000, The Other Phone Company ceased providing the local telephone service to 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 8, 2000, The Other Phone Company cease providing the local telephone service to 2903 Fifteenth Avenue, Apartment 2B, Chattanooga, Tennessee.



**COUNTS 5 and 6**

**11. The local, local toll and long distance telephone service provided to 69 Nickleby Down, Brentwood, Tennessee, was switched to The Other Phone Company on or about November 10, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether local, local toll and long distance telephone service provided to 69 Nickleby Down, Brentwood, Tennessee, was switched to The Other Phone Company on or about November 10, 2000.

**12. Gerald Cochrane resided at 69 Nickleby Down, Brentwood, Tennessee on November 10, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Gerald Cochrane resided at 69 Nickleby Down, Brentwood, Tennessee on November 10, 2000.

**13. The Other Phone Company ceased providing the local telephone service provided to 69 Nickleby Down, Brentwood, Tennessee, on or about December 20, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local telephone service provided to 69 Nickleby Down, Brentwood, Tennessee, on or about December 20, 2000.

**14. The Other Phone Company ceased providing the local toll and long distance telephone service to Nickleby Down, Brentwood, Tennessee, on or about December 18, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local toll and long distance telephone service to Nickleby Down, Brentwood, Tennessee, on or about December 18, 2000.

**COUNTS 7 and 8**

**15. The Other Phone Company ceased providing the local, local toll and long distance telephone service to 3680 Price Road, Moscow, Tennessee on or about November 8, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local, local toll and long distance telephone service to 3680 Price Road, Moscow, Tennessee on or about November 8, 2000.

**16. Randy O'Neal resided at 3680 Price Road, Moscow, Tennessee, on November 8, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Randy O'Neal resided at 3680 Price Road, Moscow, Tennessee, on November 8, 2000.

**17. The Other Phone Company ceased providing the local toll and long distance telephone service provided to 3680 Price Road, Moscow, Tennessee, on or about December 26, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local toll and long distance telephone service provided to 3680 Price Road, Moscow, Tennessee, on or about December 26, 2000.

**18. The Other Phone Company ceased providing the local telephone service to 3680 Price Road, Moscow, Tennessee on or about December 27, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local telephone service to 3680 Price Road, Moscow, Tennessee on or about December 27, 2000.

**COUNTS 9 and 10**

**19. The local, local toll and long distance telephone service provided to Boyd's Creek Baptist Church of 503 Fred Sales Place, Sevierville, Tennessee was switched to The Other Phone Company on or about October 21, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the local, local toll and long distance telephone service provided to Boyd's Creek Baptist Church of 503 Fred Sales Place, Sevierville, Tennessee was switched to The Other Phone Company on or about October 21, 2000.

**20. On October 21, 2000, Boyd's Creek Baptist Church resided at 503 Fred Sales Place, Sevierville, Tennessee. On October 21, 2000, Marvin Johns, of 503 Fred Sales Place, Sevierville, Tennessee served as Chairman of the Trustees of Boyd's Creek Baptist Church.**

**Talk.com's Response**

The Company denies that Boyd's Creek Baptist Church "resides" at any location. The Company admits that the street address of the Boyd's Creek Baptist Church is 503 Fred Sales Place, Sevierville, Tennessee. The Company has insufficient knowledge to admit or deny whether on October 21, 2000, Marvin Johns, of 503 Fred Sales Place, Sevierville, Tennessee served as Chairman of the Trustees of Boyd's Creek Baptist Church.

**21. The Other Phone Company ceased providing the local, local toll and long distance telephone service to Boyd's Creek Baptist Church of 503 Fred Sales Place, Sevierville, Tennessee, was switched to a provider other than Talk.com on or about November 27, 2000. [sic]**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local, local toll and long distance telephone service to Boyd's Creek Baptist Church of 503 Fred Sales Place, Sevierville, Tennessee, was switched to a provider other than Talk.com on or about November 27, 2000."

**COUNTS 11 and 12**

**22. On or about October 10, 2000, the local telephone service provided to 7331Cresthill Drive, #E-4, Knoxville, Tennessee, was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 10, 2000, the local telephone service provided to 7331Cresthill Drive, #E-4, Knoxville, Tennessee, was switched to The Other Phone Company.

**23. On October 10, 2000 Marilyn Hesselgrave resided at 733 1 Cresthill Drive, #E-4, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on October 10, 2000 Marilyn Hesselgrave resided at 733 1 Cresthill Drive, #E-4, Knoxville, Tennessee.

**24. On or about November 7, 2000, The Other Phone Company ceased providing the local telephone service provided to 7331 Cresthill Drive, #E-4, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 7, 2000, The Other Phone Company ceased providing the local telephone service provided to 7331 Cresthill Drive, #E-4, Knoxville, Tennessee.

**25. On or about October 10, 2000, the local toll and long distance telephone service provided to 7331 Cresthill Drive, #E-4, Knoxville, Tennessee, were switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 10, 2000, the local toll and long distance telephone service provided to 7331 Cresthill Drive, #E-4, Knoxville, Tennessee, were switched to The Other Phone Company.

**26. On or about November 14, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 7331 Cresthill Drive, #E-4, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 14, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 7331 Cresthill Drive, #E-4, Knoxville, Tennessee.

**COUNTS 13 and 14**

**27. On or about January 16, 2001, the local, local toll and long distance telephone service provided to 401 S. Cumberland Street, Lebanon, Tennessee, on two business lines whose respective numbers were (615)443-1919 and (615)443-4543 was switched to The Other Phone Company d/b/a Access One.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the local, local toll and long distance telephone service was provided to 401 S. Cumberland Street, Lebanon, Tennessee, on or about January 16, 2001. The Company has insufficient knowledge to either admit or deny whether the business lines to 401 S. Cumberland Street, Lebanon, Tennessee were numbers (615) 443-1919 and (615) 443-4543, respectively. The Company admits it received authorization to switch the local, local toll and long distance telephone service *and all associated lines* for (615) 443-8649 through the information contained in the Customer Service Record ("CSR") that both (615) 443-1919 and (615) 443-4543 were associated with (615) 443-8649 at the time the Company received authorization.

**28. On January 16, 2001 Jim Landers d/b/a Whitts Barbecue resided at 401 S. Cumberland Street, Lebanon, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on January 16, 2001 Jim Landers d/b/a Whitts Barbecue resided at 401 S. Cumberland Street, Lebanon, Tennessee.

**29. On or about February 13, 2001, The Other Phone Company d/b/a Access One ceased providing the local, local toll, and long distance telephone service to 401 S. Cumberland Street, Lebanon, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 13, 2001, The Other Phone Company d/b/a Access One ceased providing the local, local toll, and long distance telephone service to 401 S. Cumberland Street, Lebanon, Tennessee.

**COUNTS 15 and 16**

**30. On December 16, 2000 Esther Haynes resided at 9515 Bob Gray Road, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on December 16, 2000 Esther Haynes resided at 9515 Bob Gray Road, Knoxville, Tennessee.

**31. On or about December 16, 2000, the local toll and long distance telephone service provided to 9515 Bob Gray Road, Knoxville, Tennessee, was switched to The Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about December 16, 2000, the local toll and long distance telephone service provided to 9515 Bob Gray Road, Knoxville, Tennessee, was switched to The Phone Company.

**32. On or about February 13, 2001, The Phone Company ceased providing the local toll and long distance telephone service to 9515 Bob Gray Road, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 13, 2001, The Phone Company ceased providing the local toll and long distance telephone service to 9515 Bob Gray Road, Knoxville, Tennessee.

**COUNTS 17 and 18**

**33. On December 15, 2000 John and Julie Helton d/b/a J &J Handling Systems, Inc. resided at 7808 Hale Road, Hixson, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on December 15, 2000 John and Julie Helton d/b/a J &J Handling Systems, Inc. resided at 7808 Hale Road, Hixson, Tennessee.

**34. On or about December 15, 2000, the telephone service being provided by BellSouth to John and Julie Helton d/b/a J &J Handling Systems, Inc. was switched to The Other Phone Company.**

**Talk.com's Response**



The Company has insufficient knowledge to either admit or deny whether on or about December 15, 2000, the telephone service being provided by BellSouth to John and Julie Helton d/b/a J &J Handling Systems, Inc. was switched to The. Other Phone Company.

**35. On or about February 9, 2001, The Other Phone Company ceased providing the telephone service to 7808 Hale Road, Hixson, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 9, 2001, The Other Phone Company ceased providing the telephone service to 7808 Hale Road, Hixson, Tennessee

**COUNTS 19 and 20**

**36. On October 12, 2000 C. Pat Anderson resided at 1220 Rome Pike, Lebanon, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on October 12, 2000 C. Pat Anderson resided at 1220 Rome Pike, Lebanon, Tennessee.

**37. The local telephone service provided to 1220 Rome Pike, Lebanon, Tennessee, was switched to The Other Phone Company on or about October 12, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether the local telephone service provided to 1220 Rome Pike, Lebanon, Tennessee, was switched to The Other Phone Company on or about October 12, 2000

**38. On or about October 12, 2000, The Other Phone Company ceased providing the local telephone service to 1220 Rome Pike, Lebanon, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 12, 2000, The Other Phone Company ceased providing the local telephone service to 1220 Rome Pike, Lebanon, Tennessee

**39. On or about October 12, 2000, the local toll and long distance telephone service provided to 1220 Rome Pike, Lebanon, Tennessee, was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 12, 2000, the local toll and long distance telephone service provided to 1220 Rome Pike, Lebanon, Tennessee, was switched to The Other Phone Company.

**40. The Other Phone Company ceased providing the local toll and long distance telephone service to 1220 Rome Pike, Lebanon, Tennessee on or about November 2, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether The Other Phone Company ceased providing the local toll and long distance telephone service to 1220 Rome Pike, Lebanon, Tennessee on or about November 2, 2000

**COUNTS 21 and 22**

**41. On March 5, 2001, Donna Herald resided at 1520 Ryan Place, Columbia,**

Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on March 5, 2001, Donna Herald resided at 1520 Ryan Place, Columbia, Tennessee.

**42. On or about March 5, 2001 the local telephone service provided to 1520 Ryan Place, Columbia, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 5, 2001 the local telephone service provided to 1520 Ryan Place, Columbia, Tennessee was switched to The Other Phone Company.

**43. On or about March 21, 2001, The Other Phone Company ceased providing the local telephone service to 1520 Ryan Place, Columbia, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 21, 2001, The Other Phone Company ceased providing the local telephone service to 1520 Ryan Place, Columbia, Tennessee.

**44. On or about March 5, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service provided to 1520 Ryan Place, Columbia, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 5, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service provided to 1520 Ryan Place, Columbia, Tennessee.

**45. On or about March 15, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 1520 Ryan Place, Columbia, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 15, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 1520 Ryan Place, Columbia, Tennessee.

**COUNTS 23 and 24**

**46. On August 17, 2000 Robert Whitaker resided at 5005 Hasty Drive, Nashville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on August 17, 2000 Robert Whitaker resided at 5005 Hasty Drive, Nashville, Tennessee.

**47. On or about August 17, 2000, the local telephone service provided to 5005 Hasty Drive, Nashville, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about August 17, 2000, the local telephone service provided to 5005 Hasty Drive, Nashville, Tennessee was switched to The Other Phone Company.

**48. On or about October 28, 2000, The Other Phone Company ceased providing the local telephone service to 5005 Hasty Drive, Nashville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 28, 2000, The Other Phone Company ceased providing the local telephone service to 5005 Hasty Drive, Nashville, Tennessee.

**COUNTS 25 and 26**

**49. On March 5, 2001, Barbara DeBlasio resided at 112 Shady Street, Summertown, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on March 5, 2001, Barbara DeBlasio resided at 112 Shady Street, Summertown, Tennessee.

**50. On or about March 5, 2001, the local telephone service provided to 112 Shady Street, Summertown, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 5, 2001, the local telephone service provided to 112 Shady Street, Summertown, Tennessee was switched to The Other Phone Company.

**51. On or about March 23, 2001, The Other Phone Company ceased providing the local telephone service to 112 Shady Street; Summertown, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 23, 2001, The Other Phone Company ceased providing the local telephone service to 112 Shady Street; Summertown, Tennessee.

**COUNTS 27 and 28**

**52. On October 17, 2000, Sharon Jones resided at 234 British Woods Drive, Nashville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on October 17, 2000, Sharon Jones resided at 234 British Woods Drive, Nashville, Tennessee.

**53. On October 17, 2000, the local, local toll and long distance telephone service provided to 234 British Woods Drive, Nashville, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on October 17, 2000, the local, local toll and long distance telephone service provided to 234 British Woods Drive, Nashville, Tennessee was switched to The Other Phone Company.

**54. On December 19, 2000, The Other Phone Company ceased providing the local, local toll and long telephone distance service to 234 British Woods Drive, Nashville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on December

19, 2000, The Other Phone Company ceased providing the local, local toll and long telephone distance service to 234 British Woods Drive, Nashville, Tennessee.

**COUNTS 29 and 30**

**55. On November 3, 2000, Kerry Beyer resided at 2318 Cornwall Street, Germantown, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on November 3, 2000, Kerry Beyer resided at 2318 Cornwall Street, Germantown, Tennessee.

**56. On or about November 3, 2000, the local telephone service provided to 2318 Cornwall Street, Germantown, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 3, 2000, the local telephone service provided to 2318 Cornwall Street, Germantown, Tennessee was switched to The Other Phone Company.

**57. On or about December 4, 2000, The Other Phone Company ceased providing the local telephone service to 2318 Cornwall Street, Germantown, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about December 4, 2000, The Other Phone Company ceased providing the local telephone service to 2318 Cornwall Street, Germantown, Tennessee.

**58. On February 16, 2001, Kerry Beyer resided at 2318 Cornwall Street,**

**Germantown, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on February 16, 2001, Kerry Beyer resided at 2318 Cornwall Street, Germantown, Tennessee.

**59. On or about February 16, 2001, the local telephone service provided to 2318 Cornwall Street, Germantown, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 16, 2001, the local telephone service provided to 2318 Cornwall Street, Germantown, Tennessee was switched to The Other Phone Company.

**60. On or about March 15, 2001, The Other Phone Company ceased providing the local telephone service to 2318 Cornwall Street, Germantown, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 15, 2001, The Other Phone Company ceased providing the local telephone service to 2318 Cornwall Street, Germantown, Tennessee.

**61. The thirteen (13) solicitation scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division fail to include a statement that the purpose of the call is to solicit verbal approval to change the end user's local, and/or intraLATA, or interLATA carrier along with the specific question to the end user, "Do you want to change your service?"**



**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states "[p]enalties are not contemplated for Talk.com's general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

**62. The thirteen (13)solicitation scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not provide an unsolicited disclosure describing charge(s)for processing the carrier change that may be imposed.**

**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states "[p]enalties are not contemplated for Talk.com's general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

**63. The thirteen (13)solicitation scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not include a disclosure that "the end user's local, intraLATA, or interLATA carrier may not be changed unless and until the telemarketing sale is confirmed by at least one of the methods outlined in Tenn. Comp. R. & Reg. 1220-4-2-. 56(2)(a-c).**

**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states “[p]enalties are not contemplated for Talk.com’s general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3),” the Company objects as irrelevant the statement included in this request.

**64. The thirteen (13)solicitation scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not include an unsolicited disclosure of the time frame when a change of service will occur.**

**Talk.com’s Response**

Based on the statement in footnote 21 of the Show Cause order which states “[p]enalties are not contemplated for Talk.com’s general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3),” the Company objects as irrelevant the statement included in this request.

**65. The thirteen (13)solicitation scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not provide statement verifying that the end user is an authorized individual.**

**Talk.com’s Response**

Based on the statement in footnote 21 of the Show Cause order which states “[p]enalties are not contemplated for Talk.com’s general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should

not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

**66. The fifty-four (54) verification scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not disclose the company name of the independent third party verifier.**

**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states "[p]enalties are not contemplated for Talk.com's general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

**67. The fifty-four (54) verification scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not request whether the end user would like to verify his/her decision to switch service at the present time or wait until a later time.**

**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states "[p]enalties are not contemplated for Talk.com's general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

**68. The fifty-four (54) verification scripts Talk.com provided to the TRA in**

response to a data request from the Consumer Services Division do not disclose the approximate time frame in which the change in service will occur.

**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states "[p]enalties are not contemplated for Talk.com's general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

69. The fifty-four (54) verification scripts Talk.com provided to the TRA in response to a data request from the Consumer Services Division do not include a statement at the end of the conversation confirming that a request will or will not be submitted to the end user's LEC to change his or her preferred local exchange service provider, PIC or LPIC.

**Talk.com's Response**

Based on the statement in footnote 21 of the Show Cause order which states "[p]enalties are not contemplated for Talk.com's general use of these noncompliant scripts. In certain Counts included in this Order, however, Talk.com is being directed to show cause why penalties should not be imposed for specific violations of Tenn. Comp. R. & Reg. 1120-4-2-.56(2) or (3)," the Company objects as irrelevant the statement included in this request.

**COUNTS 31 and 32**

70. On March 15, 2000, Joe and Rose Matthews d/b/a Matthews Towing and Car Care Center resided at 3995 Raleigh Millington Rd, Memphis, Tennessee.

**Talk.com's Response**

The Company denies that on March 15, 2000, Joe and Rose Matthews d/b/a Matthews Towing and Car Care Center resided at 3995 Raleigh Millington Rd, Memphis, Tennessee.

**71. On or about March 15, 2000, the local, local toll and long distance telephone service provided on four lines to 3995 Raleigh Millington Rd, Memphis, Tennessee were switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 15, 2000, the local, local toll and long distance telephone service provided on four lines to 3995 Raleigh Millington Rd, Memphis, Tennessee were switched to The Other Phone Company.

**72. On or about August 23, 2000, The Other Phone Company ceased providing the local, local toll and long distance telephone service on four lines to 3995 Raleigh Millington Rd, Memphis, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about August 23, 2000, The Other Phone Company ceased providing the local, local toll and long distance telephone service on four lines to 3995 Raleigh Millington Rd, Memphis, Tennessee.

**COUNTS 33 and 34,**

**73. On January 14, 2000, Pam Downen resided at 130 Brints Chapel Lane, Middleton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on January 14, 2000, Pam Downen resided at 130 Brints Chapel Lane, Middleton, Tennessee

**74. On or about January 14, 2000, the local toll and long distance telephone service provided to 130 Brints Chapel Lane, Middleton, Tennessee was switched to Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 14, 2000, the local toll and long distance telephone service provided to 130 Brints Chapel Lane, Middleton, Tennessee was switched to Talk.com.

**75. On or about April 11, 2000, Talk.com ceased providing the local toll and long distance telephone service to 130 Brints Chapel Lane, Middleton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about April 11, 2000, Talk.com ceased providing the local toll and long distance telephone service to 130 Brints Chapel Lane, Middleton, Tennessee.

**76. On or about January 27, 2000, Pam Downen of 130 Brints Chapel Lane, Middleton, Tennessee communicated a request to cancel Talk.com's service to Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 27, 2000, Pam Downen of 130 Brints Chapel Lane, Middleton, Tennessee communicated a request to cancel Talk.com's service to Talk.com.

76 [sic]. On or about January 27, 2000, Talk.com ceased providing the long distance telephone service to 130 Brints Chapel Lane, Middleton, Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 27, 2000, Talk.com ceased providing the long distance telephone service to 130 Brints Chapel Lane, Middleton, Tennessee.

**COUNTS 35 and 36**

77. On July 16, 2000, Dorothy Curvin resided at 11281 McGill Rd., Soddy Daisy, Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on July 16, 2000, Dorothy Curvin resided at 11281 McGill Rd., Soddy Daisy, Tennessee.

78. On or about July 16, 2000, the local telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee was switched to The Other Phone Company.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about July 16, 2000, the local telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee was switched to The Other Phone Company.

79. On or about November 16, 2000, The Other Phone Company ceased providing the local telephone service to 11281 McGill Rd., Soddy Daisy, Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 16, 2000, The Other Phone Company ceased providing the local telephone service to 11281 McGill Rd., Soddy Daisy, Tennessee.

**80. On or about July 15, 2000, the local toll and long distance telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about July 15, 2000, the local toll and long distance telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee was switched to The Other Phone Company.

**81. On or about August 31, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 11281 McGill Rd., Soddy Daisy, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about August 31, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 11281 McGill Rd., Soddy Daisy, Tennessee.

**82. On November 9, 2000, Dorothy Curvin resided at 11281 McGill Rd., Soddy Daisy, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on November 9, 2000, Dorothy Curvin resided at 11281 McGill Rd., Soddy Daisy, Tennessee



83. On or about November 9, 2000, the local toll and long distance telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee were switched to the Other Phone Company.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 9, 2000, the local toll and long distance telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee were switched to the Other Phone Company.

84. On or about November 14, 2000, the local toll and long distance telephone service provided to 11281 McGill Rd., Soddy Daisy, Tennessee were switched to the Other Phone Company.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether or about November 14, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 11281 McGill Rd., Soddy Daisy, Tennessee.

**COUNTS 37 and 38**

85. On September 12, 2000, Laura Wilson resided at 15 Bluff Creek Trail, Soddy Daisy, Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on September 12, 2000, Laura Wilson resided at 15 Bluff Creek Trail, Soddy Daisy, Tennessee.

86. On or about September 12, 2000, the local telephone service provided to 15 Bluff

Creek Trail, Soddy Daisy, Tennessee was switched to Talk.com.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about September 12, 2000, the local telephone service provided to 15 Bluff Creek Trail, Soddy Daisy, Tennessee was switched to Talk.com.

**87. On or about November 9, 2000, Talk.com ceased providing the local telephone service to 15 Bluff Creek Trail, Soddy Daisy, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 9, 2000, Talk.com ceased providing the local telephone service to 15 Bluff Creek Trail, Soddy Daisy, Tennessee.

**COUNTS 39 and 40**

**88. On July 16, 2000, Jeanette Deming resided at 124 Roseland Hill Rd., Brighton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on July 16, 2000, Jeanette Deming resided at 124 Roseland Hill Rd., Brighton, Tennessee.

**89. On or about July 16, 2000, the local telephone service provided to 124 Roseland Hill Rd. Brighton, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about July 16, 2000, the local telephone service provided to 124 Roseland Hill Rd. Brighton, Tennessee was switched to The Other Phone Company.

**90. On or about July 16, 2000, The Other Phone Company ceased providing the local telephone service to 124 Roseland Hill Rd. Brighton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about July 16, 2000, The Other Phone Company ceased providing the local telephone service to 124 Roseland Hill Rd. Brighton, Tennessee.

**91. On September 25, 2000, Jeanette Deming resided at 124 Roseland Hill Rd., Brighton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on September 25, 2000, Jeanette Deming resided at 124 Roseland Hill Rd., Brighton, Tennessee.

**92. On or about September 25, 2000, the local telephone service provided to 124 Roseland Hill Rd. Brighton, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about September 25, 2000, the local telephone service provided to 124 Roseland Hill Rd. Brighton, Tennessee was switched to The Other Phone Company.

**93. On or about November 22, 2000, The Other Phone Company ceased**

providing the local telephone service to 124 Roseland Hill Rd. Brighton, Tennessee.

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 22, 2000, The Other Phone Company ceased providing the local telephone service to 124 Roseland Hill Rd. Brighton, Tennessee.

**94. On November 20, 2000, Jeanette Deming resided at 124 Roseland Hill Rd., Brighton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on November 20, 2000, Jeanette Deming resided at 124 Roseland Hill Rd., Brighton, Tennessee.

**95. On or about November 20, 2000, the local toll and long distance telephone service provided to 124 Roseland Hill Rd., Brighton, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 20, 2000, the local toll and long distance telephone service provided to 124 Roseland Hill Rd., Brighton, Tennessee was switched to The Other Phone Company.

**96. On or about January 25, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 124 Roseland Hill Rd., Brighton, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 25, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 124 Roseland Hill Rd., Brighton, Tennessee.

**COUNTS 41 and 42**

**97. On [sic] John Selkirk resided at 9125 Wren Hill Drive, Lakeland, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether "On John Selkirk resided at 9125 Wren Hill Drive, Lakeland, Tennessee."

**98. On or about November 14, 2000, the local toll and long distance telephone service provided to 9125 Wren Hill Drive, Lakeland, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 14, 2000, the local toll and long distance telephone service provided to 9125 Wren Hill Drive, Lakeland, Tennessee was switched to The Other Phone Company.

**99. On or about December 27, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 9125 Wren Hill Drive, Lakeland, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about December 27, 2000, The Other Phone Company ceased providing the local toll and long distance telephone service to 9125 Wren Hill Drive, Lakeland, Tennessee.

**COUNTS 43 and 44**

**100. On November 9, 2000, Gary Butler resided at 765 McMurray Dr., Apt. M-10, Nashville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on November 9, 2000, Gary Butler resided at 765 McMurray Dr., Apt. M-10, Nashville, Tennessee.

**101. On or about November 9, 2000, the local toll and long distance telephone service provided to 765 McMurray Dr., Apt. M-10, Nashville, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 9, 2000, the local toll and long distance telephone service provided to 765 McMurray Dr., Apt. M-10, Nashville, Tennessee was switched to The Other Phone Company.

**102. On or about January 8, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 765 McMurray Dr., Apt. M-10, Nashville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 8, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 765 McMurray Dr., Apt. M-10, Nashville, Tennessee.

**COUNTS 45 and 46**

**103. On January 12, 2001, Janet Elizabeth Clare resided at 3211 Highway 411, Madisonville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on January 12, 2001, Janet Elizabeth Clare resided at 3211 Highway 411, Madisonville, Tennessee.

**104. On or about January 12, 2001, the local telephone service provided to 3211 Highway 411, Madisonville, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 12, 2001, the local telephone service provided to 3211 Highway 411, Madisonville, Tennessee was switched to The Other Phone Company.

**105. On or about January 25, 2001, The Other Phone Company ceased providing the local telephone service to 3211 Highway 411, Madisonville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 25, 2001, The Other Phone Company ceased providing the local telephone service to 3211 Highway 411, Madisonville, Tennessee.

**COUNTS 47 and 48**

**106. On January 24, 2000, Lori Turbeville resided at 1257 Brushy Road, Centerville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on January 24, 2000, Lori Turbeville resided at 1257 Brushy Road, Centerville, Tennessee.

**107. On or about January 24, 2000, the long distance telephone service and local toll telephone service provided to 1257 Brushy Road, Centerville, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 24, 2000, the long distance telephone service and local toll telephone service provided to 1257 Brushy Road, Centerville, Tennessee was switched to The Other Phone Company.

**108. On or about March 27, 2000, The Other Phone Company ceased providing the long distance telephone service and local toll telephone service to 1257 Brushy Road, Centerville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 27, 2000, The Other Phone Company ceased providing the long distance telephone service and local toll telephone service to 1257 Brushy Road, Centerville, Tennessee.

**COUNTS 49 and 50**



**109. On January 23, 2001 the address for Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C. was P. O. Box 30, Rockvale, Tennessee.**

**Talk.com’s Response**

The Company has insufficient knowledge to either admit or deny whether on January 23, 2001 the address for Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C. was P. O. Box 30, Rockvale, Tennessee

**110. On or about January 23, 2001, the local telephone service provided to Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C. was switched to Access One.**

**Talk.com’s Response**

The Company has insufficient knowledge to either admit or deny whether on or about January 23, 2001, the local telephone service provided to Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C. was switched to Access One.

**111. On or about March 26, 2001, Access One ceased providing local telephone service to Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C.**

**Talk.com’s Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 26, 2001, Access One ceased providing local telephone service to Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C.

**112. On March 9, 2001, the address for Carol O’Gorman d/b/a Heat Transfer Solutions, L. L. C. was P. O. Box 30, Rockvale, Tennessee.**

**Talk.com’s Response**

The Company has insufficient knowledge to either admit or deny whether on March 9, 2001, the address for Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C. was P. O. Box 30, Rockvale, Tennessee.

**113. On or about March 9, 2001, the local toll and long distance telephone service provided to Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C. was switched to Access One.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 9, 2001, the local toll and long distance telephone service provided to Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C. was switched to Access One.

**114. On or about April 2, 2001, Access One ceased providing local toll telephone service to Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about April 2, 2001, Access One ceased providing local toll telephone service to Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C.

**115. On or about May 23, 2001, Access One ceased providing long distance telephone service to Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about May 23, 2001, Access One ceased providing long distance telephone service to Carol O'Gorman d/b/a Heat Transfer Solutions, L. L. C.

**COUNTS 51 and 52**

**116. On March 28, 2001, Edith Brown resided at 3451 Powers Bridge Road, Manchester, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on March 28, 2001, Edith Brown resided at 3451 Powers Bridge Road, Manchester, Tennessee.

**117. On or about March 28, 2001, the local telephone service provided to 3451 Powers Bridge Road, Manchester, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 28, 2001, the local telephone service provided to 3451 Powers Bridge Road, Manchester, Tennessee was switched to The Other Phone Company.

**118. On or about March 29, 2001, The Other Phone Company ceased providing local telephone service to 345 1 Powers Bridge Road, Manchester, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 29, 2001, The Other Phone Company ceased providing local telephone service to 3451 Powers Bridge Road, Manchester, Tennessee.

**COUNT 53**

**119. On February 15, 2001, Duane and Cindi Shields resided at 8065 Allbright Cove, Bartlett, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on February 15, 2001, Duane and Cindi Shields resided at 8065 Allbright Cove, Bartlett, Tennessee.

**120. On or about February 15, 2001, the local, local toll and long distance telephone service provided to 8065 Allbright Cove, Bartlett, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 15, 2001, the local, local toll and long distance telephone service provided to 8065 Allbright Cove, Bartlett, Tennessee was switched to The Other Phone Company.

**121. On or about February 15, 2001, The Other Phone Company ceased .providing local telephone service to 8065 Allbright Cove, Bartlett, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 15, 2001, The Other Phone Company ceased .providing local telephone service to 8065 Allbright Cove, Bartlett, Tennessee.

**122. On or about March 7, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 8065 Allbright Cove, Bartlett, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 7, 2001, The Other Phone Company ceased providing the local toll and long distance telephone service to 8065 Allbright Cove, Bartlett, Tennessee.

**COUNTS 54 and 55**

**123. On March 23, 2001, Lisa Switter resided at 265 Moore Circle, N. W., Charleston, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on March 23, 2001, Lisa Switter resided at 265 Moore Circle, N. W., Charleston, Tennessee.

**124. On or about March 23, 2001, the local and long distance telephone service provided to 265 Moore Circle, N. W., Charleston, Tennessee was switched to Access One.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 23, 2001, the local and long distance telephone service provided to 265 Moore Circle, N. W., Charleston, Tennessee was switched to Access One.

**125. On March 26, 2001, Access One ceased providing the local and long distance telephone service provided to 265 Moore Circle, N. W., Charleston, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on March 26, 2001, Access One ceased providing the local and long distance telephone service provided to 265 Moore Circle, N. W., Charleston, Tennessee.

**COUNTS 56 and 57**

**126. On August 1, 2000, K. L. Owen and Carole A. Owen resided at 707 N. Graycroft Ave., Madison, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on August 1, 2000, K. L. Owen and Carole A. Owen resided at 707 N. Graycroft Ave., Madison, Tennessee.

**127. On or about August 1, 2000, the local, local toll and long distance telephone service provided to 707 N. Graycroft Ave., Madison, Tennessee was switched to Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about August 1, 2000, the local, local toll and long distance telephone service provided to 707 N. Graycroft Ave., Madison, Tennessee was switched to Talk.com.

**128. On or about September 17, 2000, Talk.com ceased providing the local telephone service provided to 707 N. Graycroft Ave., Madison, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about September 17, 2000, Talk.com ceased providing the local telephone service provided to 707 N. Graycroft Ave., Madison, Tennessee.

**129. On or about September 18, 2000, Talk.com ceased providing the local toll and long distance telephone service provided to 707 N. Graycroft Ave., Madison, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about September 18, 2000, Talk.com ceased providing the local toll and long distance telephone service provided to 707 N. Graycroft Ave., Madison, Tennessee.

**COUNT 58**

**130. On November 15, 2000, John Montgomery d/b/a John Montgomery Insurance Agency resided at 810 State Street, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on November 15, 2000, John Montgomery d/b/a John Montgomery Insurance Agency resided at 810 State Street, Knoxville, Tennessee.

**131. On or about November 15, 2000, the local telephone service was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 15, 2000, the local telephone service was switched to The Other Phone Company.

**132. On or about December 11, 2000, The Other Phone Company ceased providing local telephone service to 810 State Street, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about December 11, 2000, The Other Phone Company ceased providing local telephone service to 810 State Street, Knoxville, Tennessee.

**COUNT 59**

**132. On October 2, 2000, Judy Beasley, of Beasley Antenna & Satellite, resided at 1801 Bell Avenue, Paris, Tennessee.**

**Talk.com's Response**

The Company denies that on October 2, 2000, Judy Beasley, of Beasley Antenna & Satellite, resided at 1801 Bell Avenue, Paris, Tennessee.

**133. On or about October 2, 2000, the local telephone service provided to Beasley Antenna & Satellite residing at 1801 Bell Avenue, Paris, Tennessee was switched to The Other Phone Company.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 2, 2000, the local telephone service provided to Beasley Antenna & Satellite residing at 1801 Bell Avenue, Paris, Tennessee was switched to The Other Phone Company.

**134. On or about October 9, 2000, The Other Phone Company ceased providing local telephone service to Beasley Antenna & Satellite residing at 1801 Bell Avenue, Paris, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 9, 2000, The Other Phone Company ceased providing local telephone service to Beasley Antenna & Satellite residing at 1801 Bell Avenue, Paris, Tennessee.

**COUNTS 60 and 61**



**135. On November 14, 2000, Janice Keenan resided at 414 West Ridgecrest Dr., Kingston, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on November 14, 2000, Janice Keenan resided at 414 West Ridgecrest Dr., Kingston, Tennessee.

**136. On or about November 14, 2000, the local telephone service provided to 414 West Ridgecrest Dr., Kingston, Tennessee was switched to Access One.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about November 14, 2000, the local telephone service provided to 414 West Ridgecrest Dr., Kingston, Tennessee was switched to Access One.

**137. On or about October 18, 2000, the local toll telephone service provided to 414 West Ridgecrest Dr., Kingston, Tennessee was switched to Access One.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about October 18, 2000, the local toll telephone service provided to 414 West Ridgecrest Dr., Kingston, Tennessee was switched to Access One.

**138. On or about December 18, 2000, Access One ceased providing the local and the local toll telephone service to 414 West Ridgecrest Dr., Kingston, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about December 18, 2000, Access One ceased providing the local and the local toll telephone service to 414 West Ridgecrest Dr., Kingston, Tennessee.

**COUNT 62**

**139. On February 26, 2001, Michael Foster resided at 223 Western Avenue, Lebanon, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on February 26, 2001, Michael Foster resided at 223 Western Avenue, Lebanon, Tennessee.

**140. On or about February 26, 2001, the local telephone service provided to 223 Western Avenue, Lebanon, Tennessee was switched to Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about February 26, 2001, the local telephone service provided to 223 Western Avenue, Lebanon, Tennessee was switched to Talk.com.

**141. On or about March 10, 2001, Talk.com ceased providing the local telephone 16 service provided to 223 Western Avenue, Lebanon, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 10, 2001, Talk.com ceased providing the local telephone 16 service provided to 223 Western Avenue, Lebanon, Tennessee.

**COUNTS 63 and 64**

**142. On March 8, 2001, Lenore Wilson resided at 154 North Ridge Drive, Parotsville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on March 8, 2001, Lenore Wilson resided at 154 North Ridge Drive, Parotsville, Tennessee.

**143. On or about March 8, 2001, the local, local toll and long distance telephone service provided to 154 North Ridge Drive, Parotsville, Tennessee was switched to Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about March 8, 2001, the local, local toll and long distance telephone service provided to 154 North Ridge Drive, Parotsville, Tennessee was switched to Talk.com

**144. On or about [sic] April 20, 2001, Talk.com ceased providing the local toll and long distance telephone service to 154 North Ridge Drive, Parotsville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about April 20, 2001, Talk.com ceased providing the local toll and long distance telephone service to 154 North Ridge Drive, Parotsville, Tennessee.

**145. On or about April 23, 2001, Talk.com ceased providing the local telephone service to 154 North Ridge Drive, Parotsville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about April 23, 2001, Talk.com ceased providing the local telephone service to 154 North Ridge Drive, Parotsville, Tennessee.

**COUNTS 65 and 66**

**146. On or about September 22, 2000, Patricia Ladisa of 7033 North Lake Drive, Brentwood, Tennessee, cancelled her local and long distance telephone service with Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether on or about September 22, 2000, Patricia Ladisa of 7033 North Lake Drive, Brentwood, Tennessee, cancelled her local and long distance telephone service with Talk.com.

**147. Bruce Efflandt of 1771 Wears Valley Road, Sevierville, Tennessee, provided Talk.com with notice of cancellation of previously authorized telephone service with Talk.com on August 20, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Bruce Efflandt of 1771 Wears Valley Road, Sevierville, Tennessee, provided Talk.com with notice of cancellation of previously authorized telephone service with Talk.com on August 20, 2000.

**148. Bruce Efflandt of 1771 Wears Valley Road in Sevierville, Tennessee, provided Talk.com with notice of cancellation of previously authorized telephone service with Talk.com on or before November 7, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Bruce Efflandt of 1771 Wears Valley Road in Sevierville, Tennessee, provided Talk.com with notice of cancellation of previously authorized telephone service with Talk.com on or before November 7, 2000.

**149. Talk.com ceased to provide previously authorized telephone service to Bruce Efflandt of 1771 Wears Valley Road, Sevierville, Tennessee on January 22,2001.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether Talk.com ceased to provide previously authorized telephone service to Bruce Efflandt of 1771 Wears Valley Road, Sevierville, Tennessee on January 22,2001.

**COUNT 67**

**150. In August of 2000, Talk.com received a notice of cancellation from Mrs. Lillian Greer of 1234 Meda Street, Memphis, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to either admit or deny whether it received notice of cancellation in August 2000 from Mrs. Lillian Greer is of 1234 Meda Street.

**151. Subsequent to the notice of cancellation referenced in request for admission number 150 (above)Talk.com delivered a bill for payment of \$67.49 for local telephone service to Mrs. Lillian Greer of 1234 Meda Street, Memphis, Tennessee.**

**Talk.com's Response**

The Company admits that it delivered a bill for payment of \$67.49. The Company has the Company has insufficient knowledge to either admit or deny the rest of the information contained in the request.

**COUNT 68**

**152. Doris Moore of 10464 Hwy 104 North, Lexington, Tennessee, authorized Talk.com to provide her with local telephone service in July 2000.**

**Talk.com's Response**

The Company admits that Doris Moore authorized Talk.com to provide her with local telephone service. The Company has insufficient knowledge to admit or deny the rest of the information contained in the request.

**153. As of August 10, 2000, Talk.com had not activated the previously authorized telephone service referenced in request for admission number 152 (above).**

**Talk.com's Response**

The Company admits that as of August 10, 2000 it had submitted an order to switch the authorized switch of the telephone service. The Company has insufficient knowledge to admit or deny the rest of the information contained in the request.

**154. Talk.com delivered a bill or bills to Doris Moore of 10464 Hwy 104 North, Lexington, Tennessee, for at least two hundred three dollars and seventy cents (\$203.70).**

**Talk.com's Response**

The Company admits that it rendered a bill to Doris Moore of 10464 Hwy 104 North, Lexington, Tennessee. The Company has insufficient knowledge to admit or deny the rest of the information contained in the request.

**155. Talk.com has never provided telephone service to Doris Moore of 10464 Hwy 104 North, Lexington, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it has never provided telephone service to Doris Moore of 10464 Hwy 104 North, Lexington, Tennessee.

**COUNT 69**

**156. Talk.com received a notice of cancellation from Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee on or about September 21, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it received a notice of cancellation from Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee on or about September 21, 2000.

**157. Talk.com received a notice of cancellation from Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee on or about October 23, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it received a notice of cancellation from Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee on or about October 23, 2000.

157. [sic] Talk.com debited the checking account of Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee in the amounts of twenty-five dollars and ninety-three cents (\$25.93) and twenty-four dollars and fifty-two cents (\$24.52) on December 12, 2000, and fiftyone dollars and eighty-six cents (\$51.86) and forty-nine dollars and four cents (\$49.04) on December 29, 2000.

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it debited the checking account of Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee in the amounts of twenty-five dollars and ninety-three cents (\$25.93) and twenty-four dollars and fifty-two cents (\$24.52) on December 12, 2000, and fiftyone dollars and eighty-six cents (\$51.86) and forty-nine dollars and four cents (\$49.04) on December 29, 2000.

158. Talk.com continued to bill Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee until November 20, 2000.

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee until November 20, 2000.

159. As of August 7, 2001, Talk.com had not returned the two debits of December 29, 2000 referenced in request for admission number 159 (above) in the total amount of one hundred dollars and ninety cents (\$100.90) to Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee.

**Talk.com's Response**



The Company has insufficient knowledge to admit or deny whether as of August 7, 2001, Talk.com had not returned the two debits of December 29, 2000 referenced in request for admission number 159 (above) in the total amount of one hundred dollars and ninety cents (\$100.90) to Tim and Leah Sweeney of 2220 Monte Bella Place, Franklin, Tennessee.

**COUNT 70**

**160. Marjorie Rainey of 5620 Granny White Pike, Brentwood, Tennessee was billed by Talk.com for features that she had not authorized Talk.coM to provide in the amounts amounting to at least two-hundred twenty-six dollars (\$226.00) and three hundred fourteen dollars and thirty-eight cents (\$3 14.38).**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether Marjorie Rainey of 5620 Granny White Pike, Brentwood, Tennessee was billed by Talk.com for features that she had not authorized Talk.com to provide in the amounts amounting to at least two-hundred twenty-six dollars (\$226.00) and three hundred fourteen dollars and thirty-eight cents (\$3 14.38).

**COUNT 71**

**161. Talk.com delivered a bill dated December 27, 2000 to Fred Parish of Mid-Town, Video, 3081 Roane State Hwy, Harriman, Tennessee in the amount of \$69.31.**

**Talk.com's Response**

The Company denies that it delivered a bill to Fred Parish of Mid-Town, Video, 3081 Roane State Hwy, Harriman, Tennessee in the amount of \$69.31.

**COUNT 72**

**162. Subsequent to receiving a notice of cancellation from Lisan Parker of 3600 Hillsboro Rd, Nashville, Tennessee, Talk.com billed Ms. Parker amounts totaling two hundred ninety-two dollars and forty-eight cents (\$292.48) and fifty-six dollars and fifty-one cents (\$56.51).**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether subsequent to receiving a notice of cancellation from Lisan Parker of 3600 Hillsboro Rd, Nashville, Tennessee, Talk.com billed Ms. Parker amounts totaling two hundred ninety-two dollars and forty-eight cents (\$292.48) and fifty-six dollars and fifty-one cents (\$56.51).

**163. Talk.com billed Lisan Parker of 3600 Hillsboro Rd, Nashville, Tennessee, for a Premier Plan in the amount of \$3.95, which Ms. Parker did not order.**

**Talk.com's Response**

The Company admits that it rendered a bill addressed to Lisan Parker at 3600 Hillsboro Rd, Nashville, Tennessee. The Company has insufficient knowledge to admit or deny the rest of the information contained in the request.

**COUNT 73**

**164. Carolyn Keay of 11614 Holly Circle, Soddy Daisy, Tennessee subscribed to a Talk.com a [sic] local and long distance bundled telephone plan including two hundred (200) free minutes of long distance calls and unlimited local calls each month.**

**Talk.com's Response**

The Company admits Carolyn Keay of 11614 Holly Circle, Soddy Daisy, Tennessee subscribed to a Talk.com local and long distance bundled telephone plan including two hundred

(200)free minutes of long distance calls and unlimited local calls each month.

**165. Carolyn Keay of 116 14 Holly Circle, Soddy Daisy, Tennessee did not receive the two hundred (200)minutes of free long distance or free local calls per the plan referenced in request for admission number 164 (above).**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether Carolyn Keay of 116 14 Holly Circle, Soddy Daisy, Tennessee did not receive the two hundred (200)minutes of free long distance or free local calls per the plan referenced in request for admission number 164 (above).

**166. Talk.com billed Carolyn Keay of 11614 Holly Circle, Soddy Daisy, Tennessee in an amount totaling at least \$302.07 for local toll calls.**

**Talk.com's Response**

The Company admits that it rendered a bill to Carolyn Keay. The Company denies it billed Carolyn Keay of 11614 Holly Circle, Soddy Daisy, Tennessee in an amount totaling at least \$302.07 for local toll calls.

**COUNT 74**

**167. Talk.com agreed to provide Lori Turbeville of 1257 Brushy Rd., Antioch, Tennessee with two-hundred (200)free minutes of long distance services and three (3)months of free AOL Internet service.**

**Talk.com's Response**

The Company admits it agreed to provide Lori Turbeville of 1257 Brushy Rd., Antioch,

Tennessee with two-hundred (200) free minutes of long distance services and three (3) months of free AOL Internet service.

**168. Between April 4, 2000 and March 3, 2001 Talk.com collected billed amounts of money from the Mastercard account of Lori Turbeville of 1257 Brushy Rd., Antioch, Tennessee in excess of those to which she had subscribed.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether between April 4, 2000 and March 3, 2001 Talk.com collected billed amounts of money from the Mastercard account of Lori Turbeville of 1257 Brushy Rd., Antioch, Tennessee in excess of those to which she had subscribed.

**169. Talk.com collected billed amounts of money from the Mastercard account of Lori Turbeville of 1257 Brushy Rd., Antioch, Tennessee in excess of those to which she had subscribed after the service was cancelled.**

**Talk.com's Response**

The Company denies it collected billed amounts of money from the Mastercard account of Lori Turbeville of 1257 Brushy Rd., Antioch, Tennessee in excess of those to which she had subscribed after the service was cancelled.

**COUNT 75**

**170. Talk.com agreed to provide telephone service to Andy Whitehead of 1409 Bowman Road, Knoxville, Tennessee, for a monthly charge of \$39.99 with two-hundred (200) free minutes of long distance per month.**

**Talk.com's Response**

The Company denies it agreed to provide telephone service to Andy Whitehead of 1409 Bowman Road, Knoxville, Tennessee, for a monthly charge of \$39.99 with two-hundred (200) free minutes of long distance per month.

**171. After receiving notice of cancellation of previously authorized service from Andy Whitehead of 1409 Bowman Road, Knoxville, Tennessee, Talk.com continued to bill Andy Whitehead of 1409 Bowman Road, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it received a notice of cancellation of previously authorized service from Andy Whitehead of 1409 Bowman Road, Knoxville, Tennessee. In addition, the Company has insufficient knowledge to admit or deny whether it continued to bill Andy Whitehead of 1409 Bowman Road, Knoxville, Tennessee.

**172. Andy Whitehead of 1409 Bowman Road in Knoxville, Tennessee was billed for an additional monthly fee in the amount of \$39.05.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether Andy Whitehead of 1409 Bowman Road in Knoxville, Tennessee was billed for an additional monthly fee in the amount of \$39.05.

**COUNT 76**

**173. Talk.com agreed to provide Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee with telephone service for \$49.95 per month.**

**Talk.com's Response**

The Company admits it agreed to provide Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee with telephone service for \$49.95 per month

**174. Talk.com failed to timely cancel the existing service upon receipt of a notice of cancellation from Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether received a notice of cancellation from Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee. The Company has insufficient knowledge to admit or deny whether it failed to timely cancel the existing service.

**175. Talk.com billed Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee in excess of \$100.00 per month during the time the account of Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee was open with Talk.com.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it billed Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee in excess of \$100.00 per month during the time the account of Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee was open with Talk.com.

**177. Talk.com continued to bill Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee after Talk.com ceased to provide service to Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill

Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee after Talk.com ceased to provide service to Charles Gerald Richardson of 335 Milbridge Drive, Antioch, Tennessee.

**COUNT 77**

**178. Talk.com received a notice of cancellation for telephone service provided to Cecilia Peterson of 53 1 South Gay Street, Suite 100, Knoxville, Tennessee in July of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it received a notice of cancellation for telephone service provided to Cecilia Peterson of 53 1 South Gay Street, Suite 100, Knoxville, Tennessee in July of 2000.

**179. Talk.com ceased providing telephone service to Cecilia Peterson of 53 1 South Gay Street, Suite 100, Knoxville, Tennessee in July of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it ceased providing telephone service to Cecilia Peterson of 53 1 South Gay Street, Suite 100, Knoxville, Tennessee in July of 2000.

**180. Talk.com billed Cecilia Peterson of 531 South Gay Street, Suite 100, Knoxville, Tennessee every month from July 2000 to March 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it billed Cecilia Peterson of 531 South Gay Street, Suite 100, Knoxville, Tennessee every month from July 2000 to March 2001.

**COUNT 78**

**181. Talk.com ceased providing telephone service to Betty Monroe of Breeze Thru Market and Deli at 1103 Tennessee Avenue, Knoxville, Tennessee in June of 2000.**

**Talk.com's Response**

The Company denies it ceased providing telephone service to Betty Monroe of Breeze Thru Market and Deli at 1103 Tennessee Avenue, Knoxville, Tennessee in June of 2000.

**182. Talk.com continued to bill Betty Monroe of Breeze Thru Market and Deli at 1103 Tennessee Avenue, Knoxville, Tennessee for a period of time from June of 2000 to March 31, 2001.**

**Talk.com's Response**

The Company denies it continued to bill Betty Monroe of Breeze Thru Market and Deli at 1103 Tennessee Avenue, Knoxville, Tennessee for a period of time from June of 2000 to March 31, 2001.

**COUNT 79**

**183. Talk.com switched the telephone service provided to Woodlife Photography, Inc. of 11 W. Huling Avenue, Memphis, Tennessee on June 29, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it switched the telephone service provided to Woodlife Photography, Inc. of 11 W. Huling Avenue, Memphis, Tennessee on June 29, 2000.

**184. Talk.com ceased providing service to Woodlife Photography, Inc. of 11 W.**



**Huling Avenue, Memphis, Tennessee on July 28, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it ceased providing service to Woodlife Photography, Inc. of 11 W. Huling Avenue, Memphis, Tennessee on July 28, 2000.

**185. Talk.com continued to bill the corporation after the service had been cancelled.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill the corporation after the service had been cancelled.

**186. Talk.com continued billing Woodlife Photography, Inc. on a monthly basis until April of 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued billing Woodlife Photography, Inc. on a monthly basis until April of 2001.

**COUNT 80**

**187. Talk.com ceased providing telephone service to Pat Shell of 2712 Washington Lane, Thompson Station, Tennessee on December 21, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it ceased providing telephone service to Pat Shell of 2712 Washington Lane, Thompson Station, Tennessee on

December 21, 2000.

**188. Talk.com continued to bill Pat Shell of 2712 Washington Lane, Thompson Station, Tennessee one hundred thirty-eight dollars and fifty-eight cents (\$138.58) each month from January 2001 through April 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill Pat Shell of 2712 Washington Lane, Thompson Station, Tennessee one hundred thirty-eight dollars and fifty-eight cents (\$138.58) each month from January 2001 through April 2001.

**COUNT 81**

**189. Talk.com agreed to provide Artworks Printing and Signs of 106 East Lane Street, Shelbyville, Tennessee with local and long distance service at a rate of \$54.95 per month, with two-hundred (200) free minutes of long distance.**

**Talk.com's Response**

The Company admits it agreed to provide Artworks Printing and Signs of 106 East Lane Street, Shelbyville, Tennessee with local and long distance service. The Company has insufficient knowledge to admit or deny the rest of the information contained in the request.

**190. In December of 2000, Talk.com received a cancellation letter and check for \$65.00 from Buddy Hart of Artworks Printing and Signs of 106 East Lane Street, Shelbyville, Tennessee dated December 20, 2000.**

**Talk.com's Response**

The Company admits it received a check for \$60.00 from Buddy Hart of Artworks

Printing and Sings of 106 East Lane Street, Shelbyville, Tennessee. The Company has insufficient knowledge to admit or deny the rest of the information contained in the request.

**COUNT 82**

191. Talk.com received notice to cancel previously authorized telephone service from Beth Davis of 9229 Birchwood Pike, Harrison, Tennessee in July of 2000.

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it received notice to cancel previously authorized telephone service from Beth Davis of 9229 Birchwood Pike, Harrison, Tennessee in July of 2000.

192. Approximately six (6) months later Talk.com sent a bill for over \$200 to Beth Davis of 9229 Birchwood Pike, Harrison, Tennessee. She immediately called Talk.com and was assured by a customer service representative that the problem would be resolved and the account would be cancelled.

**Talk.com's Response**

The Company admits it rendered a bill for over \$200 to Beth Davis of 9229 Birchwood Pike, Harrison, Tennessee. The Company has insufficient knowledge to admit or the rest of the information contained in the request.

193. Talk.com continued to bill Beth Davis of 9229 Birchwood Pike, Harrison, Tennessee for service on a monthly basis from July of 2000 until March of 2001.

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill

Beth Davis of 9229 Birchwood Pike, Harrison, Tennessee for service on a monthly basis from July of 2000 until March of 2001.

**COUNT 83**

**194. In November of 2000, Tina Cook of 3048 Steekee School Road, Loudon, Tennessee cancelled all service provided by Talk.com on one of her lines and the local service on the other.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether in November of 2000, Tina Cook of 3048 Steekee School Road, Loudon, Tennessee cancelled all service provided by Talk.com on one of her lines and the local service on the other.

**195. In December of 2000, Tina Cook of 3048 Steekee School Road, Loudon, Tennessee canceled all service on one of her lines and the local service on another.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether in December of 2000, Tina Cook of 3048 Steekee School Road, Loudon, Tennessee canceled all service on one of her lines and the local service on another.

**196. Talk.com continued to bill Tina Cook of 3048 Steekee School Road, Loudon, Tennessee for the cancelled services referred to above in request for admission number 194 on a monthly basis until April of 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill

Tina Cook of 3048 Steekee School Road, Loudon, Tennessee for the cancelled services referred to above in request for admission number 194 on a monthly basis until April of 2001.

**197. Talk.com continued to bill Tina Cook of 3048 Steekee School Road, Loudon, Tennessee for the cancelled services referred to above in request for admission number 195 on a monthly basis until April of 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill Tina Cook of 3048 Steekee School Road, Loudon, Tennessee for the cancelled services referred to above in request for admission number 195 on a monthly basis until April of 2001

**COUNT 84**

**198. Access One ceased providing telephone service to John Montgomery d/b/a John Montgomery Insurance Agency of 8 10 State Street, Knoxville in October of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether Access One ceased providing telephone service to John Montgomery d/b/a John Montgomery Insurance Agency of 810 State Street, Knoxville in October of 2000.

**199. Access One continued to bill John Montgomery d/b/a John Montgomery Insurance Agency of 8 10 State Street, Knoxville for telephone service from November of 2000 until April of 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether Access One

continued to bill John Montgomery d/b/a John Montgomery Insurance Agency of 8 10 State Street, Knoxville for telephone service from November of 2000 until April of 2001.

**COUNT 85**

**200. Talk.com ceased providing telephone service to Veronica Castillo of 1575 Galloway, Apt. #4, Memphis, Tennessee in October of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it ceased providing telephone service to Veronica Castillo of 1575 Galloway, Apt. #4, Memphis, Tennessee in October of 2000.

**201. Talk.com deducted funds from the checking account of Veronica Castillo of 1575 Galloway, Apt. #4, Memphis, Tennessee from November of 2000 to February of 2001.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether deducted funds from the checking account of Veronica Castillo of 1575 Galloway, Apt. #4, Memphis, Tennessee from November of 2000 to February of 2001.

**COUNT 86**

**202. Talk.com did not provide telephone services to Malisha Blackman of 528 Norton Avenue, Nashville, Tennessee at any time.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it did not provide telephone services to Malisha Blackman of 528 Norton Avenue, Nashville, Tennessee at any

time.

**203. Malisha Blackman of 528 Norton Avenue, Nashville, Tennessee communicated a notice of cancellation of service to Talk.com in July of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether Malisha Blackman of 528 Norton Avenue, Nashville, Tennessee communicated a notice of cancellation of service to Talk.com in July of 2000.

**204. Talk.com sent a bill in the amount of \$79.80 to Malisha Blackman of 528 Norton Avenue, Nashville, Tennessee in March of 2001.**

**Talk.com's Response**

The Company admits it rendered a bill to Malisha Blackman of 528 Norton Avenue, Nashville, Tennessee in the amount of \$79.80 in March 2001.

**COUNT 87**

**205. AOL Long Distance debited the checking account of Jack W. Whitman of 245 Fairway Drive, Donelson, Tennessee on March 27, 2001, in the amount of \$245.33.**

**Talk.com's Response**

The Company denies that AOL Long Distance debited the checking account of Jack W. Whitman of 245 Fairway Drive, Donelson, Tennessee on March 27, 2001, in the amount of \$245.33.

**206. AOL Long Distance debited the checking account of Jack W. Whitman of 245 Fairway Drive, Donelson, Tennessee on April 27, 2001, in the amount of \$209.33.**

**Talk.com's Response**

The Company denies that AOL Long Distance debited the checking account of Jack W. Whitman of 245 Fairway Drive, Donelson, Tennessee on April 27, 2001, in the amount of \$209.33.

**COUNT 88**

**207. John Whalen of 1496 Oakdale Highway, Harriman, Tennessee was billed twice by Talk.com, once directly and through his credit card in October of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether John Whalen of 1496 Oakdale Highway, Harriman, Tennessee was billed twice by Talk.com, once directly and through his credit card in October of 2000.

**COUNT 89**

**208. Talk.com ceased providing telephone service to Rudolph Blue of 105 Brunswick Drive, Hendersonville, Tennessee in August of 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it ceased providing telephone service to Rudolph Blue of 105 Brunswick Drive, Hendersonville, Tennessee in August of 2000

**209. Talk.com continued to bill Rudolph Blue of 105 Brunswick Drive, Hendersonville, Tennessee on a monthly basis beginning in September of 2000 in a total amount of at least three hundred sixty-four dollars and eight cents (\$364.08).**



**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it continued to bill Rudolph Blue of 105 Brunswick Drive, Hendersonville, Tennessee on a monthly basis beginning in September of 2000 in a total amount of at least three hundred sixty-four dollars and eight cents (\$364.08).

**COUNT 90**

**210. Talk.com did not provide local long distance telephone service to Mr. William James of 1443 Vance Avenue, Memphis, Tennessee at any time.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it did not provide local long distance telephone service to Mr. William James of 1443 Vance Avenue, Memphis, Tennessee at any time.

**211. Talk.com did not provided local telephone service to Mr. William James of 1443 Vance Avenue, Memphis, Tennessee at any time.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it did not provided local telephone service to Mr. William James of 1443 Vance Avenue, Memphis, Tennessee at any time

**212. Talk.com billed Mr. William James of 1443 Vance Avenue, Memphis, Tennessee for telephone service for approximately two hundred and one dollars and five cents (\$201.05).**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it billed Mr. William James of 1443 Vance Avenue, Memphis, Tennessee for telephone service for approximately two hundred and one dollars and five cents (\$201.05).

**COUNT 91**

**213. Talk.com agreed to provide Ms. Patricia Gatley of 1909 Hwy. 48 South, Centerville, Tennessee with a calling plan providing for a monthly fee of approximately thirty-three dollars (\$33.00).**

**Talk.com's Response**

The Company denies it agreed to provide Ms. Patricia Gatley of 1909 Hwy. 48 South, Centerville, Tennessee with a calling plan providing for a monthly fee of approximately thirty-three dollars (\$33.00).

**214. Talk.com's first bill to Ms. Patricia Gatley of 1909 Hwy 48 South, Centerville, Tennessee amounted to one hundred sixty-eight dollars (\$168.00) including a sixteen dollar (\$16.00) fee for an area wide calling plan, twenty-three cents (\$0.23) for each local toll call and a per minute rate on each local toll call.**

**Talk.com's Response**

The Company denies its first bill to Ms. Patricia Gatley of 1909 Hwy 48 South, Centerville, Tennessee amounted to one hundred sixty-eight dollars (\$168.00) including a sixteen dollar (\$16.00) fee for an area wide calling plan, twenty-three cents (\$0.23) for each local toll call and a per minute rate on each local toll call.

**215. Talk.com debited the checking account of Ms. Patricia Gatley monthly for the**

**three (3) months subsequent to the month in which Talk.com ceased providing telephone service to Ms. Patricia Gatley of 1909 Hwy. 48 South, Centerville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it debited the checking account of Ms. Patricia Gatley monthly for the three (3) months subsequent to the month in which Talk.com ceased providing telephone service to Ms. Patricia Gatley of 1909 Hwy. 48 South, Centerville, Tennessee.

**COUNT 92**

**216. Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee authorized Talk.com to provide him with local toll telephone service in October of 2000.**

**Talk.com's Response**

The Company admits Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee authorized Talk.com to provide him with local toll telephone service. The Company has insufficient knowledge to admit or deny the rest of the information in the request.

**217. Talk.com charged Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee long distance rates on local calls.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it charged Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee long distance rates on local calls.

**218. Talk.com delivered the first bill for the service referred to in request for admission number (above) to Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville,**

**Tennessee in April of 2001.**

**Talk.com's Response**

The Company denies it delivered the first bill for the service referred to in request for admission number (above) to Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee in April of 2001.

**219. Talk.com did not place the telephone numbers for Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee on the correct local toll calling plan causing him to be billed at a per minute rate.**

**Talk.com's Response**

The Company admits initially it did not convert the additional telephone numbers for Mr. Dennis McCarthy of 304 S. Gay Street in Knoxville, Tennessee correctly and causing them to be billed as separate accounts and to be billed at a per minute rate, however, the Company denies that Mr. Dennis McCarthy remained on the original billing plan.

**COUNT 93**

**220. Talk.com billed Ms. Helen Spurlock of 1013 Pin Oak Drive in Pleasant View, Tennessee for services to which she had not subscribed.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether it billed Ms. Helen Spurlock of 1013 Pin Oak Drive in Pleasant View, Tennessee for services to which she had not subscribed.

**COUNT 94**

**221. On August 2, 2000, the telephone number for Teresa A. Tharpe was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on August 2, 2000, the telephone number for Teresa A. Tharpe was listed in the Tennessee "Do Not Call" register

**222. On or about August 2, 2000, Talk.com made or caused to be made a telephone solicitation to Teresa A. Tharpe.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 2, 2000, Talk.com made or caused to be made a telephone solicitation to Teresa A. Tharpe.

**COUNT 95**

**223. On August 1, 2000, the telephone number for Frederick J. Snow was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on August 1, 2000, the telephone number for Frederick J. Snow was listed in the Tennessee "Do Not Call" register.

**224. On or about August 1, 2000, Talk.com made or caused to be made a**

**telephone solicitation to Frederick J. Snow of 1807 Westchester Drive, Knoxville, Tennessee.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 1, 2000, Talk.com made or caused to be made a telephone solicitation to Frederick J. Snow of 1807 Westchester Drive, Knoxville, Tennessee.

**COUNT 96**

**225. On September 9, 2000, the telephone number for Daniel K. was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 9, 2000, the telephone number for Daniel K. was listed in the Tennessee "Do Not Call" register.

**226. On or about September 9, 200, Talk.com made or caused to be made a telephone solicitation to Daniel K. Brown.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 9, 200, Talk.com made or caused to be made a telephone solicitation to Daniel K. Brown.

**COUNTS 97 and 98**

**227. On September 7, 2000, the telephone number for Laura Johnson was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000, the telephone number for Laura Johnson was listed in the Tennessee "Do Not Call" register.

**228. On or about September 9, 2000, Talk.com made or caused to be made two telephone solicitations to Laura Johnson**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 9, 2000, Talk.com made or caused to be made two telephone solicitations to Laura Johnson

**COUNT 99**

**229. On September 2, 2000, the telephone number for Allen R. Corbitt was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 2, 2000, the telephone number for Allen R. Corbitt was listed in the Tennessee "Do Not Call" register.

**230. On or about September 2, 2000, Talk.com made or caused to be made a telephone solicitation to Allen R. Corbitt.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 2, 2000, Talk.com made or caused to be made a telephone solicitation to Allen R. Corbitt.

**COUNT 100**

**231. On September 1, 2000, the telephone number for Kristie Guthrie was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 1, 2000, the telephone number for Kristie Guthrie was listed in the Tennessee "Do Not Call" register.

**232. On or about September 1, 2000, Talk.com made or caused to be made a telephone solicitation to Kristie Guthrie.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 1, 2000, Talk.com made or caused to be made a telephone solicitation to Kristie Guthrie.

**COUNTS 101 and 102**



**233. On August 31, 2000, the telephone number for Thomas E. and Marion Fitzgerald was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether 233 on August 31, 2000, the telephone number for Thomas E. and Marion Fitzgerald was listed in the Tennessee "Do Not Call" register.

**234. On or about August 31, 2000, Talk.com made or caused to be made two telephone solicitations to Thomas E. and Marion Fitzgerald.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 31, 2000, Talk.com made or caused to be made two telephone solicitations to Thomas E. and Marion Fitzgerald.

**COUNT 103**

**235. On September 7, 2000, the telephone number for Brenda L. Rayman was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000, the telephone number for Brenda L. Rayman was listed in the Tennessee "Do Not Call" register.

**236. On or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Brenda L. Rayman.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Brenda L. Rayman.

**COUNT 104**

**237. On September 7, 2000, the telephone number for Christopher A. Haney was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000, the telephone number for Christopher A. Haney was listed in the Tennessee "Do Not Call" register.

**238. On or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Christopher A. Haney.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Christopher A. Haney.

**COUNT 105**

**239. On August 31, 2000, the telephone number for Jack A. Williams was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on August 31, 2000, the telephone number for Jack A. Williams was listed in the Tennessee "Do Not Call" register.

**240. On or about August 31, 2000, Talk.com made or caused to be made a telephone solicitation to Jack A. Williams.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 31, 2000, Talk.com made or caused to be made a telephone solicitation to Jack A. Williams.

**COUNT 106**

**241. On September 9, 2000, David R. Smith was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 9, 2000, David R. Smith was listed in the Tennessee "Do Not Call" register.

**242. On or about September 9, 2000, Talk.com made or caused to be made a**

**telephone solicitation to David R. Smith.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 9, 2000, Talk.com made or caused to be made a telephone solicitation to David R. Smith.

**COUNT 107**

**243. On September 11, 2000, the telephone number for Matthew E. Smith was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 11, 2000, the telephone number for Matthew E. Smith was listed in the Tennessee "Do Not Call" register.

**244. On or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Matthew E. Smith.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Matthew E. Smith.

**COUNT 108**

**245. On September 12, 2000, the telephone number for Michael R. Chance was**

listed in the Tennessee "Do Not Call" register.

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 12, 2000, the telephone number for Michael R. Chance was listed in the Tennessee "Do Not Call" register.

**246. On or about September 12, 2000, Talk.com made or caused to be made a telephone solicitation to Michael R. Chance.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 12, 2000, Talk.com made or caused to be made a telephone solicitation to Michael R. Chance.

**COUNT 109**

**247. On September 9, 2000, the telephone number for Bruce W. Jones of was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 9, 2000, the telephone number for Bruce W. Jones of was listed in the Tennessee "Do Not Call" register.

**248. On or about September 9, 2000, Talk.com made or caused to be made a**

**telephone solicitation to Bruce W. Jones.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 9, 2000, Talk.com made or caused to be made a telephone solicitation to Bruce W. Jones

**COUNTS 110 and 111**

**249. On September 7, 2000 and September 9, 2000, the telephone number for Carl N. Owen was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000 and September 9, 2000, the telephone number for Carl N. Owen was listed in the Tennessee "Do Not Call" register.

**250. On or about September 7, 2000 and September 9, 2000, Talk.com made or caused to be made a telephone solicitation to Carl N. Owen.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 7, 2000 and September 9, 2000, Talk.com made or caused to be made a telephone solicitation to Carl N. Owen.

**COUNT 112**

**251. On August 18, 2000, the telephone number for Thomas H. Davis was listed in**

the Tennessee "Do Not Call" register.

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on August 18, 2000, the telephone number for Thomas H. Davis was listed in the Tennessee "Do Not Call" register.

**252. On or about August 18, 2000, Talk.com made or caused to be made a telephone solicitation to Thomas H. Davis.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 18, 2000, Talk.com made or caused to be made a telephone solicitation to Thomas H. Davis.

**COUNT 113**

**253. On September 5, 2000, the telephone number for John C. Baumgartner was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 5, 2000, the telephone number for John C. Baumgartner was listed in the Tennessee "Do Not Call" register

**254. On or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to John C. Baumgartner.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to John C. Baumgartner.

**COUNTS 114 and 115**

**255. On August 3 1, 2000, the telephone number for Richard E. Hinze was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on August 3 1, 2000, the telephone number for Richard E. Hinze was listed in the Tennessee "Do Not Call" register.

**256. On or about August 3 1, 2000, Talk.com made or caused to be made a telephone solicitation to Richard E. Hinze.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 3 1, 2000, Talk.com made or caused to be made a telephone solicitation to Richard E. Hinze.

**COUNTS 116,117 and 118**

**257. On September 6, 2000, the telephone number for Ellen Beene was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**



The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 6, 2000, the telephone number for Ellen Beene was listed in the Tennessee "Do Not Call" register

**258. On or about September 6, 2000, Talk.com made or caused to be made a telephone solicitation to Ellen Beene.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 6, 2000, Talk.com made or caused to be made a telephone solicitation to Ellen Beene.

**COUNT 119**

**259. On September 5, 2000, the telephone number for Juanita H. Evans was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 5, 2000, the telephone number for Juanita H. Evans was listed in the Tennessee "Do Not Call" register.

**260. On or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to Juanita H. Evans.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to Juanita H. Evans.

**COUNT 120**

**261. On September 8, 2000, the telephone number for M. Jane Turnage was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 8, 2000, the telephone number for M. Jane Turnage was listed in the Tennessee "Do Not Call" register.

**262. On or about September 8, 2000, Talk.com made or caused to be made a telephone solicitation to M. Jane Turnage.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 8, 2000, Talk.com made or caused to be made a telephone solicitation to M. Jane Turnage.

**COUNT 121**

**263. On September 7, 2000, the telephone number for Linda Robinett was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000, the telephone number for Linda Robinett was listed in the Tennessee "Do Not Call" register

**264. On or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Linda Robinett.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Linda Robinett.

**COUNT 122**

**265. On September 13, 2000, the telephone number for Robert K. Ross was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 13, 2000, the telephone number for Robert K. Ross was listed in the Tennessee "Do Not Call" register.

**266. On or about September 13, 2000, Talk.com made or caused to be made a telephone solicitation to Robert K. Ross.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 13, 2000, Talk.com made or caused to be made a telephone solicitation to Robert K. Ross.

**COUNTS 123,124 and 125**

**267. On September 6, 2000 and September 11, 2000, the telephone number for Judy Womac was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 6, 2000 and September 11, 2000, the telephone number for Judy Womac was listed in the Tennessee "Do Not Call" register.

**268. On or about September 6, 2000 and September 11, 2000; Talk.com made or caused to be made three (3) telephone solicitations to Judy Womac: one call on September 6, 2000 and two calls on September 11, 2000.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 6, 2000 and September 11, 2000; Talk.com made or caused to be made three (3) telephone solicitations to Judy Womac: one call on September 6, 2000 and two calls on September 11, 2000.

**COUNT 126**

**269. On September 11, 2000, the telephone number for Bernet V. Poczubut was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 11, 2000, the telephone number for Bernet V. Poczobut was listed in the Tennessee "Do Not Call" register.

**270. On or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Bernet V. Poczobut.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Bernet V. Poczobut.

**COUNT 127**

**271. On September 11, 2000, the telephone number for Forrest L. Orr was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 11, 2000, the telephone number for Forrest L. Orr was listed in the Tennessee "Do Not Call" register.

**272. On or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Forrest L. Orr.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Forrest L. Orr.

**COUNT 128**

**273. On September 12, 2000, the telephone number for Linda S. Corder was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 12, 2000, the telephone number for Linda S. Corder was listed in the Tennessee "Do Not Call" register.

**274. On or about September 12, 2000, Talk.com made or caused to be made a telephone solicitation to Linda S. Corder.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 12, 2000, Talk.com made or caused to be made a telephone solicitation to Linda S. Corder.

**COUNT 129**

**275. On September 13, 2000, the telephone number for Sherry Richards was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 13, 2000, the telephone number for Sherry Richards was listed in the Tennessee "Do Not Call" register.

**276. On or about September 13, 2000, Talk.com made or caused to be made a telephone solicitation to Sherry Richards.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 13, 2000, Talk.com made or caused to be made a telephone solicitation to Sherry Richards.

**COUNT 130**

**277. On September 7, 2000, the telephone number for Leah M. Owens was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000, the telephone number for Leah M. Owens was listed in the Tennessee "Do Not Call" register.

**278. On or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Leah M. Owens.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Leah M. Owens

**COUNT 131**

**279. On September 13, 2000, the telephone number for Remonia G. Headrick was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 13, 2000, the telephone number for Remonia G. Headrick was listed in the Tennessee "Do Not Call" register.

**280. On or about September 13, 2000, Talk.com made or caused to be made a telephone solicitation to Remonia G. Headrick.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 13, 2000, Talk.com made or caused to be made a telephone solicitation to Remonia G. Headrick.

**COUNT 132**

**281. On September 11, 2000, the telephone number for Alton E. McConnell, Jr. was listed in the Tennessee "Do Not Call" register.**



**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 11, 2000, the telephone number for Alton E. McConnell, Jr. was listed in the Tennessee "Do Not Call" register.

**282. On or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Alton E. McConnell, Jr.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 11, 2000, Talk.com made or caused to be made a telephone solicitation to Alton E. McConnell, Jr.

**COUNT 133**

**283. On September 18, 2000, the telephone number for Pamela R. Miller was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 18, 2000, the telephone number for Pamela R. Miller was listed in the Tennessee "Do Not Call" register.

**284. On or about September 18, 2000, Talk.com made or caused to be made a telephone solicitation to Pamela R. Miller.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 18, 2000, Talk.com made or caused to be made a telephone solicitation to Pamela R. Miller.

**COUNT 134**

**285. On September 5, 2000, the telephone, number for Linda S. Bolt was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 5, 2000, the telephone, number for Linda S. Bolt was listed in the Tennessee "Do Not Call" register.

**286. On or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to Linda S. Bolt.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to Linda S. Bolt

**COUNTS 135 and 136**

**287. On September 14, 2000 and September 22, 2000, the telephone number for Carl G. Benjamin was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 14, 2000 and September 22, 2000, the telephone number for Carl G. Benjamin was listed in the Tennessee "Do Not Call" register.

**288. On or about September 14, 2000 and September 22, 2000, Talk.com made or caused to be made a telephone solicitation to Carl G. Benjamin.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 14, 2000 and September 22, 2000, Talk.com made or caused to be made a telephone solicitation to Carl G. Benjamin.

**COUNTS 137,138 and 139**

**289. On September 12, 2000, September 13, 2000, and September 14, 2000, the telephone number for Mrs. Charles (Alyce)Long was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 12, 2000, September 13, 2000, and September 14, 2000, the telephone number for Mrs. Charles (Alyce)Long was listed in the Tennessee "Do Not Call" register.

**290. On or about September 12, 2000, Talk.com made or caused to be made a telephone solicitations to Mrs. Charles (Alyce)Long.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 12, 2000, Talk.com made or caused to be made a telephone solicitations to Mrs. Charles (Alyce)Long.

**291. On or about September 13, 2000, Talk.com made or caused to be made a telephone solicitations to Mrs. Charles (Alyce)Long.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on or about September 13, 2000, Talk.com made or caused to be made a telephone solicitations to Mrs. Charles (Alyce)Long.

**292. On or about September 14, 2000, Talk.com made or caused to be made a telephone solicitations to Mrs. Charles (Alyce)Long.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 14, 2000, Talk.com made or caused to be made a telephone solicitations to Mrs. Charles (Alyce)Long.

**COUNT 140**

**293. On September 18, 2000, the telephone number for Robert D. McAllister was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 18, 2000, the telephone number for Robert D. McAllister was listed in the Tennessee "Do Not Call" register

**294. On or about September 18, 2000, Talk.com made or caused to be made a telephone solicitation to Robert D. McAllister.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 18, 2000, Talk.com made or caused to be made a telephone solicitation to Robert D. McAllister.

**COUNT 141**

**295. On September 16, 2000, the telephone number for Joseph E. Burriesci was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 16, 2000, the telephone number for Joseph E. Burriesci was listed in the Tennessee "Do Not Call" register.

**296. On or about September 16, 2000, Talk.com made or caused to be made a telephone solicitation to Joseph E. Burriesci.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 16, 2000, Talk.com made or caused to be made a telephone solicitation to Joseph E. Burriesci.

**COUNT 142**

**297. On September 18, 2000, the telephone number for Cora L. Bamberg was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 18, 2000, the telephone number for Cora L. Bamberg was listed in the Tennessee "Do Not Call" register.

**298. On or about September 18, 2000, Talk.com made or caused to be made a telephone solicitation to Cora L. Bamberg.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 18, 2000, Talk.com made or caused to be made a telephone solicitation to Cora L. Bamberg.

**COUNT 143**

**299. On September 5, 2000, the telephone number for Norma J. Corbin was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 5, 2000, the telephone number for Norma J. Corbin was listed in the Tennessee "Do Not Call" register.

**300. On or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to Norma J. Corbin.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 5, 2000, Talk.com made or caused to be made a telephone solicitation to Norma J. Corbin.

**COUNT 144**

**301. On August 3, 2000, the telephone number for Jackie W. Fortune was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on August 3, 2000, the telephone number for Jackie W. Fortune was listed in the Tennessee "Do Not Call" register.

**302. On or about August 3, 2000, Talk.com made or caused to be made a telephone solicitation to Jackie W. Fortune.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about August 3, 2000, Talk.com made or caused to be made a telephone solicitation to Jackie W. Fortune.

**COUNT 145**

**303. On September 7, 2000, the telephone number for Bruce H. Luttrell was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on September 7, 2000, the telephone number for Bruce H. Luttrell was listed in the Tennessee "Do Not Call" register.

**304. On or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Bruce H. Luttrell.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about September 7, 2000, Talk.com made or caused to be made a telephone solicitation to Bruce H. Luttrell.

**COUNT 146**

**305. On October 5, 2000, the telephone number for David E. Thompson was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not



Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on October 5, 2000, the telephone number for David E. Thompson was listed in the Tennessee "Do Not Call" register.

**306. On or about October 5, 2000, Talk.com made or caused to be made a telephone solicitation to David E. Thompson.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about October 5, 2000, Talk.com made or caused to be made a telephone solicitation to David E. Thompson.

**COUNTS 147 and 148**

**307. On January 27, 2001 and February 10, 2001, the telephone number for Chad Jerrell was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on January 27, 2001 and February 10, 2001, the telephone number for Chad Jerrell was listed in the Tennessee "Do Not Call" register.

**308. On or about January 27, 2001, Talk.com made or caused to be made a telephone solicitation to Chad Jerrell.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on or about January 27, 2001, Talk.com made or caused to be made a telephone solicitation to Chad Jerrell.

**309. On or about February 10, 2001, Talk.com made or caused to be made a telephone solicitation to Chad Jerrell.**

**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on or about February 10, 2001, Talk.com made or caused to be made a telephone solicitation to Chad Jerrell.

**COUNT 149**

**310. On February 12, 2001, the telephone number for Emory Smith was listed in the Tennessee "Do Not Call" register.**

**Talk.com's Response**

The Company has insufficient knowledge to admit or deny whether on February 12, 2001, the telephone number for Emory Smith was listed in the Tennessee "Do Not Call" register.

**311. On February 12, 2001, Talk.com made or caused to be made a telephone solicitation to Emory Smith.**

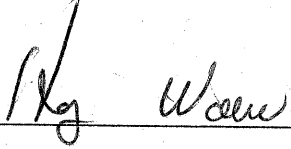
**Talk.com's Response**

The Company objects as irrelevant whether the telephone number was on the "Do Not Call" register on the date stated in this admission. Furthermore, the Company has insufficient knowledge to admit or deny whether on February 12, 2001, Talk.com made or caused to be made a telephone solicitation to Emory Smith.

Respectfully submitted,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By: \_\_\_\_\_

  
Henry Walker  
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P.O. Box 198062  
Nashville, Tennessee 37219  
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Of Counsel  
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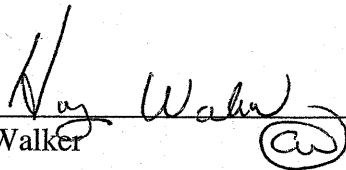
Francie McComb  
Associate General Counsel  
Talk America Inc.  
6805 Route 202  
New Hope, PA 18938  
(215) 862-1517 (O)  
(215) 862-1960 (F)

Dated: January 22, 2002

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been delivered via fax or hand delivery and U.S. mail to the following on this the 22<sup>nd</sup> day of January 2002.

**INSERT NAMES AND ADDRESSES**

  
Henry Walker

-----2000-12-05 15:30 cstp030-----

louise smith called in.

her contact number is 662 252 1262

she states that BST informed that we have another Pending Order to take the service back... on 901 754 0058

in New Mantis...order has been cancelled

amyz

-----2000-11-27 09:12 cstp197-----

Refund check #19120 for 40.00 mailed. SHelly

-----2000-11-21 11:20 cam -----

faxed response

-----2000-11-20 16:11 cstp375-----

Placed on the Do Not Call/Contact lists.

-----2000-11-20 15:37 cstp197-----

Refund check request of 40.00 approved to resolve a complaint. Shelly

-----2000-11-20 12:01 cstp030-----

Subj:John Smith 901-754-0058 TN Reg Auth due 11/29/00 resolved

Date:11/20/00 12:06:25 PM EST

From:TsvAmy

To:TsvAmy

Sent on:AOL 4.0 for Windows sub 33

Local Complaint

John Smith states that he tried to make a call, but got a recording the call cannot be completed as dialed. He called Bell South and learned that his service was switched to Talk.com. He states that he did not authorize such a change.

DM070BJ was mailed to a John Smith at a completely different address. When the check was signed, 901-754-0058 was switched over to our service on 11/13 and switched back 11/16/00.

There is no billing in Optis or One Bill

Resolution

I spoke to John Smith, explained that he has returned to Bell South. As a courtesy, I will mail him a \$40 check to cover the switch fees. John was satisfied. Account Closed /

Resolved

Amy Z

-----2000-11-18 13:42 cstpf030-----

CALLED FOR JOHN SMITH, LMOM

-----2000-11-17 11:48 cstpf421-----

rec'd LOCAL tn.reg authority complaint # 00-2192, due 11/29/2000

-----2000-11-16 04:58 cotnp007-----

rec'd tn.reg authority complaint # 00-2192, due 11/29/2000

-----2000-11-14 10:34 cstffl62-----

mrs smith called dispute.....wrong btn.....address on acct does not match acct holder....transferred to 5872.....blocked ld, cust wants to be switch back to previous provider.....dispute resolved.spierre

-----2000-11-14 10:27 cf001365-----

mrs smith is calling disputing have sign up for service trans to 5874...bp1365

-----2000-09-20 03:07 CSRMgr -----

901 754 0058 117 \*CSR\*

MPGT F2R

E 1

LN SMITH, JOHN LEE  
LA 3726 MISTY OAK DR  
SA 3726 MISTY OAK DR, MEMPHIS  
DZIP 38125

---DIR

DDA JOHN LEE SMITH  
3726 MISTY OAK DR

MEMPHIS TN 38125

DEL A2, B2, C2

---BILL

BN1 JOHN LEE SMITH  
BA2 3726 MISTY OAK DR  
PO 38125

901 754 0058 117 \*CSR\*

MPGT F2R

E 2

---S&E

(LINES & STATIONS)

- 1 F2R Collierville and Memphis +  
/PIC 0288/LPIC 5124  
/PCA CM, 07-24-93  
/ZSER 3C10000001  
/LPCA DF, 02-08-99  
/SED 02-29-00
- 1 TTR Touch-Tone  
/SED 02-29-00/ZSER 4310000002
- 1 ILS11 Mileage - Zone  
/SED 12-19-80/ZSER 4A10000003
- 1 ESX Call Waiting  
/ZSER 5110000004/SED 02-29-00
- 1 FUJ1X Federal Universal Service+

901 754 0058 117 \*CSR\*

MPGT F2R

E 3

QTY USOC S&E

J

- /ZSER 5710000014/SED 07-01-00
- 1 LNPCX FCC Local Number Portabil+  
/SED 05-15-99/ZSER 891000000C
- 1 RJ11C Jack-2 wire modular baseb+  
/ZSER 5810000005
- 1 SEQ1X Inside Wire Maintenance S+  
/ZSER 5F10000006
- 1 9LM FCC Charge for Network Ac+  
/ZSER 6D10000008
- 1 CPERN Customer owned connection+

/EN AS293P70086TER-1.0A  
/ZSER 7410000009/RMKR (A)

(CALLING CARD SERVICE)

6 BSXUP BellSouth Calling Card  
/SED 11-25-96/ZSER 821000000B

---COMPLETED ACTIVITY



-----2001-09-13 14:28 cstpf324-----  
issued credit for regulatory resolution--\$64.37  
as noted by rep 1089  
rm//regulatory

-----2001-09-10 14:58 cf001089-----  
Received 07/12/01 invoice for 64.37, customer billed after cancellation, customer no  
longer on service, refer to previous complaint, forwarded invoice to management for  
credit  
bill/1089/reg/ph

-----2001-01-18 09:32 cstpf561-----  
Deleted and deactivated USOCs.

Eileen/Rgulatory

-----2000-12-21 07:45 cstpf561-----  
Received signed resolution letter from Marla Eve Davis.  
Eileen  
Regulatory.PH

-----2000-12-03 17:39 cotnp002-----  
sent response

-----2000-12-02 11:46 cstpf191-----  
Issued credit per floor request - BFarrell

-----2000-12-02 10:46 cstpf561-----  
Account :28657152  
Name of Complainant :Marla Eve Davis  
BTN :423-629-7611  
Agency :OTHERS

State :TN  
Due Date :12/ 6/00  
Market Code :DM070BJ  
Number of POA(S) :0

Clean POA :YES  
Check in System :YES

Nature of Complaint :UNAUTHORIZED SWITCH  
Credit :YES

Amount :\$139.76  
Applied To :Optis  
Refund:NO  
Back To :NA

Verified With LEC :NO  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :NO

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .  
1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .  
Done By :emurphytDate :12/ 2/00

Summary of Account :  
Complainants Name:Marla Eve Davis  
Btn:423-629-7611  
Billing Name on File:Eve Davis  
All POA information:DM070B. A promotional check was mailed to Edna Manley, the LOA signatory on file, at 614 N. Greenwood Avenue, Chattanooga, TN 37404. Check is printed and on file. Edna signed up for long distance, local toll and local phone service for 423-629-7611. Customer was added to our computer on 9/28/00.

Due Date:12/6/00  
Summary of Dispute:Customer states she received a letter from Bell South, her previous phone carrier, explaining that her service has been switched to The Other Phone Company. Customer states this was done without her knowledge and would like this not to happen in the future.

Date switched to A1/PIC and LPIC Information @ time of switch:  
SOTS indicates customer switched to our service on 10/18/00. BS CSR confirms the date of deactivation of 11/8/00.

TSCI codes from Optis:

9/28/00 01NP;

10/19/00 confirm, customer selected IC through EC, new service;

11/9/00 Service disconnected, total.

First/Last call:10/14/00; 11/8/00.

Date switched back to Bell: 11/8/00

Optis Billing: Billed once for bundled local and ld service on 11/02/00 for \$69.88 which remains unpaid. There are current unbilled calls totaling \$2.24.

OneBill Billing: There is no OneBill account.

Optis Notes: No notes.

Possible Resolution: I will call customer and explain sign up by promotional check by Edna Manley. Need to find out when did you get this number? Need to find out relationship between Edna and Marla, if any. If this is a wrong BTN, need to credit the entire account and refund any switching fee.

Resolution :

Placed customer in Do Not Call Tracker and sent email to Volker-DNC.

I spoke with Marla Davis and explained to her the sign up of her number by the promotional check cashed by Edna Manley. Customer stated she does not know Edna Manley and has never lived at 614 N. Greenwood Avenue. I asked customer how long she has had the phone number and she stated a year and a half, but it was the same number the people before her had. Customer stated that Edna Manley committed a scam and I explained telecommunication fraud and also stated that perhaps it was just a misunderstanding on Ms. Manley's part if indeed she did not fully read the check. Customer stated she liked to believe it was an error. I asked customer if BS charged her a switching fee and customer stated no they waived the fee for her. I explained to customer that I would credit the one bill already invoiced of \$69.88 and would issue an additional credit of \$69.88 to cover the final bill so she would not owe us anything. Customer stated she is satisfied with this and I received her approval to mail a resolution letter to her.

Prepared credit request form of \$139.76, changed billing address from 2903 15th Avenue, Apt. 2B, Chattanooga, TN to Palm Harbor, blocked line, sent resolution letter via U.S.

Mail.

Complaint Resolved

Account Closed

Eileen

Regulatory.Palm Harbor

-----2000-12-01 15:02 cstpf561-----

Attempted to reach Marla Davis re: her complaint. no answer.

Eileen

Regulatory.PH

-----2000-11-27 08:35 cstpf295-----

recvd tn reg. auth. complaint #00-2231 DD 12-06-00

-----2000-11-24 09:55 cotnp004-----

req poa from fl

-----2000-11-24 09:55 cotnp004-----

recvd tn reg. auth. complaint 00-2231 11-22-00 dd 12-06-00

-----2000-09-29 21:30 CSRMgr -----

423 629 7611 717 \*CSR\*

CHAT VR3CL E 1

LN DAVIS, SPENCER C

LA 2903 15TH AV

SA 2903 15TH AV, CHATTANOOGA, TN

LOC APT 2-B

DZIP 37407

---DIR

DDA DAVIS

APT 2 B

2903 15TH AV

CHATTANOOGA TN 37407

DEL A1

---BILL

BN1 EVE DAVIS

BA2 APT 2-B

BA3 2903 15TH AV

PO CHATTANOOG TN 37407

423 629 7611 717 \*CSR\*

CHAT VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 423 629-7611/PIC 0222  
/LPIC 0222/LPCA GB, 06-12-99  
/PCA GB, 08-20-99  
/ZSER F8099999A0/SED 04-06-99
- 1 ESC Three-Way Calling  
/TN 423 629-7611  
/ZSER 07099999A2/SED 04-06-99
- 1 ESXDC Call Waiting Deluxe  
/TN 423 629-7611  
/ZSER 0E099999A3/SED 04-06-99
- 1 FUJ1X Federal Universal Service+  
/TN 423 629-7611

423 629 7611 717 \*CSR\*

CHAT VR3CL E 3

- QTY USOC S&E J  
/ZSER 4310000002/SED 07-01-00
- 1 LNPCX FCC Local Number Portabil+  
/TN 423 629-7611/SED 07-24-99  
/ZSER 3C10000001
- 1 NSS Call Return (\*69)  
/TN 423 629-7611  
/ZSER 15099999A4/SED 04-06-99
- 1 NXMCR Caller ID Name and Number+  
/TN 423 629-7611  
/ZSER 1C099999A5/SED 04-06-99
- 1 SEQ1X Inside Wire Maintenance S+  
/TN 423 629-7611  
/ZSER 23099999A6/SED 04-06-99  
/RMKR (A) 04-06-99
- 1 VSB Vertical Services Billing+  
/TN 423 629-7611  
/ZSER 2A099999A7  
/ZLL 088, 04-06-99  
/SED 04-06-99
- 1 9LM FCC Charge for Network Ac+

423 629 7611 717 \*CSR\*

CHAT VR3CL E 4

QTY USOC S&E J

/TN 423 629-7611

/ZSER 00099999A1/SED 04-06-99

---RMKS

---COMPLETED ACTIVITY

-----2001-09-10 15:48 cstp420-----

rec'd invoice for \$313.17 from 9/01..issued credit per prev note from rep 685..nina.reg/ph

-----2001-03-20 22:57 cf001532-----

TT-PER PAST REGULATORY COMPLAINT..PLEASE CREDIT OFF ALL LS  
CHARGES ON OPTIS ACCT.....SEE NOTES

issued credit of 358.94 per regulatory notes.

\*\*\*Closed\*\*\* by cstp386 at 2001-03-22 22:49

-----2001-01-25 16:15 cstnp010-----

FAXED COPY OF THE CHECK

-----2001-01-16 07:11 cotnp007-----

RESPONSE SENT 1-3-01, CHRIS

-----2001-01-08 15:40 cf001810-----

Custin

Forcing File for Recycled BTN

BTN 615-834-4209

MBN 000219254109

Ref# 0127059053

Name ALEXANDER RAMOS

Mkt Code WINBAK\_NONE\_0601

Screen Name ramosalexander72@aol.com

GARY B

-----2001-01-03 10:01 cstp685-----

Regulatory Workshop Report

615-331-3666

Account :27466887

Name of Complainant :Gerold Cochrane

BTN :615-331-3666

Agency :

OTHERS

State :TN

Due Date :1/ 3/01

Market Code :DM060KA

Number of POA(S) :0

Clean POA :YES

Check in System :YES

Nature of Complaint :UNAUTHORIZED SWITCH  
Credit :YES

Amount :\$227.17  
Applied To :Optis  
Refund:NO  
Back To :NA

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :jsumnerDate :1/ 2/01

Summary of Account :

Complainants Name: Gerold Cochran  
BTN: 615-331-3666

Billing Name on File: Jody Holshoe

All POA information: DM060KA. A check in the amount of \$50.00 was sent to 703  
saxony Lake Dr. Antioch, TN 37013,

in the name of Jody Holshoe. The check was cashed by Jody. The number printed on the  
check is 615-331-3666, there

is not a handwritten number on the check, front or back.

Due Date: 01-03-01

Summary of Dispute: Member is disputing sign up of local service.

Date switched to A1/PIC and LPIC Information @ time of switch:

BS CSR indicates SED date customer switched to our service as of 11/14/00.

There is no deactivation order and confirmed by BS LENS PICC and LPIC are OCC for  
LD.

TSCI codes from Optis:



08/16/2000 01NP; 11/15/2000 Confirm, Cust selected IC thru EC, new service;  
11/21/2000 20CU; 12/19/2000 End-user  
service disconnected - pending positive switch ack.; 12/23/2000 Service disconnected.  
Local Service Migration  
First/Last call: 11/14 - 12/20  
Date switched back to Bell: 12/22/00  
Optis Billing: Billed 227.17 Paid: \$0.00 Balance \$227.17  
OneBill Billing: There is no OneBill account.  
Optis Notes: 10/28 someone called in and could not verify security info. There are no  
other notes opertaining to the  
complaint on the account.

Resolution :

Several attempts to contact member unsucessful. Requested that members information be  
added to the Do Not

Contact list, and I added the member information to the Do Not Call Tracker. Changed  
address from 703 SAXONY LAKE

DRIVE, ANTIOCH, TN 37013 to Palm Harbor. This is a WBTN. There was \$227.17  
billed for only the 615-331-3666.

Blocked all lines on the account as lines are no longer on the service. There are 2 other  
numbers on the account. 834-4209 and 837-2364 that have not been switched. Credited  
\$227.17 to zero balance.

Account Resolved

Closing Complaint

-----2001-01-02 07:52 cstpf685-----

Tried again to contact customer, no answer.

-James . Regulatory

-----2000-12-29 14:11 cstpf375-----

Placed on the Do Not Call/Contact lists.

-----2000-12-29 13:37 cstpf685-----

Blocked all lines on the account. -James

-----2000-12-29 13:26 cstpf685-----

. Changed address from 703 SAXONY LAKE DRIVE, ANTIOCH, TN 37013 to Palm  
Harbor

-james

-----2000-12-29 13:04 cstpf685-----

tried to contact customer. no answer. -James

-----2000-12-21 12:40 cstp027-----  
rcvd tn reg auth complaint# 00-2419 on- dd 1/3/00

-----2000-12-20 16:56 cstnp010-----  
rcvd tn reg auth complaint# 00-2419 on 12/20/00 - dd 1/3/00

-----2000-12-06 01:03 CSRMgr -----

615 834 4209 210 \*CSR\*

NVW VR3CL E 1

LN RAMOS, ALEXANDER  
LA 5099 LINBAR DR  
SA 5099 LINBAR DR, NASHVILLE, TN  
LOC APT H-142;DES (DOMINION HOUSE)  
DZIP 37211

---DIR  
DDA RAMOS  
APT H 142  
5099 LINBAR DR  
NASHVILLE TN 37211  
DEL A1, B1

---BILL  
BN1 ALEXANDER RAMOS  
BA2 APT H-142  
BA3 5099 LINBAR DR  
PO NASHVILLE TN 37211

615 834 4209 210 \*CSR\*

NVW VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan
  - /TN 615 834-4209/TBE A
  - /PIC 0333/LPIC NONE
  - /LPCA BO, 10-25-00
  - /PCA CM, 11-29-00/PN
  - /ZSER F8099999A0/SED 10-26-00
  - /RMKR (A) 10-26-00
- 1 CREX1 Custom Toll Restriction
  - /TN 615 834-4209
  - /PKG ADMN-CCR-DEP
  - /ZSER 07099999A2/SED 10-26-00
  - /RMKR (A) 10-26-00

615 834 4209 210 \*CSR\*

NVW VR3CL E 3

- QTY USOC S&E J
- 1 EMP1S Credit for subscribing to+
    - /TN 615 834-4209
    - /ZSER 15099999A4/SED 10-26-00
  - 1 EMP1X Equipment Maintenance Pla+
    - /TN 615 834-4209
    - /ZSER 1C099999A5/SED 10-26-00
  - 1 ESXDC Call Waiting Deluxe
    - /TN 615 834-4209
    - /ZSER 23099999A6/SED 10-26-00
  - 1 FUJ1X Federal Universal Service+
    - /TN 615 834-4209
    - /ZSER 2A099999A7/SED 10-26-00
  - 1 LNPCX FCC Local Number Portabil+
    - /TN 615 834-4209
    - /ZSER 31099999A8/SED 10-26-00
  - 1 NXMCR Caller ID Name and Number+
    - /TN 615 834-4209
    - /ZSER 38099999A9/SED 10-26-00
  - 1 SEQ1X Inside Wire Maintenance S+
    - /TN 615 834-4209

615 834 4209 210 \*CSR\*

NVW VR3CL E 4

- QTY USOC S&E J
- /ZSER 3F099999AA/SED 10-26-00
    - /RMKR (A) 10-26-00
  - 1 VSB Vertical Services Billing+
    - /TN 615 834-4209
    - /ZSER 4D099999AC/SED 10-26-00

1 9LM FCC Charge for Network Ac+  
/TN 615 834-4209  
/ZSER 00099999A1/SED 10-26-00  
1 TBODW Admin Custom Code Restrict+  
/TN 615 834-4209  
/PKG ADMN-CCR-DEP  
/ZSER 46099999AB/SED 10-26-00  
1 DRS RingMaster I - One RingM+  
/TN 615 837-2364/TBE A  
/PN 615 834-4209/RNP B  
/ZSER 0E099999A3/SED 10-26-00  
/RMKR (A) 10-26-00

---RMKS

---COMPLETED ACTIVITY

-----2000-11-07 20:45 CSRMgr -----

615 331 3666 158 \*CSR\*

NVW 1FR E 1

LN COCHRAN, GERALD  
LA 69 NICKLEBY DOWN  
SA 69 NICKLEBY DOWN, BRENTWOOD,  
TN  
LOC DES (1.5MI E OF I65 OFF OLD HI  
CKORY BLVD IN COPPERFLD SUBDV  
BETWN EDMNSNPKE AND I65)  
DZIP 37027

---DIR

DDA COCHRAN  
69 NICKLEBY DOWN  
BRENTWOOD TN 37027

DEL A1,B1

---BILL

BN1 GERALD COCHRAN  
BA2 69 NICKLEBY DOWN  
PO BRENTWOOD TN 37027

615 331 3666 158 \*CSR\*

NVW 1FR

E 2

---S&E

(LINES & STATIONS)

- 1 1FR Residential Line  
/TN 615 331-3666/PIC 0288  
/LPIC 5124/PCA BO, 10-25-00  
/NMC/LPCA BO. 10-25-00  
/SED 10-30-00/ZSER F8099999A0
- 1 TTR Touch-Tone  
/TN 615 331-3666/SED 10-30-00  
/ZSER 00099999A1
- 1 1LS11 Mileage - Zone  
/TN 615 331-3666/SED 10-30-00  
/ZSER 23099999A6

615 331 3666 158 \*CSR\*

NVW 1FR

E 3

QTY USOC S&E PIN J

- 1 ESX Call Waiting  
/TN 615 331-3666/SED 10-30-00  
/ZSER 0E099999A3
- 1 FUJIX Federal Universal Service+  
/TN 615 331-3666/SED 10-30-00  
/ZSER 15099999A4
- 1 LNPCX FCC Local Number Portabil+  
/TN 615 331-3666/SED 10-30-00  
/ZSER 1C099999A5
- 1 9LM FCC Charge for Network Ac+  
/TN 615 331-3666/SED 10-30-00  
/ZSER 07099999A2

---BILLING TRANSFERS

---COMPLETED ACTIVITY

-----2000-10-28 16:42 cf001618-----

some one could not verfity sercurity(would not give name) ji 1618

-----2000-08-16 23:32 CSRMgr -----

615 331 3666 156 \*CSR\* \*FINAL\* NVW 1FR E 1

LN RAMSEY, S M  
LA 5101 LINBAR DR  
SA 5101 LINBAR DR, NASHVILLE, TN  
LOC APT B-204;DES (HUNTING BROOK  
APTS)  
DZIP 37211  
AML (A) WILSON, CHRIS  
/TN 615 834-4209

---DIR

DDA SHEILA M RAMSEY  
APT B 204  
5101 LINBAR DR  
NASHVILLE TN 37211  
DEL A1, B1

---TFC

---BILL

BN1 SHEILA M RAMSEY  
BA2 2420 FAIRBROOK DR  
BA3 5101 LINBAR DR  
PO NASHVILLE TN 37214

---S&E

(LINES & STATIONS)

1 MBBRX MemoryCall Answering Ser+  
/TN 615 331-3666  
/MBTN 615 331-3666  
/DLNM 2-RAMSEY S/SED 08-23-95  
/ZSER 3C10000001

615 331 3666 156 \*CSR\*                   \*FINAL\*   NVW 1FR       E   3

QTY USOC   S&E                   J  
1 GCJRC Call Forwarding Don't Ans+  
/TN 615 331-3666  
/ZSER 9E1000000F/SED 06-07-97  
1 MWW Message Waiting - Stutter+  
/TN 615 331-3666/SED 07-31-95  
/ZSER 4310000002  
1 1FR Residential Line  
/PIC 0222/LPIC 0222  
/PCA GB, 04-10-99/PN  
/SED 07-31-95/ZSER 4A10000003  
/LPCA GB, 04-10-99  
1 TTR Touch-Tone  
/SED 07-31-95/ZSER 5110000004  
1 ESX Call Waiting  
/SED 07-31-95/ZSER 5810000005  
1 GCE Call Forwarding Busy Line  
/SED 07-31-95/ZSER 5F10000006  
1 LNPCX FCC Local Number Portabil+  
/SED 05-15-99/ZSER 3F0199999C  
1 MFD2X Multiple Feature credit f+

615 331 3666 156 \*CSR\*                   \*FINAL\*   NVW 1FR       E   4

QTY USOC   S&E                   J  
/SED 07-31-95/ZSER 6D10000008  
1 SEQ1X Inside Wire Maintenance S+  
/SED 07-31-95/ZSER 7410000009  
/RMKR (A) 07-31-95  
1 9LM FCC Charge for Network Ac+  
/SED 07-31-95/ZSER 7B1000000A

1 MBBRX MemoryCall Answering Ser+  
/TN 615 834-4209  
/MBTN 615 834-4209/MWI  
/DLNM 2-WILSON CHRIS  
/SED 11-24-95/ZSER 821000000B

1 DRS RingMaster I - One RingM+  
/TN 615 834-4209  
/PN 615 331-3666/RNP B  
/SED 07-31-95/ZSER 891000000C

(CALLING CARD SERVICE)

2 BSXUP BellSouth Calling Card  
/SED 11-05-96/ZSER 971000000E

615 331 3666 156 \*CSR\*

\*FINAL\* NVW 1FR E 5

---BILLING TRANSFERS

---COMPLETED ACTIVITY



-----2001-01-24 07:31 cstp044-----  
Followed up on the account per complaint.

Tdrew

-----2001-01-16 09:33 cstnp015-----  
sent response 1/15/01...Jen H

-----2001-01-15 10:11 cstp044-----  
I spoke with Mrs. Oneal who was on her way out the door...I explained what happened how and why she was switched to our service and she was satisfied, she stated the complaint was filed because she had no luck reaching a resolution with Cust Service, offered toll free number and she declined.

Tdrew

-----2001-01-13 08:07 cf001313-----  
PER E-MAIL:THIS SITUATION HAS BEEN RESOLVED BY REGULATORY ON  
01/05/01.  
ACCOUNT RESOLVED  
STEVEN/1313 WBTN

-----2001-01-12 11:17 cstp485-----  
See below for reply

-----Original message-----  
>From Oneal22259@aol.com Sat Dec 23 12:26:29 2000  
>Received: from imo-d02.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id MAA24897  
>for <cs@talk.com>; Sat, 23 Dec 2000 12:26:29 -0500 (EST)  
>From: Oneal22259@aol.com  
>Received: from Oneal22259@aol.com  
>by imo-d02.mx.aol.com (mail\_out\_v28.35.) id y.ce.e672f1a (4228)  
> for <cs@talk.com>; Sat, 23 Dec 2000 12:28:58 -0500 (EST)  
>Message-ID: <ce.e672f1a.27763ada@aol.com>  
>Date: Sat, 23 Dec 2000 12:28:58 EST  
>Subject: (no subject)  
>To: cs@talk.com  
>MIME-Version: 1.0  
>Content-Type: multipart/alternative; boundary="part1\_ce.e672f1a.27763ada\_boundary"  
>Content-Disposition: Inline

>X-Mailer: 6.0 sub 171

>

>

>--part1\_ce.e672f1a.27763ada\_boundary

>Content-Type: text/plain; charset="US-ASCII"

>Content-Transfer-Encoding: 7bit

>

>Dear Customer Service,

>

>This is my last effort to get a very serious situation taken care of. My

>phone number

>is 901-465-9419 and someone who had this number before me cashed a promotional

>check and you all changed MY phone service. I have made about 8 phone calls

>and

>been on hold for extensive periods of time. I have been promised twice

>within the past 2 weeks that it would be taken care of and nothing has

>happened. The only thing I've gotten is a bill for \$60 plus that I am not

>going to pay.

>

>My phone service was with Bell South and I expect it to return to Bell South

>within

>the next 5 days or I will contact an attorney and file a law suit, class

>action if possible, and get some kind of response.

>

>I now have NO LONG DISTANCE SERVICE BECAUSE YOU ALL HAVE  
>SCREWED

>UP MY LINE!!! I call my grandmother every Saturday morning and I can't call

>her

>because I have no long distance service. I am very mad!!! I have been

>extremely

>patient so far but you all have lied to me over and over again and my

>patience has

>run out.

>

>Please pass this along to the highest management you can. I have talked to

>Cyrus

>on 12/2 and Daphne on 12/19. Neither of them did anything that I can see. I

>need

>someone higher up.

>

>My long distance service better be hooked back up today!!! I have printed

>out this e-mail and have records of all the other calls I have made and I

>will get some satisfaction!!!

>

>Sincerely,

>Marylene O'Neal

>  
>Telephone is in Randy O'Neal's name.  
>  
>--part1\_ce.e672f1a.27763ada\_boundary  
>Content-Type: text/html; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>  
>Dear Customer Service,  
><BR>  
><BR>This is my last effort to get a very serious situation taken care of. &nbsp;My  
<BR>phone number  
><BR>is 901-465-9419 and someone who had this number before me cashed a  
promotional  
><BR>check and you all changed MY phone service. &nbsp;I have made about 8 phone  
calls <BR>and  
><BR>been on hold for extensive periods of time. &nbsp;I have been promised twice  
<BR>within the past 2 weeks that it would be taken care of and nothing has  
<BR>happened. &nbsp;The only thing I've gotten is a bill for \$60 plus that I am not  
<BR>going to pay.  
><BR>  
><BR>My phone service was with Bell South and I expect it to return to Bell South  
<BR>within  
><BR>the next 5 days or I will contact an attorney and file a law suit, class <BR>action  
if possible, and get some kind of response.  
><BR>  
><BR>I now have NO LONG DISTANCE SERVICE BECAUSE YOU ALL HAVE  
SCREWED  
><BR>UP MY LINE!!! &nbsp;&nbsp;I call my grandmother every Saturday morning  
and I can't call <BR>her  
><BR>because I have no long distance service. &nbsp;I am &nbsp;very mad!!!  
&nbsp;&nbsp;I have been <BR>extremely  
><BR>patient so far but you all have lied to me over and over again and my  
<BR>patience has  
><BR>run out. &nbsp;  
><BR>  
><BR>Please pass this along to the highest management you can. &nbsp;I have talked to  
<BR>Cyrus  
><BR>on 12/2 and Daphne on 12/19. &nbsp;Neither of them did anything that I can see.  
&nbsp;I <BR>need  
><BR>someone higher up. &nbsp;  
><BR>  
><BR>My long distance service better be hooked back up today!!! &nbsp;I have printed  
<BR>out this e-mail and have records of all the other calls I have made and I <BR>will  
get some satisfaction!!!  
><BR>  
><BR>Sincerely,

><BR>Marylene O'Neal  
><BR>  
><BR>Telephone is in Randy O'Neal's name.  
>  
>--part1\_ce.e672f1a.27763ada\_boundary--  
>

Dear Marylene O'Neal,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has already been addressed by phone and email.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service  
-----2001-01-05 17:36 cstpf044-----  
Regulatory Workshop Report  
901-465-9419

Account :28365191  
Name of Complainant :RANDY O"NEAL  
BTN :901-465-9419  
Agency :OTHERS

State :TN  
Due Date :1/15/01  
Market Code :DM070BJ  
Number of POA(S) :0

Clean POA :NO  
Check in System :YES

Nature of Complaint :UNAUTHORIZED SWITCH  
Credit :YES

Amount :\$137.06  
Applied To :Optis  
Refund:NO  
Back To :NA

Verified With LEC :NO

Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By :tdillonDate :1/ 5/01

Summary of Account :  
Local, Randy O'Neal, TN Reg Auth, 901-465-9419, 1/15/01, Resolved:

#### Local Complaint Summary

RANDY O"NEAL  
901-465-9419  
DM070BJ  
28365191

All POA information:

The promotional check was mailed to and cashed by Roy Garrens at P.O.Box 197,  
Oakland, TN 38060-0197. The  
number on the check was 901-465-9419 which belongs Randy and Kay O'neal at 3680  
Price Rd Mascow, TN 38057 to  
according to the Bell South CSR.

Summary of what cust disputing:  
The customer is disputing authorization.

SOTS shows the line was switched to our service on 11/9/00.  
TSCI codes from Optis:  
9/18/00 No PIC

11/10/00 Customer selected IC thru EC. new service

12/8/00 Block

12/27/00 Service disconnected. Local Service Migration

First/Last call:

11/10/00 - 12/20/00

Calls from 12/13/00 to 12/20/00 are in a 01 status and have not billed out.

LENS shows the customer switched back to Bell South on 12/27/00, PIC 0811 and LPIC 5124.

Optis Billing information:

Billed 137.06

Paid 0.00

Credits 0.00

Balance 137.06

Resolution :

This is a WBTN. The promotional check was mailed to and cashed by Roy Garrens at P.O.Box 197. Oakland, TN 38060-0197.

The number on the check (901-465-9419) belongs to Randy and Kay O'neal at 3680 Price Rd Mascow, TN 38057 according to

the Bell South CSR. Issued a full credit of 137.06 to the account to resolve the current balance. I will follow up on the account at a later time to issue credit for the current invoice. I changed the mailing address in Optis to New Hope to prevent future billing. I have been unable to contact the customer, resolved no contact. Sent request to have the customer placed on the do not call list. The optis account has been closed, blocked, and canceled.

Complaint Resolved  
BTN 901-465-9419  
Tracy Drew

-----2001-01-05 12:54 cstp044-----

Sent request to have the customer placed on the do not call list.

Tdrew

-----2001-01-04 16:00 cstp044-----

Received busy signal when calling the customer re: complaint.

tdrew

-----2001-01-03 10:30 cstp040-----

RECVD TNRA COMPLAINT #00-2451- DD 1/15/01

-----2001-01-02 08:39 cotnp004-----

cancel poa req have chk

-----2001-01-02 08:38 cotnp004-----  
recvd tenn reg auth complaint 00-2451 12-29-00 dd 1-15-01

-----2001-01-02 08:38 cotnp004-----  
req poa from fl

-----2000-12-26 11:06 cstff427-----  
RANDY O'NEAL wants to switch her services back to bellsouth...advised her to call  
bellsouth to pick up her services.

-----2000-12-26 11:00 cstff144-----  
mrs.kay o'neal called would like service to be switch back to local carrier because she  
never authorized anyone to switch her service over with,transfer called to  
verifications,k.a.g

-----2000-12-12 17:11 cf001263-----  
Kay O'Neal (wife)called back RE: the WRONG BTN transf verif

-----2000-12-08 12:19 cstff215-----  
WRONG BTN ISSUE (PENDING SWITCH)

-BLOCKED LINES  
-CREDIT TO BE ISSUE TO ACCT. 68.81  
-ATTEMPTED TO CONTACT CUSTOMER  
-TO BE DEACTIVATED FOR NON-AUTHORIZATION  
-NOT RESOLVED UNTIL CUSTOMER SWITCH BACK TO CARRIER OF THEIR  
CHOICE  
-PROMO CODE: DM070BJ

-----2000-12-02 12:43 cstff014-----  
wrong btn, cust is advised that we will contact in 3-5 days. dsputes. ca

-----2000-12-02 12:28 cf001444-----  
marylene oneal is calling disputing auth trans to vercc1444

-----2000-09-26 18:21 CSRMgr -----  
901 465 9419 445 \*CSR\*

SOMV 1FR E 1



LN O"\*NEAL, RANDY & KAY  
LA 3680 PRICE RD  
SA 3680 PRICE RD, MOSCOW, TN  
LOC DES (BTWN HWY 76 & MACON RD  
HOUSE IS WAY BACK OFF THE RD  
CASEY JONES BLDRS SGN NXT TO  
DRVWY)  
DZIP 38057

---DIR  
DDA O"NEAL  
3680 PRICE RD  
MOSCOW TN 38057  
DEL A1

---BILL  
BN1 RANDY O"NEAL  
A2 3680 PRICE RD

901 465 9419 445 \*CSR\*

SOMV 1FR E 2

PO MOSCOW TN 38057

---S&E

(LINES & STATIONS)

1 1FR Residential Line  
/TN 901 465-9419/PIC 0284  
/LPIC 5124/PCA BO, 03-23-00  
/LPCA BO, 03-23-00  
/ZSER F8099999A0/SED 06-30-00  
1 TTR Touch-Tone  
/TN 901 465-9419  
/ZSER 00099999A1/SED 06-30-00  
1 1LS11 Mileage - Zone  
/TN 901 465-9419

901 465 9419 445 \*CSR\*

SOMV 1FR E 3

QTY USOC S&E PIN J  
/ZSER 23099999A6/SED 06-30-00  
1 FUJ1X Federal Universal Service+  
/TN 901 465-9419  
/ZSER 3C10000001/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/TN 901 465-9419  
/ZSER 0E099999A3/SED 06-30-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 901 465-9419  
/ZSER 15099999A4/SED 06-30-00  
/RMKR (A) 04-28-00  
1 9LM FCC Charge for Network Ac+  
/TN 901 465-9419  
/ZSER 07099999A2/SED 06-30-00

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/SED 09-05-00/ZSER 4310000002

901 465 9419 445 \*CSR\*

SOMV 1FR E 4

---COMPLETED ACTIVITY

-----2001-03-01 15:51 cstff180-----

MARVIN JOHNS CALLED IN REGARDS TO A REG. COMPLAINT AND I  
WARMED TNF TO DISP. PER MGR REQ B.W.

-----2001-01-25 16:19 cstnp010-----

FAXED COPY OF THE CHECK

-----2001-01-22 11:17 cotnp007-----

response sent 1-17-01, tammy

-----2001-01-17 13:43 cstpf693-----

Refund check #20004 mailed for \$69.63.

Cathy

-----2001-01-17 09:47 cstpf594-----

Info also paced on do not contact list. HLS

-----2001-01-17 09:46 cstpf594-----

Name and info added to do not call list. HLS

-----2001-01-17 09:16 cstpf685-----

Regulatory Workshop Report

865-774-5511

Account :28385567

Name of Complainant :Marvin Johns

BTN :865-774-5511

Agency :OTHERS

State :TN

Due Date :1/17/01

Market Code :DM070BJ

Number of POA(S) :0

Clean POA :YES

Check in System :YES

Nature of Complaint :UNAUTHORIZED SWITCH

Credit :YES

Amount :\$138.49

Applied To :Optis

Refund: YES  
Back To : Check

Verified With LEC : YES  
Account Blocked : YES  
HBS Contacted : NO  
Billing Information Removed : YES

NCO Notified : NO  
Account Placed on Do Not Call : YES

Date of Sale : Date of Birth : Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By : jsumner Date : 1/16/01

Summary of Account :

Complainants Name: Marvin Johns  
BTN: 865-774-5511

Billing Name on File: Boyd's Creek Baptist Church

All POA information: A check in the amount of \$50.00 and made payable to Whitey Black was mailed to 506 Smokey Mountain View Drive, Sevierville, TN 37876. The instrument was endorsed by both Whitey Black and Shirley Black and was cashed on August 22nd, 2000

Due Date: 01/17/01

Summary of Dispute: The member is disputing authorization of local and long distance service.

Date switched to A1: 11/03/00

BS CSR indicates SED date customer switched off our service as of 11/29/00.

Confirmed by BS PICC and LPIC are OCC for LD.

TSCI codes from Optis:

11/30/004203 Service cancelled. Dial tone disconnect. Unspecified reason

11/29/002811 End-user service disconnected - pending positive switch ack.

11/22/0020CU Confirmed by First Usage

11/14/002008 Confirm, Cust selected IC thru EC, new service

9/18/0001NP

First/Last call: 11/10/00 - 11/29/00

Date switched back to Bell: 11/29/00

Optis Billing:

Total Invoiced: \$68.86 on 11/15/00

Total Paid: \$ .00

Total Credits: \$ .00

OneBill Billing: There is no OneBill account associated with this account.

Optis Notes:

There are no notes in Optis pertaining to the complaint.

Resolution :

Requested that members information be added to the Do Not Contact list, also changed the address to Palm Harbor.

Credit account for the amount of \$68.86 to bring to zero balance. Mr. Johns indicated that he did not know a Whitey

or Shirley Black and the address on the check was unfamiliar to him, treating as wrong BTN. Requested refund check

in the amount of \$69.63 for switching fees and taxes be sent to the Boyd's Creek Baptist Church in care of Marvin

Johns. Total credit amount \$138.49. Mr. Johns accepted this as a satisfactory resolution of his complaint.

Complaint closed

Account resolved

James 685 / Elaine 1338

-----2001-01-17 08:05 cstp240-----

refund check request for \$69.63 approved

lisa

-----2001-01-16 16:43 cstp295-----

ISSUED CREDIT PER FLOOR REQUEST OF \$69.63 FOR SWITCHING FEES...ST

-----2001-01-16 16:04 cstp561-----

Issued credit of \$68.86 pre floor request.

Eileen/REgulatory.PH

-----2001-01-16 15:23 cstp685-----

left number on pager

-----2001-01-16 14:55 cstp685-----

Attempted contact at the three numbers listed in the complaint - lmr w/ contact information at 865-453-9307

-----2001-01-05 10:44 cstpf040-----

RECVD TNRA COMPLAINT #01-0029- DD 1/17/01

-----2001-01-04 13:29 cotnp004-----

recvd tenn reg auth complaint 01-0029 1-04-01 dd 1-17-01

-----2000-09-20 11:56 CSRMgr -----

865 774 5511 120 \*CSR\*

SEVL 1FB

E 1

LN BOYD"S; CREEK BAPTIST CHURCH  
LA 1110 BOYDS CREEK CHURCH RD,  
SEVIERVILLE  
SA 1110 BOYDS CREEK CHURCH RD,  
SEVIERVILLE  
YPH 015290  
CHURCHES-BAPTIST-SOUTHERN  
SIC 8661  
ZAEC XXXXX

---DIR

DDA BOYDS CREEK BAPTIST CHURCH  
1110 BOYDS CREEK CHURCH RD  
SEVIERVILLE TN 37876  
DEL A1

---BILL

BN1 BOYDS CREEK  
N2 BAPTIST CHURCH

865 774 5511 120 \*CSR\*

SEVL 1FB

E 2

BA3 503 FRED SALES PLACE  
PO SEVIERVILLE TN 37876

---S&E

(LINES & STATIONS)

- 1 1FB Business Line
  - /TN 865 774-5511/PIC 0288
  - /LPIC 0288/PCA BO, 05-01-00
  - /LPCA BO, 05-01-00
  - /SED 05-03-00/ZSER 3C10000001
- 1 TTB Touch-Tone
  - /TN 865 774-5511/SED 05-03-00

865 774 5511 120 \*CSR\*

SEVL 1FB E 3

- QTY USOC S&E J
  - /ZSER 4310000002
- 1 BCR Call Return Blocking
  - /TN 865 774-5511/SED 08-25-00
  - /ZSER 7410000009
- 1 BRD Repeat Dial Blocking
  - /TN 865 774-5511/SED 08-25-00
  - /ZSER 7B1000000A
- 1 FUJ1X Federal Universal Service+
  - /TN 865 774-5511/SED 07-01-00
  - /ZSER 6D10000008
- 1 LNPCX FCC Local Number Portabil+
  - /TN 865 774-5511/SED 05-03-00
  - /ZSER 4A10000003
- 1 SEQ1X Inside Wire Maintenance S+
  - /TN 865 774-5511/SED 05-03-00
  - /ZSER 5110000004
- 1 SRG Selective Class of Call S+
  - /TN 865 774-5511/CAS 97
  - /SED 05-03-00/ZSER 5810000005
- 1 9LM FCC Charge for Network Ac+

865 774 5511 120 \*CSR\*

SEVL 1FB E 4

- QTY USOC S&E J
  - /TN 865 774-5511/SED 05-03-00
  - /ZSER 5F10000006
- 1 1LS11 Mileage - Zone
  - /SED 05-03-00/ZSER 6610000007

---COMPLETED ACTIVITY



-----2001-11-28 08:51 cstpf593-----  
faxed response 11-27.. Jamie

-----2001-11-21 11:58 cstpf587-----  
RECD TNRA REBUTTAL COMPLAINT CASE #01-0200 DD 11/26/01  
VP/REG

-----2001-11-20 13:28 mak -----  
RECD TNRA REBUTTAL COMPLAINT 11/20/01 CASE #01-0200 DD 11/27/01  
-----2001-08-09 17:01 cstnp010-----  
sent copy of promo check to lisa foust for file # 01-0365 (airbill # 9685156176)

-----2001-06-04 12:01 cam -----  
refaxed copy of promo ck to john conners

-----2001-03-29 16:49 cstnp008-----  
faxed copy of response to john conners....sz he never received

-----2001-03-29 16:10 cstnp008-----  
FAXED CHECK TO JOHN CONNERS AGAIN ...AS REQUESTED

-----2001-02-10 15:40 cam -----  
sent promo ck to tn reg auth..as they requested..

-----2001-02-08 08:54 cstnp015-----  
sent response 02\07\01...Jen H

-----2001-02-02 11:12 cstpf253-----  
Complainant: Marilyn Hesselgrave TNRA - TN Due: 02/01/01 Previously Resolved  
BTN: 865-766-0204

Summary of Dispute: Member states hat he service was switched without her  
authorization. She states that she received a charge of \$74.76, which she does not intend  
to pay.

Resolution:

I attempted to contact Marilyn Hesselgrave, and left a message on her machine. There does not appear to be any new issues. No further credit to be issued at this time. It has been noted that previous rep will follow up on the account to credit any further charges.

Account resolved

Tom Parisi

Customer Relations

-----2001-02-02 10:42 cstp253-----

1st attempt to contact re:TNRA complaint;LMOM.....tom/reg

-----2001-01-29 13:36 cstp295-----

rec'd tn reg author complaint # 01-0200, due 2-7-01

-----2001-01-26 11:38 cstp044-----

Please return the resolved TN TRA complaint to TDrew.

-----2001-01-26 04:57 cotnp007-----

rec'd tn reg author complaint # 01-0200, due 2-7-01

-----2001-01-24 16:14 mak -----

sent response 1/22/01 c.meier

-----2001-01-22 14:40 cstp685-----

Regulatory Workshop Report

865-766-0204

Account :27466942

Name of Complainant :MERILYN HESSELGRAVE

BTN :865-766-0204

Agency :OTHERS

State :TN

Due Date :1/22/01

Market Code :DM060KA

Number of POA(S) :0

Clean POA :YES

Check in System :YES

Nature of Complaint :WRONG BTN

Credit :YES

Amount :\$74.76

Applied To :Optis

Refund:NO  
Back To :NA

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By :jsumnerDate :1/22/01

Summary of Account :

Complainants Name: Marilyn Hesselgrave  
BTN: 865-766-0204

Billing Name on File: MERILYN HESSELGRAVE

All POA information: DM060KA, A check was mailed to 7919 Westland Dr. ,  
Knoxville, TN 37919, in the name of Penny  
Smith. The check was cashed by Penny, which changed the local and Long Distance  
service on the number printed on  
the front of the check (865-766-0204).

Due Date: 01-22-01

Summary of Dispute: Member is disputing authorization of local and Long Distance  
service.

Date switched to A1:10-18-00

BS CSR indicates SED date customer switched off our service as of 11-07-00.

Confirmed by BS PICC and LPIC are OCC for LD.

TSCI codes from Optis:

11/8/002216Service disconnected, total

11/7/002811End-user service disconnected - pending positive switch ack.

11/6/0020CUConfirmed by First Usage

10/20/002008Confirm, Cust selected IC thru EC, new service

8/16/0001NPNo.Pic

First/Last call:10/19/00 - 11/07/00

Date switched back to Bell: 11/07/00

Optis Billing:

Total Invoiced: \$74.76 on 11/02/00

Total Paid \$0.00

Total Credits: \$0.00

OneBill Billing: There is no OneBill account associated with this account.

Optis Notes:

11/06/00 member called and inquired as to who authorized the service. There are no other notes on the account regarding the complaint.

Resolution :

Requested that members information be added to the Do Not Contact list, also changed the address to Palm Harbor.

Deleted and deactivated USOCs. Spoke to Marilyn, and explained how the service was authorized, and advised that we

would zero the bill, she may disregard any future billings from us, and she accepted this as a feasible resolution. She

stated that she does not know the person that cashed the check. Will follow up on account for current billing, and

credit the account if need be.

Account Resolved

Complaint Closed

-----2001-01-22 14:06 cstp561-----

Issued credit of \$74.76 to account per floor request.

Eileen/Regulatory

-----2001-01-22 13:01 cstp594-----

Name and info added to do not call/contact list. HLS

-----2001-01-22 12:04 cstp685-----

Changed billing address to Palm Harbor

-James

-----2001-01-20 15:07 cstp685-----

Contacted member, advised of how the account auth, and advised that I would zero the account.

She accepted as a resolution.

-James

-----2001-01-19 10:55 cstp421-----

~When complaint is resolved turn over to Angie for letter to be written~

-----2001-01-10 14:21 cstp587-----

recvd tenn reg auth complaint 01-0061 1-9-01 dd 1-22-01

-----2001-01-09 16:09 cotnp004-----

recvd tenn reg auth complaint 01-0061 1-9-01 dd 1-22-01

-----2000-11-06 11:59 cstff135-----

MERRILYN CALLED THE CUST WANTS TO KNOW WHO GAVE THE AUTH TO  
CONVERT HER SRVC OVER TO TALK...JM135

-----2000-11-06 11:46 cstff138-----

MRS GRAVES CALLED ABOUT THIS ACCT / THIS IS A WRONG BTN...SHE  
DOESN'T KNOW PERSON WE HAVE ON FILE ...ALSO IT IS A DIFFERENT  
ADDRESS / TR TO OUR SPECIAL SERVICES DEPT FOR FURTHER  
ASSISTANCE.

-----2000-11-06 11:22 cstff700-----

CUSTOMER DISPUTING SWITCH TNF TO VERIFICATIONS...CSTFF 700

-----2000-09-26 20:00 CSRMgr -----

865 766 0204 614 \*CSR\*

KNOX 1FR E 1

LN HESSELGRAVE, M R  
LA 7331 CRESTHILL DR  
SA 7331 CRESTHILL DR, KNOXVILLE,  
TN  
LOC APT E-4  
DZIP 37919

---DIR

DDA HESSELGRAVE  
APT E 4  
7331 CRESTHILL DR  
KNOXVILLE TN 37919

DEL A1

---TFC

---BILL

BN1 MERILYN HESSELGRAVE

865 766 0204 614 \*CSR\*

KNOX 1FR

E 2

BA2 APT E-4

BA3 7331 CRESTHILL DR

PO KNOXVILLE TN 37919

---S&E

(LINES & STATIONS)

1 1FR Residential Line

/TN 865 766-0204/PIC UNDC

/LPIC UNDC/PCA BO, 08-16-00

/NMC/LPCA BO, 08-16-00

/SED 08-18-00/ZSER F8099999A0

1 TTR Touch-Tone

/TN 865 766-0204/SED 08-18-00

/ZSER 00099999A1

865 766 0204 614 \*CSR\*

KNOX 1FR

E 3

QTY USOC S&E

PIN J

1 ESX Call Waiting

/TN 865 766-0204/SED 08-18-00

/ZSER 0E099999A3

1 FUJ1X Federal Universal Service+

/TN 865 766-0204/SED 08-18-00

/ZSER 15099999A4

1 LNPCX FCC Local Number Portabil+

/TN 865 766-0204/SED 08-18-00

/ZSER 1C099999A5

1 9LM FCC Charge for Network Ac+

/TN 865 766-0204/SED 08-18-00

/ZSER 07099999A2  
1 MDU Multi-Dwelling Unit Accou+  
/SED 08-18-00/ZSER 3C10000001

---BILLING TRANSFERS

---COMPLETED ACTIVITY

2001-06-07 15:15 Issued credit of \$362.88 billing after cancellation.  
Regulatory  
Michael.1001.reg.ph

2001-03-29 12:17 john conners called requesting the promotional check  
be sent to him

2001-03-21 11:35 Refund check #22124 mailed for \$50.00 .

2001-03-21 08:41 refund check request for \$50.00 approved  
lisa

2001-03-20 16:19 Received fax with Bell South charges for line charges  
and local service fees incurred by WBTN DM switch of main business line  
and associated BTN's. Posted credit of \$50.00 to account to avoid  
further complaint. Will email L. Wolschon for refund check.  
Michael.Reg.PH

2001-02-27 14:18 sent response 2/20/01 hspencer

2001-02-19 09:51 Local Complaint Summary

Complainants Name:Whitts Barbecue c/o Jim Landers  
Btms:615-443-8649 Additional Line  
615-443-1919Main BTN  
615-443-4543 Business Line  
615-443-8419Ringmaster

Billing Name on File:Whitts Barbecue

All POA information:DM090AE

A promotional check was mailed to Mary Brisbane, 701 Enon Springs Rd,  
Lot 55 Smyrna, TN 37167-4453. Signing the check activated local, local  
toll and long distance service. Check is printed and on file.

Due Date:2/20/01

Summary of Dispute: Customer states his service was switched without  
his authorization or knowledge.

Date switched to A1/PIC and LPIC Information @ time of switch:

Per SOTS switched to our service on:

615-443-8649 Additional Line Never switched per SOTS; PIC/LPIC OCC per  
BS CSR

615-443-1919Main BTN 01/23/01 per SOTS; PIC/LPIC OCC per BS CSR

615-443-4543 Business Line Never switched per SOTS; PIC/LPIC OCC per  
BS CSR

615-443-8419Ringmaster Never switched per SOTS PIC/LPIC OCC per BS CSR

Date switched back to Bell:

Per BS CSR, customer switched off our service on 2/7/01

First/Last call: There are unbilled calls

615-443-8649 Additional Line - NO Call Detail

615-443-1919Main BTN1/30/01 - 1/30/01 Unbilled



615-443-4543 Business Line1/23/01 - 2/13/01 Unbilled (Verified  
 PIC/LPIC OCC as of 2/15/01)  
 615-443-8419RingmasterNO Call Detail  
 TCSI codes from Optis:  
 615-443-191902/14/20012209Customer Cancelled IC Thru BOC Order  
 615-443-191902/08/20012008Confirm, Cust selected IC thru EC, new  
 service  
 615-443-191902/08/20014205Service disconnected. Local Service  
 Migration  
 615-443-191902/03/20012811End-user service disconnected - pending  
 positive switch ack.  
 615-443-191901/27/20014001End-user selected carrier during LSP  
 migration  
 615-443-191912/13/2000001NPNo PIC  
 615-443-191902/14/20012209Customer Cancelled IC Thru BOC Order  
 615-443-191902/08/20012008Confirm, Cust selected IC thru EC, new  
 service  
 615-443-191902/03/20012811End-user service disconnected - pending  
 positive switch ack.  
 615-443-191901/27/20014001End-user selected carrier during LSP  
 migration  
 615-443-191912/13/2000001NPNo PIC  
 \*\*\*\*\*  
 615-443-4543 02/16/200120BL Customer ANI Block  
 615-443-454302/14/20012209Customer Cancelled IC Thru BOC Order  
 615-443-454302/08/200120086746Eloadstat193  
 615-443-454302/08/20014205Service disconnected. Local Service  
 Migration  
 615-443-454302/03/20012811End-user service disconnected - pending  
 positive switch ack.  
 615-443-454302/02/200120CUCConfirmed by first usage.  
 615-443-454301/27/200140016746Aloadstat193  
 615-443-454312/13/2000001NP6746EimptcstNEW193  
 \*\*\*\*\*  
 615-443-841912/13/2000001NPNo PIC  
 \*\*\*\*\*  
 615-443-864910/27/2000001NPNo PIC

Optis Billing: NO Optis Billing as of 2/16/01

OneBill Billing: There is no Onebill account for any of the 4 BTN's as  
 of 1/16/01

Optis Notes: No contact by customer

Resolution: I contacted Jim Lander and explained his service was  
 switched by the signing of the promotional check mailed to Ms. Brisbane  
 who omitted correcting the phone number on the check. I also explained  
 that the activation of the service on 615-443-8649 converted all  
 associated lines.. He stated he had just received 615-443-8649 a few  
 months ago and it is a ringmaster. I explained that this was a recycled  
 phone number, and Ms.Brisbane gave up ownership of that number 6/3/98  
 and it was converted to a ringmaster. He told me he had just signed a  
 3 year contract with Bell South and then was advised by Bell South that

his service had been switched. He was also without phone service for a few hours on Monday. I apologized and I told him I would credit out all billing and he would receive no billing from us. He wanted to know about the charges he may incurr for switching back to Bell South and I told him I would reimburse him for those charges if he would fax them in to me if he receives any. I gave him my contact number, and fax number for any questions or concerns. I attempted to deactivate and zero out USOC's, but the feature function on CID page is currently updating and Optis closes when I attempt to process deactivation as of 2/19/01. I will add this to my follow up list to complete same. Sent email to Stansell, DNC. Removed billing address of 401 S Cumberland St Suite 10, Lebanon TN 37087 from Optis. I will monitor account for unbilled usage and issue credit request for same. Customer stated he felt this resolves the complaint, but will wait until he hears back from the TNRA in writing.

Complaint Resolved

Account Closed

Michael

Regulatory.Palm Harbor

2001-02-16 10:44 Name and info added to do not call list. HLS

2001-02-16 10:41 Sent email to Stansell - DNC. Removed billing address of 401 S CUMBERLAND ST, Lebanon TN 37087  
Michael.Reg.PH

2001-02-08 12:38 recvd tenn reg auth complaint 01-0309 2-7-01 dd 2-20-01

2001-02-07 11:21 recvd tenn reg auth complaint 01-0309 2-7-01 dd 2-20-01

2001-01-23 16:00 615 443 1919 021 \*CSR\*  
LEBN BT2CL E 1

PSO D68MVM

LN WHITTS; BARBECUE  
LA 401 S CUMBERLAND ST, LEBANON  
SA 401 S CUMBERLAND ST, LEBANON  
LOC SUIT 12  
YPH 006900 BARBECUE  
SIC 2033  
ZAEK XXXXX  
XL (A) WHITTS; BARBECUE  
/TN 615 443-4543

---DIR

DDA WHITTS BARBECUE  
401 S CUMBERLAND ST  
SUIT 12  
LEBANON TN 37087  
DEL A1

---BILL

BN1 WHITTS BARBECUE

615 443 1919 021 \*CSR\*  
E 2

PSO D68MVM LEBN BT2CL

BN2 JIM LANDERS  
BA3 401 S CUMBERLAND ST  
O LEBANON TN 37087

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/SED 04-03-00/ZSER 4310000002

615 443 1919 021 \*CSR\*  
E 3

PSO D68MVM LEBN BT2CL

QTY USOC S&E J  
(CHARGEABLE LISTINGS)

1 FLT Additional listing, no ch+  
/REF A/SED 08-01-00  
/ZSER 5010000013

(LINES & STATIONS)

1 BT2CL Business Line with Touch-+  
/TN 615 443-1919/PIC 0288  
/LPIC 5124/PCA BO, 02-22-00  
/LPCA BO, 02-22-00  
/PKG COMP2-CHOICE/PN  
/SED 04-03-00/ZSER 4A10000003

1 EMP1X Equipment Maintenance Pla+  
/TN 615 443-1919  
/PKG COMP6-2LNMTN  
/SED 04-03-00/ZSER 5110000004

1 ESCWT Three-Way Calling with Tr+  
/TN 615 443-1919

615 443 1919 021 \*CSR\*  
E 4

PSO D68MVM LEBN BT2CL

QTY USOC S&E J  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 6510000016

1 ESF 30 Code Speed Calling  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 6C10000017

1 ESL 8 Code Speed Calling  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 7310000018

1 FUJMX Federal Universal Service+  
 /TN 615 443-1919/SED 07-01-00  
 /ZSER 5710000014

1 GCZ Remote Activation of Call+  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 7A10000019

1 LNPCX FCC Local Number Portabil+  
 /TN 615 443-1919/SED 04-03-00  
 /ZSER 5810000005

615 443 1919 021 \*CSR\*  
 E 5

PSO D68MVM LEBN BT2CL

QTY USOC S&E J

1 NSK Call Selector (\*61)  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 811000001A

1 NSQ Repeat Dialing (\*66)  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 881000001B

1 NSS Call Return (\*69)  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 04-03-00/ZSER 5F10000006

1 NST Call Tracing (\*57)  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 8F1000001C

1 NSY Call Block (\*60)  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 961000001D

615 443 1919 021 \*CSR\*  
 E 6

PSO D68MVM LEBN BT2CL

QTY USOC S&E J

1 NXECR Enhanced Caller ID with A+  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 04-03-00/ZSER 6610000007

1 SEQ1X Inside Wire Maintenance S+  
 /TN 615 443-1919  
 /PKG COMP6-2LNMTN  
 /SED 04-03-00/ZSER 6D10000008

1 9ZR FCC Charge for Network Ac+

/TN 615 443-1919/SED 04-03-00  
 /ZSER 7410000009  
 1 COMP2 Complete Choice for Busi+  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 9D1000001E  
 1 BT2CL Business Line with Touch-+  
 /TN 615 443-4543/PIC 0288  
 /LPIC 5124/PCA BO, 02-22-00  
 /LPCA BO, 02-22-00  
 /SED 04-03-00/ZSER 891000000C

615 443 1919 021 \*CSR\*  
 E 7

PSO D68MVM LEBN BT2CL

QTY	USOC	S&E	J
		/RMKR (A) CREDIT	
		/PKG COMP2-CHOICE/PN	
1	ESF	30 Code Speed Calling	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER A41000001F	
1	ESL	8 Code Speed Calling	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 4110000020	
1	FUJMX	Federal Universal Service+	
		/TN 615 443-4543/SED 07-01-00	
		/ZSER 5E10000015	
1	LNPCX	FCC Local Number Portabil+	
		/TN 615 443-4543/SED 04-03-00	
		/ZSER 901000000D	
1	NSK	Call Selector (*61)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 4810000021	

615 443 1919 021 \*CSR\*  
 E 8

PSO D68MVM LEBN BT2CL

QTY	USOC	S&E	J
1	NSQ	Repeat Dialing (*66)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 4F10000022	
1	NSS	Call Return (*69)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 5610000023	
1	NST	Call Tracing (*57)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 5D10000024	
1	NSY	Call Block (*60)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 6410000025	

1 NXECR Enhanced Caller ID with A+  
/TN 615 443-4543  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 6B10000026

615 443 1919 021 \*CSR\*

PSO D68MVM LEBN BT2CL

E 9

QTY USOC S&E J  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 443-4543/SED 04-03-00  
/ZSER 971000000E  
/PKG COMP6-2LNMTN  
1 9ZR FCC Charge for Network Ac+  
/TN 615 443-4543/SED 04-03-00  
/ZSER 9E1000000F  
1 DRS RingMaster I - One RingM+  
/TN 615 443-8419  
/PKG COMP2-CHOICE  
/PN 615 443-1919/RNP B  
/SED 04-03-00/ZSER 3B10000010  
1 DRS RingMaster I - One RingM+  
/TN 615 443-8649  
/PN 615 443-4543/RNP B  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 7210000027  
1 COMP6 Complete Choice for Busi+  
/TN 615 443-8649  
/PKG COMP6-2LNMTN

615 443 1919 021 \*CSR\*

PSO D68MVM LEBN BT2CL

E 10

QTY USOC S&E J  
/SED 12-05-00/ZSER 7910000028

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrict+  
/TN 615 443-4543  
/CCQ (A) WHITTS BBQ, 1  
/SED 04-03-00/ZSER 4210000011

---RMKS

---COMPLETED ACTIVITY

2000-12-29 22:18 615 443 1919 021 \*CSR\*

LEBN BT2CL

E 1

LN WHITTS; BARBECUE  
LA 401 S CUMBERLAND ST, LEBANON  
SA 401 S CUMBERLAND ST, LEBANON  
LOC SUIT 12  
YPH 006900 BARBECUE  
SIC 2033  
ZAEC XXXXX  
XL (A) WHITTS; BARBECUE  
/TN 615 443-4543

---DIR

DDA WHITTS BARBECUE  
401 S CUMBERLAND ST  
SUIT 12  
LEBANON TN 37087  
DEL A1

---BILL

BN1 WHITTS BARBECUE

615 443 1919 021 -CSR\*  
E 2

LEBN BT2CL

BN2 JIM LANDERS  
BA3 401 S CUMBERLAND ST  
O LEBANON TN 37087

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/SED 04-03-00/ZSER 4310000002

615 443 1919 021 -CSR\*  
E 3

LEBN BT2CL

QTY USOC S&E J  
(CHARGEABLE LISTINGS)

1 FLT Additional listing, no ch+  
/REF A/SED 08-01-00  
/ZSER 5010000013

(LINES & STATIONS)

1 BT2CL Business Line with Touch--  
 /TN 615 443-1919/PIC 0288  
 /LPIC 5124/PCA BO, 02-22-00  
 /LPCA BO, 02-22-00  
 /PKG COMP2-CHOICE/PN  
 /SED 04-03-00/ZSER 4A10000003  
 1 EMP1X Equipment Maintenance Pla+  
 /TN 615 443-1919  
 /PKG COMP6-2LNMTN  
 /SED 04-03-00/ZSER 5110000004  
 1 ESCWT Three-Way Calling with Tr+  
 /TN 615 443-1919

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 4

QTY	USOC	S&E	J
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 6510000016	
1	ESF	30 Code Speed Calling	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 6C10000017	
1	ESL	8 Code Speed Calling	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 7310000018	
1	FUJMX	Federal Universal Service+	
		/TN 615 443-1919/SED 07-01-00	
		/ZSER 5710000014	
1	GCZ	Remote Activation of Call+	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 7A10000019	
1	LNPCX	FCC Local Number Portabil+	
		/TN 615 443-1919/SED 04-03-00	
		/ZSER 5810000005	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 5

QTY	USOC	S&E	J
1	NSK	Call Selector (*61)	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 811000001A	
1	NSQ	Repeat Dialing (*66)	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 881000001B	
1	NSS	Call Return (*69)	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	
		/SED 04-03-00/ZSER 5F10000006	
1	NST	Call Tracing (*57)	
		/TN 615 443-1919	
		/PKG COMP2-CHOICE	



1 NSY /SED 12-05-00/ZSER 8F1000001C  
Call Block (\*60)  
/TN 615 443-1919  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 961000001D

615 443 1919 021 \*CSR\*  
E 6

LEBN BT2CL

QTY USOC S&E J  
1 NXECR Enhanced Caller ID with A+  
/TN 615 443-1919  
/PKG COMP2-CHOICE  
/SED 04-03-00/ZSER 6610000007  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 443-1919  
/PKG COMP6-2LNMTN  
/SED 04-03-00/ZSER 6D10000008  
1 9ZR FCC Charge for Network Ac+  
/TN 615 443-1919/SED 04-03-00  
/ZSER 7410000009  
1 COMP2 Complete Choice for Busi+  
/TN 615 443-1919  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 9D1000001E  
1 BT2CL Business Line with Touch-+  
/TN 615 443-4543/PIC 0288  
/LPIC 5124/PCA BO, 02-22-00  
/LPCA BO, 02-22-00  
/SED 04-03-00/ZSER 891000000C

615 443 1919 021 \*CSR\*  
E 7

LEBN BT2CL

QTY USOC S&E J  
/RMKR (A) CREDIT  
/PKG COMP2-CHOICE/PN  
1 ESF 30 Code Speed Calling  
/TN 615 443-4543  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER A41000001F  
1 ESL 8 Code Speed Calling  
/TN 615 443-4543  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 4110000020  
1 FUJMX Federal Universal Service+  
/TN 615 443-4543/SED 07-01-00  
/ZSER 5E10000015  
1 LNPCX FCC Local Number Portabil+  
/TN 615 443-4543/SED 04-03-00  
/ZSER 901000000D  
1 NSK Call Selector (\*61)  
/TN 615 443-4543  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 4810000021

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 8

QTY	USOC	S&E	J
1	NSQ	Repeat Dialing (*66) /TN 615 443-4543 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 4F10000022	
1	NSS	Call Return (*69) /TN 615 443-4543 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 5610000023	
1	NST	Call Tracing (*57) /TN 615 443-4543 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 5D10000024	
1	NSY	Call Block (*60) /TN 615 443-4543 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 6410000025	
1	NXECR	Enhanced Caller ID with A+ /TN 615 443-4543 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 6B10000026	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 9

QTY	USOC	S&E	J
1	SEQ1X	Inside Wire Maintenance S+ /TN 615 443-4543/SED 04-03-00 /ZSER 971000000E /PKG COMP6-2LNMTN	
1	9ZR	FCC Charge for Network Ac+ /TN 615 443-4543/SED 04-03-00 /ZSER 9E1000000F	
1	DRS	RingMaster I - One RingM+ /TN 615 443-8419 /PKG COMP2-CHOICE /PN 615 443-1919/RNP B /SED 04-03-00/ZSER 3B10000010	
1	DRS	RingMaster I - One RingM+ /TN 615 443-8649 /PN 615 443-4543/RNP B /PKG COMP2-CHOICE /SED 12-05-00/ZSER 7210000027	
1	COMP6	Complete Choice for Busi+ /TN 615 443-8649 /PKG COMP6-2LNMTN	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 10

QTY	USOC	S&E	J
		/SED 12-05-00/ZSER 7910000028	
(CALLING CARD SERVICE)			

1 BSXBU BSLD Business Unrestrict+  
/TN 615 443-4543  
/CCQ (A) WHITTS BBQ, 1  
/SED 04-03-00/ZSER 4210000011

---RMKS

---COMPLETED ACTIVITY

2000-12-20 12:45 615 443 1919 021 \*CSR\*  
LEBN BT2CL E 1

LN WHITTS; BARBECUE  
LA 401 S CUMBERLAND ST, LEBANON  
SA 401 S CUMBERLAND ST, LEBANON  
LOC SUIT 12  
YPH 006900 BARBECUE  
SIC 2033  
ZAEC XXXXX  
XL (A) WHITTS; BARBECUE  
/TN 615 443-4543

---DIR  
DDA WHITTS BARBECUE  
401 S CUMBERLAND ST  
SUIT 12  
LEBANON TN 37087  
DEL A1

---BILL  
BN1 WHITTS BARBECUE

615 443 1919 021 \*CSR\*  
E 2

LEBN BT2CL

BN2 JIM LANDERS  
BA3 401 S CUMBERLAND ST  
O LEBANON TN 37087

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/SED 04-03-00/ZSER 4310000002

615 443 1919 021 \*CSR\*  
E 3

LEBN BT2CL

QTY USOC S&E J  
(CHARGEABLE LISTINGS)

1 FLT Additional listing, no ch+  
/REF A/SED 08-01-00  
/ZSER 5010000013

(LINES & STATIONS)

1 BT2CL Business Line with Touch-+  
/TN 615 443-1919/PIC 0288  
/LPIC 5124/PCA BO, 02-22-00  
/LPCA BO, 02-22-00  
/PKG COMP2-CHOICE/PN  
/SED 04-03-00/ZSER 4A10000003  
1 EMP1X Equipment Maintenance Pla+  
/TN 615 443-1919  
/PKG COMP6-2LNMTN  
/SED 04-03-00/ZSER 5110000004  
1 ESCWT Three-Way Calling with Tr+  
/TN 615 443-1919

615 443 1919 021 \*CSR\*  
E 4

LEBN BT2CL

QTY USOC S&E J  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 6510000016  
1 ESF 30 Code Speed Calling  
/TN 615 443-1919  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 6C10000017  
1 ESL 8 Code Speed Calling  
/TN 615 443-1919  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 7310000018  
1 FUJMX Federal Universal Service+  
/TN 615 443-1919/SED 07-01-00  
/ZSER 5710000014  
1 GCZ Remote Activation of Call+  
/TN 615 443-1919  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 7A10000019  
1 LNPCX FCC Local Number Portabil+  
/TN 615 443-1919/SED 04-03-00  
/ZSER 5810000005

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 5

QTY	USOC	S&E	J
1	NSK	Call Selector (*61) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 811000001A	
1	NSQ	Repeat Dialing (*66) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 881000001B	
1	NSS	Call Return (*69) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 04-03-00/ZSER 5F10000006	
1	NST	Call Tracing (*57) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 8F1000001C	
1	NSY	Call Block (*60) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 961000001D	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 6

QTY	USOC	S&E	J
1	NXECR	Enhanced Caller ID with A+ /TN 615 443-1919 /PKG COMP2-CHOICE /SED 04-03-00/ZSER 6610000007	
1	SEQ1X	Inside Wire Maintenance S+ /TN 615 443-1919 /PKG COMP6-2LNMTN /SED 04-03-00/ZSER 6D10000008	
1	9ZR	FCC Charge for Network Ac+ /TN 615 443-1919/SED 04-03-00 /ZSER 7410000009	
1	COMP2	Complete Choice for Busi+ /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 9D1000001E	
1	BT2CL	Business Line with Touch-+ /TN 615 443-4543/PIC 0288 /LPIC 5124/PCA BO, 02-22-00 /LPCA BO, 02-22-00 /SED 04-03-00/ZSER 891000000C	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 7

QTY	USOC	S&E	J
		/RMKR (A) CREDIT /PKG COMP2-CHOICE/PN	

1 ESF 30 Code Speed Calling  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER A41000001F

1 ESL 8 Code Speed Calling  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 4110000020

1 FUJMX Federal Universal Service+  
 /TN 615 443-4543/SED 07-01-00  
 /ZSER 5E10000015

1 LNPCX FCC Local Number Portabil+  
 /TN 615 443-4543/SED 04-03-00  
 /ZSER 901000000D

1 NSK Call Selector (\*61)  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 4810000021

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 8

QTY USOC S&E J

1 NSQ Repeat Dialing (\*66)  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 4F10000022

1 NSS Call Return (\*69)  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 5610000023

1 NST Call Tracing (\*57)  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 5D10000024

1 NSY Call Block (\*60)  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 6410000025

1 NXECR Enhanced Caller ID with A+  
 /TN 615 443-4543  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 6B10000026

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 9

QTY USOC S&E J

1 SEQ1X Inside Wire Maintenance S+  
 /TN 615 443-4543/SED 04-03-00  
 /ZSER 971000000E  
 /PKG COMP6-2LNMTN

1 9ZR FCC Charge for Network Ac+  
 /TN 615 443-4543/SED 04-03-00  
 /ZSER 9E1000000F

1 DRS RingMaster I - One RingM+  
 /TN 615 443-8419

/PKG COMP2-CHOICE  
/PN 615 443-1919/RNP B  
/SED 04-03-00/ZSER 3B10000010  
1 DRS RingMaster I - One RingM+  
/TN 615 443-8649  
/PN 615 443-4543/RNP B  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 7210000027  
1 COMP6 Complete Choice for Busi+  
/TN 615 443-8649  
/PKG COMP6-2LNMTN

615 443 1919 021 \*CSR\*  
E 10

LEBN BT2CL

QTY USOC S&E J  
/SED 12-05-00/ZSER 7910000028

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrictet+  
/TN 615 443-4543  
/CCQ (A) WHITTS BBQ, 1  
/SED 04-03-00/ZSER 4210000011

---RMKS

---COMPLETED ACTIVITY

2000-12-08 13:23 615 443 1919 021 \*CSR\*  
LEBN BT2CL E 1

LN WHITTS; BARBECUE  
LA 401 S CUMBERLAND ST, LEBANON  
SA 401 S CUMBERLAND ST, LEBANON  
LOC SUIT 12  
YPH 006900 BARBECUE  
SIC 2033  
ZAEC XXXXX  
XL (A) WHITTS; BARBECUE  
/TN 615 443-4543

---DIR  
DDA WHITTS BARBECUE  
401 S CUMBERLAND ST  
SUIT 12  
LEBANON TN 37087  
DEL A1

---BILL

BN1 WHITTS BARBECUE

615 443 1919 021 \*CSR\*  
E 2

LEBN BT2CL

BN2 JIM LANDERS  
BA3 401 S CUMBERLAND ST  
O LEBANON TN 37087

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/SED 04-03-00/ZSER 4310000002

615 443 1919 021 \*CSR\*  
E 3

LEBN BT2CL

QTY USOC S&E J  
(CHARGEABLE LISTINGS)

1 FLT Additional listing, no ch+  
/REF A/SED 08-01-00  
/ZSER 5010000013

(LINES & STATIONS)

1 BT2CL Business Line with Touch-+  
/TN 615 443-1919/PIC 0288  
/LPIC 5124/PCA BO, 02-22-00  
/LPCA BO, 02-22-00  
/PKG COMP2-CHOICE/PN  
/SED 04-03-00/ZSER 4A10000003

1 EMP1X Equipment Maintenance Pla+  
/TN 615 443-1919  
/PKG COMP6-2LNMTN  
/SED 04-03-00/ZSER 5110000004

1 ESCWT Three-Way Calling with Tr+  
/TN 615 443-1919

615 443 1919 021 \*CSR\*  
E 4

LEBN BT2CL

QTY USOC S&E J  
/PKG COMP2-CHOICE



/SED 12-05-00/ZSER 6510000016  
 1 ESF 30 Code Speed Calling  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 6C10000017  
 1 ESL 8 Code Speed Calling  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 7310000018  
 1 FUJMX Federal Universal Service+  
 /TN 615 443-1919/SED 07-01-00  
 /ZSER 5710000014  
 1 GCZ Remote Activation of Call+  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 7A10000019  
 1 LNPCX FCC Local Number Portabil+  
 /TN 615 443-1919/SED 04-03-00  
 /ZSER 5810000005

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 5

QTY	USOC	S&E	J
1	NSK	Call Selector (*61) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 811000001A	
1	NSQ	Repeat Dialing (*66) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 831000001B	
1	NSS	Call Return (*69) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 04-03-00/ZSER 8F10000006	
1	NST	Call Tracing (*57) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 8F1000001C	
1	NSY	Call Block (*60) /TN 615 443-1919 /PKG COMP2-CHOICE /SED 12-05-00/ZSER 961000001D	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 6

QTY	USOC	S&E	J
1	NXECR	Enhanced Caller ID with A+ /TN 615 443-1919 /PKG COMP2-CHOICE /SED 04-03-00/ZSER 6610000007	
1	SEQ1X	Inside Wire Maintenance S+ /TN 615 443-1919 /PKG COMP6-2LNMTN /SED 04-03-00/ZSER 6D10000008	

1 9ZR FCC Charge for Network Ac+  
 /TN 615 443-1919/SED 04-03-00  
 /ZSER 7410000009

1 COMP2 Complete Choice for Busi+  
 /TN 615 443-1919  
 /PKG COMP2-CHOICE  
 /SED 12-05-00/ZSER 9D1000001E

1 BT2CL Business Line with Touch-+  
 /TN 615 443-4543/PIC 0288  
 /LPIC 5124/PCA BO, 02-22-00  
 /LPCA BO, 02-22-00  
 /SED 04-03-00/ZSER 891000000C

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 7

QTY	USOC	S&E	J
		/RMKR (A) CREDIT	
		/PKG COMP2-CHOICE/PN	
1	ESF	30 Code Speed Calling	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER A41000001F	
1	ESL	8 Code Speed Calling	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 4110000020	
1	FUJMX	Federal Universal Service+	
		/TN 615 443-4543/SED 07-01-00	
		/ZSER 5E10000015	
1	LNPCX	FCC Local Number Portabil+	
		/TN 615 443-4543/SED 04-03-00	
		/ZSER 901000000D	
1	NSK	Call Selector (*61)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 4810000021	

615 443 1919 021 \*CSR\*

LEBN BT2CL

E 8

QTY	USOC	S&E	J
1	NSQ	Repeat Dialing (*66)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 4F10000022	
1	NSS	Call Return (*69)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 5610000023	
1	NST	Call Tracing (*57)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	
		/SED 12-05-00/ZSER 5D10000024	
1	NSY	Call Block (*60)	
		/TN 615 443-4543	
		/PKG COMP2-CHOICE	

/SED 12-05-00/ZSER 6410000025  
1 NXECR Enhanced Caller ID with A+  
/TN 615 443-4543  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 6B10000026

615 443 1919 021 \*CSR\*  
E 9

LEBN BT2CL

QTY USOC S&E J  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 443-4543/SED 04-03-00  
/ZSER 971000000E  
/PKG COMP6-2LNMTN  
1 9ZR FCC Charge for Network Ac+  
/TN 615 443-4543/SED 04-03-00  
/ZSER 9E1000000F  
1 DRS RingMaster I - One RingM+  
/TN 615 443-8419  
/PKG COMP2-CHOICE  
/PN 615 443-1919/RNP B  
/SED 04-03-00/ZSER 3B10000010  
1 DRS RingMaster I - One RingM+  
/TN 615 443-8649  
/PN 615 443-4543/RNP B  
/PKG COMP2-CHOICE  
/SED 12-05-00/ZSER 7210000027  
1 COMP6 Complete Choice for Busi+  
/TN 615 443-8649  
/PKG COMP6-2LNMTN

615 443 1919 021 \*CSR\*  
E 10

LEBN BT2CL

QTY USOC S&E J  
/SED 12-05-00/ZSER 7910000028

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrict+  
/TN 615 443-4543  
/CCQ (A) WHITTS BBQ, 1  
/SED 04-03-00/ZSER 4210000011

---RMKS

---COMPLETED ACTIVITY

2000-10-27 13:23 615 443 8649 319 \*CSR\*  
LEBN VR3CL E 1

\*F-NUM\*

LN BRISBANE, M F  
LA 1701 GREENTREE POINTE CIR  
SA 1701 GREENTREE POINTE CIR,  
LEBANON, TN  
DZIP 37087

---DIR

DDA M F BRISBANE  
1701 GREENTREE POINTE CIR  
LEBANON TN 37087  
DEL A1

---BILL

BN1 MARY F BRISBANE  
BA2 1701 GREENTREE  
BA3 POINTE CIR  
PO LEBANON TN 37087

615 443 8649 319 \*CSR\*  
E 2

\*F-NUM\* LEBN VR3CL

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 615 443-8649/PIC 0288  
/LPIC 0288/PCA CM, 05-02-00  
/ZLL 14, 06-03-98  
/ZSER F8099999A0/SED 06-03-98  
/LPCA CM, 05-02-00
- 1 ESC Three-Way Calling  
/TN 615 443-8649  
/ZSER 0E099999A3/SED 06-03-98
- 1 ESX Call Waiting  
/TN 615 443-8649  
/ZSER 15099999A4/SED 06-03-98
- 1 FUJ1X Federal Universal Service+  
/TN 615 443-8649

615 443 8649 319 \*CSR\*  
E 3

\*F-NUM\* LEBN VR3CL

- QTY USOC S&E J
- 1 LNPCX FCC Local Number Portabil+  
/TN 615 443-8649/SED 05-15-99  
/ZSER 310199999A
  - 1 NSS Call Return (\*69)  
/TN 615 443-8649  
/ZSER 1CC99999A5/SED 06-03-98

1 NXMCR Caller ID Name and Number+  
/TN 615 443-8649  
/ZSER 3C10000001/SED 07-01-98  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 443-8649  
/ZSER 23099999A6/SED 06-03-98  
/RMKR (A) 06-03-98  
1 VSB Vertical Services Billing+  
/TN 615 443-8649  
/ZSER 2A099999A7/SED 06-03-98  
1 9LM FCC Charge for Network Act+  
/TN 615 443-8649  
/ZSER 00099999A1/SED 06-03-98

615 443 8649 319 \*CSR\*  
E 4

\*F-NUM\* LEBN VR3CL

QTY USOC S&E J

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/ZSER 07099999A2/SED 06-03-98

---BILLING TRANSFERS

---COMPLETED ACTIVITY

-----2001-08-09 17:12 cstnp010-----  
sent copy of promo chk to john conner for file # 01-0365 (airbill# 9685156073)

-----2001-07-09 15:41 cam -----  
faxed copy of promo ck to lisa faust

-----2001-03-29 10:28 cstnp008-----  
SENT COPY OF PROMTIONAL CHECK TO JOHN CONNERS

-----2001-03-08 15:50 cstpf505-----  
REFUNDED \$10.74 TO CHECKING ACCOUNT. SEE ACCOUNT 30255307 JM

-----2001-03-01 16:44 cstpf027-----  
faxed response...JPieniak

-----2001-02-21 09:30 cstpf594-----  
Name and info added to do not call list. HLS

-----2001-02-21 08:15 cf001174-----  
Summary of Complaint: Mrs. Haynes is disputing the switch of her long distance.

Complainant's name: Esther Haynes  
BTN: 865-690-8433  
Billing name on file: Esther Haynes and Jamie Hein  
Market Code/Partition: DM110AA/193 America Online  
POA Info: There is a DM check on file. It was mailed to Jamie Hein at 9145 Jenny Cook Circle in Knoxville, TN 37923-2271, BTN is 865-690-8433. The complaintants address is 9515 Bob Gray Drive, in Knoxville, TN 37923.

First/Last Call: 12/22/2000-12/22/2000  
12/15/2000: Date of Order: E  
12/16/2000: Order Sent to Lec: B  
12/17/2000: Date Confirmed: B  
12/22/2000: Confirmed by First Usage: E  
02/14/2001: Date Canceled: B  
02/19/2001: Date of Block: E  
\*\*Confirmed OCC on both latas\*\*

Optis Billing Information:  
Billed: \$21.62

Paid: \$10.88  
Credits: \$0.00  
Balance: \$10.74

Optis Notes/Summary: There are no notes in Optis.

Resolution: I spoke with Mrs. Haynes and informed her that she had been confirmed OCC, all billing information had been removed, and she had been placed on the Do Not Call List. I also informed her that I had sent her out a check for \$10.00 to cover her switching fees. I informed her that her number had been switched in advertantly. She stated that she was satisfied.

Total Credit: \$20.74  
\$10.00 switching fees  
\$10.74 balance on account

Account Closed  
Resolved Complaint  
Michelle Smith

-----2001-02-20 17:42 cstp420-----  
issued credit per floor request...nina

-----2001-02-20 14:41 cstp240-----  
refund check #21061 for \$10.00 mailed  
lisa

-----2001-02-20 09:00 cstp240-----  
refund check request for \$10.00 approved  
lisa

-----2001-02-19 16:28 cf001174-----

I spoke with Mrs. Haynes and informed her that she had been confirmed OCC, all billing information had been removed, and she had been placed on the Do Not Call List. I also informed her that I had sent her out a check for \$10.00 to cover her switching fees. I

informed her that her number had been switched in advertantly. She stated that she was satisfied.

-----2001-02-16 11:29 cstp587-----

recvd tenn reg auth complaint 01-0365 2-15-01 dd 3-1-01

-----2001-02-16 08:05 cf001374-----

When TRA complaint is resolved, please turn into Brandice to write the letter, thanks

-----2001-02-15 12:13 cotnp004-----

recvd tenn reg auth complaint 01-0365 2-15-01 dd 3-1-01



2001-03-07 17:21 sent response

2001-03-05 12:45 In addition to the resolution listed below....I issued a credit of .31 to the account to resolve the current balance on account.

TDrew

2001-03-05 12:44 Local , Julie Helton, TN RA, 423-842-3890, 3/6/01,  
Resolved:

Local Complaint Summary

John Helton - J and J Handling Systems  
423-842-3890  
LOA: JOY HILTON  
DM070BJ

All POA information:

There were two DM checks # 0079345725 and # 0080835135 both were for long distance, local, and local toll. The checks were mailed to and cashed by Joy Hilton at 5555 Hixon Pike, Hixson, TN 37343-3297. The CSR shows this line belongs to J and J Helton at 7808 Hale Rd Hixson, TN 37343.

Summary of what cust disputing:

John Helton of J and J Handling Systems disputes authorization for both changes.

SOTS shows 5 new orders for BTN 423-842-3890: 11/8/00 CA, 11/21/00 CA, 11/28/00 CA, 12/6/00 CA, 12/26/00 CP.

SOTS shows no new orders for btn 423-842-9208.

TSCI codes from Optis 423-842-3890:

09/27/2000 No PIC

12/26/2000 Customer/ANI Block

12/29/2000 End-user selected carrier during LSP migration

02/12/2001 End-user service disconnected - pending positive switch ack.

02/12/2001 Billing Name and Address changed

02/19/2001 Service disconnected. Local Service Migration

First/Last call:

12/27/00 - 2/1/01

Calls from 12/27/00 - 2/1/01 have not billed out, however most look to be local calls and there should not be an additional charge.

TSCI codes from Optis 423-842-9208:

02/18/2001 No PIC

First/Last call:

No Call Detail.

LENS shows BTN 423-842-3890 switched back to our service on 2/14/01 PIC and LPIC 0288.

LENS shows that you need to refer to the CSR under 423-842-3890 for more information.

Optis Billing information:

Billed .31

Paid 0.00

Credits 0.00

Balance .31

There is not a One Bill account under either BTN.

Optis Notes:

CSR Mgr dated 2/29/00:

Bill J&J Handling Systems at 7808 Hale Rd. Hixson, TN 37343: SED  
6/11/99, PIC 0288 and LPIC 5124.

CSR Mgr dated 10/19/00:

Bill J&J Handling Systems at 7808 Hale Rd. Hixson, TN 37343: SED  
6/11/99, PIC 0288 and LPIC 5124.

CSR Mgr dated 2/20/00:

Bill J&J Handling Systems at 7808 Hale Rd. Hixson, TN 37343: SED  
2/14/01, PIC 0288 and LPIC 0288.

Resolution:

There were two DM checks; check # 0079345725 and check # 0080835135 both were for long distance, local, and local toll. The checks were mailed to and cashed by Joy Hilton at 5555 Hixon Pike, Hixson, TN 37343-3297. The CSR shows this line belongs to J and J Helton at 7808 Hale Rd Hixson, TN 37343. In the complaint the customer states the lost use of there voice mail twice 12/26/00 and 2/13/01 as a result of there service being switched to Talk.com. However, our records indicate that even though there were two checks and 5 new orders only one order went through on 12/26/00. It is possible that SOTS has not been updated as of to days date 3/2/01 with the new order to confirm the customers claim that her service was switched more then once. There are 3 CSR's in Optis please see above for more information. Order Status shows the order has completed and there should not be another order submitted under either BTN. At this time, since the owner of the line did not cash either check I will follow up and issue a full credit to the account when the first invoice closes out. The Optis account has been closed, blocked, canceled. I deactivated the USOCS, and I changed the mailing address to New Hope to prevent future billing. I spoke with Julie Helton on 3/5/01 re: the complaint. She confirmed that she was not billed switching fee's for either time she claims she was switched, but that because of the switch she lost her voice mail service. Due to this she lost money because she was unable to retrieve her voice mail for business purposes. I apologized for any inconvenience this may have caused. She explained that the second order completed in February 2001, we do not show record of this. Sots confirms the first order completed in Dec 2000, but it does not show another order after this as of 3/5/01. However, Lens shows an SED date of 2/14/01 which either means the customer was never switched back to BS the first time or there was another order. New Mantis has no information for this customer, however if the orders were sent and completed in Old Mantis we would be unable to verify as that information is no longer available. Mrs. Helton also explained that when speaking with the reps they were courteous and helpful but 2 people who claimed they were supervisor's were rude and un helpful, a FT rep Cyrus 374, and a FT rep Lee 291. She also stated that during her conversation with Cyrus he put the phone down while she was speaking, and did not hear what she was saying, she then had repeat it. Since she was unable to resolve the issue with us based on her conversations with these two reps she felt she had no choice but to place a complaint with as many agency's as she could to get this resolved.

Complaint Resolved

BTN 423-842-3890

Tracy Drew

2001-03-02 09:59 Lmom re: complaint.

Tdrew

2001-02-26 16:10 Lmom re: complaint. TDrew

2001-02-26 11:38 name and info added to do not call list. HLS

2001-02-26 11:12 sent to DO NOT CALL list to be added

due to wbtn/regulatory complaint

danett

2001-02-21 13:34 REC'D TRA COMPLAINT # 01-0416, DUE 3-6-01.

2001-02-20 09:38 423 842 3890 015 \*CSR\*  
CHAT BT2 E 1

LN J; & J HANDLING SYSTEMS  
LA 7808 HALE RD, HIXSON  
SA 7808 HALE RD, HIXSON  
YPH 021090  
CONVEYORS & CONVEYING  
EQUIPMENT  
SIC 7699  
XL (A) (LNR) HELTON, J  
/TN 423 842-3890  
AML (B) INSTALLATIONS; INC  
/TN 423 842-9208

---DIR

DDA J & J HANDLING  
7808 HALE RD  
HIXSON TN 37343  
DEL A2

423 842 3890 015 \*CSR\*  
E 2

CHAT BT2

---BILL

BN1 J & J HANDLING SYSTE  
BA2 7808 HALE RD  
PO HIXSON TN 37343

---S&E

(CHARGEABLE LISTINGS)

1 CLT Additional listing  
/TN 423 842-3890/REF A  
/PKG COMPl-CHOICE  
/SED 02-14-01/ZSER 3C10000001

423 842 3890 015 \*CSR\*  
E 3

CHAT BT2

QTY USOC S&E J  
(LINES & STATIONS)

1 BT2 Business Line with Touch-+  
/TN 423 842-3890/PIC 0288  
/LPIC 0288/PN  
/PCA BO, 02-09-01  
/LPCA BO, 02-09-01  
/PKG COMPl-CHOICE  
/TTRA 423 842/EXK 423 842  
/LRN 4238420000/SED 02-14-01  
/ZSER 4310000002  
1 MBBBF MemoryCall Voice Mail Se+  
/TN 423 842-3890  
/MBTN 423 842-3890  
/DLNM 1-J & J HANDLING  
/PKG COMP4-MESGNG  
/SED 02-14-01/ZSER 4A10000003  
1 FUJIX Federal Universal Service+  
/TN 423 842-3890/SED 02-14-01  
/ZSER 5110000004

423 842 3890 015 \*CSR\*  
E 4

CHAT BT2

QTY USOC S&E J  
1 GCE Call Forwarding Busy Line  
/TN 423 842-3890  
/PKG COMPl-CHOICE  
/SED 02-14-01/ZSER 5810000005  
1 GCJ Call Forwarding Don't Ans+  
/TN 423 842-3890/RCYC 3  
/PKG COMPl-CHOICE  
/SED 02-14-01/ZSER 5F10000006  
1 LNPCX FCC Local Number Portabil+  
/TN 423 842-3890/SED 02-14-01  
/ZSER 6610000007  
1 MWWAV Message Waiting Indicatio+  
/TN 423 842-3890  
/PKG COMPl-CHOICE

/SED 02-14-01/ZSER 6D10000008  
 1 NSK Call Selector (\*61)  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 7410000009  
 1 NSQ Repeat Dialing (\*66)

423 842 3890 015 \*CSR\*

CHAT BT2

E 5

QTY USOC S&E J  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 7B1000000A  
 1 NSS Call Return (\*69)  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 821000000B  
 1 NST Call Tracing (\*57)  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 891000000C  
 1 NSY Call Block (\*60)  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 901000000D  
 1 NXECR Enhanced Caller ID with A+  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 971000000E  
 1 SEQ1X Inside Wire Maintenance S+

423 842 3890 015 \*CSR\*

CHAT BT2

E 6

QTY USOC S&E J  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 9E1000000F  
 1 S98VM Star 98 Access to BellSou+  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 3B10000010  
 1 BLM FCC Charge for Network Ac+  
 /TN 423 842-3890/SED 02-14-01  
 /ZSER 4210000011  
 1 COMPl Complete Choice for Busi+  
 /TN 423 842-3890  
 /PKG COMPl-CHOICE  
 /SED 02-14-01/ZSER 4910000012  
 1 COMP4 Complete Choice for Busi+  
 /TN 423 842-3890  
 /PKG COMP4-MESGNG  
 /SED 02-14-01/ZSER 5010000013  
 1 COMP5 Complete Choice for Busi+  
 /TN 423 842-3890

423 842 3890 015 \*CSR\*  
E 7

CHAT BT2

QTY USOC S&E J  
/PKG COMP5-1LNMTN  
/SED 02-14-01/ZSER 5710000014  
1 DRS RingMaster I - One RingM+  
/TN 423 842-9203  
/PN 423 842-3890/RNP B  
/PKG COMPl-CHOICE  
/TTRA 423 842/EXK 423 842  
/LRN 4238420000/SED 02-14-01  
/ZSER 5E10000015

---RMKS

---COMPLETED ACTIVITY

2001-02-13 17:27 TT-this is a wbtn issue, cust states we have reopened  
this acct after closing, pls review this acct..rh066

refer to wbtn

\*\*\*Referred\*\*\* by cstp513 on 2001-02-13 18:29  
being handled by Regulatory jw1886/wbtn/ph  
\*\*\*Closed\*\*\* by cf001886 at 2001-06-06 11:42

2001-02-13 13:31 JULIE HILTON CALLED AND ASKED TO SPEAK W/ A MGR  
LE291/VERIFICATIONS

2001-02-13 13:30 TT-wbtn for julie hilton please review cust acct.

closed not a wrong btn, .....mnelson..wbtn  
\*\*\*Closed\*\*\* by cstp887 at 2001-02-14 07:40

2001-01-02 08:52 julie hilton calling re acct status

2000-12-27 08:19 Julie Hilton called in regarding not being able to make  
long distance calls. Explained to MRs a soft block has been placed on  
the line a procedures of company until the services are switched back  
to BST. Mrs stated this is a business account and upset that we allow  
services to be switched based upon a signature. MRs request a supv..  
ry102

2000-12-27 08:01 julie hilton clling re status on this acct,trans to  
5608....lab

2000-12-26 13:58 CUST. IS A WBTN SHE NEEDS TO GET SWITCH BACK TO B/S  
BECAUSE IS A BUSS. AND THEY DON'T HAVE THE FEATURES THEY NEED LINE IS  
GOING TO BE BLOCK.JM

2000-10-19 14:42 423 842 3890 012 \*CSR\*  
CHAT BT2CL E 1

LN J; & J HANDLING SYSTEMS  
LA 7808 HALE RD, HIXSON  
SA 7808 HALE RD, HIXSON  
YPH 021090  
CONVEYORS & CONVEYING  
EQUIPMENT  
SIC 7699  
ZAEC XXXXX  
XL (A) (LNR) HELTON, J  
/TN 423 842-3890  
AML (B) INSTALLATIONS; INC  
/TN 423 842-9208

---DIR  
DDA J HELTON  
7808 HALE RD  
HIXSON TN 37343  
DEL A1

423 842 3890 012 \*CSR\*  
E 2

CHAT BT2CL

---BILL  
BN1 J&J HANDLING  
BN2 SYSTEMS  
BA3 7808 HALE RD  
PO HIXSON TN 37343

---S&E

(CHARGEABLE LISTINGS)

1 CLT Additional listing  
/REF A/PKG COMPI-CHOICE  
/SED 06-11-99/ZSER 901000000D

423 842 3890 012 \*CSR\*  
E 3

CHAT BT2CL

QTY USOC S&E J

(LINES & STATIONS)

1 BT2 Business Line with Touch-+  
/TN 423 842-3890/PIC 0288  
/LPIC 5124/PCA CM, 02-18-00  
/NMC/RCU TWC/PN  
/LPCA DF, 02-08-99  
/PKG COMP1-CHOICE  
/SED 06-11-99/ZSER 971000000E  
1 SMBBX MemoryCall Answering Ser+  
/TN 423 842-3890  
/MBTN 423 842-3890/DLNM 1-J  
/SED 06-11-99/ZSER 9E1000000F  
1 GCJ Call Forwarding Don't Ans+  
/TN 423 842-3890/RCYC 3  
/PKG COMP1-CHOICE  
/SED 06-11-99/ZSER 4210000011  
1 LNPCX FCC Local Number Portabil+  
/TN 423 842-3890/SED 07-24-99

423 842 3890 012 \*CSR\*  
E 4

CHAT BT2CL

QTY USOC S&E J

/ZSER 6C10000017  
1 MWW Message Waiting - Stutter+  
/TN 423 842-3890  
/PKG COMP1-CHOICE  
/SED 06-11-99/ZSER 4910000012  
1 NXECR Enhanced Caller ID with A+  
/TN 423 842-3890  
/PKG COMP1-CHOICE  
/SED 06-23-00/ZSER 7310000018  
1 FUJ1X Federal Universal Service+  
/SED 07-01-00/ZSER 7A10000019  
1 9LM FCC Charge for Network Ac+  
/SED 06-11-99/ZSER 5010000013  
1 COMP1 Complete Choice for Busi+  
/PKG COMP1-CHOICE  
/SED 06-11-99/ZSER 5710000014  
1 VMSAX Transfer Mailbox Existing+  
/TN 423 842-9208  
/MBTN 423 842-9208  
/TTMB 423 842-3890

423 842 3890 012 \*CSR\*  
E 5

CHAT BT2CL

QTY USOC S&E J

/SED 06-11-99/ZSER 5E10000015  
1 DRS RingMaster I - One RingM+  
/TN 423 842-9208



/PN 423 842-3890/RNP B  
/PKG COMPl-CHOICE  
/SED 06-11-99/ZSER 6510000016

---COMPLETED ACTIVITY

2000-09-29 21:41 423 842 3890 012 \*CSR\*  
CHAT BT2CL E 1

LN J; & J HANDLING SYSTEMS  
LA 7808 HALE RD, HIXSON  
SA 7808 HALE RD, HIXSON  
YPH 021090  
CONVEYORS & CONVEYING  
EQUIPMENT  
SIC 7699  
ZAEC XXXXX  
XL (A) (LNR) HELTON, J  
/TN 423 842-3890  
AML (B) INSTALLATIONS; INC  
/TN 423 842-9208

---DIR  
DDA J HELTON  
7808 HALE RD  
HIXSON TN 37343  
DEL A1

423 842 3890 012 \*CSR\*  
E 2

CHAT BT2CL

---BILL  
BN1 J&J HANDLING  
BN2 SYSTEMS  
BA3 7808 HALE RD  
PO HIXSON TN 37343

---S&E

(CHARGEABLE LISTINGS)

1 CLT Additional listing  
/REF A/PKG COMPl-CHOICE  
/SED 06-11-99/ZSER 901000000D

423 842 3890 012 \*CSR\*  
E 3

CHAT BT2CL

QTY USOC S&E J  
(LINES & STATIONS)  
1 BT2 Business Line with Touch-+  
/TN 423 842-3890/PIC 0288  
/LPIC 5124/PCA CM, 02-18-00  
/NMC/RCU TWC/PN  
/LPCA DF, 02-08-99  
/PKG COMPI-CHOICE  
/SED 06-11-99/ZSER 971000000E  
1 SMBBX MemoryCall Answering Ser+  
/TN 423 842-3890  
/MBTN 423 842-3890/DLNM 1-J  
/SED 06-11-99/ZSER 9E1000000F  
1 GCJ Call Forwarding Don't Ans+  
/TN 423 842-3890/RCYC 3  
/PKG COMPI-CHOICE  
/SED 06-11-99/ZSER 4210000011  
1 LNPCX FCC Local Number Portabil+  
/TN 423 842-3890/SED 07-24-99

423 842 3890 012 \*CSR\*  
E 4

CHAT BT2CL

QTY USOC S&E J  
/ZSER 6C10000017  
1 MWW Message Waiting - Stutter+  
/TN 423 842-3890  
/PKG COMPI-CHOICE  
/SED 06-11-99/ZSER 4910000012  
1 NXECR Enhanced Caller ID with A+  
/TN 423 842-3890  
/PKG COMPI-CHOICE  
/SED 06-23-00/ZSER 7310000018  
1 FUJ1X Federal Universal Service+  
/SED 07-01-00/ZSER 7A10000019  
1 9LM FCC Charge for Network Ac+  
/SED 06-11-99/ZSER 5010000013  
1 COMPI Complete Choice for Busi-  
/PKG COMPI-CHOICE  
/SED 06-11-99/ZSER 5710000014  
1 VMSAX Transfer Mailbox Existing+  
/TN 423 842-9208  
/MBTN 423 842-9208  
/TTMB 423 842-3890

423 842 3890 012 \*CSR\*  
E 5

CHAT BT2CL

QTY USOC S&E J  
/SED 06-11-99/ZSER 5E10000015  
1 DRS RingMaster I - One RingM+

/TN 423 842-9208  
/PN 423 842-3890/RNP B  
/PKG COMPl-CHOICE  
/SED 06-11-99/ZSER 6510000016

---COMPLETED ACTIVITY

-----2001-04-06 11:37 mak -----  
sent response 3/29/01 cam

-----2001-03-26 14:49 cstpf040-----  
Reg Auth Complaint Resolved

#### Local Complaint Summary

Complainants Name: C. Anderson  
BTN: 615-4497681  
Optis Account: 28578288  
Billing Name on File: C PAT ANDERSON/CHRIS ANDERSON (LOA)  
Due Date: 3/29/01

All POA information: DM070BJ- \$50 Promo Check was sent to Chris Anderson on 7/28/00 at 307 Cainsville Ct, Apt 5B, Lebanon, TN 37087 with btn 615-449-7681 printed on the front. Promo check was signed and cashed on 8/11/00, which auth local, local toll, and ld service. Promo includes \$49.95 monthly fee with 200 free minutes of domestic calling and 9.9cpm thereafter. Copy of promo check printed and on file.

Additional Info: BS CSR idicates C. Pat Anderson's address is 1220 Rome Pike, Lebanon, TN 37087, which is a different address then where the check was sent.

Summary of Dispute: Member states on 10/00, without her authroization, her service was changed from BS to the Other Phone Company. Member states she found out about the change from a letter she received from BS and 11/5/00, called BS at which time line was switched back to BS. But on 11/8/00, her service was disconnected for 24 hours. She states she received a bill on 11/00 and tried to calls us but she only got busy signals. She states the second invoice was sent to her AOL company, address on envelope but mailed from Wilmington, DE.

Date switched to A1: 10/18/00 per Sots, but Order Status indicates order was killed on 10/18/00 with no reason given.

BS CSR indicates SED date customer switched off our service as of 11/6/00.

Confirmed by BS CSR indicates PICC and LPIC are OCC for LD as of 11/2/00.

Date switched back to Bell: 11/6/00 per BS CSR

TSCI codes from Optis:

9/27/00- No PIC

10/19/00- Confirm, Cust selected IC thru EC, new service

11/3/00- End-user service disconnected - pending positive switch back

11/7/00- Service disconnected. total

First/Last call: 10/18/00- 11/6/00 ( some calls from 10/31/00- 11/3/00 are in 01 status).

Optis Billing: Invoice from 11/2/00 to 2/2/01 (3 invoices)  
Total Invoiced: \$76.86  
Total Paid: \$0.00  
Total Credits: \$0.00  
Balance: \$76.86

OneBill Billing: As of 3/26/01, there is no One Bill account.

Optis Notes: No Optis notes prior to complaint.

Resolution: Requested for member to be placed on DNC list. USOCs Deleted and Deactivated as of 12/31/00.

Spoke with C. Pat Anderson and explained to her promo check was sent to a Chris Anderson, she is not the same Chris Anderson, at a different address than hers. She said she never lived at that address. Explained due she did not auth service, we will credit out the balance on the acct and close acct. Ms. Anderson said she knew it had to be an error and thanked me for resolving her complaint and stated she is satisfied with the resolution.

Changed billing address from 1220 ROME PKE, LEBANON, TN 37087 to Palm Harbor and blocked line. There are unbilled calls which have not invoiced yet, will monitor acct and issue necessary credits.

Account Closed  
Complaint Resolved  
Karmini/040/PH Reg Dept

-----2001-03-26 13:33 cstp561-----  
issued credit of 76.86 per floor request.  
Eileen/Regulatory.PH

-----2001-03-26 11:24 cstp040-----  
Spoke with C. Anderson....Detail of call on Summary....Karmini/040/PH Reg Dept

-----2001-03-19 11:20 cstp587-----  
REC'D TRA COMPLAINT # 01-0607, DUE 3-29-01

-----2001-03-16 10:57 cotnp007-----  
REC'D TRA COMPLAINT # 01-0607, DUE 3-29-01

-----2000-10-02 21:25 CSRMgr -----

615 449 7681 038 \*CSR\*

LEBN 1FR E 1

LN ANDERSON, C PAT  
LA 1220 ROME PKE  
SA 1220 ROME PKE, LEBANON  
DZIP 37087

---DIR  
DDA BA  
DEL A1

---BILL  
BN1 C PAT ANDERSON  
BA2 1220 ROME PKE  
PO LEBANON TN 37087

615 449 7681 038 \*CSR\*

LEBN 1FR E 2

---S&E

(OTHER)

1 NW1O1 Network interface-Outside+  
/SED 02-11-91/ZSER 3C10000001

(LINES & STATIONS)

1 1FR Residential Line  
/PIC 0288/LPIC 5124  
/PCA BO, 02-07-91/NMC  
/ZSER 4310000002  
/LPCA DF, 02-08-99  
1 TTR Touch-Tone  
/SED 02-11-91/ZSER 4A10000003  
1 1LS11 Mileage - Zone  
/SED 02-11-91/ZSER 5110000004

1 CREX4 Custom Toll Restriction

615 449 7681 038 \*CSR\*

LEBN 1FR

E 3

QTY USOC S&E

J

/SED 02-11-91/ZSER 5810000005

/RMKR (A) 02-11-91

1 FUJ1X Federal Universal Service+

/SED 07-01-00/ZSER 821000000B

1 LNPCX FCC Local Number Portabil+

/SED 05-15-99/ZSER 7B1000000A

1 9LM FCC Charge for Network Ac+

/SED 02-11-91/ZSER 6D10000008

(CALLING CARD SERVICE)

2 BSXUP BellSouth Calling Card

/ZSER 7410000009

---RMKS

---COMPLETED ACTIVITY

-----2001-05-23 13:53 cstpf295-----

Issued credit per floor request

Sara Torres  
REG/PH

-----2001-04-06 10:53 cstpf589-----

\*\*\*\*\* bellsouth 258's \*\*\*\*\*

handled by regulatory.

Nachelle. verifications 589\* ph

-----2001-04-03 16:54 mak -----

sent response 3/30/01 cam

-----2001-03-29 14:08 cstpf784-----

Local Complaint Summary

Complainants Name: Donna Herald

Btn: 931-381-4135

Billing Name on File: Donna Herald

All POA information: Market Code: DM011BM

There was a promotional check that was mailed to Penelope S. Owens at 2510 Canpbellsville Pike, Columbia, TN 38401-4386 activating long distance, local toll, and local telephone service to Talk.com for 931-381-4386. Customer signed up to receive 200 minutes of free long distance calling and \$.099 cpm thereafter for \$49.95. The name and address on the check do not match those in Optis or on the complaint. Customer was added to our system on 02/12/01 for local service and the check was cashed on 02/01/01. The check is printed and on file.

Due Date: 03/30/01

Summary of Dispute: Customer is disputing authorization.

Date switched to A1/PIC and LPIC Information @ time of switch: Per SOTS, customer was placed on our service on 03/05/01. SED on BS's CSR shows customer was placed back with BS on 12/22/00 with the customer's name and address on the bill portion of the CSR.

First/Last call: All calls are listed in "01" status and were made from 03/05/01-03/22/01.

Date switched back to Bell: Switched local and long distance without permission.

Optis Billing: No invoices have closed out yet.



OneBill Billing: There is no invoice in OneBill due to the fact that the customer signed up for a bundled package and will only bill in Optis.

Optis Notes: There are no notes indicated on file.

Resolution:

Spoke with Mrs. Herald and she explained that she just recently received this phone number and she does not know a Penelope Owens. I advised her that Penelope may have previously owned this number and did not update her information on the check. I advised her that she would not be responsible for the charges and if shes receives a bill I advised her to call in so I can issue a credit. She was ok with this explanation and was satisfied. Account has been canceled. Line has been blocked. USOCS has been deactivated and deleted. Address has been deleted off file and customer has been placed on the Do Not Contact List.

Account Closed  
Complaint Resolved  
Monica

-----2001-03-29 12:54 cstp784-----

Removed the following Billing and Physical address: 1520 RYAN PL, COLUMBIA, TN 38401 to PH address.

md/784/reg/ph

-----2001-03-28 16:18 cstp784-----

Attempted to contact regarding Reg. Auth. and there was N/A.

md/784/reg/ph

-----2001-03-22 11:37 cstp594-----

Added to do not call/contact list. HLS

-----2001-03-22 11:25 cstp784-----

Sent email to bw placed on Do Not Contact List.

md/784/ph/reg

-----2001-03-20 11:41 cstp587-----

RECVD TENN REG AUTH COMPLAINT 01-0615 3-16-01 DD 3-30-01

-----2001-03-19 11:12 cotnp004-----

RECVD TENN REG AUTH COMPLAINT 01-0615 3-16-01 DD 3-30-01

-----2001-02-12 21:44 CSRMgr -----

931 381 4135 041 \*CSR\*

CLBA AT3

E 1

LN HERALD, DONNA  
LA 1520 RYAN PL  
SA 1520 RYAN PL, COLUMBIA, TN  
DZIP 38401

---DIR  
DDA HERALD  
1520 RYAN PL  
COLUMBIA TN 38401  
DEL A1

---BILL  
BN1 DONNA HERALD  
A2 1520 RYAN PL  
PO COLUMBIA TN 38401

931 381 4135 041 \*CSR\*

CLBA AT3

E 2

---S&E

(LINES & STATIONS)

1 AT3 Area Plus Plan (includes+  
/TN 931 381-4135/PIC 0288  
/LPIC 5124/LPCA BO, 02-02-01  
/NMC/PCA BO, 02-02-01  
/EXK 931 388/ZSER F8099999A0  
/LRN 9313880000/TTRA 931 388  
/SED 02-02-01  
1 ESX Call Waiting

/TN 931 381-4135  
/ZSER 07099999A2/SED 02-02-01  
1 FUJIX Federal Universal Service+  
/TN 931 381-4135

931 381 4135 041 \*CSR\*

CLBA AT3

E 3

QTY USOC S&E J  
/ZSER 0E099999A3/SED 02-02-01  
1 LNPCX FCC Local Number Portabil+  
/TN 931 381-4135  
/ZSER 15099999A4/SED 02-02-01  
1 9LM FCC Charge for Network Ac+  
/TN 931 381-4135  
/ZSER 00099999A1/SED 02-02-01

---RMKS

---COMPLETED ACTIVITY

-----2001-04-03 12:37 cstp421-----

Faxed Response

Angie

-----2001-04-03 11:06 cstp421-----

Issued additional refund of \$62.95 to resolve complaint

Angie

-----2001-04-02 07:42 cstp421-----

~~When TNRA complaint is resolved turn over to Angie for letter to be written~~

-----2001-03-30 11:40 cf001138-----

Complainants Name: Joann & Robert Whitaker

BTN: 615-331-9542

Billing Name on File: ROBERT L WHITAKER

All POA information: DM060KA...Sent to: Robert L. Whitaker @ 1311 Klaysboro Ave...Nashville, TN...37216 for BTN of 615-331-9542. He signed and cashed the promo, check on file.

Due Date: 4/5/01

Summary of Dispute: Customer id disputing authorization. States he was w/BS until Aug. of '00 when the switched occured to Talk.com. He states he had no knowledge or gave permission to have the switch done. He has switched back but is still receiving invoices.

Date switched to A1 8/24/00.

BS CSR indicates SED date customer switched from our service as of 9/15/00.

BS PICC and LPIC are OCC for LD. Customer was on service for 24 days.

First/Last call: 8/20/00 to 9/14/00

Optis Billing:

Total Billed: \$503.94

Total Paid: \$78.69

Balance: \$425.25

OneBill Billing:

There is no ONE BILL account billing as of 3/30/01.

Optis Notes:

On 9/7/00 Mrs. Whitaker called to cancel services she states she never authorized the switch and that she was suppose to receive a fax copy of the check adv that I can cancel the services(EC requested) and that I will trf her to disputes for copy of check. MS WHITAKER CALLED TO GET A COPY OF THE CHECK...UNABLE TO VERIFY ADDRESS. THIS CHECK CANNOT BE SENT TO THE CUSTOMER UNLESS THEY VERIFY ADDRESS ON CHECK ADDRESS IN LENS DOES NOT MATCH. On 9/12/00 CUSTOMER MOVED FROM 1311 HAYSBORO AVE NASHVILLE TN 37216..TO.....5005 HASTY DR NASHVILLE TN 37211.....THE NUMBER HAS REMAINED THE SAME THERE IS NO WRONG BTN ISSUE HERE IF YOU LOOK ON THE BACK OF THE CHECK IT WILL HAVE HIS OLD ADDRESS OF 1311 HAYSBORO ON IT. On 3/7/01 a trouble ticket was issued to have a copy of the promo check sent to customer. On 3/23/01 received Reg. Auth. Of TN. Complaint.

Resolution:

Made 2 attempts to contact customer and was unsuccessful. Will resolve NO CONTACT. Per previous representative resolution this is not a WBTN issue. Mr. Robert L. Whitaker received a promo check at 1311Haysboro Ave. He signed and cashed the check as well as made a correction on the back informing us of the new address at 1108 Haysboro Ave. Mr. Whitaker later on moved to 5005 Hasty Dr and kept the same BTN of 615-331-9542. The BTN was still on our service for both LC and LD service even though they moved the BTN stayed the same and was still on our service. Customer was on the service from 8/24/00 to 9/15/00. Mr. Whitaker is responsible for the time on service, total amount resopnsible for is \$62.95. There is a balance on the account in the amount of \$425.25. Mr. Whitaker made a payment of \$78.69. As a courtesy we will issue credit to the account in the amount of \$425.25 in order to close it with a zero balance. We are also issuing a refund to the MOP in the amount of \$15.74. Mr. Whitaker overpaid for service. Changed billing info deleted and deactivated USOCS. Placed customer in Do Not Call Tracker and sent email to Stansell-DNC.

8/24/00 to 9/15/00 : \$31.44

\$78.69 1st bill / 30days = \$2.62

\$2.62 \* 24days = \$62.95

\$78.69 - 62.95 = \$15.74 refund to MOP

ACCOUNT CLOSED  
COMPLAINT RESOLVED  
YVETTE 1138

-----2001-03-30 11:21 cstpf561-----

Issued cr. of 425.25 and ref. of 15.74 per floor request.  
Eileen/regulatory.PH

-----2001-03-30 09:36 cf001138-----

LVM w/woman 2nd Attempt...YV...1138...Regulatory

-----2001-03-29 14:39 cf001138-----

On 3/28/01 (forgot to note account) NA 1st Attempt, changed billing info, deactivated and deleted USOCS...YV...1138...Regulatory

-----2001-03-29 09:46 cstpf594-----

Added to do not call list. HLS

-----2001-03-26 11:01 cstpf587-----

recvd tenn reg auth complaint 01-0664 dd 4-5-01

-----2001-03-23 12:28 cotnp004-----

recvd tenn reg auth complaint 01-0664 3-22-01 dd 4-5-01

-----2001-03-11 09:49 cstpf749-----

CK MAILED-MARILYN

-----2001-03-07 15:12 cstff196-----

TT-Please send a copy of promotional check to 5005 Hasty Drive,Nashville,TN 37211 for customer to verify if it is his signature that established the account..jh

refere to mail...jg1631

\*\*\*Referred\*\*\* by cf001631

on 2001-03-09 10:49

CK MAILED-MARILYN

\*\*\*Closed\*\*\* by cstpf749

at 2001-03-11 09:56

-----2000-09-20 10:32 CSRMgr -----

615 331 9542 054 \*CSR\*

\*FINAL\* NVW 1FRCL E 1

LN WHITAKER, ROBERT L

LA 5005 HASTY DR

SA 5005 HASTY DR, NASHVILLE, TN

DZIP 37211

---DIR  
DDA ROBERT L WHITAKER  
5005 HASTY DR  
NASHVILLE TN 37211  
DEL A1, B1

---BILL  
BN1 ROBERT L WHITAKER  
BA2 5005 HASTY DR  
PO NASHVILLE TN 37211

615 331 9542 054 \*CSR\*                      \*FINAL\*    NVW 1FRCL    E   2

---S&E

(LINES & STATIONS)

- 1 1FRCL Residential Line
  - /TN 615 331-9542/PIC 0288
  - /LPIC 5124/PCA BO, 03-26-98
  - /NMC/LPCA FR, 04-19-00
  - /SED 03-28-98/ZSER 5F10000006
- 1 TTR Touch-Tone
  - /TN 615 331-9542
  - /ZSER 6610000007/SED 03-28-98
- 1 BBC Block BusyConnect Announ+
  - /TN 615 331-9542
  - /ZSER 821000000B/SED 09-13-99
- 1 FUJ1X Federal Universal Service+
  - /TN 615 331-9542
  - /ZSER 380199999B/SED 07-01-00

615 331 9542 054 \*CSR\*                      \*FINAL\*    NVW 1FRCL    E   3

- QTY USOC   S&E                      J
- 1 LNPCX FCC Local Number Portabil+
    - /TN 615 331-9542/SED 05-15-99
    - /ZSER 5F10000006
  - 1 NXMCR Caller ID Name and Number+

/TN 615 331-9542  
/ZSER 7B1000000A/SED 03-28-98  
1 P25 BellSouth 25 Call Plan  
/TN 615 331-9542  
/ZSER 891000000C/SED 04-19-00  
1 9LM FCC Charge for Network Ac+  
/TN 615 331-9542  
/ZSER 6D10000008/SED 03-28-98

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/ZSER 7410000009/SED 03-28-98

---COMPLETED ACTIVITY

-----2000-09-12 15:29 cstff047-----  
.....WRONG BTN ISSUE RESOLVED.....THIS REALLY WAS NOT A  
WRONG BTN ISSUE IT WAS JUST THAT THE CUSTOMER MOVED FROM 1311  
HAYSBORO AVE NASHVILLE TN 37216..TO.....5005 HASTY DR NASHVILLE TN  
37211.....THE NUMBER HAS REMAINED THE SAME THERE ISNO WRONG  
BTN ISSUE HERE IF YOU LOOK ON THE BACK OF THE CHECK IT WILL HAVE  
HIS OLD ADDRESS OF 1311 HAYSBORO ONIT.....SO ISSUE  
RESOLVED.....(SPECIAL SERVICES).....

-----2000-09-07 17:04 cstff152-----  
WRONG BTN ISSUE

MS WHITAKER CALLED TO GET A COPY OF THE CHECK...UNABLE TO  
VERIFY ADDRESS

THIS CHECK CANNOT BE SENT TO THE CUSTOMER UNLESS THEY VERIFY  
ADDRESS ON CHECK  
ADDRESS IN LENS DOES NOT MATCH...VERIFIED THAT CUST WAS AT

5005 HASTY DR IN JUNE

WRONG BTN ISSUE

FORWARDED OPTIS CHECK, CUSTOMER PAGE AND LENS CSR TO SPECIAL  
SERVICES FRO SWITCH BACK TO BST.

S IRANI



-----2000-09-07 16:53 cstff120-----

Mrs. Whitaker called to cancel services she states she never authorized the switch and that she was suppose to receive a fax copy of the check adv that I can cancel the services(EC requested) and that I will trf her to disputes for copy of check....mm120

-----2001-04-16 11:34 cstp561-----

BARBARA DEBLASIO called; stated the person who cashed the check is the friend of a family member. explained resolution. Customer is satisfied.

Eileen/regulatory

PH

-----2001-04-12 14:22 cotnp004-----

sent copy of promo chk to tenn reg auth per req

-----2001-04-07 11:58 cstp421-----

Faxed Response 4/7/01

Angie

-----2001-04-04 10:55 cstp561-----

Local Complaint Summary

Complainants Name: Barbara DeBlasio

BTN:931-964-3753

Billing Name on File:Barbara Deblasio

Optis:30619915

Market Code:DM011BM

POA Information.A promotional check was sent to Jimmy A. Workman dated January 26, 2001, 278 Oaks Road, Ethridge, TN 38456. Cashing the check switched long distance, local toll and local telephone service for 931-964-3754. Check is printed and on file. The promotion was unlimited local bundled long distance @ \$59.95 per month to include 200 minutes domestic calling, with the excess over 200 minutes billed at 9.5cpm.

Agency/Due Date:Regulatory Authority, TN, 4/11/01

Customer states she received a letter from Bell South on 3/22/01 stating they received a request to switch her local service on 3/7/01 and she did not make this request.

SOTS indicates switched to A1 3/7/01 and back to BS on 3/23/01.

LENS confirms SED date of 3/23/01.

PIC and LPIC are NONE.

BTN was on our service for 17 days. BTN is no longer on our local platform and is not on our ld service.

First/Last call:3/8 - 3/23, unbilled calls in "01" status.

There is no billing in Optis as of 4/3/01.

There is no OneBill associated with this BTN as of 4/3/01 and should not be as customer is set up to bill bundled service in Optis.

Optis notes indicate on 3/31/01 customer called in disputing authorization, requested copy of DM check, said request denied and explained to customer we cannot send her copy of check.

Explanation/ Resolution:

Sent email to Do Not Call/Contact.

Despite attempts, I have been unable to reach customer. This is a wrong BTN situation. A promotional check was mailed to a Mr. Workman who, by negotiating the check claimed this was his phone number. Ms. Deblasio, residing at a completely different address owns the BTN. Because our security reasons that the DM check cashed by Mr. Workman has proprietary information germane to Mr. Workman, the check has not been sent to customer. To resolve the complaint, any invoice generated will be credited. I have issued a credit of \$50 to the account to cover the invoice and will monitor the account to be sure it is enough to close the invoice.

Line Blocked, USOCs deleted/deactivated. Credit issued. Physical/Billing address removed from 112 SHADY ST, Summertown, TN 38483 to Regulatory.PH.

Complaint Resolved. No Contact

Account Closed

Eileen/Regulatory.PH

Wednesday, April 04, 2001

-----2001-04-03 11:18 cstp561-----

Attempted to reach Barbara Deblasio re: her complaint. NA

Eileen/Regl

-----2001-04-02 17:56 cstp561-----

Attempted to reach Barbara DeBlasio re: her complaint. No answer.

Sent contact letter.

Eileen/Regulatory

-----2001-04-02 16:24 cstp375-----

Placed on the Do Not Call/Contact lists.

-----2001-04-02 07:58 cstp421-----

~When TNRA complaint is resolved turn over to Angie for letter to be written~

-----2001-03-31 14:22 cstff066-----

this is a fcc complaint, ms.deblasio, wants a copy of check i explained to her i cannot do that, svcs has been cancelled on 3/24/01, mr.j.workman authorized svcs, forward to manager..rh/066/disp/ftl.

-----2001-03-31 14:12 cstff771-----

barbara called to dispute auth, tnf to verif. ns771 sunrise/cs

-----2001-03-30 11:54 cstpf587-----

recvd tenn reg auth complaint 01-0729 dd 4-11-01

-----2001-03-29 16:46 cotnp004-----

recvd tenn reg auth complaint 01-0729 3-28-01 dd 4-11-01

-----2001-02-17 11:41 CSRMgr -----

931 964 3753 262 \*CSR\*

SMTN VR3CL E 1

LN DEBLASIO, BARBARA  
LA 112 SHADY ST  
SA 112 SHADY ST, SUMMERTOWN, TN  
LOC DES (FRM CLBA GO HWY 20 ABT 17  
MLS TL AT CBT BNK SHADY ST 1ST  
TRAILOR ONL BRN & W TRL)  
DZIP 38483

---DIR

DDA BARBARA DEBLASIO  
112 SHADY ST  
SUMMERTOWN TN 38483  
DEL A1, B1

---BILL

BN1 BARBARA DEBLASIO  
BA2 112 SHADY ST  
PO SUMMERTOWN TN 38483

931 964 3753 262 \*CSR\*

SMTN VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 931 964-3753/PIC NONE  
/LPIC 5124/LPCA DF, 02-08-99  
/NMC/PCA BO, 08-17-00/ZLLU  
/SED 08-21-98/ZSER 4310000002
- 1 ASGFS LifeLine Credit, SSI, Fed+  
/TN 931 964-3753  
/ZSER 901000000D/SED 04-12-99
- 1 CRA State/Company Lifeline Cr+  
/TN 931 964-3753

931 964 3753 262 \*CSR\*

SMTN VR3CL E 3

- QTY USOC S&E J  
/ZSER 971000000E/SED 04-12-99
- 1 ESC Three-Way Calling  
/TN 931 964-3753  
/ZSER 7410000009/SED 08-21-98
- 1 ESX Call Waiting  
/TN 931 964-3753/SED 08-05-96  
/ZSER 5110000004
- 1 NSQ Repeat Dialing (\*66)  
/TN 931 964-3753  
/ZSER 7B1000000A/SED 08-21-98
- 1 NSS Call Return (\*69)  
/TN 931 964-3753  
/ZSER 6D10000008/SED 02-06-97
- 1 NXMCR Caller ID Name and Number+  
/TN 931 964-3753  
/ZSER 821000000B  
/ZLL 81, 08-21-98  
/SED 08-21-98
- 1 VSB Vertical Services Billing+  
/TN 931 964-3753

931 964 3753 262 \*CSR\*

SMTN VR3CL E 4

QTY USOC S&E J  
/ZSER 891000000C/SED 08-21-98  
1 9LM FCC Charge for Network Ac+  
/TN 931 964-3753/ZLLU  
/SED 08-05-96/ZSER 5F10000006

(CALLING CARD SERVICE)

1 BSXUP BellSouth Calling Card  
/SED 08-05-96/ZSER 6610000007

---RMKS

---COMPLETED ACTIVITY

-----2001-04-10 11:43 cotnp004-----  
sent copy of promo chk to tnra per request

-----2001-04-03 16:38 cstpf421-----  
Faxed Response 4/3/01

Angie

-----2001-04-03 16:19 cstpf040-----  
Spoke with Sharon Jones---She is upset because customer service kept telling her she would not receive any more bills due to she did not auth service...and every month she continues to receive bill....I apologized to her and explained I removed her address from the acct and added her to our DNC List and explained she will not receive any further billings from us.....She thanked me for resolving issue

karmini/040/PH Reg Dept

-----2001-04-03 13:15 cstpf421-----  
Issued credit/refund per floor request

Angie

-----2001-04-03 11:55 cstpf594-----  
Added to do not call list, HLS

-----2001-04-03 10:58 cstpf040-----  
TN TRA Complaint Resolved

#### Local Complaint Summary

Complainants Name: Sharon Kay Jones  
BTN: 615-360-7233  
Optis Account: 28646849  
Billing Name on File: Sharon Jones/Shirley Jones (LOA)  
Due Date: 4/11/01

All POA information: DM070BJ  
A \$50 promotional check was sent to Shirley Jones at 731 Greymont Drive, Nashville, TN 37217 with the btn 615-360-7233 printed on the front. Signing and cashing of check

would switched the long distance, local toll, and local phone service to Talk.com. Promotional check was signed and cashed. Copy of promotional check on file.

Summary of Dispute: Member is disputing auth...states she received a letter from BS that her phone service was switched to another carrier....states she called BS and switched it back on 12/26/00....states she no longer has service with Talk.com but continues to receive bills since 12/00...states she called Talk.com and was informed she signed and cashed \$50 check that authorized phone service...later discovered it was a Shirley Jones that auth service, check sent to a different billing address then hers...states she was informed billing would be stopped considering she did not auth service.

Sharon Kay Jones address is 234 British Woods Drive, Nashville, TN 37217 per Filed Complaint and BS CSR.

Date switched to A1: Per Sots line was switched on 10/23/00  
Unable to print BS CSR, however confirmed member is no longer with us for local or ld service.

BS CSR indicates SED date customer switched off our service as of 12/26/00.  
Confirmed by BS CSR indicates PICC and LPIC are OCC for LD as of 12/19/00.

First/Last call: 10/24/00 to 12/25/00..no unbilled calls.

As of 4/3/01, there is no One Bill account.

Optis Billing:

Total Invoiced: \$133.46

Total Paid: \$129.91

Total Credits: \$3.55 to account

Balance: \$0.00

Optis Notes: Sharon Jones called disputed auth...was advised to disregard bill..credit card is not hers..she did not pay anything...member stated she went back to BS.

Resolution: Requested for member to be placed on DNC list. USOCs Deleted and Deactivated on 12/31/00.

This clearly a wrong btn issue, promotional check was sent in someone's (Shirley Jones) name at different address then the owner (Sharon Jones)....Sharon called customer service it was determined a wbtn issue, member was not billed due to credit card on file belonging to Shirley Jones. However, Sharon filed complaint because her service was switched...when she switched it back to BS, we continued to send the bills to her. She wants us to stop sending billings to her.

Tried to contact member, left mess with 3rd party...closing complaint as no contact.



I will go ahead and remove billing address from account of 734 GREENPOINT DRIVE, NASHVILLE, TN 97217 . line already blocked, and deactivate e-mail address. I will also have the payment of \$129.91 issued to the credit card on file due to number does not belong to Sharon Jones and then remove billing informaiton.

Account Closed

Complaint Resolved

Karmini/040/PH Reg Dept

-----2001-04-03 10:40 cstpf040-----

Left mess with 3rd party....Karmini/040/PH Reg Dept

-----2001-04-03 09:02 cstpf421-----

~~When TNRA complaint is resolved turn over to Angie for letter to be written~~

-----2001-04-02 11:17 cf001976-----

REC'D REG. AUTH. COMPLAINT, TN, DD 4/11/01...JO

-----2001-03-30 14:45 cotnp005-----

REC'D TRA COMPLIANT # 01-0730 DUE 04/11/01

-----2001-02-21 08:25 cstpf653-----

SHARON JONES call credit out the 3.55 and advised her to call her lec michele collections 653

-----2001-01-24 12:15 cstff086-----

SHARON JONES CUST IS NOT BEING CHARGED FOR THE SERVICES...CUST IS NOW BACK WITH BELLSOUTH AND CREDIT CARD ON FILE DOES NOT BELONG TO HER..ADVISED CUST TO DISREGARD BILLS SHE IS NOT RESPONSIBLE

-----2001-01-24 12:06 cstff086-----

SHARON JONES CUST WAS SPEAKING WITH A REP IN VERIFCATIONS AND WAS TO CALL HER BACK...X-FERED CUST TO VERIFICATIONS

-----2000-10-02 21:12 CSRMgr -----

615 360 7233 464 \*CSR\*

NVC 1FRCL E 1

LN JONES, S  
LA 234 BRITISH WOODS DR  
SA 234 BRITISH WOODS DR,  
NASHVILLE, TN  
DZIP 37217

---DIR  
DDA SHARON JONES  
234 BRITISH WOODS DR  
NASHVILLE TN 37217  
DEL A1, B1

---BILL  
BN1 SHARON JONES  
BA2 234 BRITISH WOODS DR  
PO NASHVILLE TN 37217

615 360 7233 464 \*CSR\*

NVC 1FRCL E 2

---S&E

(LINES & STATIONS)

- 1 1FRCL Residential Line
  - /TN 615 360-7233/PIC NONE
  - /LPIC 5124/PCA BO, 08-27-99
  - /NMC/ZLL 36, 09-10-98
  - /LPCA DF, 02-08-99
  - /ZSER 00099999A1/SED 09-30-98
- 1 TTR Touch-Tone
  - /TN 615 360-7233
  - /ZSER 3C10000001/SED 09-30-98
- 1 1LS11 Mileage - Zone
  - /TN 615 360-7233
  - /ZSER 31099999A8/SED 09-10-98
- 1 ESX Call Waiting

615 360 7233 464 \*CSR\*

NVC 1FRCL E 3

QTY USOC S&E J  
/TN 615 360-7233  
/ZSER 4310000002/SED 09-30-98  
1 FUJIX Federal Universal Service+  
/TN 615 360-7233  
/ZSER 310199999A/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/TN 615 360-7233/SED 05-15-99  
/ZSER 380199999B  
1 NXMCR Caller ID Name and Number+  
/TN 615 360-7233  
/ZSER 4A10000003/SED 11-22-99  
1 9LM FCC Charge for Network Ac+  
/TN 615 360-7233  
/ZSER 07099999A2/SED 09-10-98

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/ZSER 0E099999A3/SED 09-10-98

615 360 7233 464 \*CSR\*

NVC 1FRCL E 4

---RMKS

---COMPLETED ACTIVITY

-----2001-05-22 08:16 cf001191-----  
Regulatory complaint. No action taken.

Michelle  
1191/PH  
Customer Relations

-----2001-05-18 12:39 cstnp015-----  
sent response on 5/11/2001...Jen H

-----2001-05-17 10:51 cstpf044-----  
Ms. Beyer called in re: complaint.....Issue has been resolved Ms Beyer is satisfied please see previous notes re: resolution.

TDrew

-----2001-05-11 13:57 cstpf594-----  
Added to do not call list. HLS

-----2001-05-11 13:40 cstpf044-----  
Regulatory Complaint Summary  
Nature of Complaint:  
1) The customer states that we switched her service 3 times, without authorization.

POA Information for account 28392797:  
Market Code(s): AOL New Bundle \$49.95 (All) \$50 Check, 200 min/9.9c  
Verbal, Online, DM Check or Other LOA? DM  
Person who authorized? Wes Gregg, address on the check was 1221 Brady Hollow Ln.  
Cordova, TN 38018-1801

On/Off Dates-First Call Last Call Information:  
Date Switched to A-1 (Local only)?  
901-754-2885: never switched for local LD PIC and LPIC (Local)  
901-755-1937: switched 10/31/01 and 2/22/01 (Local),  
901-757-3766: switched 3/12/01 (Local)  
Also indicate SED for PIC and LPIC on dates?  
901-754-2285: 09/19/2000 No Pic, 11/03/2000 Customer selected IC thru EC  
11/03/2000: 11/1/00 - 12/4/00  
901-755-1937: 02/14/2001 No PIC, 11/7/00 - 3/15/01... Calls from 3/3/01 - 3/15/01 have not billed out.

901-757-3766: 2/14/2001 No PIC, 3/24/01 - 4/9/01.... All of these calls are in a 01 status and should bill out in the future.

Date Switched from A-1 (Local only)?

901-754-2885: Never switched to our service.

901-755-1937: 12/6/00 - 3/15/01

901-757-3766: 4/18/01

Also indicate SED for PIC and LPIC off dates?

901-754-2885: Never switched to our service

901-755-1937: 4/18/01

901-757-3766: 4/17/01

OCC Confirmation (LD only):

901-754-2885: Never switched to our service

901-755-1937: 4/18/01

901-757-3766: 4/17/01

Account Billing Information:

OneBill Account #: N/A

Billed in Optis: \$324.02

Credited in Optis: 0.00

Refunded in Optis: \$324.02 (Went back to the person who signed the check not Ms. Beyer).

Paid in Optis: 324.02

Provisioning:

Where there any delay's in provisioning? Yes

If yes, why?

BTN 901-754-2285: Sots shows the order was placed on the same order as 901-755-1937, which means it was switched to our service on 10/31/00. SED 12/7/00 switched to Bell South. PIC was switched then, but the LPIC was switched 4/1/01.

BTN 901-755-1937: Was switched to our service on 10/31/00 and returned to the carrier of choice on 12/6/00. We then processed another order for this number on 2/22/01 and the customer return to the carrier of choice 3/15/01. Clec says the order was completed on the DM account on 2/22/01, the order was created back in 9/19/00.

BTN 901-757-3766: Sots shows the order was placed on the same order as 901-755-1937, which means it was switched to our service on 10/31/00. Was switched to the service on 3/12/01 and returned to the carrier of choice on 4/18/01.

Optis (also list here if multiple accounts):

General Information Optis account 29462056, XEROXDG:

BTN: 901-755-1937, 901-757-3766

First Call: 901-755-1937: 11/03/2000, BNA PIC Assigned to Requesting IC... 11/1/00 - 12/5/00

Last Call: 901-757-3766: 11/03/2000, Confirm, Cust selected IC thru EC, new service 11/10/00 - /10/00

Account Billing Information:

Billed in Optis: 50.52

Paid in Optis: 0.00

Credited in Optis: 0.00

Refunded in Optis: 0.00

Balance in Optis: 50.52

List All Chargebacks:

Resolution:

I have been unable to contact Ms. Beyer in regard to this complaint. I sent a request to have both Gregg Wes and Kerry Beyer placed on the do not call list.

Ms. Beyer's telephone number was placed on the Talk.com local and long distance service when another consumer inadvertently signed and cashed a promotional check indicating her main telephone number 901-754-2885. The original Customer Service Record we received from Ms. Beyer's previous Local Exchange Carrier (LEC) contained two additional telephone numbers 901-755-1937 and 901-757-3766. All three numbers were converted to our local and long distance service in October 2000 and switched the provider of choice in December of 2000. However, in February of 2001 Talk.com did a mass conversion of our accounts, converting them from resale to Unbundled Element Platform (UNE-P). Unfortunately, the provisioning representative did not confirm that Ms. Beyer's telephone service was still with Talk.com before placing the order, resulting in the switch of her local telephone service. We apologize for any inconvenience this may have caused. We have issued a credit to the account in the amount of \$374.54, representing the disputed charges. Ms. Beyer's telephone number is no longer billing on the service and the account has been closed. In addition I issued a refund the Wes Greggs credit card (The person who signed the check) in the amount of \$324.02, representing the total amount billed in error. The address on Optis account 28392797 was change to

000000 GERMANTOWN, TN 00000-0000 before complaint was resolved by anoter rep (Account was not noted), unsure what the old address was, changed address to current information. I also deleted the credit card information, deactivated the e-mail address, and blocked all BTN's on account 28392797. I also changed the mailing address on Optis account 29462056 from 2318 Germantown TN 38138, to the current information.

Account Resolved

Tracy Drew

-----2001-05-11 12:43 cstp044-----

Sent request to have Wes Greggs info and Kerry Beyer's info placed on the do not call list.

TDrew

-----2001-05-11 12:42 cstp044-----

Lmom on home and work phone.

TDrew

-----2001-05-11 12:35 cstp044-----

Address on the optis account was change to 000000 GERMANTOWN, TN 00000-0000 before complaint was resolved, unsure what the old adress was, changed address to current information.

TDrew

-----2001-05-11 12:32 cstp044-----

Issued credit/Refund to resolve TN TRA Complaint. Please see resolution by rep 044.

TDrew

-----2001-05-07 16:30 cstff460-----

BEYER WAS CALLED IN ERROR BY OUR WELCOME CENTER/I TRIED TO APOLOGIZE FOR THE ERROR SHE CUT ME OFF AND STARTED TO YELL WHEN SHE WAS FINISHED SHE DISCONNECTED THE CALL.

460CB/VERI/FTL

-----2001-04-20 10:55 cstp587-----

REC'D A TN TNRA COMPLAINT DD 5/2

-----2001-04-19 09:47 cotnp005-----

REC'D TRA COMPLAINT DUE 05/02/01

-----2001-03-20 12:28 cf001480-----

KERRY BEYER is calling about the bills she has rec'd....advised it is a wbtn issue and a tt has been done...KERRY BEYER wants us to know she wants no association with our company and to never contact her again...pn1480/inb/ph

-----2001-03-16 14:43 cstff410-----

MS. BEYER IS DISPUTING AUTHORIZATION....TROUBLE TICKET ALREADY SUBMITTED...TRANSF TO VERIFICATIONS..JMH/410/INB/FTL

-----2001-03-14 17:15 cstff332-----

TT-BTN 901 755 1937 WANTS A LETTER FROM US BECAUSE SHE WAS SWITCH OVER TWICE DUE TO WRONG BTN ISSUES. SHE DOESN'T WANT ANYTHING FROM US BUT A LETTER SAYING IT WON'T HAPPEN AGAIN

WE DO NOT HAVE ANYTHING LIKE THIS TO SEND TO CUSTOMER..WHAT THEY CAN DO IS CALL LEC AND HAVE THEM PUT PIC FREEZE ON THEIR CURRENT CARRIER

\*\*\*Closed\*\*\* by cstpf652 at 2001-03-20 05:15

-----2001-03-14 17:12 cstff332-----

TT-BTN 901-755-1937. WRONG BTN, ACCOUNT HOLDER AND CHECK INFO DOESN'T MATCH

ACCOUNT PRE. RESOLVED...MG/SS

\*\*\*Closed\*\*\* by cstpf503 at 2001-06-13 18:25

-----2001-03-14 17:04 cstff199-----

customer called stated she never authorized switch to talk.....transfer to verificaton....cc/199/bflex/ftl

-----2001-03-14 17:03 cstff990-----

customer inquiry on bal, states she never authorized, wbtn, sent tt for credit, cust hung up/fo292bflx

-----2001-03-14 17:02 cstff990-----



TT-btn 9017551937 customer switched in error, wbtn, pls review and credit  
acct/fo292bflx

REFERRED TO WBTN.....ACM/SS

\*\*\*Referred\*\*\* by cstpf694 on 2001-03-17 23:14  
CLOSED AND RESOLVED  
\*\*\*Closed\*\*\* by cf001018 at 2001-06-09 07:16  
-----2001-03-02 22:37 CSRMgr -----

901 757 3766 570 \*CSR\*

MPGT 1FR NP E 1

NP (NON-PUB) BEYER, KERRY B  
LA 2318 CORNWALL ST  
SA 2318 CORNWALL ST, GERMANTOWN,  
TN  
DZIP 38138

---DIR  
DEL A0, B0, C0

---BILL  
BN1 KERRY B BEYER  
A2 2318 CORNWALL ST  
PO GERMANTOWN TN 38138

901 757 3766 570 \*CSR\*

MPGT 1FR NP E 2

---S&E

(CHARGEABLE LISTINGS)

1 NP3 Listing-not in directory +  
/ZSER F8099999A0/SED 12-07-00

(LINES & STATIONS)

1 1FR Residential Line  
/TN 901 757-3766/ADL/PIC 0288  
/LPIC NONE/PCA BO, 12-07-00  
/NMC/LPCA BO, 12-07-00  
/ZSER 00099999A1/SED 12-07-00  
1 TTR Touch-Tone  
/TN 901 757-3766  
/ZSER 07099999A2/SED 12-07-00

901 757 3766 570 \*CSR\*

MPGT 1FR NP E 3

QTY USOC S&E J  
1 FUJAX Federal Universal Service+  
/TN 901 757-3766  
/ZSER 15099999A4/SED 12-07-00  
1 LNPCX FCC Local Number Portabil+  
/TN 901 757-3766  
/ZSER 1C099999A5/SED 12-07-00  
1 9LA FCC Charge for Network Ac+  
/TN 901 757-3766  
/ZSER 0E099999A3/SED 12-07-00

---COMPLETED ACTIVITY

-----2001-02-14 18:45 CSRMgr -----

901 755 1937 143 \*CSR\*

MPGT 1FR NP E 1

NP (NON-PUB) BEYER, KERRY  
LA 2318 CORNWALL ST  
SA 2318 CORNWALL ST, GERMANTOWN,  
TN  
DZIP 38138

---DIR

DDA BEYER  
2318 CORNWALL ST  
GERMANTOWN TN 38138  
DEL A1, B1, C1

---BILL  
BN1 KERRY BEYER  
A2 2318 CORNWALL ST  
PO GERMANTOWN TN 38138

901 755 1937 143 \*CSR\*

MPGT 1FR NP E 2

---S&E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory +  
/ZSER F8099999A0/SED 12-06-00

(LINES & STATIONS)

1 1FR Residential Line  
/TN 901 755-1937/PIC 0288  
/LPIC NONE/PCA BO, 12-02-00  
/NMC/LPCA BO, 12-02-00  
/ZSER 00099999A1/SED 12-06-00  
1 TTR Touch-Tone  
/TN 901 755-1937

901 755 1937 143 \*CSR\*

MPGT 1FR NP E 3

QTY USOC S&E PIN J  
/ZSER 07099999A2/SED 12-06-00  
1 FUJIX Federal Universal Service+  
/TN 901 755-1937  
/ZSER 15099999A4/SED 12-06-00  
1 LNPCX FCC Local Number Portabil+  
/TN 901 755-1937  
/ZSER 1C099999A5/SED 12-06-00

1 9LM FCC Charge for Network Ac+  
/TN 901 755-1937  
/ZSER 0E099999A3/SED 12-06-00

---RMKS

---COMPLETED ACTIVITY

-----2001-01-17 19:18 cstof020-----  
payment posted es/orl/col \$23.05

-----2000-10-09 21:04 CSRMgr -----  
901 755 1937 141 \*CSR\*

MPGT 1FR NP E 1

NP (NON-PUB) BEYER, KERRY B  
LA 2318 CORNWALL ST  
SA 2318 CORNWALL ST, GERMANTOWN,  
TN  
DZIP 38138

---DIR  
DDA KERRY B BEYER  
2318 CORNWALL ST  
GERMANTOWN TN 38138  
DEL A1, B1, C1

---BILL  
BN1 KERRY B BEYER  
A2 2318 CORNWALL ST  
PO GERMANTOWN TN 38138

901 755 1937 141 \*CSR\*

MPGT 1FR NP E 2

---S&E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory +  
/ZSER 15099999A4/SED 09-13-99

(LINES & STATIONS)

1 1FR Residential Line  
/TN 901 754-2285/ADL/PIC 0288  
/LPIC 5124/PCA BO, 09-02-99  
/NMC/LPCA BO, 09-02-99  
/ZSER 38099999A9/SED 09-13-99  
1 TTR Touch-Tone  
/TN 901 754-2285  
/ZSER 3F099999AA/SED 09-13-99  
1 FUJAX Federal Universal Service+

901 755 1937 141 \*CSR\*

MPGT 1FR NP E 3

QTY USOC S&E J  
/TN 901 754-2285  
/ZSER 3C10000001/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/TN 901 754-2285  
/ZSER 4D099999AC/SED 09-13-99  
1 9LA FCC Charge for Network Ac+  
/TN 901 754-2285  
/ZSER 46099999AB/SED 09-13-99  
1 1FR Residential Line  
/TN 901 755-1937/PIC 0288  
/LPIC 5124/PCA BO, 09-02-99  
/NMC/LPCA BO, 09-02-99  
/ZSER 1C099999A5/SED 09-13-99  
1 TTR Touch-Tone  
/TN 901 755-1937  
/ZSER 23099999A6/SED 09-13-99  
1 FUJIX Federal Universal Service+  
/TN 901 755-1937  
/ZSER 4310000002/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+

901 755 1937 141 \*CSR\*

MPGT 1FR NP E 4

QTY USOC S&E J  
/TN 901 755-1937  
/ZSER 31099999A8/SED 09-13-99

- 1 9LM FCC Charge for Network Ac+  
/TN 901 755-1937  
/ZSER 2A099999A7/SED 09-13-99
- 1 1FR Residential Line  
/TN 901 757-3766/ADL/PIC 0288  
/LPIC 5124/PCA BO, 09-02-99  
/NMC/LPCA BO, 09-02-99  
/ZSER 54099999AD/SED 09-13-99
- 1 TTR Touch-Tone  
/TN 901 757-3766  
/ZSER 5B099999AE/SED 09-13-99
- 1 FUJAX Federal Universal Service+  
/TN 901 757-3766  
/ZSER 4A10000003/SED 07-01-00
- 1 LNPCX FCC Local Number Portabil+  
/TN 901 757-3766  
/ZSER FE099999B0/SED 09-13-99
- 1 9LA FCC Charge for Network Ac+

901 755 1937 141 \*CSR\*

MPGT 1FR NP E 5

QTY USOC S&E J  
/TN 901 757-3766  
/ZSER 62099999AF/SED 09-13-99

---COMPLETED ACTIVITY

-----2001-11-14 14:32 cstp593-----  
faxed response.. Jamie

-----2001-11-12 09:19 cstp587-----  
RECD TNRA REBUTTAL COMPLAINT CASE #00-2039 DD 11/13/01  
VP/REG

-----2001-11-08 14:16 mak -----  
RECD TNRA REBUTTAL COMPLAINT 11/7/01 CASE #00-2039 DD 11/14/01

-----2001-10-29 11:36 cstp587-----  
RECEIVED A REBUTTAL TNRA TN COMPLAINT DD 11/1/01  
VP/REG

-----2001-07-17 10:34 cstp030-----  
does not reflect complaint received or answered, did not close

MATTHEWS TOWING – 9013883316

-----2001-12-20 16:45 cotnp004-----  
RECVD POA FROM FL GV TO CAROL

-----2001-12-19 13:20 cstpf587-----  
MADE A COPY OF POA AND SENT TO RITA IN NEW HOPE  
VP/REG

-----2001-11-14 14:32 cstpf593-----  
faxed response.. Jamie

-----2001-11-12 09:19 cstpf587-----  
RECD TNRA REBUTTAL COMPLAINT CASE #00-2039 DD 11/13/01  
VP/REG

-----2001-11-08 14:16 mak -----  
RECD TNRA REBUTTAL COMPLAINT 11/7/01 CASE #00-2039 DD 11/14/01

-----2001-10-29 11:36 cstpf587-----  
RECEIVED A REBUTTAL TNRA TN COMPLAINT DD 11/1/01  
VP/REG

-----2001-07-17 10:34 cstpf030-----  
does not reflect complaint received or answered, did not close



-----2001-02-15 10:26 cstnp010-----  
RCVD POA FROM FLORIDA FOR 901-376-2728

-----2001-02-14 15:19 cstpf271-----  
Loaded POA for 901-376-2728 to the V-Drive...dtorre

-----2000-12-04 07:45 cstpf353-----  
received a signed resolution letter Ms. Downen

William T Cahill 353  
Regulatory Dept.

-----2000-11-14 11:20 cotnp002-----  
sent response

-----2000-11-10 15:49 cstpf027-----  
issued credit to lec items not on file as well as account..kpieniak

-----2000-11-10 13:24 cstpf353-----  
I mailed Resolution Letter to cust address today.

William T. Cahill 353  
Regulatory Dept.

-----2000-11-10 11:55 cstpf353-----  
Regulatory Workshop Report  
901-376-2728

Account :18831214  
Name of Complainant :Pam Downen  
BTN :901-376-2728  
Agency :PUBLIC UTILITY COMMISSION

State :TN  
Due Date :11/15/00  
Market Code :TPlus-31  
Number of POA(S) :0

Clean POA :YES  
Check in System :NO

Nature of Complaint :BILLING ISSUES  
Credit :NO

Amount :\$0.00  
Applied To :NA  
Refund:NO  
Back To :NA

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :YES  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/002/ 9/61Pam Downen

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By :wcahillDate :11/ 9/00

Account :18831214  
Name of Complainant :Pam and Denny Downen  
BTN :901-376-2728  
Agency :OTHERS

State :TN  
Due Date :11/15/00  
Market Code :tplus 31  
Number of POA(S) :0

Clean POA :YES  
Check in System :NO

Nature of Complaint :BILLING ISSUES  
Credit :YES

Amount :\$110.67  
Applied To :LEC  
Refund:NO  
Back To :NA

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :YES  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/13/005/29/52Pam Downen

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :wcahillDate :11/10/00

Summary of Account :

Complaint Summary Regulatory Auth. Tn. 11-15-00

Pam and Denny Downen

901-376-2728

ACCT.# 18831214 Market Code: TPLUS-31

901-376-2728

1-14-00: Order Sent to Lec

1-15-00: Confirmed by First Usage

1-25-00: Customer Canceled IC Service through Another IC Order

4-12-00: Customer Cancelled IC Thru BOC Order

5-08-00: Customer/ANI Block

Total Amount billed to optis acct: \$630.11

Total amount credited to optis: \$630.11

Total Amount Billed to HBS: \$110.67

With no credits or lec adjustments given.

Total amount credited to Lec: \$110.67

First call:1-14-00

Last call: 4-11-00

POA Q'd to Vdrive DOB 5-29-52

Pic and Lpic verified: OCC

Pam and Denny Downen filed a complaint due to intralata charges they incurred while on our svc. The POA is clean however Pam does state that she has the "Area Plus Calling Plan" with her lec. However she did not state that she DID NOT want to have us for intralata calling services. When asked in verifications if she is authorizing the switch in "intralata intrastate, interstate and international" she did agree. However there is a cancelation notice in the acct made on 1-25-00 that only discontinued her intrastate and interstate calling services. We received notice from the lec on 4-12-00 to cancel her intralata services as well.

Resolution :

In order to resolve the account and as a courtesy to the cust, a credit to her lec will be given in the amount of \$110.67 which is the total she has been billed for this acct as well as the balance of \$630.11 which will be credited from the optis acct.

I have spoken with Pam Downen and advised her that she did authorize a switch in all of her long distance calling areas but as a courtesy to her we will credit the entire balance that she was charged by us on her lec bill. She stated that this was a satisfactory resolution.

I will be mailing a resolution letter to her add to which she did state she will sign and return as well as withdraw her complaints that she also filed with the FCC and the BBB.

Resolved  
William T. Cahill  
Regulatory Dept.

-----2000-11-10 10:40 cstpf353-----

I have attempted to contact the customer and LMOM

William T. Cahill 353

Regulatory Dept.

-----2000-11-10 08:42 cstp353-----

The following is the reply email I have recieved from HBS:

William,

Total amount billed: \$110.67

No-Credits

No-Lec Adj.

Sincerely,

Ng

Cahill, William wrote:

- > Please advise of the total amount billed or credited on behalf of Talk.Com,
- > HBS or the LEC on BTNS: 901-376-2728

-----2000-11-04 08:23 cstp375-----

Placed on the Do Not Call/Contact lists.

-----2000-11-03 12:14 cstp353-----

Sent email to HBS requesting:

Please advise of the total amount billed or credited on behalf of Talk.Com, HBS or the LEC on BTNS: 901-376-2728

William T. Cahill 353  
Regulatory Dept.

-----2000-11-03 10:52 cstp353-----

To prevent any future mailings i have removed customer address from file..that add was :  
130 Brints Chapel Lane  
Middleton Tn. 38052

William T. Cahill 353  
Regulatory Dept.

-----2000-11-03 10:47 cstp353-----

I sent email to pvolver to place customer on the Do Not Contact list

William T. Cahill 353  
regulatory Dept.

-----2000-11-02 11:17 cstpf085-----  
received tn regulatory authority complaint due 11-15

-----2000-11-01 16:06 cotnp004-----  
recvd TN reg authority complaint 00-2082 11-1-00 dd 11-15-00

-----2000-10-24 10:59 cf001225-----  
PAM DOWNEN customer has stated she contacted the puc and fcc and they want her to  
get itemized statment for all calls made on our service put in tt for those to be sent  
ck/coll

-----2000-10-24 10:58 cf001225-----  
TT-Customer states she contacted fcc and puc and they need copy of all detailed bills on  
our service mailed to customers address 130 BRINTS CHAPEL LANE ck/coll

DISPUTES HAS TAKEN CARE OF CUSTOMER...DONNA  
\*\*\*Closed\*\*\* by cf001517 at 2000-12-09 12:53

-----2000-10-17 14:23 cstpf603-----  
PAM DOWNEN called ref of bill rec-d states she is calling FCC and att gen,before she  
mentioned this I had already advised her that verifications provided a poa..transfer to 5547

-----2000-10-16 21:52 cstpf690-----  
PAM DOWNEN disputing sign up...explained how and when acct was added...POA  
provided

resolved..aby verifications

-----2000-10-16 21:24 cf001521-----  
PAM DOWNEN called disputes auth refuses to pay and is threatening fcc and  
bbb.l.h.1521.

-----2000-10-16 21:08 cf001441-----  
PAM DOWNEN called disputing authorization of service i explained sighn up and told  
her these are valid charges ///no credit issued

account resolved art veri

-----2000-10-16 21:01 cf001490-----

PAM DOWNEN called is disputing all charges is going to call bbb tran to verifications.  
dz1490

-----2000-07-18 13:56 cstpf693-----

RECEIVED INITIAL RECOURSE INQUIRY FROM HBS, CUSTOMER DISPUTING  
\$2.98, CUSTOMER CLAIMS DID NOT AUTHORIZE SERVICE,  
cATHY

-----2000-06-26 10:25 cstpf861-----

PAM DOWNEN called and would not give any security info, hung up...  
wv...

-----2000-06-26 10:24 cstpf589-----

PAM DOWNEN CALLED TO SAY THAT SHE DID NOT WANT ANY MORE LEC  
BILLS FROM US SENT TO COLLECTIONS.  
NACHELLE. VERIFICATIONS

-----2000-06-13 12:12 cstpf693-----

RECEIVED INITIAL RECOURSE INQUIRY FROM HBS CUSTOMER DISPUTING  
\$107.69 CALL DATES ARE 3/23-4/11. CUSTOMER CLAIMS DID NOT  
AUTHORIZE SERVICE.  
CATHY

-----2000-05-25 14:33 cstpf589-----

PAM DOWNEN CALLED TO SAY THAT SHE DID NOT SIGN UP FOR THIS  
SERVICE FOR THE INTRALATA CALLS. TOLD HER THAT THIS WAS  
EXPLAINED SEVERAL TIMES ALREADY. CREDIT WAS DENIED.  
ACCOUNT RESOLVED  
NACHELLE. VERIFICATIONS

-----2000-05-25 14:14 cstpf116-----

Miss Mosley at lec and Pam on the line. She states she never auth local tolls. told her I  
show auth thru telemarketer, trans to verifications to review.pg ss

-----2000-05-25 13:52 cstpf077-----

PAM DOWNEN called and became very upset when she found out she was talking with aol Id---stated that she did not have our service---informed her she was canceled and she needed to call lec---she stated that she already has and was going to call them again and hung up-----lc

-----2000-05-08 08:42 cstp560-----

spoke to Pam and Kim Williams(lec rep) in reference to the authorization of intralata service...explained sign up process and advised her she was responsible for the charges...the discontinued the call while poa was being reviewed

CREDIT DENIED

pkwiejda  
verifications

-----2000-05-08 08:34 cstp544-----

PAM DOWNEN called with local carrier on the line disputing that she did not want her intralata switched over to our service, i explained to her that when she went thru verification that service was switched. poa was clear, also explained to her that after we did receive cancellation, the loc carr still routed over interstate and intralata calls over to us, so maybe there's problems within their switch, i offered 10 %, customer denied, she wanted to speak with supervisor, transfer to supervisor  
acc resolved  
candy/veri

-----2000-05-08 07:56 cf001025-----

pam and bell south on the line in a 3 way, regarding her sign up rb 1025

-----2000-05-08 07:52 cstp844-----

PAM DOWNEN called with Kim Williams from LEC on line..disputing intralata calls being routed thru service. Pam says she told rep when she signed up that she did not want to switch her intralata.....gave her the direct number for verifications to call and verify the info.  
844

-----2000-05-08 07:28 cf001044-----

PAM DOWNEN called because intralata still billing after cancellation informed to call lec warren 511

-----2000-04-11 12:09 cstp544-----

PAM DOWNEN wanted to know why she was still receiving charges from us, i let her know that we did receive notice from the loc carr in jan but her loc carr had still



routed calls over . i let her know that i wasnt able to see call or web detail to see if they  
are still routing calls over ,. i let her know that she needs to take this up with her loc  
carr since im not seeing another order that was sent thru  
acc resolved  
candy/veri

-----2000-04-11 11:52 cstpfl53-----

PAM DOWNEN called to dispute her sign up on the intralata service...verifications...pj

-----2000-01-24 11:45 cstp858-----

wants to cancel, tran to saves nt

2001-10-04 16:22 ms. curbin called.. and for seriously 30 mins went over everything on this account..she still might be sending a letter or something asking for whatever..im sorry.. she sd shd snt payments..i advised never recvd any pmts..she sd why wouldn't we have shut off her service.. i said because ther were credits issued intermittently preventing the account from ever going into nonpay status..then she asked to be refunded vfor bills for her cell phone when her service awas disconnected..sd she sent a letter requeting..sd..no letter ever recvd and it wasnt our fault that bell south took so long to get he service up.. they told her we wouldnt release the liens.. i explained that that is never the case unelss the service is denied for nonpay.. after many issues were sidcuessed she really didnt know what to do.. think w still mgiht be hearing from her maybe..

2001-05-01 14:55 Issued credit of 352.90 per regulatory complaint resolution. deleted and deactivated usocs.  
Eileen/REg.  
PH

2000-11-30 17:03 overnigheted response.. tenn sd nvr recvd..

2000-11-21 10:18 sent response

2000-11-19 08:51 RCVD POA FROM FLORIDA

2000-11-18 14:57 Account :26736903  
Name of Complainant :Dorothy Curvin  
BTN :423-332-2254  
Agency :OTHERS

State :TN  
Due Date :11/29/00  
Market Code :TPLUS-73  
Number of POA(S) :1

Clean POA :YES  
Check in System :NO

Nature of Complaint :UNAUTHORIZED SWITCH  
Credit :NO

Amount :\$0.00  
Applied To :NA  
Refund:NO  
Back To :NA

Verified With LEC :NO  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :NO

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

6/30/0012/14/4Dorothy Curvin

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :emurphytDate :11/18/00

Summary of Account :

Complainants Name:Dorothy Curvin

Btn:423-332-2254

Billing Name on File:Eugene Curvin

All POA information:Market Code TPLUS 73. Dorothy Curvin verified local and ld service on 6/30/00 for 423-332-2254 giving DOB 12/14/40; customer signed up for unlimited local calling and 200 free minutes of domestic calling each month for \$49.95 monthly fee.

Due Date:11/29/00

Summary of Dispute:Customer states after cancelling service in July, 2000 she was switched again to our service without authorization and BellSouth has advised her they cannot set up new service because we have not released the line and she has no local service. Customer states she needs her phone service re-established asap.

Date switched to A1/PIC and LPIC Information @ time of switch:

BS CSR indicates SED date customer switched to our service as of 7/18/00, again on 11/14/00 and cancelled 11/16/00. PIC and LPIC are OCC for LD.

TSCI codes from Optis: 7/18/00 01NP; 7/21/00 confirm, customer selected IC through EC, new service; 9/1/00 End user service disconnected; 9/2/00 service disconnected, total. 11/3/00 line blocked.

For 423-451-0093 8/30 01NP; 11/13/00 line blocked. There is no CSR or SED for this number.

First/Last call:7/19/00; 9/1/00.

Date switched back to Bell: 11/16/00.

Optis Billing: One invoice dated 7/15/00 of \$65.25, credited on 11/15/00.

OneBill Billing: No one bill accounts.

Optis Notes: Customer called in on 11/13, disputing sign up, POA was provided and customer wanted to cancel service. Line was blocked. Customer called again on 11/13 to cancel PSO and she was advised the request would be processed within 24 hours and transferred to repair for line restoration; account was cancelled per Mantis; Customer called on 11/14/00 again disputing sign up, stating she would not pay for the service, was placed on the Do Not Call Lists, and wants us to pay for cellphone bill because she has no dial tone due to conversion; On 11/15/00 John Connors called from Commission stating customer says BS claims they cannot place customer on their service because we are not

releasing the line and that he will call back if he needs further help, credit was issued for July invoice to try and resolve complaint.

Possible Resolution: I will call customer and explain sign up of her main number. Her second number which is on the account, 423-451-0093 is a ringmaster off the main number.

The main number 423-332-2254 was originally signed up by customer in June and the order processed in July for which customer received one invoice. After disputing sign up, customer was provided with POA and customer stated she wanted to cancel the service and the rep blocked her line and customer was advised to call BS to set up new service. Thereafter, not having a dial tone, customer called us again to cancel the PSO - pending service order. It would appear due to a misunderstanding of what customer really wanted, our order to cancel was cancelled and customer's number was replaced on the service. Customer realizing this cancelled the service a day later. Customer was never billed for the second sign up.

Resolution :

Although customer was placed on the Do Not Call List, there was no request not to call her in her complaint and in fact, she specifically left a contact number.

I spoke with Dorothy Curvin at the contact number she provided in her complaint. I explained to her her original sign up on 6/30/00 and customer immediately disputed this sign up for local service stating she signed up for our ld service only, that she specifically made that clear during sign up and that she called in previously and a taped conversation in which she specifically stated she only wanted ld service was provided to her. I apologized to customer for any misunderstanding and I advised her that verbal authorization is one of the four methods a carrier can convert a customer's service, as long as it is verified by an independent verifier and I provided customer with POA, which is clean, and in which the verifier responding to customer's questions specifically goes over the local plan and makes it clear she is switching to our local service and received customer's consent. After providing POA customer became agitated stating that I manufactured the authorization, that I was a liar and demanded to have a copy of the "original" conversation in which she stated she was converting her ld service only. I again reiterated to customer that the authorization she had just heard for our local and ld service was the only authority we had and again customer stated I was a liar. I advised customer that when she called in Monday 11/13 disputing authorization, and after POA was provided to her she requested cancellation of our service. At that time customer's line was blocked. Later that same day, customer called back stating she did not have a dial tone and wanted the order cancelled. I apologized to customer for any misunderstanding and explained that the representative took her request to mean cancel the cancellation order and a request was placed to put her back on our service. Customer stated she never made this call to state she did not have a dial tone, and for us to cancel the order. Customer stated she called BS to restore her service and BS advised her they could not do that because she was still on our service. I explained to customer that when she called us on the 13th through a misunderstanding she was placed back on our service and if it

was not her intent to come back on our service she would have needed to call BS to set up new service and we cannot be held responsible for their procedures. I advised customer that as a courtesy to her since she was without service, a credit of hre bill of 7/15 in the amount of \$65.25 was credited on 11/15. At this point customer demanded an explanation of why, if she had been on our service there were no bills for September and October. I explained to her that in effect her service was in limbo because after her initial sign up, we had not yet connected her service and BS disconnected her. I explained that the invoice she was billed was all fees and not for any calls beause in effect her service was in suspension, and that is why she had no dial tone and was unable to make any calls. Customer demanded to speak with Ken Barret, CEO of Access One and I advised her that he does not work here and I could not connect her to him. Customer demanded that we pay for her "astronomical" cellphone bill she is about to receive for the period of time her phone was out of service. I explained to her that we would not reimburse her for the cell phone charges and gave her my name and fax number to fax me a copy of the cell phone bill and I advised her I would forward it to Access One for review. I explained to customer that I could not make any promises or determination as to what course of action Access One would take with regards to her request for reimbursement of the cell phone bill. Customer confirmed she returned to BS yesterday, 11/17/00 and stated she wanted to make it clear she did not want our service or anything to do with our company and that I had taken up so much of her time calling her on her cell phone. I apologized to customer for any inconvenience and stated that I had contacted her at the phone number she provided to the Regulatory Authority to contact her and I assured her we had placed her on our Do Not Call Lists and that we would not be contacting her again. Customer also request that no one ever call her at her home either. I explained to customer that we would report to the Regulatory Authority the facts that transpired and customer stated that we can do whatever we want to as far as she is concerned this will never be resolved. Changed billing address to Palm Harbor. Lines blocked. No resolution letter sent.

Complaint Resolved  
Account Closed  
Eileen  
Regulatory.Palm Harbor

2000-11-17 11:26 Attempted to reach Dorothy Curvin re: her complaint.  
Left third party message with gentleman who stated they still had no phone service.

Eileen  
Regulatory.Palm Harbor

2000-11-16 14:16 poa overnigheted  
to heather s @ corprate  
dortiz

2000-11-16 12:03 recvd tenn. reg. auth. cons. service div. complaint 00-2185 dd 11-29-00

2000-11-15 21:43 mrs curvin called to make sure acct disconnected

2000-11-15 16:10 req poa from fl

2000-11-15 16:03 recvd tenn. reg. auth. cons. service div. complaint 00-2185 11-15-00 dd 11-29-00

2000-11-15 15:13 John Conners called from Commission...customer sz that bell south claims they can not place the customer on there service because we are not releasing the line.???? joh stated he will call back if he needs further help .....faxed over complaint,.....credit was issued for july invioce to try and resolve

2000-11-15 10:35 \*\*\*\*\*supervisor escalation\*\*\*\*\*  
call was dropped at managers station ????? Ms Curvin whom is very angry that is not a business flex customer but resolved isssue customer requested to be switched back to bell went into mantis shows that Ms Curvin order has been cancelled she has no dial tone called repair whom advised me commit time tomorrow by 7pm just to make them aware of no dial tone advised her to give bell the order number and that she is able to switch services back to them.jodi036 businessflex

2000-11-15 10:07 BTN 423 332 2254

MR KERVIN WANTED ME TO CALL BELL TO TELL THEM WE RELEASED HER....

2000-11-15 10:04 MRS CURVIN ASKED FOR SHIRLEY (DISPUTES) MBR NEEDS TO CALL B/S FOR SWITCH BACK. LINES WERE BLOCKED AS TODAY IN OPTIS. MRS CURVIN SAID SHE CALLED B/S ALREADY AND THEY NEED TO HEAR FROM US / SUP. ADV ME TO TRANSFER CALL TO OUR REPAIR DEPT. MARIA-DISPUTES.

2000-11-15 09:28 mrs curvin called to dispute.....informed cust how services was switch.....cust then stated that she had services cancelled  
cust phone was swich back to us again cust wants services cancelled and also wants us to pay for cellphone bill because cust phone has no dial tone due to conversion.....cust will fax copy of cell phone bill to billing dept to see if she can get a credit for cell phone bill due to inconvinience on our behalf.....disputes.spierre

2000-11-14 16:51 Placed on the Do Not Call/Contact lists.

2000-11-14 12:39 ACCT WILL BE CREDITED FOR SERVICE TRHAT WAS SWITCH W/O CUST AUTH. CUST WILL SWITCH BACK TO BELL. DISPUTES. CA

2000-11-14 12:21 CALLED AND STATED THAT SHE DID NOT AUTHORIZED THE SWITCH TO OR SERVICES. I TRANSFERED HER TO DISPITES.

2000-11-14 12:12 customer line was disconnected on 11-13-00.. cust has not been with us since 9-2-00 wants to speak with supervisor tran to 3107 for sup

2000-11-13 22:12 Per mantis acct has been cancel per B/S> acct has been cancelled

2000-11-13 17:36 \*\*\*\*\*8

SUPERVISOR CALL

\*\*\*\*\*

MRS.CURVIN CALLING TO HAVE ORDER CANCELLED CUST STATES NEVER REQUESTED TO HAVE XFER...CUST EXTREMELY IRRATE AND UPSET THAT NOW SHE HAS NO DIAL TONE....LCSC CLOSED FOR THE DAY...CANCELLED ORDER THRU MANTISS.....CUST CONCERNED BECAUSE SOM POLICE OFFICER AND DAUGHTER WKS IN CRISIS INTERVENTION...AND OTHER DAUGHTER IS HIGH RISK PREGNANCY..THEY NEED TO BE ABLE TO RECV CALLS...CUST DOES HAVE CELL PHONE.....WILL CALL LCSC IN THE MORNING TO GET TO THE BOTTOM OF WHY THEY WOULD DISCO ACCT REGARDLESS IF CUST WANTED TO SWITCH OR NOT SHOULD NOT LOSE DIAL TONE....HLE REPAIRS/MGR

2000-11-13 16:47 MS CURVIN CALLED TO CANCEL PSO

ADVISED THAT REQUEST WOULD BE PROCESSED...TAKES 24HRS  
TRANS TO REPAIR FOR LINE RESTORATION

S IRANI

[VERIFICATIONS]

2000-11-13 16:29 Wants to cancel and switch back to Bell South. Also wants to call the FCC Transfer to Verifications... (JB1009)

2000-11-13 15:27 MRS.CURVIN CALLED REQUESTING POA...ADVISE OF  
TELEMARKETER CALL...PALM HARBOR PROVIDED POA...POA RESOLVED..WANTS TO  
CANCEL,BLOCKED BTN..BJC/VRF

2000-11-13 15:19 Provided POA for Ft Lauderdale rep...

amy/verif

2000-11-07 19:07 423 332 2254 200 \*CSR\*

SDDS VR3CL E 1

LN CURVIN, EUGENE C  
LA 11281 MC\*GILL RD, SODDY-DAISY  
SA 11281 MC\*GILL RD, SODDY-DAISY,  
TN  
DZIP 37379

---DIR

DDA CURVIN

11281 MCGILL RD  
SODDY-DAISY TN 37379  
DEL A1

---BILL  
BN1 EUGENE CURVIN  
BA2 11281 MCGILL RD  
O SODDY-DAISY TN 37379

423 332 2254 200 \*CSR\*  
E 2

SDDS VR3CL

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 423 332-2254/PIC 0222  
/LPIC 0222/LPCA BO, 08-31-00  
/NMC/PCA BO, 08-31-00/PN  
/SED 09-01-00/ZSER F8099999A0
- 1 ESC Three-Way Calling  
/TN 423 332-2254  
/ZSER 0E099999A3/SED 09-01-00
- 1 ESM Call Forwarding  
/TN 423 332-2254

423 332 2254 200 \*CSR\*  
E 3

SDDS VR3CL

- QTY USOC S&E PIN J  
/ZSER 15099999A4/SED 09-01-00
- 1 ESXDC Call Waiting Deluxe  
/TN 423 332-2254  
/ZSER 1C099999A5/SED 09-01-00
  - 1 FUJ1X Federal Universal Service+  
/TN 423 332-2254  
/ZSER 23099999A6/SED 09-01-00
  - 1 LNPCX FCC Local Number Portabil+  
/TN 423 332-2254  
/ZSER 2A099999A7/SED 09-01-00
  - 1 NSS Call Return (\*69)  
/TN 423 332-2254  
/ZSER 31099999A8/SED 09-01-00
  - 1 NSY Call Block (\*60)  
/TN 423 332-2254  
/ZSER 38099999A9/SED 09-01-00



1 NXMCR Caller ID Name and Number+  
/TN 423 332-2254  
/ZSER 3F099999AA/SED 09-01-00  
1 PMX1R Privacy Director

423 332 2254 200 \*CSR\*  
E 4

SDDS VR3CL

QTY	USOC	S&E	PIN	J
		/TN 423 332-2254		
		/ZSER 3C10000001/SED 10-05-00		
1	VS	Vertical Services Billing+		
		/TN 423 332-2254		
		/ZSER 4D099999AC/SED 09-01-00		
1	9LM	FCC Charge for Network Ac+		
		/TN 423 332-2254		
		/ZSER 00099999A1/SED 09-01-00		
1	DRS	RingMaster I - One RingM+		
		/TN 423 451-0093		
		/PN 423 332-2254/RNP B		
		/ZSER 07099999A2/SED 09-01-00		

---RMKS

---COMPLETED ACTIVITY

2000-09-26 10:17 423 332 2254 200 \*CSR\*  
SDDS VR3CL E 1

LN CURVIN, EUGENE C  
LA 11281 MC\*GILL RD, SODDY-DAISY  
SA 11281 MC\*GILL RD, SODDY-DAISY,  
TN  
DZIP 37379

---DIR  
DDA CURVIN  
11281 MCGILL RD  
SODDY-DAISY TN 37379  
DEL A1

---BILL  
BN1 EUGENE CURVIN  
BA2 11281 MCGILL RD  
O SODDY-DAIS TN 37379

423 332 2254 200 \*CSR\*  
E 2

SDDS VR3CL

---S&E

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 423 332-2254/PIC 0222  
/LPIC 0222/LPCA BO, 08-31-00  
/PCA BO, 08-31-00/PN  
/ZSER F8099999A0/SED 09-01-00  
1 ESC Three-Way Calling  
/TN 423 332-2254  
/ZSER 0E099999A3/SED 09-01-00  
1 ESM Call Forwarding  
/TN 423 332-2254  
/ZSER 15099999A4/SED 09-01-00

423 332 2254 200 \*CSR\*  
E 3

SDDS VR3CL

QTY	USOC	S&E	J
1	ESXDC	Call Waiting Deluxe /TN 423 332-2254 /ZSER 1C099999A5/SED 09-01-00	
1	FUJ1X	Federal Universal Service+ /TN 423 332-2254 /ZSER 23099999A6/SED 09-01-00	
1	LNPCX	FCC Local Number Portabil+ /TN 423 332-2254 /ZSER 2A099999A7/SED 09-01-00	
1	NSS	Call Return (*69) /TN 423 332-2254 /ZSER 31099999A8/SED 09-01-00	
1	NSY	Call Block (*60) /TN 423 332-2254 /ZSER 38099999A9/SED 09-01-00	
1	NXMCR	Caller ID Name and Number+ /TN 423 332-2254 /ZSER 3F099999AA/SED 09-01-00	
1	SEQ1X	Inside Wire Maintenance S+ /TN 423 332-2254	

423 332 2254 200 \*CSR\*  
E 4

SDDS VR3CL

QTY	USOC	S&E	J
		/ZSER 46099999AB/SED 09-01-00 /RMKR (A) 00-00-00	
1	VSB	Vertical Services Billing+	

/TN 423 332-2254  
/ZSER 4D099999AC/SED 09-01-00  
1 9LM FCC Charge for Network Ac+  
/TN 423 332-2254  
/ZSER 00099999A1/SED 09-01-00  
1 DRS RingMaster I - One RingM+  
/TN 423 451-0093  
/PN 423 332-2254/RNP B  
/ZSER 07099999A2/SED 09-01-00

---RMKS

---COMPLETED ACTIVITY

2000-08-31 11:25 <!--

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File Name: LENSCSRMessage.html  
Purpose: Display"s error messages(s) that occurred while retrieving  
CSR  
Author: Joseph Piotrowski  
Date: Created 5/19/99  
Modified 6/10/99 - gwcdlgf  
- change code format, remove outDataSet from strCSRMessage  
GX tag

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</TITLE>

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</SCRIPT>

<SCRIPT PURPOSE="Include" SRC="/lens/scripts/validate.js">  
</SCRIPT>

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NAME="GXHC\_gx\_session\_id\_lens.lens" TYPE="HIDDEN"  
VALUE="2685df56d8fb6761" ></INPUT>  
<!--Page Title-->  
<!--

Screen Title: Local Exchange and Navigation Systems

File Name: LENSTitle.html  
Description: Common header for the title section on each page  
Author: gwcdlgf  
Date: created - 6/2/99

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<font face="Arial Narrow, Helvetica, sans-serif">

ACCESS ONE COMMUNICATIONS&nbsp;

PYP&nbsp;

7452&nbsp;

[illegible]

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        Titles = Title.split(" - ");

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New Roman, Times, serif\" size=\"2\">");
        document.writeln(Titles[0]);
        document.writeln("</font></strong>");
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face=\"Arial, Helevitica, sans-serif\">");
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                <font size="3" face="Times New Roman, Times, serif">

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Copyright 1999 -- BellSouth Telecommunications, Inc.  
 -- All Rights Reserved

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language=javascript> document.writeln(COPYRIGHTYEAR); </script> --
BellSouth Telecommunications, Inc. -- All Rights Reserved<br>
      <font color="#CCCCCC">LENS Version <script language=javascript>
document.writeln(LENSVERSION);
</script></font></font></b></font></small></small></font><font size="1"
color="#CCCCCC"><b><font face="Times New Roman, Times, serif">
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          Z745236

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  if ( this.nabOldOnLoad != null ) {
    nabOldOnLoad();
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```
    }  
  }  
  var nabOldOnLoad = this.onload;  
  onload = nabOnLoad;  
  //-->  
</SCRIPT>  
</BODY>
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-----2000-12-18 08:10 cotnp007-----  
response sent 12-14-2000

-----2000-12-14 07:43 cstpf375-----  
Placed on the Do Not Call/Contact lists.

-----2000-12-12 13:58 cstpf594-----  
Name and info added to do not call list. HLS

-----2000-12-12 11:31 cf001138-----  
423-949-2643

Account :28179093  
Name of Complainant :LAURA WILSON  
BTN :423-949-2643  
Agency :  
OTHERS

State :TN  
Due Date :12/20/00  
Market Code :QTELOBTMLD3  
Number of POA(S) :0

Clean POA :NO  
Check in System :NO

Nature of Complaint :UNAUTHORIZED SWITCH  
Credit :YES

Amount :\$45.63  
Applied To :Optis  
Refund:NO  
Back To :NA

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :yvelezDate :12/12/00

Summary of Account :

Laura Wilson

(423) 949-2643

Market Code: QTELOBTMLD3

\* OCC for both Lata's since Nov. 10th 2000 \*

NO POA ON FILE.

Ms. Wilson is disputing sign up. She wanted prices sent to her for comparing to other companies and she was switched automatically.

On 10/28/00 LAURA WILSON wanted her September invoice re rated to the PPIP plan as well as, claiming she was told that she won't be switched to us unless she signed the papers that we will send her. Ms. Wilson called back during the week for POA. On 10/30/00 LAURA WILSON called to say she was told that she would receive a package of information about our service. She was interested in the rates first before signing up. Rep. was not able to resolve the issue and it was agreed to have bill re rated to the PPIP plan but she declined this offer. To resolve the issue a 50% credit was issued to the account in the amount of \$45.63 leaving a balance of \$45.62. On 12/07/00 received TN. Reg. Auth. Complaint.

TCSI:

09/12/2000 (20CU) Confirmed by First Usage

09/12/2000 (2009) Confirm, Customer selected IC thru EC

09/12/2000 (01SL) Order Sent to Lec

10/30/2000 (20UB) Customer/ANI Unblock

10/30/2000 (20BL) Customer/ANI Block

12/11/2000 (20BL) Customer/ANI Block

INVOICING:

09/28/2000 \$91.25 (INVOICED)

10/30/2000 \$45.63 (CREDITED TO THE ACCOUNT)

BALANCE \$45.62

SUMMARY:

It appears that this is an online sign up through Quintel. Ms. Wilson disputes the fact of sign up but in previous correspondences it is mentioned that customer called in requesting PPIP service plan. She was aware of sign up. She was interested in the rates first. Ms. Wislon was informed of the transactions that expired and still refused to pay charges.

Resolution :

Contacted Ms. Wilson and informed her that this appears to have been resolved back in back in Nov. of '00 by Nanchelle. Informed Mrs. Wilson that a credit in the amount of \$45.62 had already been applied to the account.

Informed her that the account was credited and is no longer billing. There is a balance of \$45.63. Informed customer that the remaining balance still needs to be paid. She was not satisfied with paying the balance when she never authorized the switch. Apologized to Ms. Wilson and that as a courtesy we will credit the remaining balance of \$45.63 to the account on file. Ms. Wilson was now satisfied with the resolution.

ACCOUNT CLOSED  
COMPLAINT RESOLVED  
YVETTE 1138

-----2000-12-12 10:57 cstp420-----  
issued credit per floor request...nina

-----2000-12-12 10:21 cf001138-----  
Contacted Ms. Wilson and informed her of the resolution. Yvette

-----2000-12-11 12:25 cf001138-----

Changed address on file from 15 Bluff Creek Trl., Soddy Daisy, TN. 37379 to the regulatory address. Yvette

-----2000-12-07 13:20 cstpf040-----

RCVD TN REG AUTH COMPLAINT #00-2321- DD 12/20/00

-----2000-12-06 15:22 cotnp004-----

recvd tenn regulatory auth complaint 00-2321 12-06-00 dd 12-20-00

-----2000-10-30 11:20 cstpf589-----

LAURA WILSON CALLED TO SAY THAT SHE WAS TOLD THAT SHE WOULD RECIEVE A PACKET IN THE MAIL AND UPON COMPLETING THAT INFO SHE WOULD BE SWITCHED TO US. POA IS CURRENTLY NOT AVAILABLE. TO RESOLVE THE ISSUE I AGREED TO RERATE THE BILL TO THE PIPP.SHE DECLINED THIS OFFER. TO RESOLVE CREDITED ACCOUNT 50% TOTAL CREDIT AND AMOUNT THAT CUST NEEDS TO PAY IS 45.63  
NACHELLE. VERIFICATIONS 589\*

-----2000-10-30 11:15 cstpf556-----

LAURA WILSON needs poa

-----2000-10-28 13:24 cf001687-----

LAURA WILSON called claiming because she says she was told that she wont' be switched to us unless she signed the paper that we will send her.....she will call back during the week for poa.....changed to ppip plan...ap1687

-----2000-10-28 13:17 cf001687-----

TT-LAURA WILSON wants her september invoice rerated to the ppip plan....please review for a rerate.....ap1687

issue resolved on 10-30-00

\*\*\*Closed\*\*\* by cf001503

at 2000-11-12 12:31

-----2001-02-09 11:04 cstp271-----  
Overnighted POA to Tammy Adams at corporate...dtorre

-----2001-02-09 11:03 cstp271-----  
Loaded POA for 901-476-2196 to the V-Drive...dtorre

-----2001-01-12 07:37 cotnp007-----  
response sent 1-3-01. tammy

-----2000-12-29 11:53 cstp240-----  
refund check #19636 for \$200.48 mailed  
lisa

-----2000-12-28 09:46 cstp593-----  
Requested authorization info. for the self pic on 11/17/00.. Jamie

-----2000-12-27 11:05 cstp593-----  
I called Mrs. Deming and informed her that her pic and lpic are with us and she will need to call her lec and have her service changed to the carrier of her choice.. Member refused to call lec and stated that she uses 1010 numbers.. I explained that she may experience an interruption in service if she tries to direct dial. I blocked the line.. Jamie

-----2000-12-26 10:58 cstp240-----  
refund check request for \$200.48 approved  
transferred credit from one bill account #21070473 to optis account #26708624 for  
refund check  
check will be mailed on dec 29  
lisa

-----2000-12-26 09:44 cstp375-----  
Placed on the Do not Call/Contact lists.

-----2000-12-22 16:50 cstp191-----  
Complaint Summary: Unauthorized Switch

Name: Jeannette Deming  
Btn: 901-476-2196  
Market Code: TPlus-1006

POA

Customer states that she switched to our service in July and switched back to Bell. She states we then switched her service again without authorization in Sept.

Per SOTS, line switched to Talk.com 7/10/00.

Unable to determine date of switchback.

SOTS confirms cust line switch to us again on 9/25/00.

LENS confirms line back with Bell on 11/22/00, pic and lpic 6746.

Optis confirms self pic on 11/17/00.

Service disconnected on 11/23/00.

Confirm self pic on 11/25/00.

FC 11/18/00 - LC 12/18/00.

No billing in Optis.

OneBill has invoiced \$335.69.

\$266.75 has been paid Via Lcokbox.

Balance on acct is \$68.94.

Notes in acct show cust has called cust svc disputing the bills after cancellation, there is no indication as to why service was switched a 2nd time. Order searcher only shows one order. Cust is due credit/refund for all charges bill after initial point of cancellation. \$200.48 refund and credit OneBill balance to zero out account (\$68.94)

Resolution

Spoke to Jeanette Deming. Informed cust that we will be issuing a refund check to her in the amount of \$200.48 for charges bill after her initial cancellation. Cust was satisfied with this. Added to DNC list, btn is blocked, acct deactivated and suppressed, removed billing information.

Account Closed

Complaint Resolved

Brian

-----2000-12-20 13:19 cstnp010-----

RCVD POA FROM FLORIDA

-----2000-12-18 11:18 cstpf027-----

rec'd tra complaint # 00-2381, due 12-28-2000

-----2000-12-18 07:27 cstpf372-----

poa overnighted

to hans b @ newhope

dortiz

-----2000-12-15 08:02 cotnp007-----  
requested poa from tiff marler

-----2000-12-15 08:01 cotnp007-----  
rec'd tra complaint # 00-2381, due 12-28-2000

-----2000-11-06 09:08 cstff443-----  
MS. DEMING IS CALLING BACK TO INQUIRE ABOUT A BILL THAT SHE  
RECIEVED AFTER HER SVC WAS SWITCHED.. AS PER LENS CST SWITCHED  
HER SVC BUT IT DOESN'T INDICATE A CARRIER PIC:NONE AND LPIC:NONE..  
PLEASE PLACE AN DEACT REQ.. FOR THIS ACCT TO BE CANCEL SO CST  
CAN STOP BEING BILLED.. CST ALSO NEEDS TO BE SENT A FINAL  
STATEMENT WITH CREDITS AND ADJUSTMENTS...

-----2000-10-30 18:50 loadnote-----  
901 476 2196 214 \*CSR\* COVI 1FB E 1

LN JAN'S; DOG HOUSE  
/DGN PET GROOMING  
LA 124 ROSELAND HILL RD, BRIGHTON  
SA 124 ROSELAND HILL RD, BRIGHTON  
YPH 079060  
PET GROOMING  
SIC 0742  
XL (A) DEMING, TOM & JAN

---DIR  
DDA TOM & JAN DEMING  
124 ROSELAND HILL RD  
BRIGHTON TN 38011  
DEL A2

---BILL  
BN1 TOM DEMING  
BA2 124 ROSELAND HILL RD  
PO BRIGHTON TN 38011

901 476 2196 214 \*CSR\* COVI 1FB E 2

---S&E

(CHARGEABLE LISTINGS)

1 CLT Additional listing  
/REF A/SED 08-17-00  
/ZSER 3C10000001

(LINES & STATIONS)

1 1FB Business Line  
/TN 901 476-2196/PIC NONE  
/LPIC NONE/PCA BO, 08-14-00  
/LPCA BO, 08-14-00/NMC

901 476 2196 214 \*CSR\*

COVI 1FB

E 3

QTY USOC S&E J  
/SED 08-17-00/ZSER 4310000002

1 TTB Touch-Tone  
/TN 901 476-2196/SED 08-17-00  
/ZSER 4A10000003

1 FUJ1X Federal Universal Service+  
/TN 901 476-2196/SED 08-17-00  
/ZSER 5110000004

1 LNPCX FCC Local Number Portabil+  
/TN 901 476-2196/SED 08-17-00  
/ZSER 5810000005

1 9LM FCC Charge for Network Ac+  
/TN 901 476-2196/SED 08-17-00  
/ZSER 5F10000006

1 1LS11 Mileage - Zone  
/SED 08-17-00/ZSER 6610000007

---RMKS

---COMPLETED ACTIVITY



-----2000-10-09 13:58 cstff335-----

btn:9014762196

pls deactivate this acct, customer switched back to bell

-----2000-10-09 13:57 cstff335-----

JEANETTE DEMING called because she is still being billed, and is not our customer switched back to bell 8.18.00..requesting credit for last month's bill which she paid and also a credit for current charges, transferred to special services

-----2001-02-15 10:30 cstnp010-----  
RCVD POA FROM FLORIDA FOR 901-384-6199

-----2001-02-14 15:16 cstpf271-----  
Loaded POA for 901-384-6199 to the V-Drive...dtorre

-----2001-02-14 12:46 cstnp010-----  
TN REG AUTH SZ NEVER RCVD RESPONSE FOR 01-0025 JOHN SELKIRK - SO I  
REFAXED IT

-----2001-01-18 11:47 mak -----  
SENT RESPONSE 1/16/01 C.MEIER

-----2001-01-15 16:27 cf001823-----  
PLEASE DISREGARD LAST NOTE  
-----2001-01-15 16:25 cf001823-----  
REGULATORY

TRIED TO REACH CUSTOMER

NO ANSWER DIDN'T LEAVE MESSAGE AGAIN

JOHN HANNA

-----2001-01-15 16:09 cf001823-----  
REGULATORY

Local Complaint Summary

Complainants Name: John Selkirk

BTN: 901-384-6199

Billing Name on File: John Selkirk

All POA information:

Market code is TPLUS-73, which is a telemarketed order that has John Selkirk as the  
person who initiated service on BTN 301-384-6199 on 07/18/00 and gave his DOB as

06/29/55. Service is billed at \$49.95 per month and is given a \$25 credit after 2nd billing.

Due Date:  
01/17/01.

Summary of Dispute:

Customer states that he did not authorize this service and it was switched without him wanting the service.

Date switched to A1/PIC and LPIC Information @ time of switch:  
SOTS indicates that the order was completed on 11/16/00.  
BS CSR shows that the line was switched off of our service on 12/28/00.

TSCI codes from Optis:

07/27/00-No PIC.  
11/17/00-2008 Confirmed.  
11/30/00-20Cu Confirmed.  
12/28/00-Service disconnected.  
12/29/00-Service disconnected.

First/Last call:  
11/16/00-12/31/00.

Date switched back to Bell:  
12/31/00.

Optis Billing:

There is one invoice dated 11/25/00 for \$73.81, which remains unpaid.  
There are current unbilled calls totaling \$30.91.

OneBill Billing:

There is no OneBill for this account.

Optis Notes:

No notes pertaining to this complaint.

Resolution:

Spoke to John Selkirk where he explained to me that he did try to signup for service with Talk.Com and was called after a week of the signup date and was asked what features he would like on his account. Mr. Selkirk stated at that point he was told that he was not going to be able to get the features that he wanted and had requested to cancel the account. Mr. Selkirk stated that he was told that the account would be canceled. BS then sent him a letter stating that they were sorry that he left their company and it was at that point where he realized that he was switched. Mr. Selkirk called BS and said he did not authorize the service to be switched and was told that the account was started on

11/22/00. He requested the service to be switched back and was told by BS that he would have to contact Talk.Com to cancel first. He then attempted to contact Talk.Com customer service where he stated that he was on hold for 45 minutes and was not successful in reaching someone. I explained to Mr. Selkirk that we show no notes showing him reaching someone which was true per OPTIS notes page. On December 28th he went back to BS. I explained to member that as a courtesy I would credit out the balance on the account for \$73.81. Deactivated the features on the CID page, placed customer on the do not call list as well as changed the billing address and blocked the BTN.

Complaint Resolved  
John Hanna  
Palm Harbor

-----2001-01-15 13:07 cstp561-----  
Issued credit of 73.81 per floor request.

Eileen  
Regulatory

-----2001-01-08 17:21 cstnp010-----  
RCVD POA FROM FLORIDA

-----2001-01-08 12:46 cstp594-----  
Name and info added to do not call list. HLS

-----2001-01-05 12:29 cstp372-----

poa overnighted  
to hans b @ newhope  
dortiz

-----2001-01-05 10:43 cstpf040-----  
RECVD TNRA COMPLAINT #01-0028- DD 1/17/01

-----2001-01-04 13:21 cotnp004-----  
req poa from fl

-----2001-01-04 13:21 cotnp004-----  
recvd tenn reg auth complaint 01-0028 1-04-01 dd 1-17-01

-----2000-10-30 18:48 loadnote-----  
901 384 6199 312 \*CSR\* MPBL VR3CL E 1

LN SELKIRK, JOHN  
LA 9125 WREN HILL DR  
SA 9125 WREN HILL DR, ARLINGTON,  
TN  
DZIP 38002

---DIR  
DDA SELKIRK  
9125 WREN HILL DR  
ARLINGTON TN 38002  
DEL A1, B1, C1

---BILL  
BN1 JOHN SELKIRK  
BA2 9125 WREN HILL DR  
PO ARLINGTON TN 38002

901 384 6199 312 \*CSR\* MPBL VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 901 384-6199/PIC 0222  
/LPIC 0222/LPCA GB, 05-25-99  
/NMC/PCA GB, 08-12-99  
/ZSER F8099999A0/SED 01-25-00
- 1 1LS11 Mileage - Zone  
/TN 901 384-6199  
/ZSER 0E099999A3/SED 05-07-99
- 1 MBBRX MemoryCall Answering Ser+  
/TN 901 384-6199

901 384 6199 312 \*CSR\*

MPBL VR3CL E 3

- QTY USOC S&E J
- /MBTN 901 384-6199  
/DLNM 2-SELKIRK JOHN  
/ZSER 4310000002  
/ZLL 118, 01-25-00  
/SED 01-25-00
  - 1 ESC Three-Way Calling  
/TN 901 384-6199  
/ZSER 5F10000006/SED 01-25-00
  - 1 ESX Call Waiting  
/TN 901 384-6199  
/ZSER 6610000007/SED 01-25-00
  - 1 GCE Call Forwarding Busy Line  
/TN 901 384-6199  
/ZSER 5810000005/SED 01-25-00
  - 1 GCJ Call Forwarding Don't Ans+  
/TN 901 384-6199/RCYC 3  
/ZSER 5110000004/SED 01-25-00
  - 1 LNPCX FCC Local Number Portabil+  
/TN 901 384-6199/SED 05-15-99  
/ZSER 3C10000001

901 384 6199 312 \*CSR\*

MPBL VR3CL E 4

QTY USOC S&E J  
1 MWWAV Message Waiting Indication+  
/TN 901 384-6199  
/ZSER 4A10000003/SED 01-25-00  
1 NSQ Repeat Dialing (\*66)  
/TN 901 384-6199  
/ZSER 6D10000008/SED 01-25-00  
1 NSS Call Return (\*69)  
/TN 901 384-6199  
/ZSER 7410000009/SED 01-25-00  
1 NXMCR Caller ID Name and Number+  
/TN 901 384-6199  
/ZSER 7B1000000A/SED 01-25-00  
1 S98VM Star 98 Access to BellSou+  
/TN 901 384-6199  
/ZSER 821000000B/SED 01-25-00  
1 VSB Vertical Services Billing+  
/TN 901 384-6199  
/ZSER 891000000C  
/ZLL 117, 01-25-00  
/SED 01-25-00

901 384 6199 312 \*CSR\*

MPBL VR3CL E 5

QTY USOC S&E J  
1 9LM FCC Charge for Network Ac+  
/TN 901 384-6199  
/ZSER 07099999A2/SED 05-07-99

---RMKS

---COMPLETED ACTIVITY

-----

-----2001-02-15 10:30 cstnp010-----  
RCVD POA FROM FLORIDA FOR 901-384-6199

-----2001-02-14 15:16 cstpf271-----  
Loaded POA for 901-384-6199 to the V-Drive...dtorre

-----2001-02-14 12:46 cstnp010-----  
TN REG AUTH SZ NEVER RCVD RESPONSE FOR 01-0025 JOHN SELKIRK - SO I  
REFAXED IT

-----2001-01-18 11:47 mak -----  
SENT RESPONSE 1/16/01 C.MEIER

-----2001-01-15 16:27 cf001823-----  
PLEASE DISREGARD LAST NOTE  
-----2001-01-15 16:25 cf001823-----  
REGULATORY

TRIED TO REACH CUSTOMER

NO ANSWER DIDN'T LEAVE MESSAGE AGAIN

JOHN HANNA

-----2001-01-15 16:09 cf001823-----  
REGULATORY

Local Complaint Summary

Complainants Name: John Selkirk

BTN: 901-384-6199

Billing Name on File: John Selkirk

All POA information:

Market code is TPLUS-73, which is a telemarketed order that has John Selkirk as the person who initiated service on BTN 301-384-6199 on 07/18/00 and gave his DOB as



06/29/55. Service is billed at \$49.95 per month and is given a \$25 credit after 2nd billing.

Due Date:

01/17/01.

Summary of Dispute:

Customer states that he did not authorize this service and it was switched without him wanting the service.

Date switched to A1/PIC and LPIC Information @ time of switch:

SOTS indicates that the order was completed on 11/16/00.

BS CSR shows that the line was switched off of our service on 12/28/00.

TSCI codes from Optis:

07/27/00-No PIC.

11/17/00-2008 Confirmed.

11/30/00-20Cu Confirmed.

12/28/00-Service disconnected.

12/29/00-Service disconnected.

First/Last call:

11/16/00-12/31/00.

Date switched back to Bell:

12/31/00.

Optis Billing:

There is one invoice dated 11/25/00 for \$73.81, which remains unpaid.

There are current unbilled calls totaling \$30.91.

OneBill Billing:

There is no OneBill for this account.

Optis Notes:

No notes pertaining to this complaint.

Resolution:

Spoke to John Selkirk where he explained to me that he did try to signup for service with Talk.Com and was called after a week of the signup date and was asked what features he would like on his account. Mr. Selkirk stated at that point he was told that he was not going to be able to get the features that he wanted and had requested to cancel the account. Mr. Selkirk stated that he was told that the account would be canceled. BS then sent him a letter stating that they were sorry that he left their company and it was at that point where he realized that he was switched. Mr. Selkirk called BS and said he did not authorize the service to be switched and was told that the account was started on

11/22/00. He requested the service to be switched back and was told by BS that he would have to contact Talk.Com to cancel first. He then attempted to contact Talk.Com customer service where he stated that he was on hold for 45 minutes and was not successful in reaching someone. I explained to Mr. Selkirk that we show no notes showing him reaching someone which was true per OPTIS notes page. On December 28th he went back to BS. I explained to member that as a courtesy I would credit out the balance on the account for \$73.81. Deactivated the features on the CID page, placed customer on the do not call list as well as changed the billing address and blocked the BTN.

Complaint Resolved

John Hanna

Palm Harbor

-----2001-01-15 13:07 cstp561-----  
Issued credit of 73.81 per floor request.

Eileen  
Regulatory

-----2001-01-08 17:21 cstnp010-----  
RCVD POA FROM FLORIDA

-----2001-01-08 12:46 cstp594-----  
Name and info added to do not call list. HLS

-----2001-01-05 12:29 cstp372-----

poa overnighted  
to hans b @ newhope  
dortiz

-----2001-01-05 10:43 cstp040-----  
RECVD TNRA COMPLAINT #01-0028- DD 1/17/01

-----2001-01-04 13:21 cotnp004-----  
req poa from fl

-----2001-01-04 13:21 cotnp004-----  
recvd tenn reg auth complaint 01-0028 1-04-01 dd 1-17-01

-----2000-10-30 18:48 loadnote-----  
901 384 6199 312 \*CSR\* MPBL VR3CL E 1

LN SELKIRK, JOHN  
LA 9125 WREN HILL DR  
SA 9125 WREN HILL DR, ARLINGTON,  
TN  
DZIP 38002

---DIR  
DDA SELKIRK  
9125 WREN HILL DR  
ARLINGTON TN 38002  
DEL A1, B1, C1

---BILL  
BN1 JOHN SELKIRK  
BA2 9125 WREN HILL DR  
PO ARLINGTON TN 38002

901 384 6199 312 \*CSR\* MPBL VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 901 384-6199/PIC 0222  
/LPIC 0222/LPCA GB, 05-25-99  
/NMC/PCA GB, 08-12-99  
/ZSER F8099999A0/SED 01-25-00
- 1 1LS11 Mileage - Zone  
/TN 901 384-6199  
/ZSER 0E099999A3/SED 05-07-99
- 1 MBBRX MemoryCall Answering Ser+  
/TN 901 384-6199

901 384 6199 312 \*CSR\*

MPBL VR3CL E 3

QTY USOC S&E J

- /MBTN 901 384-6199  
/DLNM 2-SELKIRK JOHN  
/ZSER 4310000002  
/ZLL 118, 01-25-00  
/SED 01-25-00
- 1 ESC Three-Way Calling  
/TN 901 384-6199  
/ZSER 5F10000006/SED 01-25-00
- 1 ESX Call Waiting  
/TN 901 384-6199  
/ZSER 6610000007/SED 01-25-00
- 1 GCE Call Forwarding Busy Line  
/TN 901 384-6199  
/ZSER 5810000005/SED 01-25-00
- 1 GCJ Call Forwarding Don't Ans+  
/TN 901 384-6199/RCYC 3  
/ZSER 5110000004/SED 01-25-00
- 1 LNPCX FCC Local Number Portabil+  
/TN 901 384-6199/SED 05-15-99  
/ZSER 3C10000001

901 384 6199 312 \*CSR\*

MPBL VR3CL E 4

QTY USOC S&E J  
1 MWWAV Message Waiting Indication+  
/TN 901 384-6199  
/ZSER 4A10000003/SED 01-25-00  
1 NSQ Repeat Dialing (\*66)  
/TN 901 384-6199  
/ZSER 6D10000008/SED 01-25-00  
1 NSS Call Return (\*69)  
/TN 901 384-6199  
/ZSER 7410000009/SED 01-25-00  
1 NXMCR Caller ID Name and Number+  
/TN 901 384-6199  
/ZSER 7B1000000A/SED 01-25-00  
1 S98VM Star 98 Access to BellSou+  
/TN 901 384-6199  
/ZSER 821000000B/SED 01-25-00  
1 VSB Vertical Services Billing+  
/TN 901 384-6199  
/ZSER 891000000C  
/ZLL 117. 01-25-00  
/SED 01-25-00

901 384 6199 312 \*CSR\*

MPBL VR3CL E 5

QTY USOC S&E J  
1 9LM FCC Charge for Network Ac+  
/TN 901 384-6199  
/ZSER 07099999A2/SED 05-07-99

---RMKS

---COMPLETED ACTIVITY

---

-----2001-03-15 13:11 cstp030-----

Subj:Rebuttall Gary Butler 615-837-1309 TRA due 03/19/01 resolved

Date:3/15/01 1:10:34 PM EST

From:TsvAmy

To:hbooz@talk.com

Sent on:AOL 4.0 for Windows sub 112

#### Rebuttall

The Rebuttall to the Tennessee Regulatory Authority states that we have changed the enduser service TWICE, however, we only sent them one tape. The TNRA states that the end user is not receiving his bill until they are past due. The inform us to provide them with POA for the second switch OR credit the invoice in full.

TPLUS-73 Gary Butler auth local. local toll & LD. 200Free Minutes \$25 credit after month 2....Gary's DOB is 09/21/52 and the DOS is 07/07/00.

The line was switched to us on 08/23/00 for local, however, LD carrier was still AT&T

We got only Local Calls from 08/23- 10/30

On 10/30/00, we placed an order to change the LD pics to TVN.

Long Distance calls began 10/30/00

The Customer switched back to Bell South on 11/02/00 for Local & LD

Then on 11/15/00, BELL SOUTH PIC'd the customer Back to OUR Long Distance service.

We received CARE records, 2003 Customer Selected IC through an EC

This is the 2nd switch the TNRA complains of.

On 01/04/00, Gary called into customer service to states that he canceled the service and demanded to know why we were still billing him. We explained the self PIC and blocked the line at that time.

The customer restored long distance service with AT&T on 01/08/01 (per CSR)

First/Last call:

08/25/00-01/04/01.

Now, the customer was on our Local Service for 2& 1/2 months (08/23 - 11/02)

However, there have been 6 invoices in Optis.....

AUG 61.84 paid

SEP 69.95

OCT 69.95

NOV 69.04  
DEC 121.23  
JAN 24.25

Customer should only be responsible for \$160.50 (AUG SEP & 1/2 OCT)  
(This is also what we told the TNRA in our last letter)

Now, we have received payment of \$61.84  
And the customer is entitled to promotional credit of \$25  
That brings the balance due, down to \$73.66

There is no OneBill for this account.

#### Resolution

Spoke to Gary Butler and explained that our records indicate that Self Pic done threw Bell South was completed appx 11/15/00.

Explained that we only sent One Order for his service. Explained the 2nd sign up was initiated at the LEC.

Gary denied the LD self pic, he states that his LD service did not work..

I explained that, during the initial conversion, his Local service was switched to us on 08/23...his long distance service was with AT&T (who may have blocked him)...Until we switched it on 10/30. I explained that we did carry Long Distance calls beginning 10/30/00

I explained that because we did not provision the local and ld together as promised, he was unable to take advantage of the 200 Free Minute promotion...(because he was still pic'd to AT&T) hence. this caused him to be billed by AT&T, for calls, that should have been covered under our 200 free minute deal.

So, as a courtesy, I have credited the remainin balance of \$73.66

Gary was satisfied.

Account Closed / Resolved / balance Zero

Amy Z

-----2001-03-15 11:02 cf001174-----

I spoke with Mr. Butler and informed him that our records indicate that he had selected us for his ld carrier through his LEC. He stated that he had never done so. He stated that he had canceled service with us on 10/30/2000, because we were never able to get his ld to work. He stated that he went with Talk.com because they had such a good deal for a person like him who makes a lot of ld calls, and he wished it would have worked properly. After reviewing all of the invoices, it came to my attention that he never had any calls go through the service, local or ld. I told him that I would as a courtesy, issue a

full credit on the account for \$305.98, per Amy. I also noticed that there was a note in Optis, on 10/20/2000, to change his PIC code from 0288 to 6746. He was satisfied with the resolution and thanked me for calling.  
Michelle/Reg/PH/1174

-----2001-03-14 15:48 cf001174-----

Made 2nd attempt to contact, found work number in notes 615-880-4736, LMOM.  
Michelle  
Reg  
PH

-----2001-03-14 15:43 cf001174-----

Made 1st attempt to contact, no AM.  
Michelle  
Reg  
PH

-----2001-03-13 10:46 cstpf587-----

RECVD REBUTTAL ON TENN REG AUTH COMPLAINT 01-0089 DD 3-19-01

-----2001-03-12 16:51 cotnp004-----

RECVD REBUTTAL ON TENN REG AUTH COMPLAINT 01-0089 3-12-01 DD 3-19-01

-----2001-01-26 16:06 mak -----

SENT RESPONSE 1/25/2001 H.SPENCER

-----2001-01-24 17:17 cf001823-----

REGULATORY

Local Complaint Summary

Complainants Name: Gary Butler

BTN: 615-837-1309

Billing Name on File: Gary Butler



All POA information:

Market code is TPLUS-73, which is a telemarketed order that has Gary Butler as the person who initiated the service. Service provides local, Interstate and local toll calling. Unlimited local calls and 200 min state to state guarantee, after calls are billed at 9.9 cents per minute, also a \$25 credit after month 2 of billing. Gary's DOB is 09/21/52 and the DOS is 07/07/00.

Due Date:

01/25/01.

Summary of Dispute:

Customer states that his local and long distance telephone service was switched without her authorization. Customer states that his local carrier is supposed to be Bell and his LD carrier is supposed to be AT&T. Customer states that he found that his service had been switched when he tried to call his daughter. Customer states that he had Talk.Com as his carrier until October 30, 2000, then he states that he called Talk.Com and canceled and contacted AT&T and reestablished his service with them.

Date switched to A1/PIC and LPIC Information @ time of switch:

SOTS indicates that the order was completed on 08/23/00.

BS CSR shows that her line was switched off of our service on 11/02/00.

TSCI codes from Optis:

07/15/00-No PIC.

11/01/00-Confirmed.

11/04/00-Confirmed by First Usage.

11/07/00-Disconnected.

11/15/00-Confirmed.

01/04/01-HB placed.

01/09/01-Customer canceled.

First/Last call:

08/25/00-01/04/01.

Date switched back to Bell:

01/09/01.

Optis Billing:

Total amount billed was \$270.78.

Total amount paid was \$61.84.

Balance on the account of \$208.94.

There are unbilled calls in OPTIS totaling \$94.74 as of 01/24/01.

OneBill Billing:

There is no OneBill for this account.

Optis Notes:

12/13/00-Customer called in and said he canceled the service in October and said he never was able to make any LD calls was advised of calls that were made.

01/04/01-Customer is still making long distance calls on our network as of yesterday 1/3/01, credit denied. Per notes customer wants service cancelled, blocked the line.

Resolution:

After trying to reach member to no avail, a credit was issued in the amount of \$48.44 to the OPTIS account for features that were charged and the Premier International Plan (2 months) as a courtesy since customer did not request pplus as well as customer did not receive his promotional credit of \$25 after month 2 of billing. Will leave customer on the pplan since there are current calls to Russia that have not yet billed, so they will be charged the lower rate. Placed customer on the do not call list, deleted and deactivated USOC's. Blocked lines. Left billing address since customer is responsible for the rest of the charges.

Complaint Resolved No Contact

John Hanna

Palm Harbor

-----2001-01-24 16:49 cstp421-----

Issued credit per floor request

Angie

-----2001-01-24 16:02 cf001823-----

REGULATORY

CALLED WORK NUMBER PROVIDED IN OPTIS NOTES.

WAS TOLD GARY WAS NOT TO BE IN TILL FRIDAY.

JOHN HANNA

-----2001-01-24 16:00 cf001823-----

REGULATORY

NO ANSWER

1ST ATTEMPT

JOHN HANNA

-----2001-01-24 08:11 cstof146-----

CLOSED: AGED TICKET

-----2001-01-17 10:24 cstpf594-----

Name and info added to do not call list. HLS

-----2001-01-16 13:20 cstpf271-----

Loaded POA for 615-837-1309 to the V-Drive...dtorre

-----2001-01-16 11:11 cstnp010-----

RCVD POA FROM FLORIDA

-----2001-01-15 13:23 cstpf372-----

poa overnighed  
to hans b @ newhope  
dortiz

-----2001-01-15 11:30 cstpf587-----

rec'd tnra complaint # 01-0089, due 1-25-01

-----2001-01-12 04:23 cotnp007-----

rec'd tnra complaint # 01-0089, due 1-25-01

-----2001-01-09 16:07 cstff345-----

GARY K BUTLER IS REQUESTING FOR SOMEONE CALL HIM AT HIS WORK  
NUMBER AT 615-880-4736

-----2001-01-09 15:53 cstff345-----

TT-GARY K BUTLER CALL ABOUT BEING CHARGED FOR LONG DISTANCE  
SERVICE AND HE STATES THE LD NEVER WORKED.....PLEASE  
CORRECT

CUST HAD LD CALL DETAIL ..MARI AF

\*\*\*Closed\*\*\* by cstpf363 at 2001-01-11 11:34

-----2001-01-05 19:28 cstpf208-----

GARY K BUTLER called upset that the acct was closed, he was not notified. he will  
contact greg luff. told to call lec to set up ld thru at8t.....morg208

-----2001-01-04 21:18 cstff166-----

customer is still making long distance calls on our network as of yesterday 1/3/01, credit  
denied....per notes customer wants service cancelled, blocked the line....cstff166

-----2000-12-13 18:19 cstff395-----

TT-BTN 615 837 1309 SAID HE CANCEL SERVICE IN OCT SAID HE NEVER WAS  
ABLE TO MAKE ANY LD CALLS ADV HIM OF ALL THE CALLS THAT WAS  
MADE PLEASE RESEARCH PLEASE MAIL A CORRECTED BILL

local billing

\*\*\*Referred\*\*\* by cstpf772 on 2000-12-13 23:36

customer is still making long distance calls on our network as of yesterday 1/3/01, credit  
denied....per notes customer wants service cancelled, blocked the line....cstff166

\*\*\*Closed\*\*\* by cstff166 at 2001-01-04 21:38

-----2000-10-26 18:44 cstff507-----

will go back to bellsouth in the morning

-----2000-10-25 15:17 cstff016-----

ORDER FOC'D

CHANGE PIC TO 6746

PON CHN1309SS

C9BJTRF5

DD 10-30-00

-----2000-10-23 16:19 cstff530-----

TT-pls change pic code from 0288 to 6746 and also lpic cust has the bundle package

Referred to Local Features...djb

\*\*\*Referred\*\*\* by cstpf495 on 2000-10-24 03:08

ticket aged off

\*\*\*Closed\*\*\* by cstof134 at 2001-01-24 08:13

CLOSED: AGED TICKET

\*\*\*Closed\*\*\* by cstof146 at 2001-01-24 08:12

-----2000-10-20 16:01 cstff492-----

TT-PLEASE PIC CUST TO US 6746 (TVN)

Fwd to MAC Ds to work ticket. 10\22\00

\*\*\*Closed\*\*\* by cstff100 at 2000-10-22 08:27

-----2000-08-17 09:55 loadnote-----

615 837 1309 357 \*CSR\*

NVW 1MRCL E 1

LN BUTLER, GARY K  
LA 765 MC\*MURRAY DR  
SA 765 MC\*MURRAY DR, NASHVILLE,  
TN  
LOC APT M-10;DES (HUNTINGTON PARK  
MANOR)  
DZIP 37211

---DIR  
DDA GARY K BUTLER  
APT M 10  
765 MCMURRAY DR  
NASHVILLE TN 37211  
DEL A1, B1

---BILL

BN1 GARY K BUTLER  
BA2 APT M-10  
BA3 765 MCMURRAY DR

615 837 1309 357 \*CSR\*

NVW 1MRCL E 2

PO NASHVILLE TN 37211

---S&E

(LINES & STATIONS)

- 1 1MRCL Residential Message Rate +  
/TN 615 837-1309/PIC 0288  
/LPIC 0288/NMC  
/PCA BO, 10-28-98  
/ZSER F8099999A0/SED 10-30-98  
/LPCA CM, 07-29-99
- 1 TTR Touch-Tone  
/TN 615 837-1309  
/ZSER 00099999A1/SED 10-30-98
- 1 ESX Call Waiting  
/TN 615 837-1309

615 837 1309 357 \*CSR\*

NVW 1MRCL E 3

- QTY USOC S&E J  
/ZSER 15099999A4/SED 10-30-98
- 1 LNPCX FCC Local Number Portabil+  
/TN 615 837-1309/SED 05-15-99  
/ZSER 3C10000001
- 1 NXMCR Caller ID Name and Number+  
/TN 615 837-1309  
/ZSER 1C099999A5/SED 10-30-98
- 1 9LM FCC Charge for Network Ac+  
/TN 615 837-1309  
/ZSER 0E099999A3/SED 10-30-98

(CALLING CARD SERVICE)

- 1 BSXRU BSLD Residence Unrestrict+

/NPIN/ZSER 4310000002  
/SED 07-20-99

---RMKS

---COMPLETED ACTIVITY

---

-----2001-05-15 13:17 cf001799-----

Local Complaint Summary

This Regulatory Authority Summary due date 5/18/01 is from a duplicate Regulatory Authority complaint . Resolved by E. Reichenberg on 2/23/01

Complainants Name: Janet Elizabeth Clare  
BTN: 423-420-9276  
Billing Name on File: Janet Clare  
Market code: TP153

Promotion: Bundled package \$74.95, 200fm/9.9, \$21.95 credit to same form of payment after months 2,6 and 12.

POA information : Verification is on file and saved in the V drive. Janet Clare giving date of birth of 03/21/60 on 12/08/00 was authorizing the service right until the end of the verification process and then said she would like to think about it. The verifier then concluded by saying order is void and cannot be processed.

Due Date: 02/28/01

Summary of Dispute:

Janet states Talk.com keeps changing her phone service without her permission. She states she had to change it back four times to BS. Talk stated they should have never changed her service over. She said she is getting statement from BS on charges to change back her service.

Date switched to A1/PIC and LPIC information @ time of switch:  
Switched to A1 on 01/22/01. Pic and lpic switched at same time.  
Cancelled from A1 on 01/25/01. Pic and lpic are Occ per BS CSR.

TCSI codes from Optis:

12/13 no pic  
12/26 blocked line  
01/23 end user selected carrier during LSP migration  
01/26 service disconnected local service migration

First/Last call:

01/24/00 - 01/24/00

\*\*there are two unbilled calls

Optis Billing :

None

OneBill Billing :



There is no One Bill for this account.

Optis Notes:

12/26 Mrs. Clare stated she did not authorize service. She said she specifically told them she did not want the service. Trans to verifications who were unable to provide the POA. She was told a supervisor would call her in 7 - 10 days. She then requested cancellation as she was going back to BS.

01/11 POA reviewed ,voided. Customer will receive full credit back to account.

01/12 Customer contacted and advised account zero balanced and closed.

01/25 Mrs. Clare called on block- told to call lec

02/09 Janet Clare called in regarding service, disputing signing up. Trans to verifications, told to call lec.

This Regulatory Authority Resolution due date 5/18/01 is from a duplicate Regulatory Authority complaint . Resolved by E. Reichenberg on 2/23/01

I called and left messages for on 02/20, 02/21 and 02/22. I would have apologized for her inconvenience. I would have informed her that I reviewed the POA and agree she did not give authority for service. The order was inadvertently provisioned. I would have informed her she was on our service from 01/22 through 01/25, however we will not make any charges for the service. Account has been closed and zero balanced. I would have asked her if she was charged any switching fees and would have offered to reimburse her for these fees. She states in her complaint she was switched four times whereas our records indicate that this occurred once.

Already on the do not call list. Billing address has been changed to PH from 3211 Highway 411, Madisonville, TN 37354. USOC's deleted and deactivated. Pend set to credit final bill and chargeback to ADC. Deactivated e-mail. Removed billing information by changing to paper remittance.

Resolved no contact

Account is closed

E. Reichenberg

Regulatory, PH

This 2nd Regulatory Authority Resolution due date 5/18/01 is for a Duplicate Complaint received on 5/11/01.

Complainant was advised when contacted that we regret her negative experience and to eliminate any confusion when I spoke with complainant, I verified that the complainant was charged switching fees. She was not sure of the amount, so I advised her to fax the information to me, but she agreed to mail it because she dose not have access to a fax machine. I also told complainant that the Talk.com Long Distance Savings Plan account is no longer billing and that the account has been closed with a zero balance. In order to resolve this amicably, I will follow up on this complainant once I can verify the switching

fees and issue her a refund check. Complainant was advised to contact me directly at 877-441-4304 or E-mail me at JLopez@aol.com, should she have any additional questions or concerns. In addition I confirmed that complainant was satisfied with resolution and did not have any more issues with Talk.Com.

-----2001-05-14 17:12 cf001799-----

I spoke with the complainant and advised her that after further review of the account I would call her back. JL

-----2001-05-10 12:34 cstpf587-----

rec'd a tnra tn complaint dd 5/18

-----2001-05-10 08:16 cotnp005-----

REC'D TRA COMPLAINT 01-0373 DUE 05/18/01

-----2001-04-05 14:11 cstpf589-----

\*\*\*\*\* bellsouth 258's \*\*\*\*\*

handled by regulatory.

nachele, verifications 589\* ph

-----2001-03-01 08:40 cstnp015-----

sent response 2/28/01...Jen H

-----2001-02-23 09:23 cstpf625-----

Local Complaint Summary

Complainants Name: Janet Elizabeth Clare

BTN: 423-420-9276

Billing Name on File: Janet Clare

Market code: TP153

Promotion: Bundled package \$74.95, 200fm/9.9, \$21.95 credit to same form of payment after months 2,6 and 12.

POA information : Verification is on file and saved in the V drive. Janet Clare giving date of birth of 03/21/60 on 12/08/00 was authorizing the service right until the end of the verification process and then said she would like to think about it. The verifier then concluded by saying order is void and cannot be processed.

Due Date: 02/28/01

Summary of Dispute:

Janet states Talk.com keeps changing her phone service without her permission. She states she had to change it back four times to BS. Talk stated they should have never changed her service over. She said she is getting statement from BS on charges to change back her service.

Date switched to A1/PIC and LPIC information @ time of switch:  
Switched to A1 on 01/22/01. Pic and lpic switched at same time.  
Cancelled from A1 on 01/25/01. Pic and lpic are Occ per BS CSR.

TCSI codes from Optis:

12/13 no pic

12/26 blocked line

01/23 end user selected carrier during LSP migration

01/26 service disconnected local service migration

First/Last call:

01/24/00 - 01/24/00

\*\*there are two unbilled calls

Optis Billing :

None

OneBill Billing :

There is no One Bill for this account.

Optis Notes:

12/26 Mrs. Clare stated she did not authorize service. She said she specifically told them she did not want the service. Trans to verifications who were unable to provide the POA. She was told a supervisor would call her in 7 - 10 days. She then requested cancellation as she was going back to BS.

01/11 POA reviewed ,voided. Customer will receive full credit back to account.

01/12 Customer contacted and advised account zero balanced and closed.

01/25 Mrs. Clare called on block- told to call lec

02/09 Janet Clare called in regarding service, disputing signing up. Trans to verifications. told to call lec.

Resolution:

I called and left messages for on 02/20, 02/21 and 02/22. I would have apologized for her inconvenience. I would have informed her that I reviewed the POA and agree she did not give authority for service. The order was inadvertently provisioned. I would have informed her she was on our service from 01/22 through 01/25, however we will not make any charges for the service. Account has been closed and zero balanced. I would have asked her if she was charged any switching fees and would have offered to reimburse her for these fees. She states in her complaint she was switched four times whereas our records indicate that this occurred once.

Already on the do not call list. Billing address has been changed to PH from 3211 Highway 411, Madisonville, TN 37354. USOC's deleted and deactivated. Pend set to credit final bill and chargeback to ADC. Deactivated e-mail. Removed billing information by changing to paper remittance.

Resolved no contact

Account is closed

E. Reichenberg

Regulatory, PH

-----2001-02-22 11:36 cstp625-----

Left message once again for Janet to return my call regarding TN REG AUTH complaint. Elaine, regulatory

-----2001-02-21 15:12 cstp625-----

Made three attempts today at different time to speak to Janet regarding the TN reg auth complaint, each time the line was busy. Elaine, regulatory

-----2001-02-20 11:02 cstp625-----

left message for Janet to return my call regarding Tn reg auth complaint. Elaine, regulatory

-----2001-02-20 09:24 cstp594-----

Name and info added to do not call list. HLS

-----2001-02-19 14:16 cstnp010-----

RCVD POA FROM FLORIDA FOR 423-420-9276

-----2001-02-16 11:05 cstp044-----

Please return the resolved TN TRA, complaint to TDrew.

-----2001-02-15 09:49 cotnp004-----

req poa from fl

-----2001-02-15 09:48 cotnp004-----

recvd tenn reg auth complaint 01-0373 2-15-01 dd 2-28-01

-----2001-02-09 12:46 cstff316-----

dispute resolved

JANET CLARE called to dispute and cancel. reviwed poa, bad poa.. advised customer to contact her lec... verifications

-----2001-02-09 12:21 cf001791-----

JANET CLARE called inreg to her service disputing sign up trans to verf..

GIDDENS/1791

-----2001-01-25 10:24 cf001505-----

JANET CLARE called on blk... advised to call lec.. ctaylor1505

-----2001-01-12 12:52 cstff426-----

dispute resolved

contacted cust advsd acct zero and closed

cl

verf

-----2001-01-11 20:56 cstff374-----

POA IS VOID CUST WILL RECIEVE FULL CREDIT BACK TO ACCT. DISPUTES.  
CA

-----2001-01-11 20:50 cstff374-----

QUED POA TO VDRIVE

DOS 12/8/00

VOL 3909

DOB 3/21/60

PER AUTH. JANET CLARE

NO ADDITIONAL LINE

NO QUESTION ASK

DISPUTES

CA

-----2001-01-11 13:00 cstff130-----

RCVD POA (T)FROM 3RD PARTY VERIFICATIONS..DEMMANUEL

-----2001-01-01 13:50 cstff130-----

REQ POA FROM 3RD PARTY VERIFICATIONS..DEMMANUEL

-----2000-12-26 16:48 cstff363-----

MS. CLARE CALLED STATING THAT WHEN THE TELEMARKETER CALLED SHE SPECIFICALLY TOLD THEM THAT SHE DIDNT WANT THE SERVICE/UNABLE TP PROVIDE POA...ADVISE HER THAT A SUP WILL CALL IN 7-10 BUS WITH POA...SHE ASKED TO CANCEL THE SERVICE BECAUSE SHE'S SWITCHING BACK TO BELLSOUTH...MASCENCIO363

-----2000-12-26 16:42 cstff202-----

Ms. Clare called stating she did not authorize the switch, she told the telemarketer no, transfer to verif. hk202

-----2000-12-14 17:59 CSRMgr -----

423 420 9276 015 \*CSR\*

MDVL ATLCL E 1

LN CLARE, JANET  
LA 3211 HIGHWAY 411  
SA 3211 HIGHWAY 411,  
MADISONVILLE, TN  
LOC DES (FR MASNVL HWY 411 PST S F  
ORK REST .5 MI TR 1ST SNL WD O  
N L WTH REDFRBIRD CAR)  
DZIP 37354

---DIR

DDA CLARE  
3211 HIGHWAY 411  
MADISONVILLE TN 37354  
DEL A1

---BILL

BN1 JANET CLARE  
A2 3211 HIGHWAY 411  
PO MDISONVILL TN 37354

423 420 9276 015 \*CSR\*

MDVL ATLCL E 2

---S&E

(LINES & STATIONS)

- 1 ATLCL Area Plus Plan (includes+  
/TN 423 420-9276/PIC 0333  
/LPIC 5124/LPCA FR, 10-24-00  
/PCA BO, 10-24-00  
/PKG AP-WITH-CPCH  
/ZSER F8099999A0/SED 11-17-00
- 1 1LS11 Mileage - Zone  
/TN 423 420-9276

423 420 9276 015 \*CSR\*

MDVL ATLCL E 3

- QTY USOC S&E PIN J  
/ZSER 14099999B3/SED 11-17-00
- 1 BVMRV BellSouth Voice Mail Res+  
/TN 423 420-9276  
/MBTN 423 420-9276  
/DLNM 2-CLARE JANET  
/IC 12-19-00/ZSER 00099999A1  
/SED 11-17-00
- 1 CREX4 Custom Toll Restriction  
/TN 423 420-9276/CBK B  
/PKG AP-WITH-CPCH  
/ZSER 4A10000003/SED 11-29-00  
/RMKR (A) 11-29-00
- 1 EMP1S Credit for subscribing to+  
/TN 423 420-9276  
/ZSER 1C099999A5/SED 11-17-00
- 1 EMP1X Equipment Maintenance Pla+  
/TN 423 420-9276  
/ZSER 23099999A6/SED 11-17-00
- 1 ESC Three-Way Calling  
/TN 423 420-9276

423 420 9276 015 \*CSR\*

MDVL ATLCL E 4

QTY USOC S&E PIN J  
/PKG AP-WITH-CPCH  
/ZSER 2A099999A7/SED 11-17-00  
1 ESM Call Forwarding  
/TN 423 420-9276  
/PKG AP-WITH-CPCH  
/ZSER 31099999A8/SED 11-17-00  
1 ESXD9 Call Waiting Deluxe  
/TN 423 420-9276  
/PKG AP-WITH-CPCH  
/ZSER 38099999A9/SED 11-17-00  
1 FUJ1X Federal Universal Service+  
/TN 423 420-9276/SED 11-17-00  
/ZSER 3C10000001  
1 GCE Call Forwarding Busy Line  
/TN 423 420-9276  
/PKG AP-WITH-CPCH  
/ZSER 0E099999A3/SED 11-17-00  
1 GCJRC Call Forwarding Don't Ans+  
/TN 423 420-9276  
/PKG AP-WITH-CPCH

423 420 9276 015 \*CSR\*

MDVL ATLCL E 5

QTY USOC S&E PIN J  
/ZSER 46099999AB/SED 11-17-00  
1 LNPCX FCC Local Number Portabil+  
/TN 423 420-9276  
/ZSER 4D099999AC/SED 11-17-00  
1 MWWAV Message Waiting Indicatio+  
/TN 423 420-9276  
/PKG AP-WITH-CPCH  
/ZSER 07099999A2/SED 11-17-00  
1 NSS Call Return (\*69)  
/TN 423 420-9276  
/ZSER 54099999AD  
/PKG AP-WITH-CPCH  
/SED 11-17-00  
1 NSY Call Block (\*60)  
/TN 423 420-9276  
/PKG AP-WITH-CPCH  
/ZSER 5B099999AE/SED 11-17-00  
1 NXMCR Caller ID Name and Number+  
/TN 423 420-9276  
/PKG AP-WITH-CPCH



423 420 9276 015 \*CSR\*

MDVL ATLCL E 6

QTY USOC S&E PIN J  
/ZSER 62099999AF/SED 11-17-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 423 420-9276  
/ZSER 06099999B1/SED 11-17-00  
/RMKR (A) 11-17-00  
1 S98VM Star 98 Access to BellSou+  
/TN 423 420-9276  
/PKG AP-WITH-CPCH  
/ZSER FE099999B0/SED 11-17-00  
1 VSB Vertical Services Billing+  
/TN 423 420-9276  
/ZSER 0D099999B2  
/PKG AP-WITH-CPCH  
/SED 11-17-00  
1 9LM FCC Charge for Network Ac+  
/TN 423 420-9276  
/ZSER 15099999A4/SED 11-17-00  
1 ARZPK Area Plus with Complete +  
/TN 423 420-9276  
/PKG AP-WITH-CPCH

423 420 9276 015 \*CSR\*

MDVL ATLCL E 7

QTY USOC S&E PIN J  
/SED 11-17-00/ZSER 4310000002

---RMKS

---COMPLETED ACTIVITY

-----2001-11-29 08:33 cstp587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-09-07 14:11 cf002178-----  
OCA WRITE-OFF RE-CALLED PER CORP, AS HANDLE WITH CARE.  
MR2178/OCA/COLL/PH

-----2001-04-03 16:37 cstp421-----  
Faxed Response 4/3/01

Angie

-----2001-03-30 06:28 cstp625-----  
Dina Torre advised me POA has been put in Reg folder in the V-drive. She forgot to  
note Optis. Does not change outcome of complaint as the primary complaint had to do  
with being charged for intralata calls. Elaine,625,reg, PH

-----2001-03-29 07:15 cstp366-----  
ADVISED NCO TO CLOSE ACCOUNT AS ASSIGNED IN ERROR PER  
REGULATORY REQUEST.

JP/366/COLL/PH

-----2001-03-28 15:25 cstp625-----  
LD Complaint

Complaint Summary  
Disputes Charges

Complainants Name: Lori Tuberville  
BTN: 931-729-0234  
Billing Name on File: Lori Tuberville  
Market Code and Partition: TPLUS-18 - 193 AOL

All POA information: Poa was done and comes up as Specific file does not exist. Dina  
Torre has requested POA from Maria Fresca. It needs to be noted her that on 10/10/2000  
the POA was available and was played for Lori. Complaint at that time was considered  
resolved.

Summary of dispute:

Complaint was submitted by J. Wallace Harvill who is an attorney representing Lori. Lori Tuberville in her letter to NCO Financial Service, states that after talking to AOL Internet on computer problem she was switched to AOL Long Distance. In speaking to the telemarketer she said she indicated that she does not make long distance calls so 5 cpm was not an enticement. She states she told him she was a medical transcriptionist, that she only used the line to call into the transcription company to listen to dictation. She calls for a few hours every day and that BS her local company handles these calls with no extra charge. She states she was told this would not be affected. She was told she would get three months of free Internet just for trying AOL on her line. She said she again emphasized that she does not use long distance on this phone. Therefore she was much surprised when she was charged over \$200.00 for LD. She states she called MasterCard and asked them to dispute the charges.

First/Last call: 01/24/00 - 03/27/00

01/23/00 order queued pic one has not been sent to the lec

01/24/00 01SL

01/24/00 confirmation of an IC initiated order

03/28/00 customer cancelled IC thru BOC order

10/02/00 line blocked

11/01/00 line blocked

Dates of Resubmits:

None

Optis Billing information:

Total charges \$487.47

Payments \$1212.90

Credits - none

Charge backs \$250.58 05/17/00

\$224.27 06/28/00

\$250.58 08/22/00

\$224.27 11/02/00

Refund to CC \$250.58 10/04/00

Write off \$474.85 12/31/00

Sent e-mail to get status on write off

Optis Notes:

07/17 charge back received \$12.62

10/02 Lori called concerning charges- she said rep did not inform her about intralata calls- disputing paying balance.

10/04

Reviewed account for repeated billing to credit card after charge back. Contacted paymentech and verified that the customer has not chargedback \$250.58. Refunded \$250.58. to credit card on file for billing error, however these are valid charges that the customer does owe. We will attempt to resolve chargeback issue and receive new method of payment (for balance due and future invoices) from customer. Changed acct to paper remittance.

10/06 Lori sent us e-mail regarding intralata calls.

10/10 Lori called disputing intralata calls. Trans to verifications. Poa was played for her and verifications closed call as resolved.

10/10 Mgr call over intralata charges, was offered discounts of 25% & 50%. She was told the charges are valid. She hung up.

There have been numerous e-mails on intralata calls and charges

12/13 Lori called to say she was never going to pay on this account.

#### Resolution:

We do not at this time have the POA to play for Lori, however as stated, she already was played the POA on 10/10. There has been much misunderstanding regarding the intralata calls. It is right to assume she would not have signed up for a service that charges for these calls when she was getting them at no charge from BS. In view of this and the fact that only intralata calls did come through our service, we will clear the account balance to zero.

I spoke to Mr. Harvill who represents Lori and advised him we will clear the charges remaining on the account for the LD service. He can assure her that the balance is Zero. Also, I advised him that she had all of her payments charged back to us with the exception of \$12.62 and this amount we will refund back to her cc on file. I asked if he considered this a satisfactory resolution to the complaint and he said yes.

I tried calling the number on the account and the phone has been disconnected.  
I spoke to Anthony at BS and confirmed line has been disconnected since 01/01.

Line is blocked, already on the DNC list. Address has been changed to PH. E-mail to Jennifer Paxton to cease collection activity. I have credited account \$12.62 and am completing credit request form to refund to MOP on file. This is the only payment that has not charged back to us and this has been verified through Cathy Riviera.

Resolved with contact  
Account is closed  
E. Reichenberg  
Regulatory,PH

-----2001-03-28 15:01 cstp420-----  
issued refund per floor request....nina

-----2001-03-28 14:00 cstp625-----

Billing address has been changed to PH from 1257 Brushy Rd. Centerville, TN 37033  
Elaine,625,reg,PH

-----2001-03-28 13:48 cstp625-----

Left message for Mr. Harvill who represents Lori to call me regarding TN Reg Auth  
complaint. Elaine,625,reg,PH

-----2001-03-23 11:37 cstp625-----

Left message with the office of Attorney J. Wallace Harvill regarding the TN Reg Auth  
complaint. He is representing Lori Turbeville and he sent the letter to the authority.  
Elaine,625,reg,PH

-----2001-03-23 10:35 cstp271-----

Requested POA from Maria Fresa...specified file does not exist...dtorre

-----2001-03-23 09:41 cstp594-----

Added to do not call list. HLS

-----2001-03-23 07:23 cstp295-----

When the complaint is resolved please turn the folder in to Sara

-----2001-03-22 11:41 cstp587-----

RCVD TN REG AUTH # 01-0641 - DD 4/3/01

-----2001-03-21 16:52 cstnp010-----

RCVD TN REG AUTH # 01-0641 - DD 4/3/01

-----2000-12-13 11:52 cf001065-----

LORI TURBEVILLE called just to let me know she was not ever going to pay on this  
acct kb 1065

-----2000-11-08 18:54 cstff257-----

See below for reply

-----Original message-----

>From Latur2@aol.com Fri Oct 27 13:53:20 2000

>Received: from imo-r06.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id NAA07291  
>for <local@talk.com>; Fri, 27 Oct 2000 13:53:20 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r06.mx.aol.com (mail\_out\_v28.32.) id y.71.7dbc1df (7703)  
> for <local@talk.com>; Fri, 27 Oct 2000 13:53:08 -0400 (EDT)  
>Message-ID: <71.7dbc1df.272b1b03@aol.com>  
>Date: Fri, 27 Oct 2000 13:53:07 EDT  
>Subject: Re: General Help  
>To: local@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 125

>

>I am sorry I failed to include the information. I have e-mailed it, wrote  
>it, discussed it in person and over the phone so many times I can't remember  
>who does not have it.

>

>Here are the details: In February of 2000 my internet service went down. I  
>called into AOL for help. The rep was very nice and gave me the help I  
>needed. He then proceeded to try to sell me AOL Long Distance. I advised  
>him that this line is for work. It is not used for any long distance calls.  
>I told him exactly what I used the phone for. He urged me to try AOL LD.  
>He said it would not cost anything to have it put on my line, it would not  
>effect the calls that I make now and in addition, I would get three months of  
>internet service free. Thinking I could save the 60 or so dollars on  
>internet, I agreed to try the service on my line after I told him again that  
>I do not use long distance. He switched me to a verifier, who I thought was  
>just making sure that my phone line was not being slammed. In truth, I did  
>not pay much attention to what the verifier said because I was in such a  
>hurry to get off the phone and get the internet service back up and running  
>and even if I had, I would not been any more sure than the original  
>representative was about what she was talking about.  
>I am sure you can imagine how shocked I was to get my first charge card bill  
>with over \$200. in calls charged on it. These are the calls the first rep  
>told me would not be effected. I immediately, that same day, called my local  
>phone company and had AOL removed as my pic and a freeze put on my account.  
>I also tried to call the 800# to talk to AOL long distance. I got the  
>message, (many times), that I should call back in a less busy time. I tried  
>e-mailing AOL. You never responded. Oh yes, I did get a response when you  
>realized you had been removed as my pic. I replied to that letter but you  
>did not respond to me again.  
>My job is to call into a number in Old Hickory. I listen to dictation and  
>type it. I am on the phone several times a day, several hours at a time. I

>certainly would not have agreed to pay you for those calls when I get them  
>for free now. I do not make that much money. Your representative told me  
>those calls would not be effected. Another of your reps told me the first  
>representative "just did not know." which calls would be effected. I am  
>truly sorry for the confusion but I absolutely will not pay these charges.  
>He misrepresented the service. Again, I will not pay these charges. It is  
>a lot of money, but more than that it is the principal of the thing. Why do  
>you think you deserve to collect 500. for calls that I was receiving with no  
>extra charge. There were three different charges, one for 250. one for 224  
>and one for 12. Also, another of your reps told me that my local service  
>would give me a credit. Does your company have the authority to tell the  
>local company how to run their business.  
>I have written the FCC and am awaiting a reply. I have cancelled AOL  
>internet so if you need to e-mail me after 10/28 my address is  
>Lturbeville@msn.com. I am very sorry to have tried to do business with you.  
>I expect people to be honest and fair and to do the RIGHT thing. Obviously  
>you are not a trust worthy company. I have told this story to just about  
>everyone I talk to who has any use for the internet and/or long distance. I  
>probably will not make a great difference but I will make a difference. The  
>most important asset of any company is their reptuation. Yours is not good.  
>  
>Sincerely,  
>  
>Lori Turbeville  
>

Dear Customer,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Your e-mail has been forwarded to the proper department for assistance. A customer service professional will contact you if necessary within the next few business days.

We value and appreciate your business. If you have any additional questions regarding the AOL Long Distance Savings Plan provided by TALK.com, please click here.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-18 16:39 cstff274-----

See below for reply

-----Original message-----

>From Latur2@aol.com Wed Oct 18 14:42:09 2000

>Received: from imo-r01.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id OAA28988  
>for <local@talk.com>; Wed, 18 Oct 2000 14:42:08 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r01.mx.aol.com (mail\_out\_v28.31.) id y.f4.3b3e992 (3889)  
>for <local@talk.com>; Wed, 18 Oct 2000 14:42:14 -0400 (EDT)  
>Message-ID: <f4.3b3e992.271f4903@aol.com>  
>Date: Wed, 18 Oct 2000 14:42:11 EDT  
>Subject: Re: General Help  
>To: local@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 125  
>  
>Thank you for your reply. Again, it has been addressed but not resolved.  
>  
>Sincerely,  
>  
>Lori Turbeville  
>

Dear Ms Turbeville,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Unfortunately the correspondence we received contained no information. If this is an error, please e-mail us again with the specifics of your question.

We value and appreciate your business. If you have any additional questions about the AOL Long Distance Savings Plan provided by TALK.com, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-17 16:43 cstff184-----  
See below for reply

-----Original message-----

>From Latur2@aol.com Tue Oct 17 15:36:56 2000  
>Received: from imo-r15.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id PAA25497



>for <cs@talk.com>; Tue, 17 Oct 2000 15:36:56 -0400 (EDT)

>From: Latur2@aol.com

>Received: from Latur2@aol.com

>by imo-r15.mx.aol.com (mail\_out\_v28.31.) id y.87.1950b3d (1813)

> for <cs@talk.com>; Tue, 17 Oct 2000 15:36:35 -0400 (EDT)

>Message-ID: <87.1950b3d.271e0443@aol.com>

>Date: Tue, 17 Oct 2000 15:36:35 EDT

>Subject: Re: General Help

>To: cs@talk.com

>MIME-Version: 1.0

>Content-Type: text/plain; charset="US-ASCII"

>Content-Transfer-Encoding: 7bit

>X-Mailer: Windows AOL sub 125

>

>The person I spoke to misrepresented your service. I told him that I DO NOT

>make long distance calls on this phone. I told him that the only calls I

>make are to my work number which are included in my local calls through

>Bellsouth. He told me that the AOL long distance would not effect those

>calls. He said that he would put AOL on my line and I would recieve AOL

>internet service free for three months. I stressed to him that there were no

>long distance calls being made from this number. I agreed to let him add

>AOL as my carrier for the free internet service, (which was also

>misrepresented). I did not get the internet free for three months.

>

>I have spoke to another of your representative in the dispute department.

>She said that the first representative just did not know. How can you

>allow someone to represent your company with such a lack of information. He

>clearly and plainly told me that my work calls would not be affected by AOL

>Long Distance. So you can surely understand why I have no intention of

>paying for these calls. I have been making these calls for almost two years.

>I call in to type doctors dictation over the phone. I make several calls a

>day for sometimes hours at a time. Why would I agree to pay 5 cents per

>minute when I get these calls with no extra charge from my local company.

>

>I have confidence in you and the American Online name and am sure you will be

>able to resolve this situation. I am sure you understand why I will not pay

>your company almost 500.00 for calls that should not be charged.

>

>Furthermore, I hope you will use this situation as a learning experience and

>train your representatives on how to handle sales calls. The representative

>I spoke to obviously had a quota to meet which is why he was so adamant about

>my taking your service.

>

>I have since disconnected AOL internet. I am not as upset over being charged

>with the calls as I am over the way the situation has been handled since

>then. I understand his persistence in trying to get people to take AOL Long

>Distance. His job probably depends on how many lines he can switch. What  
>does bother me, is the the fact that your representatives have, for the most  
>part, given me different answers every time I call. One rep told me that he  
>understood and I should not have been charged and would transfer me to the  
>dispute department where I would get a credit. This was not the truth. One  
>of the representatives in the dispute department told me that my local  
>company would give me a credit. Why does she think she can advise what my  
>local company will do. Again, not true.

>

>This has been going on for quite some time. I would appreciate resolution of  
>this problem. I have written the Federal Communications Commission who  
>advised me that since it is in state that I need to talk the the Public  
>Service Commission here in Tennessee. I have also written them.

>

>Your respresentative offered me a 25% discount on the calls. Another  
>representative offered me 50% discount on the calls. I absolutley refuse to  
>pay for any percentage of these calls.

>

>Sincerely,

>

>Lori Turbeville

>

Dear Lori,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has been previously addressed by e-mail.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand. If you have any additional questions about the AOL Long Distance Savings Plan, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-17 04:36 cstp513-----

See below for reply

-----Original message-----

>From Latur2@aol.com Tue Oct 10 21:33:48 2000

>Received: from imo-r14.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id VAA08003  
>for <cs@talk.com>; Tue, 10 Oct 2000 21:33:47 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r14.mx.aol.com (mail\_out\_v28.26.) id y.96.ab4f408 (3889)  
> for <cs@talk.com>; Tue, 10 Oct 2000 21:33:19 -0400 (EDT)  
>Message-ID: <96.ab4f408.27151d5e@aol.com>  
>Date: Tue, 10 Oct 2000 21:33:18 EDT  
>Subject: Re: General Help  
>To: cs@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 120  
>  
>It has been addressed but not resolved. I will not pay AOL long distance  
>service on local phone calls.  
>  
>Lori  
>

Dear LORI TURBEVILLE,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Our records indicate that your line was signed up for our program with an AOL Long Distance telemarketer, and was verified by an independent third party verifications company. This is a very clear and deliberate procedure in which someone in your household was asked if they: A) had the authority to make decisions regarding your AOL account and your telephone service, and B) wanted to switch your long distance service to the AOL Long Distance Savings Plan.

Therefore, you are responsible for payment of all calls made while your line is billing with AOL Long Distance Savings Plan.

If you need further assistance, please call us at 1-888-755-2655 during normal business hours.

We value and appreciate your business. For more information on the AOL Long Distance Savings Plan provided by TALK.com, please visit us online at Keyword: LD Member or click here.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-10 11:01 cstp188-----

Took manager call. Spoke with LORI TURBEVILLE who stated that she wanted a full credit for the charges she has received. She stated that she was not told that the intralata rate would vary, however poa was already provided and it was stated. I offered her 25% which she said that she would not take, then offered her 50%. She stated that she would not pay for any of the charges. Explained to her that the charges are valid. She stated that she would not take my offer then hung up.

Joe 188

-----2000-10-10 10:48 cf001318-----

lori called and said that she was never told that her intra lata rates will vary. provided the poa and credit denied.  
corrina/verif

-----2000-10-10 10:43 cstp377-----

TURBEVILLE LORI called in on disputing intra-lata transferred to 5547.....hm col.

-----2000-10-06 02:34 cstp221-----

See below for reply

-----Original message-----

>From Latur2@aol.com Mon Oct 2 16:32:27 2000

>Received: from imo-r13.mail.aol.com (imo-r13.mx.aol.com [152.163.225.67])

>by v1.talk.com (8.9.3/8.9.3) with ESMTP id QAA29089

>for <comments@online2phone.com>; Mon, 2 Oct 2000 16:32:27 -0400 (EDT)

>From: Latur2@aol.com

>Received: from Latur2@aol.com

>by imo-r13.mx.aol.com (mail\_out\_v28.24.) id 3.14.9cdaa0c (4606)

> for <comments@online2phone.com>; Mon, 2 Oct 2000 16:31:19 -0400 (EDT)

>Message-ID: <14.9cdaa0c.270a4a96@aol.com>

>Date: Mon, 2 Oct 2000 16:31:18 EDT

>Subject: General Help

>To: comments@online2phone.com

>MIME-Version: 1.0

>Content-Type: text/plain; charset="US-ASCII"

>Content-Transfer-Encoding: 7bit

>X-Mailer: AOL 5.0 for Windows sub 120

>

>Field 1 = latur2@aol.com

>

>Field 2 = 931 729-0234

>

>Field 3 = Lori Turbeville

>

>Field 4 = To whom it may concern:

>I called AOL about a problem that I had with my internet service. The  
>representative was very nice and helped with my problem. He then went on to  
>advise me about a promotion for AOL Long Distance. I explained to him that I  
>do not use long distance on this phone. It is my work number. I do not need  
>long distance on that line. But he persuaded me to try it. He said I could  
>get three months of internet service for free. That sounded good to me since  
>I have to have the internet for my work. When I received my bill I had  
>charges for my local calls. I immediately took AOL off as my carrier. Of  
>course, I received another bill with more charges. One bill was 250. one was  
>224 and the last was 12. These are local calls. I did not need your  
>service to begin with, as I told your representative. I did not get the three  
>months free internet, which is OK, but, I will not pay these three charges  
>for local calls. I have tried to call you on many occasions and was always  
>unable to get through. Today, October 2nd, I did get through. I spoke to 5  
>different reps. That is a lot. I explained the situation to all of them,  
>except for the fourth rep who read the notes. I was on the phone for fifty  
>minutes. The last rep who I believe was in Special Services, advised me that  
>I would have to pay the charges.  
>This letter is to advise you that I will not, under any circumstances pay  
>these charges. Surely you understand this. I did not want your service to  
>begin with and why in the world would I pay over 500.00 for local calls.  
>Please stop billing my charge card for these amounts. As a last resort I  
>will cancel my charge card, take out my phone, sell my house, move to Canada,  
>whatever it takes. I absolutely will not pay these charges.  
>Sincerely,  
>Lori Turbeville  
>931 729-2682  
>latur2@aol.com  
>  
>Field 5 = same  
>  
>

Dear Lori,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has already been addressed by phone.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand. If you have any additional questions about the AOL Long Distance Savings Plan, please [click here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-04 10:50 cstp288-----

Reviewed account for repeated billing to credit card after chargeback. Contacted paymentech and verified that the customer has not chargedback \$250.58. Refunded \$250.58. to credit card on file for billing error, however these are valid charges that the customer does owe. We will attempt to resolve chargeback issue and receive new method of payment (for balance due and future invoices) from customer. Changed acct to paper remittance.

-----2000-10-02 11:46 cstpf763-----

LORI TURBEVILLE call in stated that sales rep didnot informed her that aol ld going to take on her intralata calls or interstate calls disputing paying the balance a couple of charge back on the acct also transfer to 5509

-----2000-10-02 11:34 cstff458-----

ms.lori called concerning charges..transferred to palm habor... no phone..bsimon458

-----2000-07-17 07:55 cstp288-----

CHARGEBACK RECEIVED  
SEQUENCE #:23718458  
CB DATE:07/06/00  
CC: mastercard  
AMOUNT:\$12.62  
REASON CODE: 41 cancelled recurring transaction  
SENT DOCS TO PAYMENTECH FOR REVIEW  
AMYM  
CHARGEBACK DEPT.

-----2000-05-13 08:46 cstpf693-----

CHARGEBACK RECEIVED  
SEQUENCE #:21284306  
CB DATE: 4-20-00  
CC: mastercard  
AMOUNT:\$250.58  
REASON CODE:  
53 not as described  
SENT DOCS TO PAYMENTECH FOR REVIEW

Cathy H  
CHARGEBACK DEPT.

2001-07-05 15:05 issued credit of \$44.76 per Regulatory floor request...please refer to notes by rep 784....Heather/Regulatory PH/rep 1046

2001-06-05 09:58 rec'd invoice for \$55.44...issued credit to close w/zero balance per prev Regulatory TN filed complaint resolution from Monica..rep 784...Nina

2001-05-23 13:54 Issued credit per floor request

Sara Torres  
REG/PH

2001-04-03 09:18 sent response 4/02/2001...Jen H

2001-04-02 13:57 Local Complaint Summary

Complainants Name:Heat Transfer Solutions  
Btn:615-274-2382  
Billing Name on File:Heat Transfer Solutions  
All POA information:Market Code TPLUS-1006 (partition 226)

Received LOA from ADC confirming that on 06/22/00 Tim O'Gorman authorized service and provided DOB as 01/07/51.

Due Date: 04/03/01

Summary of Dispute: Mr. O'Gorman realized his service was switched when he went to use his voicemail. He called BS and had service switched back to them but was told it would take 3 business days for the switch to be completed.

Date switched to Al/PIC and LPIC Information @ time of switch: SOTS shows cust placed on our service as of 03/16/01 and BS CSR shows customers name and address in the bill portion. However, PIC and LPIC indicate "6746."

615-274-2382-First/Last call: 03/17/01-04/02/01 All calls are still in "01" status.

615-274-2383 -First/Last call: 03/19/01-04/02/01 All calls are still in "01" status

Date switched back to Bell: Customer is still billing with Talk.com for Long Distance however it appears that local has been switched back.

Optis Billing:  
Billed: \$0.00  
Paid: \$0.00  
Credited: \$0.00  
Balance: \$0.00



OneBill Billing: There is no One Bill account to be found. However, this is not a bundle package but customer just began billing with us.

Optis Notes: On 03/21/01 Mr. O' Gorman called in and indicated that he never authorized the transfer to 5874. No other records are indicated.

Resolution:

Spoke with Carol, Mr. O' Gorman's wife. She said husband doesn't remember switching. I advised her of the procedure of a telemarketer sign up and advised her that on 06/22/00 he provided DOB. She confirmed that his DOB was 01/07/51. She said that it was not him and it could have been one of her children. She said she received numerous calls from our company offering the service and began to feel harassed. She said that if he did sign up she wants to hear what was told to him. I advised her that we could not obtain that documentation from the third party verifier and as a courtesy we would issue a full credit to her account once it has closed out. She said that when the name Talk.com was mentioned she always assumed we were talking about web service. She had no idea we were a local carrier, she has never wanted to switch her local service. I advised her they are no longer billing with us for local but his PIC and LPIC still indicate "6746." I advised her to call BS and choose another carrier. Asked if he wanted block on line to prevent future billing but advised him block will prevent him from making any ld calls until he chooses someone else. She said the numbers that were switched are Business lines and she needs ld. I advised her that Wednesday morning at 8:00 a.m. she will not be able to make ld calls on our service so she needs to make sure the switch is completed by then. She was satisfied with the credit and considered the issue resolved. Will do a follow up once bill closes to issue full credit. USOCS has been deactivated and deleted. Address has been deleted out of Physical and Billing Information fields. Address can be found in notes.

Account temporarily Open  
Complaint Resolved  
Monica

2001-04-02 13:52 Took the following Physical and Billing Information off file...

P. O. BOX 30  
ROCKVALE, TN 37153

md/784/reg/ph

2001-03-30 18:16 no tape available

2001-03-29 15:06 Overnighed POA(LETTER) to Hans Booz at corporate...dtorre

2001-03-29 13:57 RECEIVED (L) FROM 3RD PARTY  
VERIF.....MARIAF/363/VERIF PH

2001-03-29 09:31 Added to do not call/contact list. HLS

2001-03-26 17:35 \*\*\*\*\* Please return the resolved TN TRA, complaint to  
TDrew. \*\*\*\*\*

2001-03-23 11:56 RCVD COMPLAINT FROM TN REG AUTH# 01-0653 - DD 04/03/01

2001-03-23 10:10 REQUESTED POA FROM 3RD PARTY VERIF .....MARIAF

2001-03-22 19:48 Requested POA from Maria Fresa for Hans Booz...dtorre

2001-03-22 16:17 RCVD COMPLAINT FROM TN REG AUTH# 01-0653 - DD 04/03/01

2001-03-22 16:17 ORDERED POA FROM FL.

2001-03-21 09:47 Mr Ogorman called said he never authorized transfer  
transfer to 5874 rt339

2001-01-12 00 615 274 2382 261 \*CSR\*  
BT2 E 1

EAGL

LN HEAT; TRANSFER SOLUTIONS L\*L\*C  
LA 11040 S WINDROW RD  
SA 11040 S WINDROW RD, ROCKVALE  
DZIP 37153  
YPH 009000  
BOILERS-SUPPLIES & PARTS  
SIC 2899  
ZAEC XXXXX  
XL (A) O"GORMAN, TIM

---DIR  
DDA HEAT TRANSFER SOLUTIONS  
11040 S WINDROW RD  
ROCKVALE TN 37153  
DEL A1

---BILL  
BN1 CAROLE O"GORMAN  
BA2 P O 30

615 274 2382 261 \*CSR\*  
E 2

EAGL BT2

PO ROCKVALE TN 37153

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/TN 615 274-2382  
/ZSER 3C10000001/SED 12-24-97

(CHARGEABLE LISTINGS)

1 CLT Additional listing

615 274 2382 261 \*CSR\*

EAGL BT2

E 3

QTY USOC S&E J  
/REF A/SED 10-28-98  
/ZSER 901000000D  
/PKG COMPI-CHOICE

(LINES & STATIONS)

1 BT2CL Business Line with Touch-+  
/TN 615 274-2382/PIC 0222  
/LPIC 5124/NMC  
/PCA GB, 08-24-98/PN  
/SED 09-09-99/ZSER 4310000002  
/LPCA DF, 02-08-99  
/PKG COMPI-CHOICE

1 1LS11 Mileage - Zone  
/TN 615 274-2382  
/ZSER 5110000004/SED 12-24-97

1 MBBBF MemoryCall Voice Mail Se+  
/TN 615 274-2382  
/MBTN 615 274-2382  
/DLNM 1-HEAT TRANSFER SOL

615 274 2382 261 \*CSR\*

EAGL BT2

E 4

QTY USOC S&E J  
/VMAN 615 478-9956  
/SED 08-17-99/ZSER 9E1000000F  
/PKG COMP4-MESGNG

1 CREX4 Custom Toll Restriction  
/TN 615 274-2382/CBK B  
/ZSER 5810000005/SED 12-24-97  
/RMKR (A) 11-14-97

1 ESC Three-Way Calling  
/TN 615 274-2382  
/ZSER 5F10000006/SED 12-24-97  
/PKG COMPI-CHOICE

1 ESM Call Forwarding  
/TN 615 274-2382/SED 02-27-98  
/ZSER 6610000007

/PKG COMPl-CHOICE  
 1 FUJMX Federal Universal Service+  
 /TN 615 274-2382/SED 07-01-00  
 /ZSER 881000001B  
 1 GCE Call Forwarding Busy Line  
 /TN 615 274-2382/SED 08-17-99

615 274 2382 261 \*CSR\*

EAGL BT2

E 5

QTY USOC S&E J  
 /ZSER 3B10000010  
 /PKG COMPl-CHOICE  
 1 GCJ Call Forwarding Don't Ans+  
 /TN 615 274-2382/RCYC 4  
 /SED 08-17-99/ZSER 4210000011  
 /PKG COMPl-CHOICE  
 1 LNPCX FCC Local Number Portabil+  
 /TN 615 274-2382/SED 05-15-99  
 /ZSER 971000000E  
 1 MWW Message Waiting - Stutter+  
 /TN 615 274-2382/SED 08-17-99  
 /ZSER 4910000012  
 /PKG COMPl-CHOICE  
 1 NXMCR Caller ID Name and Number+  
 /TN 615 274-2382  
 /ZSER 7410000009/SED 12-24-97  
 /PKG COMPl-CHOICE  
 1 9ZR FCC Charge for Network Ac+  
 /TN 615 274-2382/SED 04-26-00  
 /ZSER 5E10000015

615 274 2382 261 \*CSR\*

EAGL BT2

E 6

QTY USOC S&E J  
 1 COMPl Complete Choice for Busi+  
 /TN 615 274-2382  
 /PKG COMPl-CHOICE  
 /SED 09-09-99/ZSER 5010000013  
 1 COMP4 Complete Choice for Busi+  
 /TN 615 274-2382  
 /PKG COMP4-MESGNG  
 /SED 09-09-99/ZSER 5710000014  
 1 BBSNT BellSouth Business Solut+  
 /SED 07-26-00/ZSER 811000001A  
 1 BT2 Business Line with Touch--  
 /TN 615 274-2383/PIC 0222  
 /LPIC 5124/Z1LN  
 /PCA BO, 04-19-00  
 /LPCA BO, 04-19-00/NMC  
 /SED 04-26-00/ZSER 6510000016  
 1 CREX4 Custom Toll Restriction  
 /TN 615 274-2383/CBK B  
 /SED 04-26-00/ZSER 6C10000017  
 /RMKR (A) 04-19-00

615 274 2382 261 \*CSR\*  
E 7

EAGL BT2

QTY USOC S&E J  
1 FUJMX Federal Universal Service+  
/TN 615 274-2383/SED 07-01-00  
/ZSER 8F1000001C  
1 LNPCX FCC Local Number Portabil+  
/TN 615 274-2383/SED 04-26-00  
/ZSER 7310000018  
1 9ZR FCC Charge for Network Ac+  
/TN 615 274-2383/SED 04-26-00  
/ZSER 7A10000019

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrict+  
/CCQ (A) HEAT  
TRANSFERSOLUTIONS LLC, 2  
/SED 02-27-98/ZSER 891000000C

---RMKS

---COMPLETED ACTIVITY

2000-11-15 19:11 274 2382 261 \*CSR\*  
BT2 E 1

EAGL

LN HEAT; TRANSFER SOLUTIONS L\*L\*C  
LA 11040 S WINDROW RD  
SA 11040 S WINDROW RD, ROCKVALE  
DZIP 37153  
YPH 009000  
BOILERS-SUPPLIES & PARTS  
SIC 2899  
ZAEC XXXXX  
XL (A) O"GORMAN, TIM

---DIR

DDA HEAT TRANSFER SOLUTIONS  
11040 S WINDROW RD  
ROCKVALE TN 37153

DEL A1

---BILL

BN1 CAROLE O"GORMAN

BA2 P O 30

615 274 2382 261 \*CSR\*

E 2

EAGL BT2

PO ROCKVALE TN 37153

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/TN 615 274-2382  
/ZSER 3C10000001/SED 12-24-97

(CHARGEABLE LISTINGS)

1 CLT Additional listing

615 274 2382 261 \*CSR\*

E 3

EAGL BT2

QTY USOC S&E J  
/REF A/SED 10-28-98  
/ZSER 901000000D  
/PKG COMPl-CHOICE

(LINES & STATIONS)

1 BT2CL Business Line with Touch-+  
/TN 615 274-2382/PIC 0222  
/LPIC 5124/NMC  
/PCA GB, 08-24-98/PN  
/SED 09-09-99/ZSER 4310000002  
/LPCA DF, 02-08-99  
/PKG COMPl-CHOICE

1 1LS11 Mileage - Zone  
/TN 615 274-2382  
/ZSER 5110000004/SED 12-24-97

1 MBBBF MemoryCall Voice Mail Se+  
/TN 615 274-2382  
/MBTN 615 274-2382  
/DLNM 1-HEAT TRANSFER SOL

615 274 2382 261 \*CSR\*  
E 4

EAGL BT2

QTY USOC S&E J  
/VMAN 615 478-9956  
/SED 08-17-99/ZSER 9E1000000F  
/PKG COMP4-MESGNG  
1 CREX4 Custom Toll Restriction  
/TN 615 274-2382/CBK B  
/ZSER 5810000005/SED 12-24-97  
/RMKR (A) 11-14-97  
1 ESC Three-Way Calling  
/TN 615 274-2382  
/ZSER 5F10000006/SED 12-24-97  
/PKG COMP1-CHOICE  
1 ESM Call Forwarding  
/TN 615 274-2382/SED 02-27-98  
/ZSER 6610000007  
/PKG COMP1-CHOICE  
1 FUJMX Federal Universal Service+  
/TN 615 274-2382/SED 07-01-00  
/ZSER 881000001B  
1 GCE Call Forwarding Busy Line  
/TN 615 274-2382/SED 08-17-99

615 274 2382 261 \*CSR\*  
E 5

EAGL BT2

QTY USOC S&E J  
/ZSER 3B10000010  
/PKG COMP1-CHOICE  
1 GCJ Call Forwarding Don't Ans+  
/TN 615 274-2382/RCYC 4  
/SED 08-17-99/ZSER 4210000011  
/PKG COMP1-CHOICE  
1 LNPCX FCC Local Number Portabil+  
/TN 615 274-2382/SED 05-15-99  
/ZSER 971000000E  
1 MWW Message Waiting - Stutter+  
/TN 615 274-2382/SED 08-17-99  
/ZSER 4910000012  
/PKG COMP1-CHOICE  
1 NXMCR Caller ID Name and Number+  
/TN 615 274-2382  
/ZSER 7410000009/SED 12-24-97  
/PKG COMP1-CHOICE  
1 9ZR FCC Charge for Network Ac+  
/TN 615 274-2382/SED 04-26-00  
/ZSER 5E10000015

615 274 2382 261 \*CSR\*  
E 6

EAGL BT2

QTY USOC S&E J  
1 COMP1 Complete Choice for Busi+  
/TN 615 274-2382  
/PKG COMP1-CHOICE

/SED 09-09-99/ZSER 5010000013  
 1 COMP4 Complete Choice for Busi+  
 /TN 615 274-2382  
 /PKG COMP4-MESGNG  
 /SED 09-09-99/ZSER 5710000014  
 1 BBSNT BellSouth Business Solut+  
 /SED 07-26-00/ZSER 811000001A  
 1 BT2 Business Line with Touch-+  
 /TN 615 274-2383/PIC 0222  
 /LPIC 5124/Z1LN  
 /PCA BO, 04-19-00  
 /LPCA BO, 04-19-00/NMC  
 /SED 04-26-00/ZSER 6510000016  
 1 CREX4 Custom Toll Restriction  
 /TN 615 274-2383/CBK B  
 /SED 04-26-00/ZSER 6C10000017  
 /RMKR (A) 04-19-00

615 274 2382 261 \*CSR\*

EAGL BT2

E 7

QTY USOC S&E J  
 1 FUJMX Federal Universal Service+  
 /TN 615 274-2383/SED 07-01-00  
 /ZSER 8F1000001C  
 1 LNPCX FCC Local Number Portabil+  
 /TN 615 274-2383/SED 04-26-00  
 /ZSER 7310000018  
 1 9ZR FCC Charge for Network Ac+  
 /TN 615 274-2383/SED 04-26-00  
 /ZSER 7A10000019

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrict+  
 /CCQ (A) HEAT  
 TRANSFERSOLUTIONS LLC, 2  
 /SED 02-27-98/ZSER 891000000C

---RMKS

---COMPLETED ACTIVITY



2000-11-13 17:38 615 274 2382 261 \*CSR\*  
EAGL BT2 E 1

LN HEAT; TRANSFER SOLUTIONS L\*L\*C  
LA 11040 S WINDROW RD  
SA 11040 S WINDROW RD, ROCKVALE  
DZIP 37153  
YPH 009000  
BOILERS-SUPPLIES & PARTS  
SIC 2899  
ZAEC XXXXX  
XL (A) O"GORMAN, TIM

---DIR  
DDA HEAT TRANSFER SOLUTIONS  
11040 S WINDROW RD  
ROCKVALE TN 37153  
DEL A1

---BILL  
BN1 CAROLE O"GORMAN  
BA2 P O 30

615 274 2382 261 \*CSR\*  
E 2

EAGL BT2

PO ROCKVALE TN 37153

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/TN 615 274-2382  
/ZSER 3C10000001/SED 12-24-97

(CHARGEABLE LISTINGS)

1 CLT Additional listing

615 274 2382 261 \*CSR\*  
E 3

EAGL BT2

QTY USOC S&E  
/REF A/SED 10-28-98  
/ZSER 901000000D

J

/PKG COMPl-CHOICE

(LINES & STATIONS)

- 1 BT2CL Business Line with Touch-+  
/TN 615 274-2382/PIC 0222  
/LPIC 5124/NMC  
/PCA GB, 08-24-98/PN  
/SED 09-09-99/ZSER 4310000002  
/LPCA DF, 02-08-99  
/PKG COMPl-CHOICE
- 1 1LS11 Mileage - Zone  
/TN 615 274-2382  
/ZSER 5110000004/SED 12-24-97
- 1 MBBBF MemoryCall Voice Mail Se+  
/TN 615 274-2382  
/MBTN 615 274-2382  
/DLNM 1-HEAT TRANSFER SOL

615 274 2382 261 \*CSR\*

EAGL BT2

E 4

- QTY USOC S&E J  
/VMAN 615 478-9956  
/SED 08-17-99/ZSER 9E1000000F  
/PKG COMP4-MESGNG
- 1 CREX4 Custom Toll Restriction  
/TN 615 274-2382/CBK B  
/ZSER 5810000005/SED 12-24-97  
/RMKR (A) 11-14-97
- 1 ESC Three-Way Calling  
/TN 615 274-2382  
/ZSER 5F10000006/SED 12-24-97  
/PKG COMPl-CHOICE
- 1 ESM Call Forwarding  
/TN 615 274-2382/SED 02-27-98  
/ZSER 6610000007  
/PKG COMPl-CHOICE
- 1 FUJMX Federal Universal Service+  
/TN 615 274-2382/SED 07-01-00  
/ZSER 881000001B
- 1 GCE Call Forwarding Busy Line  
/TN 615 274-2382/SED 08-17-99

615 274 2382 261 \*CSR\*

EAGL BT2

E 5

- QTY USOC S&E J  
/ZSER 3B10000010  
/PKG COMPl-CHOICE
- 1 GCJ Call Forwarding Don't Ans+  
/TN 615 274-2382/RCYC 4  
/SED 08-17-99/ZSER 4210000011  
/PKG COMPl-CHOICE
- 1 LNPCX FCC Local Number Portabil+  
/TN 615 274-2382/SED 05-15-99  
/ZSER 971000000E

1 MWW Message Waiting - Stutter+  
 /TN 615 274-2382/SED 08-17-99  
 /ZSER 4910000012  
 /PKG COMPl-CHOICE  
 1 NXMCR Caller ID Name and Number+  
 /TN 615 274-2382  
 /ZSER 7410000009/SED 12-24-97  
 /PKG COMPl-CHOICE  
 1 9ZR FCC Charge for Network Ac+  
 /TN 615 274-2382/SED 04-26-00  
 /ZSER 5E10000015

615 274 2382 261 \*CSR\*

EAGL BT2

E 6

QTY USOC S&E J  
 1 COMPl Complete Choice for Busi+  
 /TN 615 274-2382  
 /PKG COMPl-CHOICE  
 /SED 09-09-99/ZSER 5010000013  
 1 COMP4 Complete Choice for Busi+  
 /TN 615 274-2382  
 /PKG COMP4-MESGNG  
 /SED 09-09-99/ZSER 5710000014  
 1 BBSNT BellSouth Business Solut+  
 /SED 07-26-00/ZSER 811000001A  
 1 BT2 Business Line with Touch-+  
 /TN 615 274-2383/PIC 0222  
 /LPIC 5124/Z1LN  
 /PCA BO, 04-19-00  
 /LPCA BO, 04-19-00/NMC  
 /SED 04-26-00/ZSER 6510000016  
 1 CREX4 Custom Toll Restriction  
 /TN 615 274-2383/CBK B  
 /SED 04-26-00/ZSER 6C10000017  
 /RMKR (A) 04-19-00

615 274 2382 261 \*CSR\*

EAGL BT2

E 7

QTY USOC S&E J  
 1 FUJMX Federal Universal Service+  
 /TN 615 274-2383/SED 07-01-00  
 /ZSER 8F1000001C  
 1 LNPCX FCC Local Number Portabil+  
 /TN 615 274-2383/SED 04-26-00  
 /ZSER 7310000018  
 1 9ZR FCC Charge for Network Ac+  
 /TN 615 274-2383/SED 04-26-00  
 /ZSER 7A10000019  
  
 (CALLING CARD SERVICE)  
  
 1 BSXBU BSLD Business Unrestrict+  
 /CCQ (A) HEAT  
 TRANSFERSOLUTIONS LLC, 2  
 /SED 02-27-98/ZSER 891000000C

---RMKS

---COMPLETED ACTIVITY

2000-11-02 19:10 <!--LENSERROR--><FONT COLOR=RED><STRONG>  
ES1 BOE004 REFER TO 615 274-2382</STRONG></FONT><BR>

-----2001-05-25 15:25 cstpf295-----

Issued credit per REGULATORY floor request...see notes

Sara Torres  
REG DEPT/PH

-----2001-04-24 14:37 mak -----

sent response 4/5/01 tam

-----2001-04-12 07:20 cstpf119-----

RECEIVED POA (L) FROM 3RD PARTY VERF.  
TM/119/VERIF/PH

-----2001-04-10 18:36 cf001138-----

Complainants Name: Edith Brown  
BTN: 931-728-9054

Billing Name on File: EDITH BROWN

All POA information: Promo 2105...REQUESTED POA FROM VALERA ON 4/5/01

Due Date: 4/6/01

Summary of Dispute: Customer is disputing authorization for our LC and LD services.

Date switched to A1switch 3/28/01.  
BS CSR indicates still on our service as of 4/5/01.  
BS PICC and LPIC are TVN6746.

First/Last call: \* NO CALL DETAIL \*

Optis Billing:  
There are no invoices in OPTIS.

OneBill Billing:  
There is no ONE BILL account billing as of 4/4/01.

Optis Notes:  
On 3/22/01 Edith Brown called to cancel her services. On 3/27/01 received TRA complaint.

Resolution:

Conacted Mrs. Brown and informed her of the verbal authorization that I slisted as the authorization of her switch. However, due to nat locating a copy of the POA as a courtesy, any charges that appear on her account will be credited out and will not ber her responsibility. Informed her that the BTN is still showing as being on our services. She stated that the number has already been disconnected and switched to a different number that is not on our service. Mrs. Brown was satisfied with the resolution. Deactivated and deleted USOCS and changed billing info. Will monitor the account and credit any unbilled charges. It will be a chargeback to ADC. Placed customer in Do Not Call Tracker and sent email to Stansell-DNC.

ACCOUNT CLOSED  
COMPLAINT RESOLVED  
YVETTE 1138

-----2001-04-10 17:21 cf001138-----

Mrs. Brown called in and I informed her of the resolution made...YV...1138...Regulatory

-----2001-04-10 11:55 cf001138-----

LMOM 1st Attempt, Tried BTN on file and it has been changed, the new BTN is 931-967-4214<--LMOM there...YV...1138...Regulatory

-----2001-04-06 09:46 cstp594-----

Added to do not call list. HLS

-----2001-03-29 15:13 cstp363-----

REQUESTED POA FROM 3RD PARTY VERIF .....MARIAF/363/VERIF PH

-----2001-03-28 13:56 cstp271-----

Requested POA from Maria Fresa for Laura Murphy...dtorre

-----2001-03-28 11:31 cstp587-----

REC'D TRA COMPLAINT # 01-0667, DUE 4-6-01

-----2001-03-28 10:01 cstp593-----

When complaint has been resolved, please give to Jamie to write the letter..

-----2001-03-27 10:36 cotnp007-----

REC'D TRA COMPLAINT # 01-0667, DUE 4-6-01. ALSO SENT POA REQUEST TO DINA TORRE

-----2001-03-22 17:35 cstff367-----

edith cancell the service states she fille a complaint the pcc rep block the line and advice  
cust,to contact bell south immediately///pj367

-----2001-03-22 17:29 cstff567-----  
EDITH BROWN

call to cancel this serv tnf to save

O/V567/BFLX/FTL

-----2001-02-23 21:25 CSRMgr -----

931 728 9054 068 \*CSR\*

MANC ATLCL E 1

LN BROWN, ANTHONY W ((TONY))  
LA 3451 POWERS BRIDGE RD  
SA 3451 POWERS BRIDGE RD,  
MANCHESTER, TN  
LOC DES (FM MANC G 41 TWD MURF TL  
@ BLNT CHPL RE 1ST PVD RD L)  
DZIP 37355

---DIR  
DDA ANTHONY BROWN  
3451 POWERS BRIDGE  
RD  
MANCHESTER TN 37355  
DEL A1

---BILL  
BN1 ANTHONY BROWN  
BA2 3451 POWERS BRIDGE  
BA3 RD

931 728 9054 068 \*CSR\*

MANC ATLCL E 2

PO MANCHESTER TN 37355

---S&E

(LINES & STATIONS)

- 1 ATLCL Area Plus Plan (includes+  
/TN 931 728-9054/PIC 0222  
/LPIC 5124/LPCA FR, 05-08-00  
/PCA BO, 05-08-00  
/PKG AP-WITH-CPCH  
/SED 04-19-00/ZSER 4310000002
- 1 ILS11 Mileage - Zone  
/TN 931 728-9054  
/ZSER 4210000011/SED 04-19-00
- 1 EMP1S Credit for subscribing to+

931 728 9054 068 \*CSR\*

MANC ATLCL E 3

- QTY USOC S&E J  
/TN 931 728-9054/SED 07-24-00  
/ZSER 5810000005
- 1 EMP1X Equipment Maintenance Pla+  
/TN 931 728-9054/SED 07-24-00  
/ZSER 5F10000006
- 1 ESC Three-Way Calling  
/TN 931 728-9054  
/PKG AP-WITH-CPCH  
/ZSER 6610000007/SED 04-19-00
- 1 ESL 8 Code Speed Calling  
/TN 931 728-9054  
/PKG AP-WITH-CPCH  
/ZSER 6D10000008/SED 04-19-00
- 1 ESM Call Forwarding  
/TN 931 728-9054  
/PKG AP-WITH-CPCH  
/ZSER 7410000009/SED 04-19-00
- 1 ESX Call Waiting  
/TN 931 728-9054  
/PKG AP-WITH-CPCH

931 728 9054 068 \*CSR\*

MANC ATLCL E 4

- QTY USOC S&E J  
/ZSER 4910000012/SED 04-19-00
- 1 FUJ1X Federal Universal Service+



/TN 931 728-9054  
/ZSER 3F0199999C/SED 07-01-00  
1 NSQ Repeat Dialing (\*66)  
/TN 931 728-9054  
/ZSER 7B1000000A  
/PKG AP-WITH-CPCH  
/SED 04-19-00  
1 NSS Call Return (\*69)  
/TN 931 728-9054  
/ZSER 821000000B  
/PKG AP-WITH-CPCH  
/SED 04-19-00  
1 NST Call Tracing (\*57)  
/TN 931 728-9054  
/PKG AP-WITH-CPCH  
/ZSER 891000000C/SED 04-19-00  
1 NSY Call Block (\*60)  
/TN 931 728-9054

931 728 9054 068 \*CSR\*

MANC ATLCL E 5

QTY USOC S&E J  
/PKG AP-WITH-CPCH  
/ZSER 901000000D/SED 04-19-00  
1 NXMCR Caller ID Name and Number+  
/TN 931 728-9054  
/PKG AP-WITH-CPCH  
/ZSER 971000000E/SED 04-19-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 931 728-9054/SED 07-24-00  
/ZSER 9E1000000F  
/RMKR (A) 04-19-00  
1 VSB Vertical Services Billing+  
/TN 931 728-9054  
/ZSER 3B10000010  
/PKG AP-WITH-CPCH  
/SED 04-19-00  
1 9LM FCC Charge for Network Ac+  
/TN 931 728-9054  
/ZSER 5110000004/SED 04-19-00  
1 ARZPK Area Plus with Complete +  
/TN 931 728-9054

931 728 9054 068 \*CSR\*

MANC ATLCL E 6

QTY USOC S&E J

/PKG AP-WITH-CPCH  
/ZSER 4A10000003/SED 04-19-00

---BILLING TRANSFERS

---RMKS

---COMPLETED ACTIVITY

-----2001-11-06 14:27 cf001014-----  
CB 31.64 RB

-----2001-05-02 09:38 cotnp004-----  
sent poa tenn reg auth per req

-----2001-05-02 08:33 cotnp004-----  
recvd poa from fl

-----2001-04-27 09:18 cotnp004-----  
req poa from fl

-----2001-04-10 11:25 cstnp015-----  
sent response 04/09/2001...Jen H

-----2001-04-03 12:47 cstpf561-----  
Local Complaint Summary

Complainant:Duane and Cindi Shields  
BTN:901-385-6354  
Optis:30613301  
Billing Name:DUANE SHIELDS  
Agency/Due Date:Regulatory Authority, TN, 4/9/01

Market Code: TP2002. James White verified local and long distance bundled service on 2/3/01 giving DOB 6/22/48 for 901-358-6354. POA is Q'd to V Drive. Customer signed up for bundled service at \$52.95 for unlimited local service, free intralata, and 200 minutes of domestic calling with the excess over 200 minutes billed at 9.9cpm.

Complainant states on 2/14/01 their local and long distance servcie was changed without their knowledge, that the mistake was made by Talk.com which resulted in an interruption of service and they found out about the swich upon receipt of a final bill from BS. Customer states BS should have notified them of the change. Customer states the mistake was apparently a keyboard error as their phone number is one digit from someone else's. Customer states they lost phone service, automatic draft payment, long distance carrier change.

Per SOTS, switched to A1 on 2/23/01  
Per BS CSR, switched from A1 with SED date of 3/7/01, PIC and are OCC.

Customer is no longer on our service. Optis notes indicate customer called 3/7, disputing authorization, POA provided, determined bad POA, line blocked customer advised to call BS.

First/last call: 2/25/01 - 3/6/01 there are unbilled calls in "01" status.

No One Bill for this BTN.

Optis Not Yet Billed

Explanation/Resoulution:

Sent email to place customer on Do Not Call/Contact List.

Despite attempts I have been unable to reach complainant. This is a wrong BTN situation. During verification, Mr. White gave his phone number as 901-358-6354. Theafter, ADC sent the BTN to us to switch service as 901-385-6354, which is one digit off from Mr. White's BTN. Per Maria F, this is a misrep chargeback of \$200 to ADC. Will monitor account for generation of invoice and chargeback to ADC. Removed physical/billing address from 8065 ALLBRIGHT COVE, Bartlett, TN 38133 to Regulatory,PH; deleted/deactivated USOCs.

Complaint Resolved, No Contact

Account Closed

Eileen

Regulatory.PH

Tuesday, April 03, 2001

-----2001-04-03 11:02 cstp561-----

Attempted to reach customer re: complaint. LMOM. Sent contact email to duane@754@aol.com.

Eileen/Regulatory

-----2001-04-02 16:20 cstp375-----

Placed on the Do Not Call/Contact lists.

-----2001-04-02 12:47 cstp561-----

Attempted to reach Cindi/Duane Shields. LMOM

Eileen/Reg.

-----2001-03-30 17:45 cstp044-----

\*\*\*\*\* Please return the resolved TN TRA, complaint to TDrew. \*\*\*\*\*

-----2001-03-30 11:47 cstp587-----  
REC'D TRA COMPLAINT # 01-0694, DUE 4-9-01

-----2001-03-29 12:54 cotnp007-----  
SENT POA REQUEST TO DINA TORRE

-----2001-03-29 12:52 cotnp007-----  
REC'D TRA COMPLAINT # 01-0694, DUE 4-9-01

-----2001-03-07 12:55 cstff758-----  
MR DUANE SHIELDS CALLED IN PLAY POA WRONG# WAS SWITCHED  
PHONE# ON POA IS 901-358-6354..BLOCKED THE LINE ADVISED CUST TO  
CONTACT PREVIOUS CARRIER TO SWITCH..SUBMITTED A BAD POA  
FORM..JJB/VERIFICATIONS

-----2001-03-07 12:34 cstff769-----  
DUANE SHIELDS SAID HE NEVER AUTHORIZED SWITCH TO TALK, TNF TO  
DISPUTES. CSTFF...769

-----2001-02-14 14:43 CSRMgr -----

901 385 6354 111 \*CSR\*

MPBL VR3CL E 1

LN SHIELDS, DUANE & CINDI  
LA 8065 ALLBRIGHT COVE  
SA 8065 ALLBRIGHT CV, BARTLETT  
DZIP 38133

---DIR  
DDA BA  
DEL A1, B1, C1

---BILL  
BN1 DUANE SHIELDS  
A2 8065 ALLBRIGHT COVE  
PO BARTLETT TN 38133

901 385 6354 111 \*CSR\*

MPBL VR3CL E 2

---S&E

(OTHER)

- 1 NW101 Network interface-Outside+  
/SED 05-31-94/ZSER 3C10000001

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 901 385-6354/PIC 0222  
/LPIC 0222/PCA CM, 06-19-96  
/ZSER 4310000002  
/ZLL 58, 05-07-97  
/SED 05-07-97  
/LPCA GB, 07-06-99

901 385 6354 111 \*CSR\*

MPBL VR3CL E 3

QTY USOC S&E J

- 1 ESC Three-Way Calling  
/TN 901 385-6354  
/ZSER 380199999B/SED 05-07-97
- 1 ESL 8 Code Speed Calling  
/TN 901 385-6354  
/ZSER 3F0199999C/SED 05-07-97
- 1 ESM Call Forwarding  
/TN 901 385-6354  
/ZSER 460199999D/SED 05-07-97
- 1 ESXDC Call Waiting Deluxe  
/TN 901 385-6354  
/ZSER 4D0199999E/SED 05-07-97
- 1 LNPCX FCC Local Number Portabil+  
/TN 901 385-6354/SED 05-15-99

/ZSER 0B0028F5C4  
1 NSQ Repeat Dialing (\*66)  
/TN 901 385-6354  
/ZSER 540199999F/SED 05-07-97  
1 NSS Call Return (\*69)  
/TN 901 385-6354

901 385 6354 111 \*CSR\*

MPBL VR3CL E 4

QTY USOC S&E J  
/ZSER F0019999A0/SED 05-07-97  
1 NST Call Tracing (\*57)  
/TN 901 385-6354  
/ZSER F7019999A1/SED 05-07-97  
1 NSY Call Block (\*60)  
/TN 901 385-6354  
/ZSER 7410000009/SED 05-06-97  
1 NXMCR Caller ID Name and Number+  
/TN 901 385-6354  
/ZSER 06019999A3/SED 05-07-97  
1 VSB Vertical Services Billing+  
/TN 901 385-6354  
/ZSER 0D019999A4/SED 05-07-97  
1 1LS12 Mileage - Zone  
/SED 05-31-94/ZSER 5110000004  
1 FUJ1X Federal Universal Service+  
/SED 07-01-00/ZSER 120028F5C5  
1 SEQ1X Inside Wire Maintenance S+  
/SED 05-31-94/ZSER 5F10000006  
1 9LM FCC Charge for Network Ac+

901 385 6354 111 \*CSR\*

MPBL VR3CL E 5

QTY USOC S&E J  
/SED 05-31-94/ZSER 6610000007

---RMKS

---COMPLETED ACTIVITY

-----2001-05-24 09:21 cstpf295-----

Issued credit per REGULATORY floor request..see notes

Sara Torres  
Palm Harbor/Regulatory

-----2001-05-01 10:11 cotnp004-----

recvd poa from fl

-----2001-05-01 10:11 cotnp004-----

sent poa to tenn reg auth per req

-----2001-04-12 09:52 cstnp015-----

sent response 4/11/2001...Jen H

-----2001-04-11 15:42 cf001138-----

Lisa Switter  
423-478-2779  
TP2002

All POA information:  
REQUESTED POA!! \* POA NOT ON FILE \*

Summary of what cust disputing:  
Unauthorized conversion.

SOTS shows BTN 423-478-2779 was disconnected on 3/26/01.  
LENS Shows BTN 423-478-2779 switched back to Bell South on 3/26/01  
PIC and LPIC OCC.

First/Last call:  
3/23/01 - 3/29/01 \* UNBILLED CALLS \*

Optis Billing information:  
There is no Optis billing as of 4/11/01.

There is not a One Bill account.

Optis Notes:  
On 3/1/01 LISA SWITTER, call and i told her, her services is not active yet. On 3/28/01  
received TNRA complaint.



Resolution:

Customer authorized the service however, was only on our service for 3 days will not make the customer responsible for charges waiting on POA Information. Will resolve NO CONTACT. Will monitor the account for delay in billing and to issue credit. Deactivated and deleted USOCS blocked lines and changed billing info. Placed customer on the do not call list.

ACCOUNT CLOSED  
COMPLAINT RESOLVED  
YVETTE 1138

-----2001-04-11 15:33 cf001138-----  
LMOM 2nd Attempt...YV...1138...Regulatory

-----2001-04-10 12:14 cstpf594-----  
Added to do not call list. HLS

-----2001-04-10 12:02 cf001138-----  
LMOM 1st Attempt...YV...1138...Regulatory

-----2001-03-29 17:58 cstpf044-----  
\*\*\*\*\* Please return the resolved TN TRA, complaint to TDrew. \*\*\*\*\*

-----2001-03-29 10:57 cstpf587-----  
RECVD TENN REG AUTH COMPLAINT 01-0703 DD 4-10-01  
-----2001-03-28 10:53 cotnp004-----  
REQ POA FROM FL

-----2001-03-28 10:52 cotnp004-----  
RECVD TENN REG AUTH COMPLAINT 01-0703 3-27-01 DD 4-10-01

-----2001-03-05 10:39 CSRMgr -----

423 478 2779 396 \*CSR\*

CLVD AR7CL E 1

LN SWITTER, MIKE  
LA 265 MOORE CIRCLE RD N\*W  
SA 265 MOORE CIRCLE RD NW

, CHARLESTON  
DZIP 37310

---DIR  
DEL A1

---BILL  
BN1 MIKE SWITTER  
BA2 265 MOORE CIRCLE  
BA3 RD NW  
PO CHARLSTN TN 37310

423 478 2779 396 \*CSR\*

CLVD AR7CL E 2

---S&E

(OTHER)

1 NW1O1 Network interface-Outside+  
/ZSER 3C10000001

(LINES & STATIONS)

1 AR7CL Area Plus Plan  
/TN 423 478-2779/PIC 0222  
/LPIC 0222/LPCA GB, 01-26-00  
/PCA GB, 04-15-98  
/ZSER 4310000002/SED 12-08-99  
1 LNPCX FCC Local Number Portabil+  
/TN 423 478-2779/SED 07-24-99  
/ZSER 3F0199999C  
1 NXMCR Caller ID Name and Number+

423 478 2779 396 \*CSR\*

CLVD AR7CL E 3

QTY USOC S&E J  
/TN 423 478-2779  
/ZSER 6D10000008/SED 03-09-00

1 1LS12 Mileage - Zone  
/ZSER 5110000004  
1 FUJ1X Federal Universal Service+  
/ZSER 380199999B/SED 07-01-00  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 5F10000006  
1 9LM FCC Charge for Network Ac+  
/ZSER 6610000007

---RMKS

---COMPLETED ACTIVITY

-----2001-03-01 10:35 cf001162-----

TT-please send cust some info about her services ,MCC,#11162.

ref'd to promotions - denise

\*\*\*Referred\*\*\* by cstpf015 on 2001-04-18 10:55  
cust can go on line to see info.....we have nothing in writing to send.....dlg-432-ss-ph

\*\*\*Closed\*\*\* by cstpf432 at 2001-04-18 11:05

-----2001-03-01 10:31 cf001162-----

LISA SWITTER,call and i told her,her services is not active yet,MCC,#1162...

-----2001-11-06 14:20 cf001014-----  
CB 110.12 RB

-----2001-10-02 12:46 cstpf693-----  
Refund check #28334 mailed for \$17.04 .

-----2001-09-28 13:52 cstpf240-----  
refund check request for 17.04 approved  
transferred credit from one bill account 21116600 to optis account 29925240 for refund  
check  
lisa

-----2001-09-28 12:59 cf001267-----  
Per complaint letter:

Customer is stating that she was promised her 17.04 refund and never received it. I explained that I will forward to proper management and have the refund check mailed to address on file and she should receive it within 30 days. I apologized for the wait. If customer calls back, please transfer to ext. 4256. One bill acct# 21116600.

kw/1267/ph/cr

-----2001-06-19 12:14 cstof033-----  
CUST. CALLED IN BECAUSE SHE RECEIVED A BILL FOR THE AMT. OF -17.04..  
INFORMED THE CUST. THAT WAS A CREDIT... AND I WOULD SUBMIT A  
CREDIT REQUEST FORM...EA/COL/ORL/033

-----2001-05-07 10:02 mak -----  
sent response 4/12/01 ront

-----2001-05-01 00:49 cf001260-----  
K L OWEN called in stated that she received another bill from us. she stated that she will be contacting her lawyer then hung up et/1260/coll/ph

-----2001-04-13 08:40 cstpf420-----  
filled out credit slip for chargeback to ADC and gave to Tiff Marler...Nina

-----2001-04-13 08:34 cstpf420-----

issued credit to close w/zero balance...nina

-----2001-04-11 14:47 cstp594-----  
Added to do not call/contact list. HLS

-----2001-04-10 19:03 cf001161-----  
Sent email to add to the Do Not Contact List.

Dana 1161  
Regulatory PH

-----2001-04-10 09:33 cstp119-----  
REVIEWED ACCOUNT WITH 3RD PARTY VERF...(NOR)  
TMARLER/119/VERIF/PH

-----2001-04-07 13:16 cstp587-----  
rec'd tra complaint # 01-0785, due 4-18-01.

-----2001-04-06 13:28 cstp587-----  
Requested poa from tiffany....

-----2001-04-05 07:50 cotnp007-----  
rec'd tra complaint # 01-0785, due 4-18-01. sent poa request to valera ponsonby

-----2001-03-13 10:55 cstff184-----  
DISPUTE ISSUE

POA NOT ON FILE HER..WAS CONFRENCE CALLING TO 5547 TOO SEE IF  
THEY COULD PROVIDED POA.. MS OWEN HUNG UP IN PROCCSS..

JB/184/DISP/FTL

-----2001-03-13 10:00 cf001098-----  
K L OWEN calling disputes authorization of service, states she willnot pay the bill  
received and that she did not authorize switch of service, has two accts on file 226  
partition and 166 partition, transfer to verify. aa1098/inb/ph

JOHN MONTGOMERY – 8655237141

No OPTIS Account located

-----2001-01-16 09:33 cstnp015-----  
sent response 1/15/01...Jen H

-----2001-01-08 10:10 cstpf041-----  
Regulatory Workshop Report  
901-642-4077

Account :29439743  
Name of Complainant :Beasley Antenna & Satellite  
BTN :901-642-4077  
Agency :  
OTHERS

State :TN  
Due Date :1/16/01  
Market Code :XEROXDG  
Number of POA(S) :0

Clean POA :NO  
Check in System :NO

Nature of Complaint :UNAUTHORIZED SWITCH  
Credit :YES

Amount :\$154.76  
Applied To :Optis  
Refund:NO  
Back To :NA

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :NO

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :jkozakDate :1/ 8/01

Summary of Account :

Summary Info...901-642-4077...TN...TNRA...1/16/01

Complainants Name: Beasley Antenna & Satelite

Btn: 901-642-4077

Billing Name on File: Judy Beasley

Market Code and Partition: XEROXDG / 225-Tel Save

All POA Information: Verification is not found on file

Summary of Customers Dispute

Disputing signup for long distance service

1st line 901-642-4077

Date Order Sent to the Lec: N/A

Date of Confirmation from Lec: N/A

First/Last Call: 10/4/00 - 10/14/00

First Confirmed Usage: 11/3/00 / E

Date of Cancellation/Disconnect: N/A

Hard Blocked: 12/28/00

Pic Info: OCC / B

Pertinent TSCI Codes

11/1/00 2504- BNA PIC Not Assigned to Requesting ICA

11/1/00 01NP- No Pic

2nd line 901-642-4016

Date Order Sent to the Lec: N/A

Date of Confirmation from Lec: N/A



First/Last Call: 10/4/00 - 10/13/00  
First Confirmed Usage: 11/2/00 / E  
Date of Cancellation/Disconnect: N/A  
Hard Blocked: 12/28/00  
Pic Info: OCC / B

Pertinent TSCI Codes

11/1/00 2504- BNA PIC Not Assigned to Requesting ICA  
11/1/00 01NP- No Pic

3rd line 901-642-4049

Date Order Sent to the Lec: N/A  
Date of Confirmation from Lec: N/A  
First/Last Call: 10/4/00 - 10/14/00  
First Confirmed Usage: 11/2/00 / E  
Date of Cancellation/Disconnect: N/A  
Hard Blocked: 12/28/00  
Pic Info: OCC / B

Pertinent TSCI Codes

11/1/00 2504- BNA PIC Not Assigned to Requesting ICA  
11/2/00 01NP- No Pic

4th line 901-642-4332

Date Order Sent to the Lec: N/A  
Date of Confirmation from Lec: N/A  
First/Last Call: 10/4/00 - 10/13/00  
First Confirmed Usage: 11/3/00 / E  
Date of Cancellation/Disconnect: N/A  
Hard Blocked: 12/28/00  
Pic Info: OCC / B

Pertinent TSCI Codes

11/1/00 2504- BNA PIC Not Assigned to Requesting ICA  
11/3/00 01NP- No Pic

#### Optis Billing Information

Billed: \$154.76  
Paid: \$0.00  
Credits: \$0.00  
Balance: \$154.76  
HBS/Chargebacks: None

#### OptisNotes

12/28/00 Judy Beasley called in stating that her local calls to Paris, Tennessee are being billed as long distance and she refuses to make payment. The rep blocked the lines and referred the customer to contact her local carrier in order to select another local carrier.

#### Resolution :

Request for the customer to be placed on the do not call list, and input that information within the do not call tracker. I will contact Mrs. Beasley and offer to credit out the balance of \$154.76 which consists solely on Intrastate and Intralata calls. Spoke with Mrs. Beasley regarding her complaint with the TNRA on 1/6/01. I confirmed with Mrs. Beasley that she has an extended area calling plan and was not happy she will be billed for local calls. I mentioned to the customer that we have canceled her business lines and will credit out the account of \$154.76. She also brought up issues regarding our local service which she has for her home phone 901-644-3625 account # 21019648. This local account is located in one bill not Optis. Mrs. Beasley was very unhappy with having to pay for local calls with access one, and considered canceling the service. Eileen issued a credit for local calls billed from 5/12/00 - 12/12/00 for a total of \$14.40. Mrs. Beasley's local account was also placed on an extended area calling plan without charge. She was satisfied with the resolution presented for both issues.

Account Closed  
Complaint Resolved

Jason Kozak

-----2001-01-08 09:34 cstp420-----  
issued credit per floor request...nina

-----2001-01-08 09:01 cstp041-----  
spoke with Mrs Beasley regarding her complaint with the TNRA on 1/6/01. I confirmed with Mrs. beasley that she has an extended area calling plan and was not happy the she will billing for local calls. I mention to the customer that we have canceled her business lines and will credit out the account of \$154.76. She also brought up issues regarding our local service which she has for her home phone. Mrs. Beasley was very unhappy with having to pay for local calls with access one, and considered canceling the service. Eileen issued a credit for local call billed since 5/12/00 - 12/12/00 for a total of \$14.40. Mrs. beasleys local account was also placed on an extended area calling plan without charge. She was satisfied with resolution presented for both issues.

-----2001-01-04 13:46 cstp594-----  
Name and info added to do not call/contact list. HLS

-----2001-01-03 10:31 cstp040-----  
RECVD TNRA COMPLAINT #00-2469- DD 1/16/01

-----2001-01-02 14:17 cotnp004-----  
recvd tenn reg auth complaint 00-2469 1-02-01 dd 1-16-01

-----2000-12-28 11:54 cf001171-----  
JUDY BEASLEY called ref to her local calls to paris are billed long distance and she refuses to pay blok lines adv to call lec..db

-----2001-02-27 13:22 mak -----  
sent response 2/13/01 tam

-----2001-02-15 10:21 cstnp010-----  
RCVD POA FROM FLORIDA FOR 865-376-0840

-----2001-02-14 16:27 cam -----  
overnighted tape

-----2001-02-14 12:02 cstnp010-----  
RCVD POA FROM FLORIDA FOR 865-376-0840

-----2001-02-13 16:28 cstpf271-----  
Overnighted POA to Tammy Adams at corporate...dtorre

-----2001-02-13 16:27 cstpf271-----  
Disregard below note...dtorre

-----2001-02-13 16:26 cstpf271-----  
Overnighted POA for 865-376-0840 to the V-Drive...dtorre

-----2001-02-13 13:04 cf001138-----  
Complainants Name: Janice Keenan  
BTN: 865-376-0840  
Billing Name on File: Pete Keenan  
Market Code: DM070BJ (9.9 cent bundle Paper-Remit w/ LCS)  
DM CHECK NOT ON FILE  
Market Code: TP-31 (5cpm \$5.95 fee)  
POA: V\_2353 D.O.V: 7/26/00 D.O.B: 12/23/53 Auth. By: Janice Speer  
POA ON FILE.  
Due Date: 2/13/01

Summary of Dispute:

Customer is disputing sign up for local service. Customer indicates she never authorized Local service only LD service.

Date switched to A1/PIC and LPIC Information @ time of switch 10/23/00.

BS CSR indicates SED date customer switched from our service as of 12/18/00.

There is no deactivation order and confirmed by BS PICC and LPIC are OCC for LD.

TSCI codes from Optis:

9/28/00 (01NP) No PIC

10/23/00 (20CU) Confirmed by First Usage

11/9/00 (2008) Confirm, Cust selected IC thru EC, new service

12/18/00 (20BL) Customer/ANI Block

12/19/00 (2811) End-user service disconnected - pending positive switch ack.

12/21/00 (4205) Service disconnected. Local Service Migration for both (A) & (E)

First/Last call:

10/23/00 to 12/18/00

Optis Billing:

Total Billed: \$139.79

Total Paid: \$68.21

Balance: \$71.58

OneBill Billing:

There is no ONE BILL account billing as of 2/12/01.

Optis Notes:

On 12/17/00 several notes indicating customer is disputing charges. On 12/18/00 customer called in to cancel service "NOT SAVED." On 1/29/01 customer called very upset about her last bill because she says she shouldn't have to pay it....told her she had the service for just under 2 months and therefore the bill is correct and she does owe that amount. then she says she never authorized us to switch her local service only her ld, transfer to verification because she wants a copy of the check she signed to see if it says local service as well. As well as MRS KEENAN CALLING TO DISPUTE PROMOTION...INFORMED HER THAT FURTHER RESSEARCH IS REQUIRED ON SIGN-UP. On 1/31/01 received TRA complaint.

Resolution:

Contacted Mrs. Keenan and informed her of the sign up we have for local service through a promotional check that was signed and cashed. There is also a POA on file for the customers LD service. only. Mrs. Keenan did confirm that she is the person who authorized the service, on POA she uses her maiden name of "Speer". However, due to the fact that we do not have a copy of the promotional check for the local sign up, as a courtesy, we will issue a credit to the account in the amount of \$71.58 to close the account with a zero balance as well as issuing a refund in the amount of \$68.21 to the MOP. Mrs. Keenan was satisfied with the resolution. Informed her that it does take one to two billing cycles before all billing settled. Deleted all USOCS. Placed customer in Do Not Call Tracker and sent email to STANSELL-DNC.

ACCOUNT CLOSED

COMPLAINT RESOLVED

YVETTE 1138

-----2001-02-13 11:48 cf001138-----  
Deleted all USOCS. Yvette

-----2001-02-13 08:16 cstpf561-----  
Issued credit of \$139.79 and refund of \$68.21 per floor request.  
Eileen/Regulatory

-----2001-02-12 17:51 cf001138-----  
Changed billing info, deactivated and made sure lines were blocked. Contacted Mrs.  
Keenan and informed her of the resolution made. Yvette

-----2001-02-12 12:10 cstpf271-----  
Emailed Rita Jackson for DM check request...dtorre

-----2001-02-09 13:00 cstpf594-----  
Name and info added to do not call list. HLS

-----2001-02-02 13:20 cstpf271-----  
Loaded POA for 865-376-0840 to the V-Drive...dtorre

-----2001-02-02 09:30 cstpf295-----  
When the complaint is resolved please turn the folder in to Sara

-----2001-02-01 11:10 cstpf587-----  
REC'D TRA COMPLAINT # 01-0250, DUE 2-13-01

-----2001-01-31 05:23 cotnp007-----  
REC'D TRA COMPLAINT # 01-0250, DUE 2-13-01

-----2001-01-29 10:25 cstff316-----  
MRS KEENAN CALLED TO DISPUTE PROMOTION...INFORMED HER THAT  
FURTHER RESSEARCH IS REQUIRED ON SIGN-UP & A REP WILL CONTACT  
HER IN 7-10 BUSINESS DAYS WITH THE RESULTS...VERIFICATIONS

-----2001-01-29 10:16 cstff220-----

customer called very upset about her last bill because she says she shouldn't have to pay it....told her she had the service for just under 2 months and therefore the bill is correct and she does owe that amount. then she says she never authorized us to switch her local service only her ld, transfer to verification because she wants a copy of the check she signed to see if it says local service as well.

-----2000-12-19 10:33 cstff193-----

PETE KEENAN cus calling she req to have the service switch back to bell south yesterday, cus upset because she has no phone service cus wants to be connected back to bellsouth....

-----2000-12-18 14:17 cstff487-----

Called to cancel. "Not Saved" for account of MRS KEENAN...DUE THAT PLAN WAS WAY TOO EXPENSIVE

-----2000-12-17 14:13 cstff367-----

cust. disputes sign up for the service advice to call tomorrow////pj367

-----2000-12-17 13:52 cf001647-----

Mrs Keenan called about charges. Reviewed. Transferred to saves. mt1647.

-----2000-12-17 13:17 cf001334-----

Mrs. Keenan confused about charges for service.  
Red Phone transfer  
1334 dh

-----2000-10-10 14:25 CSRMgr -----

865 376 0840 727 \*CSR\*

KG TN 1FRCL NP E 1

NP (NON-PUB) KEENAN, PETE  
LA (OAD)  
SA 414 W RIDGECREST DR, KINGSTON.  
TN  
DZIP 37763

---DIR

DDA PETE KEENAN  
414 W RIDGECREST DR  
KINGSTON TN 37763  
DEL A1

---TFC

---BILL

BN1 PETE KEENAN  
BA2 414 W RIDGECREST DR  
O KINGSTON TN 37763

865 376 0840 727 \*CSR\*

KGTN 1FRCL NP E 2

---S&E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory +  
/TN 865 376-0840/SED 12-02-98  
/ZSER 07099999A2

(LINES & STATIONS)

1 1FRCL Residential Line  
/TN 865 376-0840/PIC 0288

865 376 0840 727 \*CSR\*

KGTN 1FRCL NP E 3

QTY USOC S&E J  
/LPIC 5124/PCA BO, 11-24-98  
/NMC/LPCA DF, 02-08-99  
/SED 12-03-98/ZSER 0E099999A3

1 TTR Touch-Tone  
/TN 865 376-0840/SED 12-03-98  
/ZSER 3C10000001

1 FUJ1X Federal Universal Service+  
/TN 865 376-0840/SED 07-01-00  
/ZSER 380199999B

1 LNPCX FCC Local Number Portabil+



/TN 865 376-0840/SED 04-01-00

/ZSER 310199999A

1 NOBNP Calling Number Delivery B+

/TN 865 376-0840

/ZSER 4310000002/SED 05-28-99

1 NXMCR Caller ID Name and Number+

/TN 865 376-0840/SED 12-02-98

/ZSER 310999999A8

1 9LM FCC Charge for Network Ac+

/TN 865 376-0840/SED 12-02-98

865 376 0840 727 \*CSR\*

KGTN 1FRCL NP E 4

QTY USOC S&E

J

/ZSER 150999999A4

---RELATED ACCOUNTS

---BILLING TRANSFERS

---RMKS

---COMPLETED ACTIVITY

-----2001-05-16 17:45 cotnp004-----  
resent response tenn reg auth per req

-----2001-04-05 17:27 cstnp015-----  
SENT RESPONSE 4/4/01...JEN H

-----2001-04-05 08:39 cstpf594-----  
Added to do not call list. hLS

-----2001-04-03 09:51 cstpf030-----  
Subj:Michael Foster 615-449-8660 TN Reg Auth due 04/11/01 resolved  
Date:4/3/01 8:53:07 AM EST  
From:TsvAmy  
To:Hbooz@talk.com  
Sent on:AOL 4.0 for Windows sub 112

#### Local Complaint

Michael Foster states that he canceled service w/ Talk.com because they did not honor their promotional rate. He states that Talk.com then took over his local service a 2nd time w/o authorization.

On 09/12/00, Michael Foster authorized Local and Long distance service for 615-449-8660. He gave his date of birth as 07/28/56. The Promo was TP-73  
TP-73 offered \$49.95 200FM and a Free Month after Month 2

615-449-8860 was switched to us on 11/07 - 01/20

There has been ONE invoice in Optis  
FEB \$429.16 (of which. +15.91 was intraLATA)

We have credited \$415.91 for the intraLATA calls, as a courtesy.  
Leaving Optis balance due of \$13.25

Although we did provide TWO months of LOCAL service,  
There is Nothing in ONE BILL. this customer was NOT charged for ANY LOCAL SERVICE.

FYI 615-865-1850 was NOT switched to our service. There has been No Billing on this line.

615-449-8860 was switched to us on 11/07 -and returned to BST on 01/20/01  
Then, 615-449-8860 was switched back on 03/07 - 03/10

NO POA has been Located for this 2nd switch.

Resolution

I spoke to Michael Foster and explained that we did provide him w/ TWO months of Local Service

(11/7-01/20) However, we have not charged him for any Local service.

I explained, in an attempt to establish our billing records, to bill him for the local service, his service was inadvertently switched back to us on 03/07-03/10.

I explained that there have been an invoice for \$429.16

And it was mostly for his LOCAL TOLL calls.

I explained, that as a courtesy, I have credited the \$429.16 in full

Also, we will not charge him for the Two Months of local service. Placed on the DNC list.

Michael was pleased.....F/u to credit unbilled local service.

Account Closed / Resolved

Amy Z

Michael Foster  
223 Western Ave  
Lebanon, TN 37087

-----2001-04-03 09:34 cstp030-----  
LMOM for MICHAEL FOSTER

-----2001-03-30 12:07 cstp587-----  
RECVD TENN REG AUTH COMPLAINT 01-0724 DD 4-11-01

-----2001-03-29 15:51 cotnp004-----  
REQ POA FROM FL

-----2001-03-29 15:51 cotnp004-----  
RECVD TENN REG AUTH COMPLAINT 01-0724 3-28-01 DD 4-11-01

-----2001-03-26 20:14 cf001568-----  
MICHAEL FOSTER called and indicated that he is going to file a report with the Tenn  
Regulatory Dept. transf to verif. gh/1568/inb/ph

-----2001-03-08 21:01 cf001122-----

MICHAEL FOSTER wanted to cancel said we owed him "300" minutes for the cust. satisfaction 30 day guarantee I credited his acct with \$15.00 ...ac....saves...1122

-----2001-03-08 20:55 cf001122-----

TT-Customer wants 44.50\$ credited to his acct said we couldn't get his service right and he was canceled but somehow got switched back...ac.

credit denied..we never billed the customer.....vinny/ss

\*\*\*Closed\*\*\* by cstpf526 at 2001-03-09 16:27

-----2001-03-08 20:44 cf001114-----

JARRAL T. HOWARD DOES NOT WANT OUR SERVICE TRANS TO SAVES. HIS ORDER IS IN THE PROCESS OF BEING SWITCHED BACK TO BS (LENS).  
CH1114

-----2001-02-08 08:29 cf001376-----

Rec'd letter from Michael Foster informing us as to why he's returning to Bell South service...gb1376

-----2001-01-24 16:10 cstof147-----

Welcome letter sent today.

-----2001-01-19 15:37 cstff425-----

Called to cancel, "Not Saved" for account of MICHAEL FOSTER VM ISN'T WORKING

-----2001-01-19 15:35 cstff128-----

Michael called to cancel service.,he already spoke to b.s to take over his services trans to saves

-----2001-01-09 18:39 cstff105-----

MICHAEL CALLED IN STATING THAT VOICE MAIL IS NOT WORKING, PER LENS VOICE MAIL IS NOT ON THE LINE AND CUSTOMER THAT FEATURE IS NOT ON THE LINE, CUSTOMER STATED THAT HE'S BEING REAQUESTING IT SINCE NOVEMBER, CUSTOMER ALSO HASN'T RECIEVED WELCOME PACKAGE GAVE INFO TO SUP TO SEND OUT WELCOM PACK...AMATOS

-----2001-01-09 18:34 cstff105-----

TT-BTN 6154498660 PLEASE ADD MBBRX, GCE AND GCJ THIRD REQUEST PLEASE ACTIVATE MEMORY CALL...

not a talk customer

\*\*\*Closed\*\*\* by cstof131 at 2001-02-15 15:01

-----2001-01-09 18:13 cstff213-----

MICHAEL FOSTER called vm not working properly... transfered to repair

-----2000-12-23 13:10 cstff563-----

MICHAEL FOSTER STATES THAT HE CANNOT ACCESS HIS  
VOICEMAIL,CALLED BST,SPOKE WITH MIRAH,STATES CUSTOMER IS NOT  
PAYING FOR FEATURE YET,DID ADVISE CUSTOMER ORDER WAS PLACED  
,PLEASE STANDBY.....PT

-----2000-12-22 15:50 cstff565-----

MICHAEL FOSTER CALLED WANTED TO KNOW WHY HE DON'T HAVE HIS  
VOICEMAIL YET.....CSTFF565

-----2000-12-22 14:49 cstff300-----

TT-PLEASE MAIL OUT WELCOME PACKET..

TT REFERRED TO CUST INFO

\*\*\*Referred\*\*\* by cstff515 on 2000-12-26 17:51

LOCAL

\*\*\*Referred\*\*\* by cstp514 on 2001-01-09 13:10

forwarded to proper dept to send welcome pack. pg

\*\*\*Closed\*\*\* by cstp116 at 2001-01-23 10:54

-----2000-12-22 14:49 cstff300-----

mr foster called about his voice mail. gave him his new acc #. adv cust if any problems  
to call back...

-----2000-12-22 14:26 cf001055-----

MICHAEL FOSTER CALLED TO SEE WHY HIS VOICEMAIL IS STILL NOT  
ACTIVE. TRANSFER TO MACD'S. CAD1055

-----2000-12-16 21:23 cstff174-----

Micheal called to follow up on an order to add VM and he was informed that the order was placed but not processed.

-----2000-12-10 15:58 cstff035-----

MR.FOSTER CALLED TO SEE WHY HIS VOICE MAIL IS NOT WORKING. I LET HIM KNOW THAT VOICE MAIL IS NOT ON HIS RECORDS. I GAVE HIM A CREDIT OF \$10.00 FOR INCONVIENCE FOR NOT HAVING A VOICE MAIL. I LET THE CUSTOMER KNOW THAT IT WOULD BE 3-5 BUSINESS DAYS. DLUGO 867-REPAIR....

-----2000-12-10 15:56 cstff035-----

TT-BTN 615-449-8660 PLEASE ADD MBBRX, GCE AND GCJ D/D/D 12/15/00

Received order.....

\*\*\*Closed\*\*\* by cstff040 at 2000-12-11 14:06

-----2000-12-08 19:34 cstff506-----

CUST CALLED CONCERNING PRIVACY DIRECTORY AND VOICEMAIL THAT IS NOT WORKING. PER SOTS AND NOTES, THOSE FEATURES WERE SUPPOSED TO BE ADDED NO LATER THAN THE 30TH OF NOV. LEFT AN LCSC FORM FOR PROVISIONING AND ADV CUST TO GIVE US A CALL BACK BY 6:00PM.....R.E.

-----2000-12-04 20:27 cstff105-----

ORDER REJECTED TO ADD HBY CUSTOMER HAS NXMCR FEATURE COMES WITH IT...

-----2000-12-04 17:09 cstff034-----

PLACED AN ORDER TO ADD PMX1R  
PON CHN8660TR  
FOC 11/30/00  
ORDER NUMBER C9Y4Q311

-----2000-12-03 18:28 cstff447-----

MR. FOSTER CALL IN ADN SAID THAT HE WANTED TO KNOW WHEN HIS VOICE MAIL WILL BE ADDED TO HIS LINE I ADVISE CUST. TO GIVE IT ANOTHER 5-7 BUSINESS DAYS.

-----2000-12-01 16:58 cstff245-----

mr.forst call in to req mbbbx access#. turn in infor to supervisor for view

-----2000-11-30 16:19 cstpfl21-----

ORDER REQUEST SUBMITTED BY ROBINSON TO ADD MPMXX,  
GCE,GCI,PMX1R UNDER PON CHN8660BH 11/28/00 FOC'D 11292000 REP#112  
TINA

-----2000-11-30 12:01 cstff405-----

TT-BTN 615-449-8660 please add HBY Anonymous call rejection to his line..ss

referred to prov...

\*\*\*Closed\*\*\* by cstff208 at 2000-12-01 16:07

-----2000-11-24 16:35 cstff576-----

cust called to check on order.

-----2000-11-24 16:06 cstff459-----

MRS. MICHEAL CALLED IN TNF TO REPAIRS/

-----2000-11-20 13:26 cstff515-----

anthony called to deactivate service//cust has ld only//advised cust to call his local carrier  
to change his pic and lpic//cstff515

-----2000-11-20 13:10 cstff515-----

MICHEAL CALLED TO ADD PRIVACY DIRECTOR AND TO HAVE HIS BILLS  
MAILED BETWEEN THE 1ST AND 5TH OF THE MONTH//ISSUED A TT IN  
OPTIS//CSTFF515

-----2000-11-20 13:09 cstff515-----

TT-BTN 615-449-8660//PLS MAIL CUST BILL BETWEEN THE 1ST AND 5TH OF  
THE MONTH//

ZERO BALANCE, NO NEED FOR INVOICES.....CANDY H.

\*\*\*Closed\*\*\* by cstp099 at 2001-01-16 09:42

-----2000-11-20 13:08 cstff515-----

TT-BTN 615-449-8660//PLS ADD PMX1R TO THE SERVICE//

RECEIVED ORDER

\*\*\*Closed\*\*\* by cstff027 at 2000-11-27 11:51

-----2000-11-20 12:49 cf001252-----

MICHAEL FOSTER wants to add caller id name and number for unlisted numbers..trans  
to macd's...cm/1252

-----2000-11-19 12:05 cstff119-----

rcvd an order to fwd access number to correct mailbox  
voicemail is not available in this area  
119rf

-----2000-11-18 13:54 cstff122-----

MR. FOSTER INQUIRE OF PREV ORDER REQUEST TO FIX V/MAIL, ADVISE IS  
IN PROCESS, ORDER WAS PLACED ON 11/14/00 . KDUONG

-----2000-11-14 12:14 cstff336-----

TT-BTN 615-449-8660 PLEASE FORWARD ACCESS NUMBER TO CORRECT  
MAILBOX.ACCESS#615-860-0669.MAILBOX NUMBER#615-449-8660.ASAP...IAN

referred to prov.

\*\*\*Closed\*\*\* by cstff208 at 2000-11-15 11:32

-----2000-11-14 11:56 cstff264-----

CUST CALLED WANTING TO KNOW IF WE HAVE AREA PLUS...THILLS264

-----2000-10-02 21:25 CSRMgr -----

615 449 8660 048 \*CSR\* LEBN VR3CL E 1

LN FOSTER, MICHAEL  
LA 223 WESTERN AV  
SA 223 WESTERN AV, LEBANON, TN  
LOC APT E-20;DES (NORTHWOOD APTS)  
DZIP 37087

---DIR

DDA FOSTER  
APT E 20  
223 WESTERN AV  
LEBANON TN 37087  
DEL A1

---BILL

BN1 MICHAEL FOSTER



BA2 APT E-20  
BA3 223 WESTERN AV  
PO LEBANON TN 37087

615 449 8660 048 \*CSR\*

LEBN VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 615 449-8660/PIC 0284  
/LPIC 5124/LPCA BO, 04-25-00  
/PCA BO, 04-25-00  
/ZSER 380199999B/SED 04-29-00
- 1 MBBRX MemoryCall Answering Ser+  
/TN 615 449-8660  
/MBTN 615 865-1850

615 449 8660 048 \*CSR\*

LEBN VR3CL E 3

- QTY USOC S&E J  
/DLNM FOSTER MICHAEL  
/SED 06-30-00/ZSER 460199999D
- 1 ESC Three-Way Calling  
/TN 615 449-8660  
/ZSER 460199999D/SED 04-29-00
- 1 ESM Call Forwarding  
/TN 615 449-8660  
/ZSER 4D0199999E/SED 04-29-00
- 1 ESXDC Call Waiting Deluxe  
/TN 615 449-8660  
/ZSER 540199999F/SED 04-29-00
- 1 FUJ1X Federal Universal Service+  
/TN 615 449-8660  
/ZSER 0D019999A4/SED 07-01-00

- 1 GCE Call Forwarding Busy Line  
/TN 615 449-8660  
/ZSER F7019999A1
- 1 GCJRC Call Forwarding Don't Ans+  
/TN 615 449-8660  
/ZSER FE019999A2

615 449 8660 048 \*CSR\*

LEBN VR3CL E 4

- QTY USOC S&E J
- 1 LNPCX FCC Local Number Portabil+  
/TN 615 449-8660  
/ZSER F0019999A0/SED 04-29-00
  - 1 NSS Call Return (\*69)  
/TN 615 449-8660  
/ZSER F7019999A1/SED 04-29-00
  - 1 NST Call Tracing (\*57)  
/TN 615 449-8660  
/ZSER FE019999A2/SED 04-29-00
  - 1 NSY Call Block (\*60)  
/TN 615 449-8660  
/ZSER 06019999A3/SED 04-29-00
  - 1 NXMCR Caller ID Name and Number+  
/TN 615 449-8660  
/ZSER 0D019999A4/SED 04-29-00
  - 1 SEQ1X Inside Wire Maintenance S+  
/TN 615 449-8660  
/ZSER 14019999A5/SED 04-29-00  
/RMKR (A) 05-02-00
  - 1 VSB Vertical Services Billing+

615 449 8660 048 \*CSR\*

LEBN VR3CL E 5

- QTY USOC S&E J
- /TN 615 449-8660  
/ZSER 1B019999A6/SED 04-29-00
  - 1 9LM FCC Charge for Network Ac+  
/TN 615 449-8660  
/ZSER 3F0199999C/SED 04-29-00
  - 1 SMV Surrogate Client Number (+  
/TN 615 865-1850  
/ZSER 06019999A3

---RMKS

---COMPLETED ACTIVITY

-----2001-11-06 13:57 cf001014-----  
CB 84.94 RB

-----2001-06-05 08:11 cf001161-----  
Followed up and issued final credit.

Dana 1161  
Regulatory PH

-----2001-05-14 11:30 cstpf119-----  
RECEIVED POA(L) FROM 3RD PARTY VERF  
TM/119/VERF/PH

-----2001-05-11 12:29 cstpf421-----  
Faxed Response 5/11/01

Angie

-----2001-05-10 12:49 cstpf295-----  
Issued credit per floor request per REG complaint

-----2001-05-10 11:24 cf001161-----  
Changed billing address to PH from  
154 N Ridge Dr  
Parrottsville, TN 37843

Dana 1161  
Regulatory Department PH

-----2001-05-10 11:22 cf001161-----  
General Information for Local Complaints

BTN: 423-613-5051  
Customer Name: Lenore Wilson  
Name of Person Initiating Complaint: Lenore Wilson

Type of Service Complaint Concerns:  
Local Only?  
Toll Only?

Local/Toll Bundle? YES

Summarize what the complaint is in reference to (if multiple issues/accounts, please add in order):

- 1) Member states he did not authorize local or long distance service.
- 2) Member states the change in his service was scheduled for 4/3/01.
- 3) Member states he was with AOL and that we now have his cc that AOL had.

Service Authorization Information (for complaints involving alleged unauthorized switches)

Name of person who authorized switch: Shanan Wilson

DOB or last 4 digits of SSN as indicated in POA: 2/23/76

Relationship to complainant:

Date Authorization was obtained: 2/14/01 A letter was sent from ADC stating that Shanan Wilson authorized the service on 2/14/01. Member provided his DOB as 2/23/76

Type of POA:

TPV? YES

Signed LOA? NO

Signed Check? NO

If POA was obtained through 3rd party verification, provide name of person verifying:  
Laura McCandless

Service Information

What Plan is the customer on? 9.5cpm bundle package

When was the order submitted?

Local: 3/8/01

LD: 3/8/01

Is there a One Bill Account? NO

One Bill Account #: N/A

For local service, indicate the dates for the following, as applicable:

Date service provisioned? 3/15/01

Date features changed, added, or deleted? N/A

Date service disconnected? N/A

If there was a delay in any of above activities, explain why: NO

Date of confirmation that customer was on the service, for:

Local service: 3/15/01

LD:3/15/01

For Xerox Accts: was customer ever pic'd to 6746 (call IPOC to check)? N/A

Date customer was taken off our local service: 4/23/01

Was customer taken off of our PIC? YES

If so, indicate date: 4/20/01

First and last call: 3/31/01-4/23/01

Are there any calls that have not billed out? 3/31/01-4/23/01 are in 01 status and calls from 4/1/01-4/12/01 have invoiced.

**Billing/Credit Information:**

What was the total amount billed that is in dispute as stated by cust.: not stated.

Of the amount disputed, what was the total amount paid/also indicate chargebacks: There is 1 balance on the account in the amount of \$84.94 and no payments or credits have been issued to the account.

Were there credits previously issued? NO

Indicate amounts: N/A

**Customer Contact Attempts**

Indicate each date you attempted to contact customer and whether contact successful, and whether :

First attempt: LMOM

Second attempt:

Third attempt:

**Resolution Outcome**

Name of Person Spoke to to Resolve Complaint/relationship to complainant: NO CONTACT

Was the complainant satisfied? NO CONTACT

Offer to play customer TPV.

Did customer listen to the tape? We received a letter from ADC

If so, did customer agree that they authorized switch? N/A

Whats was discussed with complainant : Member states her service was switched without her authorization. I requested POA from ADC and we were given back a letter stating the authorization. I issued a full credit to the account in the amount of \$84.94 and will charge that back to ADC due to now valid POA. Members account has been cancelled and all billing information has been removed. Member is now back with the provider of her choice. There are several calls that have not invoiced out at this time,

once these calls invoice I will issue a credit back to the account and turn it in as a charge back to ADC.

#### Other Resolution Actions

Did you remove billing information and/or change the billing address to prevent future billing? YES

Did you block the customers's lines? YES

Did you delete USOCs? YES

Note any other actions taken to resolve the complaint and prevent future problems: N/A

Did you issue a credit? YES Charge back to ADC

If so, what was the dollar amount issued? \$84.94

How was the credit issued? To the account

What does the credit represent (total amount billed, billing after cancellation, rerate, intraLATA, 30-day): No Valid POA

Did you issue a refund of any amounts paid? NO

If so, what was the dollar amount? NO

How was the refund issued? NO

What does the refund represent (total amount, billing after cancellation, rerate, intralata): N/A

Is there any follow up that you need to do to the account? YES issue credit to account when 01 status calls bill out. Charge back to ADC at that time.

#### Complaint Resolved

Dana Cappola 1161

Account Closed

Regulatory Department PH

-----2001-05-03 11:50 cstp594-----

Added to do not call/contact list. HLS

-----2001-05-02 16:38 cf001161-----

SENT EMAIL TO ADD TO THE DO NOT CONTACT LIST

DANA 1161

REGULATORY DEPARTMENT PH

-----2001-05-01 14:30 cstp587-----

rec'd a tn tnra complaint dd 5/11

-----2001-04-30 10:04 cotnp005-----

REC'D TRA COMPLAINT 01-0971 DUE 05/11/01 REQUESTED POA FROM  
VALERA

-----2001-04-20 11:36 cstff303-----

MRS. WILSON CALLED STATED THAT SHE WANTS TO CANCEL HER AND  
HER HUSBANDS ACCT...OFFERED 10% OFF HER NEXT TWO INVOICES....AND  
OFFERED TO REDUCE HER RATE...CUST NOT SAVED...TR/303/SAVES/FTL

-----2001-04-20 11:27 cstff239-----

Wife of th acct. holder clld and would like to cancel serv.....SE/239/train/ftl

-----2001-03-09 09:36 cstof328-----

PLEASE CANCEL PER BONELL'S JUAN EMAIL REQUEST DATED 2/16/01.  
IROSA  
THANKS!

-----2001-02-26 14:27 CSRMgr -----

423 613 5051 268 \*CSR\*

NEWP AT3CL NP E 1

NP (NON-PUB) WILSON, SHANAN  
LA 154 NORTH RIDGE DR  
SA 154 NORTH RIDGE DR,  
PARROTTSVILLE, TN  
LOC DES (B4 PARROTTSVILLE SCH GO I  
NTO NORTHRIDGE ESTATES 4TH HS  
E ON R NEW)  
DZIP 37843

---DIR

DDA WILSON  
154 NORTH RIDGE DR  
PARROTTSVILLE TN 37843  
DEL A1

---BILL

BN1 LENORE WILSON  
BA2 154 NORTH RIDGE DR



423 613 5051 268 \*CSR\*

NEWP AT3CL NP E 2.

PO PRRTTSVILL TN 37843

---S&E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory +  
/TN 423 613-5051  
/ZSER 4310000002/SED 03-27-00

(LINES & STATIONS)

1 AT3CL Area Plus Plan (includes+

423 613 5051 268 \*CSR\*

NEWP AT3CL NP E 3

QTY USOC S&E J  
/TN 423 613-5051/PIC 0288  
/LPIC 5124/LPCA FR, 02-16-01  
/PCA CM, 07-01-00/EXK 423 623  
/ZSER 4A10000003  
/LRN 4236230000/TTRA 423 623  
/SED 02-19-01  
1 1LS11 Mileage - Zone  
/TN 423 613-5051  
/ZSER 7410000009/SED 03-27-00  
1 ESX Call Waiting  
/TN 423 613-5051  
/ZSER 5F10000006/SED 03-27-00  
1 FUJ1X Federal Universal Service+  
/TN 423 613-5051  
/ZSER 460199999D/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/TN 423 613-5051/SED 03-27-00  
/ZSER 3F0199999C

1 NXMCR Caller ID Name and Number+  
/TN 423 613-5051

423 613 5051 268 \*CSR\*

NEWP AT3CL NP E 4

QTY USOC S&E J  
/ZSER 6610000007/SED 03-27-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 423 613-5051  
/ZSER 6D10000008/SED 03-27-00  
/RMKR (A) 03-31-00  
1 9LM FCC Charge for Network Ac+  
/TN 423 613-5051  
/ZSER 5810000005/SED 03-27-00

---RMKS

---COMPLETED ACTIVITY

ACCOUNT # : 020000005284100

Amount : \$50.00

Sequence # : 8023529108

R/T # : 0003100050

CHECK # : 0000007551

Date Paid : 8/18/00

Volume ID : 20000913224302

*Pete Keenan*

**WE REGRET THAT THIS DOCUMENT WAS NOT AVAILABLE FOR  
IMAGE CAPTURE AND IS EITHER MISSING OR MUTILATED.**

**IF YOU WOULD LIKE TO REQUEST A PHOTOCOPY, PLEASE SUPPLY  
THE DOCUMENT INFORMATION DISPLAYED AFTER CLICKING ON  
THE INFO BUTTON WHEN SUBMITTING YOUR REQUEST.**

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**IF YOU WOULD LIKE TO REQUEST A PHOTOCOPY, PLEASE SUPPLY  
THE DOCUMENT INFORMATION DISPLAYED AFTER CLICKING ON  
THE INFO BUTTON WHEN SUBMITTING YOUR REQUEST.**

Ladisa, Patricia # 615-834-4115: Count 65

Optis Notes:

-----2001-07-27 14:22 cstp420-----

Issued credit per floor request..see prev notes from rep 1823..nina..ph/reg.

-----2001-06-07 10:47 cstp420-----

Issued credit of per floor request.per prev complaint resolution..nina

-----2001-05-23 12:50 cstp191-----

Issued credit of \$85.08 per floor request - BFarrell

-----2001-05-23 12:49 cf001823-----

REGULATORY

ISSUED \$85.08 TO ACCOUNT FOR UNBILLED CALLS PER RESOLVING COMPLAINT.

JOHN HANNA

-----2001-01-12 12:21 cotnp002-----

sent response

-----2001-01-10 15:56 cstp561-----

Issued \$20 credit per floor request.

Eileen

Regulatory.PH

-----2001-01-10 15:51 cf001823-----

REGULATORY

Local Complaint Summary

Complainants Name:Patricia Ladisa

BTN: 615-333-6570

615-834-4115

Billing Name on File:Matthew Ladisa

All POA information:

Market code is DM070BJ which is a direct mail promo order for \$50 that was made out to Mathew LaDisa at 7033 N. Lake Dr., Brentwood, TN 37027.

DM070BJAug-00200 min/9.9c\$49.95 AOL Remail \$49.95 Bundle (All) \$50 Check

Due Date:

01/12/01.

Summary of Dispute:

Customer states that the phone service was switched without their authorizing it to be.

Date switched to A1/PIC and LPIC Information @ time of switch:

SOTS indicates that the order for BTN 615-333-6570 was completed on 10/24/00.

SOTS indicates that the order for BTN 615-834-4115 was completed on 10/05/00.

BS CSR shows that her line BTN 615-333-6570 was switched off of our service on 11/15/00.

BS CSR shows that her line BTN 615-834-4115 was switched off of our service on 10/10/00.

TSCI codes from Optis:

615-333-6570

11/16/20002216-Service disconnected.

11/15/20002811-End-user service disconnected.

10/25/20002008-Confirmed.

10/11/20002216-Service disconnected.

10/08/200001NP-No PIC.

10/07/20002008-Confirmed.

615-834-4115

11/05/200020CU-Confirmed by first usage.

10/11/20002216-Service disconnected.

10/07/20002008-Confirmed-Customer selected IC thru EC new service.

09/07/200001NP-No PIC.

First/Last call:

615-333-6570 10/06/00-11/14/00.

615-834-4115 10/06/00-10/12/00.

Date switched back to Bell:

615-333-6570 11/15/00.

615-834-4115 10/10/00.

Optis Billing:

There is one invoice in OPTIS for the amount of \$88.20, which remains unpaid. There are current calls on the 615-333-6570 BTN and one call that remains unbilled on the 615-834-4115 BTN.

OneBill Billing:

There is no OneBill for this account.

Optis Notes:

On 09/22/00-Customer called to make sure account was canceled, per SOTS, no order was found.

On 10/09/00-Customer called to check on status of cancelation.

On 10/27/00-An e-mail was sent from customer stating that she was changed without authorization.

Resolution:

Spoke to Patricia Ladisa, where she explained to me that she would like to contact the TRA to see what options she had. Member said she would call me back and let me know what they said to her regarding this complaint and what actions she may take. Spoke to Patricia Ladisa she explained to me that she had contacted the TRA and decided to go ahead and resolve this complaint with me only on three conditions. These conditions include being placed on the do not call list, credit the remaining balance of \$88.20 to the OPTIS account and having these said conditions in writing. Issued credit for \$88.20 to OPTIS and then took the features and made them all zeros. Also issued another credit to OPTIS for \$20 to cover any unbilled calls. Placed member on the do not call list and issued e-mail to mpladisa@aol.com describing what we had discussed during our conversation. Customer was satisfied with this resolution.

Complaint Resolved

John Hanna

Palm Harbor

-----2001-01-10 15:05 cstpf561-----  
Issued credit of \$88.20 to Optis per floor request.

Eileen  
Regulatory.PH

-----2001-01-08 17:41 cf001823-----  
REGULATORY

SPOKE TO PATRICIA LADISA AND SHE WANTED TO CHECK WITH THE  
REGUALTORY AUTH AND FIND OUT WHAT SHE CAN DO AS FAR AS  
RESOLVING THIS COMPLAINT.

JOHN HANNA

-----2001-01-08 17:08 cf001823-----  
REGULATORY

LM WITH PATRICIA'S DAUGHTER FOR HER TO CALL ME BACK

1ST ATTEMPT

JOHN HANNA

-----2001-01-05 08:39 cstpf594-----  
Name and info added to do not call list. HLS

-----2001-01-03 10:26 cstpf040-----  
RECVD TNRA COMPLAINT #00-2463- DD 1/12/01

-----2001-01-02 12:00 cotnp004-----  
recvd tenn reg auth complaint 00-2463 1-02-01 dd 1-12-01

-----2000-12-30 08:24 cstff252-----  
See below for reply

-----Original message-----  
>From MPLadisa@aol.com Mon Nov 27 23:01:43 2000

>Received: from imo-r17.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id XAA21950  
>for <local@talk.com>; Mon, 27 Nov 2000 23:01:42 -0500 (EST)  
>From: MPLadisa@aol.com  
>Received: from MPLadisa@aol.com  
>by imo-r17.mx.aol.com (mail\_out\_v28.33.) id y.47.40c43ab (4325)  
> for <local@talk.com>; Mon, 27 Nov 2000 23:03:16 -0500 (EST)  
>Message-ID: <47.40c43ab.27548883@aol.com>  
>Date: Mon, 27 Nov 2000 23:03:15 EST  
>Subject: Re: Confirmation of AOL Long Distance Savings and Local Service  
>To: local@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 114

>  
>Is anyone at Talk.com paying attention ?

>  
>After several phone conversatioins with your sales department, we did  
>initially agree to try your service. We then cashed the check to which you  
>referred in your email of 11/16/00. However, if you will check your records,  
>you will find that we canceled that order before it was ever carried out.  
>Three weeks had gone by without any word about start up of Talk.com. Your  
>customer service was of such poor quality when we tried to get information  
>about a start up date, that we contacted your cancelation department and  
>canceled your service for both of our phone numbers. Additionally, we were  
>told that there was a problem with transferring our service to talk.com. We  
>were told that it could not be done unless we initiated a change on our  
>current service. We never made the necessary change to that service. All  
>dealings with Talk.com should have ended there.

>  
>Your service was advertised as "no obligation". I was told during  
>conversations with your sales representatives, that this service could be  
>canceled at any time. I was told that this was a "no risk" opportunity. Well,  
>we canceled, and the result has been very risky. We have had nothing but  
>trouble in our efforts to free ourselves from your telephone services. I  
>would not recommend Talk.com to anyone because what looked like a service  
>that would benefit our household, is in fact an endless maze of trouble.  
>Check your records. You should see that there have been several efforts on  
>our part to discontinue any contact with talk.com. If you can't find our  
>cancelation in your records, I would be happy to provide you with some phone  
>call dates and Talk.com operator names and numbers.

>  
>Just to be very clear, we do not have any desire to use your service now or  
>in the future. Your service level is the worst I have ever dealt with.

>



>We have taken the necessary steps to protect ourselves from future attack by  
>Talk.com, including contacting the FCC.

>

>Patricia Ladisa

>

>

>

>

Dear Member,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has been previously addressed by e-mail.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand. If you have any additional questions about the AOL Long Distance Savings Plan, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-11-16 13:14 cstff145-----

See below for reply

-----Original message-----

>From MPLadisa@aol.com Fri Oct 27 23:48:21 2000  
>Received: from imo-r20.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id XAA19633  
>for <AOL.LongDistance@talk.com>; Fri, 27 Oct 2000 23:48:21 -0400 (EDT)  
>From: MPLadisa@aol.com  
>Received: from MPLadisa@aol.com  
>by imo-r20.mx.aol.com (mail\_out\_v28.32.) id y.ea.c9d1bc3 (4234)  
> for <AOL.LongDistance@talk.com>; Fri, 27 Oct 2000 23:48:50 -0400 (EDT)  
>Message-ID: <ea.c9d1bc3.272ba6a1@aol.com>  
>Date: Fri, 27 Oct 2000 23:48:49 EDT  
>Subject: Re: Confirmation of AOL Long Distance Savings and Local Service  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit

>X-Mailer: Windows AOL sub 114

>

>This better not be true!!!! We did not ask for this service nor do we want  
>it!! If my long distant service has been changed without my authorization  
>again you will be hearing from my attorney!!

>

>

Dear MATTHEW LADISA,

We received your e-mail and we have reviewed your record. It shows that a check for 50.00 made out to matthew ladisa was cashed. At the top of this check it would say if you cash or-deposit this check your local and long distance will be switched over to talk.com. If you have any questions please call 1-800-291-9699.

Thank You

Talk.Com

-----2000-10-12 16:30 CSRMgr -----

615 333 6570 503 \*CSR\*

NVW 1FR NP E 1

NP (NON-PUB) LADISA, MATTHEW  
LA 7033 NORTH LAKE DR  
SA 7033 NORTH LAKE DR, BRENTWOOD,  
TN  
LOC LOT 219  
DZIP 37027

---DIR  
DEL A0, B0

---BILL  
BN1 MATTHEW LADISA  
BA2 LOT 219  
BA3 7033 NORTH LAKE DR  
PO BRENTWOOD TN 37027

615 333 6570 503 \*CSR\*

NVW 1FR NP E 2

---S&E

(CHARGEABLE LISTINGS)

1 NP3 Listing-not in directory +  
/SED 10-10-00/ZSER 3C10000001

(LINES & STATIONS)

1 1FR Residential Line  
-/TN 615 333-6570/ADL/PIC 0288  
/LPIC 5124/PCA BO, 10-09-00  
/LPCA BO, 10-09-00  
/ZSER 00099999A1/SED 10-10-00  
1 TTR Touch-Tone  
/TN 615 333-6570  
/ZSER 07099999A2/SED 10-10-00  
1 1LS11 Mileage - Zone  
/TN 615 333-6570  
/ZSER 31099999A8/SED 10-10-00

615 333 6570 503 \*CSR\*

NVW 1FR NP E 3

QTY USOC S&E J

1 FUJAX Federal Universal Service+  
/TN 615 333-6570  
/ZSER 15099999A4/SED 10-10-00  
1 LNPCX FCC Local Number Portabil+  
/TN 615 333-6570  
/ZSER 1C099999A5/SED 10-10-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 333-6570  
/ZSER 23099999A6/SED 10-10-00  
/RMKR (A) 00-00-00  
1 9LA FCC Charge for Network Ac+  
/TN 615 333-6570  
/ZSER 0E099999A3/SED 10-10-00

---RMKS

---COMPLETED ACTIVITY

-----2000-10-11 10:04 cstff274-----

See below for reply

-----Original message-----

>From MPLadisa@aol.com Wed Oct 11 21:42:10 2000  
>Received: from imo-r01.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id VAA01080  
>for <local@talk.com>; Wed, 11 Oct 2000 21:42:10 -0400 (EDT)  
>From: MPLadisa@aol.com  
>Received: from MPLadisa@aol.com  
>by imo-r01.mx.aol.com (mail\_out\_v28.26.) id y.50.bfe360f (4327)  
> for <local@talk.com>; Wed, 11 Oct 2000 21:41:35 -0400 (EDT)  
>Message-ID: <50.bfe360f.271670ce@aol.com>  
>Date: Wed, 11 Oct 2000 21:41:34 EDT  
>Subject: Re: Confirmation of AOL Long Distance Savings and Local Service  
>To: local@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 114  
>  
>RE: (615)834-4115 and (615)333-6570  
>The following is a brief outline of my experience with Talk.com.  
>  
>Just for the record, I did contact your Customer Service department in order  
>to cancel my order with Talk.com. In fact, I spent way too much time trying  
>to get to the correct department in order to cancel my service.  
>The reason I changed my mind regarding using Talk.com for our telephone  
>needs, was that your costomer service department is anything but service  
>oriented. I became so frustrated with just getting answers to questions  
>regarding start up of service with your company, that I gave up and asked to  
>reverse my request to begin telephone service with Talk.com. This request  
>was made with one of your telephone representatives on September 22,2000. I  
>was assured on this date that our service would not be moved to Talk.com.  
>On October 8,2000 you went ahead and changed both of our phone numbers over  
>to Talk.com. I had to again spend time trying to undo your mistake and get  
>us off of Talk.com. I was informed that I would be receiving a closing bill  
>for your services and that the bill would be my confirmation of  
>discontinuation of service with your company. Needless to say, I am angered  
>to hear that I will receive a bill for services I cancelled well in advance  
>of the start up. I was also angered because I had been told during one phone  
>conversation with your representative, that our phone service could not be  
>changed to Talk.com because one item listed on our local service could not be  
>transferred to your system. Therefore no action had been taken to move us to  
>Talk.com service. I was told that I would have to contact my local provider  
>to have this item removed so that your system could make the change over.

>I did not ask my local carrier to make any change as I had decided to stay  
>away from Talk.com altogether during that conversation with one of your  
>representatives.  
>I fully expect to receive the promised closing statement and confirmation of  
>cancellation of service with Talk.com with a zero balance due.  
>In addition, you should know that I have had to spend a lot of time,  
>reinstating my former local and long distance services. This is going to cost  
>me \$40 in start up charges for my two phone numbers. This process has also  
>cost us some loss of service during the time our phone lines were being  
>returned to the original carriers.  
>  
>Your advertisements and conversations with customer service, represented your  
>services as "no risk". I was told that if I was unhappy with your service for  
>any reason, I could easily be returned to my former carriers. Not true! I was  
>also told that if I found it necessary to return to my previous carriers, I  
>would be awarded 500 minutes of free long distance service. Nowhere in this  
>cancellation process has that promise been mentioned.  
>I have experienced several weeks of frustration, wasted telephone time and  
>inconvenience. This experience has caused this household to pursue an  
>internet provider other than our current carrier which is AOL.  
>  
>My hope is that I have finally finished dealing with Talk.com  
>Sincerely  
>Patty Ladisa  
>

Dear Ms Ladisa,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan  
provided by TALK.com.

We have received your request to cancel our service. To prevent your lines from being  
switched to the AOL Long Distance Savings Plan, contact your local carrier and request a  
PIC freeze to the long distance carrier of your choice. By doing this, the local carrier  
should not process our order when they receive it.

We sincerely hope that you will reconsider your decision to cancel and keep your lines on  
our plan. We are certain you will not be disappointed.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-09 12:17 cstff493-----  
btn 615-834-4115

Cust called in to check on status of cancellation. Cust says cancelled before actually having our svc so no bill shld form. All systems are down unable to verify who piced to. Advised customer updating unable to verify. (bms493)

-----2000-10-07 23:43 cstff252-----

See below for reply

-----Original message-----

>From MPLadisa@aol.com Sun Oct 8 09:03:59 2000  
>Received: from imo-d08.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id JAA20623  
>for <AOL.LongDistance@talk.com>; Sun, 8 Oct 2000 09:03:58 -0400 (EDT)  
>From: MPLadisa@aol.com  
>Received: from MPLadisa@aol.com  
>by imo-d08.mx.aol.com (mail\_out\_v28.26.) id y.a6.a668a05 (3983)  
> for <AOL.LongDistance@talk.com>; Sun, 8 Oct 2000 09:03:40 -0400 (EDT)  
>Message-ID: <a6.a668a05.2711caac@aol.com>  
>Date: Sun, 8 Oct 2000 09:03:40 EDT  
>Subject: Re: Confirmation of AOL Long Distance Savings and Local Service  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 114  
>  
>To Talk.com  
>I canceled this service before it ever got started. If you check your  
>records, you will find that this household has two phone lines. The other  
>line is 615-834-4115. Service with Talk.com for both lines was canceled on  
>September 22,2000. Return my service for both phone numbers to  
>BellSouth(local) and AT&T(long distance) immediately.  
>Patty Ladisa  
>

Dear Valued Customer,

We apologize for any inconvenience. Due to the high demand for service, in some areas there may be a slight delay in e-mail response time.

We recommend you contact our customer service department between the hours of 9am - 5pm EST Monday - Friday at 1-800-291-9699. So we may better service you. If you have already had your issues addressed, please disregard this E-Mail.

Thank You

TALK.com

-----2000-10-07 21:41 cstff252-----

See below for reply

-----Original message-----

>From MPLadisa@aol.com Sun Oct 8 09:06:40 2000  
>Received: from imo-r07.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id JAA20932  
>for <AOL.LongDistance@talk.com>; Sun, 8 Oct 2000 09:06:40 -0400 (EDT)  
>From: MPLadisa@aol.com  
>Received: from MPLadisa@aol.com  
>by imo-r07.mx.aol.com (mail\_out\_v28.26.) id y.d9.a91bb86 (3983)  
> for <AOL.LongDistance@talk.com>; Sun, 8 Oct 2000 09:06:23 -0400 (EDT)  
>Message-ID: <d9.a91bb86.2711cb4f@aol.com>  
>Date: Sun, 8 Oct 2000 09:06:23 EDT  
>Subject: Re: Confirmation of AOL Long Distance Savings and Local Service  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 114  
>  
>I canceled this service before it ever got started. It was canceled through  
>your cancelation department on September 22,2000. Return my phone services to  
>BellSouth(local )and AT&T (long distance) immediately.  
>Patty Ladisa  
>

Dear Valued Customer,

We apologize for any inconvenience. Due to the high demand for services, in some areas there may be a slight delay in e-mail response time.

We recommend you contact our customer service department between the hours the hours of 9am - 5pm EST Monday - Friday at 1-800-291-9699.  
So we may better service you. I already had your issues addressed,  
please disregard this E-Mail.

Thank You

TALK.com

-----2000-09-22 11:11 cstff275-----

customer calling to make sure account was canceled per sots no order was found. gb  
please cancel account note that one bill is down. gb

-----2000-09-22 11:02 cstff999-----

SEPT. 22, 2000

CUST-CALLED TO CANCEL SRVC...TNF TO SAVES DEPT..YF182

-----2000-09-19 15:32 cstff169-----

ms ladisa called to find out why order was cancelled, advsd she has mileage w/o empxx,  
advsd to call bs and have it removed before we can process order.....gkhargi

-----2000-09-19 10:24 cstff311-----

MS LADISA CALLING TO FIND OUT THE STATUS OF THE ACCOUNT.  
INFORMED THE CUSTOMER THAT THEY WERE ON A MILEAGE PROGRAM  
WITH B.S. AND THE ORDER WAS CANCELED. CONNECTED TO SPECIAL  
SERVICES. KF

-----2000-09-08 11:03 CSRMgr -----

615 834 4115 050 \*CSR\* NVW 1FR NP E 1

NP (NON-PUB) LADISA, MATTHEW  
LA 7033 NORTH LAKE DR  
SA 7033 NORTH LAKE DR, BRENTWOOD  
LOC LOT 219  
DZIP 37027

---DIR  
DDA LA  
DEL A1, B1

---BILL  
BN1 MATTHEW LADISA  
BA2 7033 NORTH LAKE DR



BA3 LOT 219  
PO BRENTWOOD TN 37027

615 834 4115 050 \*CSR\*

NVW 1FR NP E 2

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/ZSER 3C10000001

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory +  
/ZSER 4310000002

(LINES & STATIONS)

1 1FR Residential Line  
/TN 615 333-6570/ADL/PIC 0288  
/LPIC 5124/PCA BO, 03-03-97  
/ZSER 821000000B/SED 03-07-97

615 834 4115 050 \*CSR\*

NVW 1FR NP E 3

QTY USOC S&E J  
/LPCA DF, 02-08-99

1 TTR Touch-Tone  
/TN 615 333-6570  
/ZSER 891000000C/SED 03-07-97

1 1LS11 Mileage - Zone  
/TN 615 333-6570  
/ZSER 971000000E/SED 03-07-97

1 FUJAX Federal Universal Service+  
/TN 615 333-6570  
/ZSER 4D0199999E/SED 07-01-00

1 LNPCX FCC Local Number Portabil+  
/TN 615 333-6570/SED 05-15-99

/ZSER 3F0199999C  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 333-6570  
/ZSER 6610000007/SED 03-07-97  
/RMKR (A) 03-06-97  
1 9LA FCC Charge for Network Ac+  
/TN 615 333-6570  
/ZSER 901000000D/SED 03-07-97

615 834 4115 050 \*CSR\*

NVW 1FR NP E 4

QTY USOC S&E J  
1 1FR Residential Line  
-/PIC 0288/LPIC 5124  
/PCA BO, 02-19-91  
/ZSER 4A10000003/RCU TWC  
/LPCA DF, 02-08-99  
1 TTR Touch-Tone  
/ZSER 5110000004  
1 1LS11 Mileage - Zone  
/ZSER 5810000005  
1 ESX Call Waiting  
/ZSER 5F10000006  
1 FUJ1X Federal Universal Service+  
/ZSER 540199999F/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/SED 05-15-99/ZSER 460199999D  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 6610000007  
1 9LM FCC Charge for Network Ac+  
/ZSER 6D10000008

615 834 4115 050 \*CSR\*

NVW 1FR NP E 5

---COMPLETED ACTIVITY

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 615 834-4115 548

EXCH NVW  
BCS 1FR  
STAT OPEN  
TYPE RESIDENCE  
SVCC 11  
EQIND1 9  
LASTZSER 268435465  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMITIND  
SENSACCT  
CENT R00

---LIST

NP (NON-PUB) LADISA, MATTHEW  
LA 7033 NORTH LAKE DR  
SA 7033 NORTH LAKE DR, BRENTWOOD,  
TN  
LOC LOT 219  
DZIP 37027

---DIR

DEL A0, B0

---BILL

BN1 MATTHEW LADISA  
BA2 LOT 219  
BA3 7033 NORTH LAKE DR  
PO BRENTWOOD TN 37027

---S&amp;E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory or Directory Assistance  
/SED 10-10-00/ZSER 3C10000001

(LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 615 834-4115/PIC 0288  
/LPIC 5124/PCA FR, 10-12-00  
/LPCA FR, 10-12-00  
/SED 10-10-00/ZSER 4310000002

1 TTR Touch-Tone  
/TN 615 834-4115/SED 10-10-00  
/ZSER 4A100000003

1 1LS11 Mileage - Zone  
/TN 615 834-4115/SED 10-10-00  
/ZSER 51100000004

1 ESX Call Waiting  
/TN 615 834-4115/SED 10-10-00  
/ZSER 58100000005

1 FUJ1X Federal Universal Service Charge  
/TN 615 834-4115/SED 10-10-00  
/ZSER 5F100000006

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 834-4115/SED 10-10-00  
/ZSER 66100000007

1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 615 834-4115/SED 10-10-00  
/ZSER 6D100000008

1 9LM FCC Charge for Network Access  
/TN 615 834-4115/SED 10-10-00  
/ZSER 74100000009

---RMKS

RMKR (A) OS 615 834-4115  
RMKR (B) ADDED LONG DISTANCE  
CARRIE R FREEZE-AT&T LONG  
DISTANCE SE RV., THIRD PARTY  
VERIFICATION, CUSTOMER MRS,  
10-12-2000, C9C PQB41  
RMKR (C) ADDED LOCAL TOLL CARRIER  
FREEZE-BELLSOUTH TELECOMM.,  
THIRD PARTY VERIFICATION,  
CUSTOMER MRS, 10-12-2000,  
C9CPQB41  
RMKR (D) TPV 10-12-00 VERIFYER LYNN

[References](#) | [Cancel](#)

[View Product and Services](#)

[Return to Inquiry](#) ►

LENS Version 10.2  
OPC0032

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sof00279 / 3  
11/29/2001

: Affliandt, Bruce # 865-428-6001: 66

Optis Notes:

-----2001-02-06 09:32 cstp024-----

Response sent FCC IC W78387 due 2.23

-----2001-02-05 16:00 cstp027-----

faxed both Dept of Ag. respnse as well as the BBB TN response...JPieniak

-----2001-02-05 10:13 cf001562-----

Complaint Summary: This FCC complaint due 2/23/01 is from a previously resolved complaint resolved on 1/31/01, which was resolved as a previously resolved TNRA complaint resolved on 1/16/01.

Account # 6788483

BTN'S 423-428-6001 & 865-428-6001

First/Last call: 07/17/1998-03/02/2000

07/09/1998- Order Sent to Lec

07/10/1998- Confirmation of an IC Initiated Order

02/03/2000- Service Disconnected - Moving

02/08/2000- Customer Move-Selected IC through EC

\*NO TCSI CODES FOR NEWE AREA CODE 865\*

Account # 6788483

Optis Billing information

Billed: \$148.87

Paid: \$148.87

Credits: \$0.00

Balance: \$0.00

Account # 26245371

BTN 865-428-6001

First/Last call: 05/05/2000-08/02/2000

06/11/2000- No Pic 6060

06/12/2000- Confirmed by First Usage

08/21/2000- Customer Canceled IC Service through Another IC Order

11/15/2000- Allow Transfer on Line Between Two Accounts

Account # 26245371

Optis Billing information

Billed: \$28.41

Paid: \$0.00

Credits: \$28.41

Balance: \$0.00

03/27/200-04/24/2000 Customer billed through LEC. We found three calls for CID not on file. Emailed HBS. HBS found no record of calls on file for 865-428-6001 or 423-428-6001.

Confirmed OCC on both latas.

Account # 6788483

Optis Notes: On 11/15/2000 there was a transfer from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Account # 26245371

Optis Notes: On 11/07/2000 the customer called in on softblock claiming that charges appeared on his credit card, threatening FCC filings, disputing balance, and stating that the account was cancelled on 08/20/2000. He was credited the service fees and a trouble ticket was placed for an allow transfer. On 11/15/2000 an allow transfer was done from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Previous Summary: Bruce Efflandt is disputing the charges on his credit card and the second account. After reviewing, I found that there was an area code change and that is when the second account came about. We did receive a cancellation on 08/20/2000 for the second account and that account stopped billing. However, there was never a cancellation received for the original account, and that is why he was receiving monthly fee charges on his credit card. Also found that during Aprils invoicing he billed through HBS. Emailed HBS for charges.

Previous Resolution: Requested that customer be placed on Do Not Call List. I called Mr. Efflandt and explained why he ended up having two accounts. When he disconnected the service for moving, the area code changed causing him to have another account with us, and that account was set up for paper remittance billing, causing him to receive invoices in the mail. He was satisfied with the explanation, and stated that it made sense. Because of the area code change the computer saw it as a completely different telephone number and signed up a new account. I also explained that the first account was never cancelled because of the old area code, which caused him to receive charges totaling \$59.07 on his credit card, which I would refund the \$59.07 back to his credit card for invoices dated 04/06/2000-01/06/2001 on account 6788483. The \$10.55 from the second account is going to remain on his credit card for the calls he made while on the service, prior to cancellation. He was satisfied with the end result. He also stated that he was very unhappy with the customer service he received here and that is why he filed the complaint. He also wanted to fore-warn us about four other complaints he filed with the BBB, FCC, FTC, and the FL CAD. He stated that if the issue was not resolved this time then he was going to his attorney and would see us in Small Claims Court.

Proposed Resolution: I have made no changes to the account as this complaint has been previously resolved. I will need to contact complaintant to verify that the previous resolution was satisfactory to him. I will also need to verify that the complaintant has received his refund to his credit card for \$59.07. I will also inform him that until all the filed complaints are received, he will continue to receive calls from us to verify this resolution is satisfactory.

Resolution: I was unable to contact complaintant therefore I gave him a contact email. Through contact with previous representative working this complaint, Michelle, Bruce Efflandt informed me that the previous resolution was satisfactory to him. He also indicated htat he had received the refund to his credit card.

Account Closed

Resolved

Brandy Geraldts

-----2001-02-05 10:12 cf001562-----

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

From: BLAMENEWT@aol.com [mailto:BLAMENEWT@aol.com]

Sent: Saturday, February 03, 2001 10:29 AM

To: msmith@talk.com

Subject: Please Fwd my message to brandi

I get an error message (mail returned) when I try to send email to bgeralds@talk.com. Please forward the email I sent to you to HER. As I indicated, the credit of \$59.09 was issued on the CC statement I received yesterday. We will call things square as long as I don't receive another billing from you again. Have a great day. Bruce

-----2001-02-05 10:12 cf001562-----

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

From: BLAMENEWT@aol.com [mailto:BLAMENEWT@aol.com]

Sent: Saturday, February 03, 2001 9:57 AM

To: bgeralds@talk.com

Cc: msmith@talk.com

Subject: Re: Talk.com

Thanks for writing, Brandy. I tried calling you immediately when I got home yesterday at 3:55PM Eastern time and waited on hold for 35 minutes before giving up. I will not do so again. Not that it matters or your company will

address the issue, but I'll go ahead and say that this is ONE MORE example of TERRIBLE customer service, the worst I have ever seen in my life. You ask for a return phone call, yet do not provide the customer the option of entering an associates extension to be directly connected to them or their voice mail? Absolutely ridiculous! You are a TELEPHONE company for christ's sake!!! I have spent hours on this issue already and had to spend 35 more yesterday. I am home usually after 4pm M-F or you can call my cell phone @ 300-8066 anytime. I will wait for YOUR call, I REFUSE TO WAIT ON HOLD FOR YOU. If it will help you any, MichelleSmith#1174@ext4768 has been handling other aspects of this complaint. She is well aware of what is going on and why I had to resort to complaining so vigorously. By the way if you talk to her, tell her that NO the situation still isn't resolved because I got my credit card statement yesterday and along with the promised \$59.07 credit was another %\$#& % CHARGE of \$6.52. That charge was dated 1/08/01 which was probably a few days before she started handling the complaint, BUT OF COURSE WE KNEW THE CHARGES WERE CONTINUING TO BE BILLED EVERY MONTH, AND WE KNEW THE BILLING DATE, SO WE SHOULD HAVE ANTICIPATED THIS ALREADY AND FIGURED IT INTO THE RESOLUTION. Attached is a copy (MS Word .doc format) of the original email complaint with all of the pertinent details related to this matter, the same information presented to the various regulatory agencies. Hope to hear from YOU soon. Sincerely, Bruce Efflandt

-----2001-02-03 13:16 cf001174-----

Summary of Complaint: From a previously resolved TNRA complaint, resolved on 01/16/2001, and previously resolved BBB complaint, resolved on 01/31/2001.

Regulatory Workshop Report  
423-428-6001

Account :6788483  
Name of Complainant :Bruce Efflandt  
BTN :423-428-6001  
Agency :OTHERS

State :TN  
Due Date :1/22/01  
Market Code :B43  
Number of POA(S) :0

Clean POA :NO  
Check in System :NO

Nature of Complaint :BILLING ISSUES



Credit :NO

Amount :\$59.07

Applied To :NA

Refund:YES

Back To :MOP

Verified With LEC :YES

Account Blocked :YES

HBS Contacted :YES

Billing Information Removed :YES

NCO Notified :NO

Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :mismithDate :1/16/01

Summary of Account :

Complainants Name: Bruce Efflandt

Btn: 423-428-6001

Market Code and Partition: B43 Online Sign up

All POA information: None

Summary of what cust is disputing: Mr. Efflandt filed complaint because he has had billing problems with us. He states that he cancelled service on 08/20/00, but he is still receiving charges from us on his credit card. He also states, that when he finally reached a representative in formed him that he had two accounts with us. He states that he is receiving a paper bill on the second account.

Account # 6788483 BTN'S 423-428-6001 & 865-428-6001

First/Last call: 07/17/1998-03/02/2000

07/09/1998- Order Sent to Lec

07/10/1998- Confirmation of an IC Initiated Order

02/03/2000- Service Disconnected - Moving

02/08/2000- Customer Move-Selected IC through EC

\*NO TCSI CODES FOR NEWE AREA CODE 865\*

Account # 6788483

Optis Billing information:

Billed: \$148.87  
Paid: \$148.87  
Credits: \$0.00  
Balance: \$0.00

Account # 26245371 BTN 865-428-6001  
First/Last call: 05/05/2000-08/02/2000  
06/11/2000- No Pic 6060  
06/12/2000- Confirmed by First Usage  
08/21/2000- Customer Canceled IC Service through Another IC Order  
11/15/2000- Allow Transfer on Line Between Two Accounts  
Confirmed OCC on both latas.

Account # 26245371  
Optis Billing information:  
Billed: \$28.41  
Paid: \$0.00  
Credits: \$28.41  
Balance: \$0.00  
03/27/200-04/24/2000 Customer billed through LEC. We found three calls for CID not on file. Emailed HBS. HBS found no record of calls on file for 865-428-6001 or 423-428-6001.

Account # 6788483  
Optis Notes: On 11/15/2000 their was a transfer from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Account # 26245371  
Optis Notes: On 11/07/2000 the customer called in on softblock claiming that charges appeared on his credit card, threatening FCC filings, disputing balance, and stating that the account was canceled on 08/20/2000. He was credited the service fees and a trouble ticket was placed for an allow transfer. On 11/15/2000 an allow transfer was done from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Summary: Bruce Efflandt is disputing the charges on his credit card and the second account. After reviewing, I found that there was an area code change and that is when the second account came about. We did receive a cancelation on 08/20/2000 for the second account and that account stopped billing. However, there was never a cancelation received for the original account, and that is why he was receiving monthly fee charges on his credit card. Also found that during Aprils invoicing he billed through HBS. Emailed HBS for charges.

Resolution: Requested that customer be placed on Do Not Call List. I called Mr. Efflandt and explained why he ended up having two accounts. When he disconnected the service for moving, the area code changed causing him to have another account with us, and that

account was set up for paper remittance billing, causing him to receive invoices in the mail. He was satisfied with the explanation, and stated that it made sense. Because of the area code change the computer saw it as a completely different telephone number and signed up a new account. I also explained that the first account was never canceled because of the old area code, which caused him to receive charges totaling \$59.07 on his credit card, which I would refund the \$59.07 back to his credit card for invoices dated 04/06/2000-01/06/2001 on account 6788483. The \$10.55 from the second account is going to remain on his credit card for the calls he made while on the service, prior to cancelation. He was satisfied with the end result. He also stated that he was very unhappy with the customer service he received here and that is why he filed the complaint. He also wanted to fore-warn us about four other complaints he filed with the BBB, FCC, FTC, and the FL CAD. He stated that if the issue was not resolved this time then he was going to his attorney and would see us in Small Claims Court.

Account Closed  
Complaint Resolved  
Michelle Smith

Complaint Summary: Received a duplicate BBB complaint due on 02/05/2001.

Proposed Resolution: I will contact Mr. Efflandt and make sure that he is satisfied with the previous resolution I discussed with him. I will also make sure that the \$59.07 has shown up on his credit card statement.

Resolution : I spoke with Mr. Efflandt and he stated that he was satisfied with the previous resolution, but was still waiting to see the refund of \$59.07 on his next credit card statement. Again, he stated that if it was not on there he would pursue further.

Account Closed  
Resolved Complaint  
Michelle Smith

Complaint Summary: Received a duplicate D of A complaint due on 02/16/2001.

Proposed Resolution: I will contact Mr. Efflandt and inform him that I have received another complaint of his. I will verify with him that the \$59.07 has shown up on his credit card.

Resolution: I received an email from Mr. Efflandt and he stated that the \$59.07 has shown up his most recent credit card statement. He stated that he would call things square as long as he does not receive another bill.

Account Closed  
Resolved Complaint  
Michelle Smith

-----2001-02-03 13:14 cf001174-----

I received an email from Mr. Efflandt and he stated that the \$59.07 has shown up his most recent credit card statement. He stated that he would call things square as long as he does not receive another complaint.  
Michelle Regulatory

-----2001-02-02 14:37 cf001562-----

attempted to contact complainant. LMOM and sent contact email to address on file....bgcf1562

-----2001-02-01 10:52 cf001374-----

I switched to remitt to prevent billing to credit card, I first checked in query view payments and the credit card # is available there if needed.  
Brandice  
Reg PH

-----2001-01-31 16:33 cstpf692-----

complaint resolved by regulatory dept.  
byron  
ss

-----2001-01-31 15:14 cf001174-----

Summary of Complaint: From a previously resolved TNRA complaint, resolved on 01/16/2001.

Regulatory Workshop Report  
423-428-6001

Account :6788483  
Name of Complainant :Bruce Efflandt  
BTN :423-428-6001  
Agency :OTHERS

State :TN  
Due Date :1/22/01

Market Code :B43  
Number of POA(S) :0

Clean POA :NO  
Check in System :NO

Nature of Complaint :BILLING ISSUES  
Credit :NO

Amount :\$59.07  
Applied To :NA  
Refund:YES  
Back To :MOP

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :YES  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :  
1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .

Done By :mismithDate :1/16/01

Summary of Account :

Complainants Name: Bruce Efflandt

Btn: 423-428-6001

Market Code and Partition: B43 Online Sign up

All POA information: None

Summary of what cust is disputing: Mr. Efflandt filed complaint because he has had billing problems with us. He states that he cancelled service on 08/20/00, but he is still receiving charges from us on his credit card. He also states, that when he finally reached a representative in formed him that he had two accounts with us. He states that he is receiving a paper bill on the second account.

Account # 6788483 BTN'S 423-428-6001 & 865-428-6001

First/Last call: 07/17/1998-03/02/2000  
07/09/1998- Order Sent to Lec  
07/10/1998- Confirmation of an IC Initiated Order  
02/03/2000- Service Disconnected - Moving  
02/08/2000- Customer Move-Selected IC through EC  
\*NO TCSI CODES FOR NEWE AREA CODE 865\*

Account # 6788483  
Optis Billing information:  
Billed: \$148.87  
Paid: \$148.87  
Credits: \$0.00  
Balance: \$0.00

Account # 26245371 BTN 865-428-6001  
First/Last call: 05/05/2000-08/02/2000  
06/11/2000- No Pic 6060  
06/12/2000- Confirmed by First Usage  
08/21/2000- Customer Canceled IC Service through Another IC Order  
11/15/2000- Allow Transfer on Line Between Two Accounts

Account # 26245371  
Optis Billing information:  
Billed: \$28.41  
Paid: \$0.00  
Credits: \$28.41  
Balance: \$0.00

03/27/200-04/24/2000 Customer billed through LEC. We found three calls for CID not on file. Emailed HBS. HBS found no record of calls on file for 865-428-6001 or 423-428-6001.  
Confirmed OCC on both latas.

Account # 6788483  
Optis Notes: On 11/15/2000 their was a transfer from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Account # 26245371  
Optis Notes: On 11/07/2000 the customer called in on softblock claiming that charges appeared on his credit card, threatening FCC filings, disputing balance, and stating that the account was cancelled on 08/20/2000. He was credited the service fees and a trouble ticket was placed for an allow transfer. On 11/15/2000 an allow transfer was done from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Summary: Bruce Efflandt is disputing the charges on his credit card and the second account. After reviewing, I found that there was an area code change and that is when the

second account came about. We did receive a cancellation on 08/20/2000 for the second account and that account stopped billing. However, there was never a cancellation received for the original account, and that is why he was receiving monthly fee charges on his credit card. Also found that during Aprils invoicing he billed through HBS. Emailed HBS for charges.

Resolution: Requested that customer be placed on Do Not Call List. I called Mr. Efflandt and explained why he ended up having two accounts. When he disconnected the service for moving, the area code changed causing him to have another account with us, and that account was set up for paper remittance billing, causing him to receive invoices in the mail. He was satisfied with the explanation, and stated that it made sense. Because of the area code change the computer saw it as a completely different telephone number and signed up a new account. I also explained that the first account was never cancelled because of the old area code, which caused him to receive charges totaling \$59.07 on his credit card, which I would refund the \$59.07 back to his credit card for invoices dated 04/06/2000-01/06/2001 on account 6788483. The \$10.55 from the second account is going to remain on his credit card for the calls he made while on the service, prior to cancellation. He was satisfied with the end result. He also stated that he was very unhappy with the customer service he received here and that is why he filed the complaint. He also wanted to fore-warn us about four other complaints he filed with the BBB, FCC, FTC, and the FL CAD. He stated that if the issue was not resolved this time then he was going to his attorney and would see us in Small Claims Court.

Account Closed  
Complaint Resolved  
Michelle Smith

Complaint Summary: Received a duplicate BBB complaint due on 02/05/2001.

Proposed Resolution: I will contact Mr. Efflandt and make sure that he is satisfied with the previous resolution I discussed with him. I will also make sure that the \$59.07 has shown up on his credit card statement.

Resolution : I spoke with Mr. Efflandt and he stated that he was satisfied with the previous resolution, but was still waiting to see the refund of \$59.07 on his next credit card statement. Again, he stated that if it was not on there he would persue further.

Account Closed  
Resolved Complaint  
Michelle Smith

-----2001-01-31 14:53 cf001174-----

I spoke with Mr. Efflandt and he stated that he was satisfied with the previous resolution, but was still waiting to see the refund of \$59.07 on his next credit card statement. Again, he stated that if it was not on there he would persue further.  
Michelle Regulatory

-----2001-01-30 10:52 cstpf587-----

rec'd bbb complaint # 195182, due 2-5-01

-----2001-01-30 10:37 cf001374-----

When BBB complaint is resolved, please turn into Brandice to write the letter, thanks. .

-----2001-01-29 14:35 cf001374-----

When Dept of Agr complaint is resolved, please turn into Brandice for the letter to be written, thanks.

-----2001-01-29 13:11 cstpf295-----

rec'd dept of agr complaint #01-01-00515/wj, due 2-16-01

-----2001-01-29 13:11 cstpf295-----

rec'd fcc complaint # 01-w78387, due 2-23-2001

-----2001-01-29 09:11 cotnp007-----

rec'd bbb complaint # 195182, due 2-5-01

-----2001-01-26 11:27 cotnp007-----

rec'd dept of agr complaint #01-01-00515/wj, due 2-16-01

-----2001-01-26 10:23 cotnp007-----

rec'd fcc complaint # 01-w78387, due 2-23-2001

-----2001-01-16 11:42 cf001174-----

Regulatory Workshop Report  
423-428-6001



Account :6788483  
Name of Complainant :Bruce Efflandt  
BTN :423-428-6001  
Agency :  
OTHERS

State :TN  
Due Date :1/22/01  
Market Code :B43  
Number of POA(S) :0

Clean POA :NO  
Check in System :NO

Nature of Complaint :BILLING ISSUES  
Credit :NO

Amount :\$59.07  
Applied To :NA  
Refund:YES  
Back To :MOP

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :YES  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

1/ 1/001/ 1/00.

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By :mismithDate :1/16/01

Summary of Account :

Complainants Name: Bruce Efflandt  
Btn: 423-428-6001  
Market Code and Partition: B43 Online Sign up  
All POA information: None

Summary of what cust is disputing: Mr. Efflandt filed complaint because he has had billing problems with us. He states that he cancelled service on 08/20/00, but he is still receiving charges from us on his credit card. He also states, that when he finally reached a representative in formed him that he had two accounts with us. He states that he is receiving a paper bill on the second account.

Account # 6788483 BTN'S 423-428-6001 & 865-428-6001  
First/Last call: 07/17/1998-03/02/2000  
07/09/1998- Order Sent to Lec  
07/10/1998- Confirmation of an IC Initiated Order  
02/03/2000- Service Disconnected - Moving  
02/08/2000- Customer Move-Selected IC through EC  
\*NO TCSI CODES FOR NEWE AREA CODE 865\*

Account # 6788483  
Optis Billing information:  
Billed: \$148.87  
Paid: \$148.87  
Credits: \$0.00  
Balance: \$0.00

Account # 26245371 BTN 865-428-6001  
First/Last call: 05/05/2000-08/02/2000  
06/11/2000- No Pic 6060  
06/12/2000- Confirmed by First Usage  
08/21/2000- Customer Canceled IC Service through Another IC Order  
11/15/2000- Allow Transfer on Line Between Two Accounts

Account # 26245371

Optis Billing information:

Billed: \$28.41

Paid: \$0.00

Credits: \$28.41

Balance: \$0.00

03/27/200-04/24/2000 Customer billed through LEC. We found three calls for CID not on file. Emailed HBS. HBS found no record of calls on file for 865-428-6001 or 423-428-6001.

Confirmed OCC on both latas.

Account # 6788483

Optis Notes: On 11/15/2000 there was a transfer from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Account # 26245371

Optis Notes: On 11/07/2000 the customer called in on softblock claiming that charges appeared on his credit card, threatening FCC filings, disputing balance, and stating that the account was cancelled on 08/20/2000. He was credited the service fees and a trouble ticket was placed for an allow transfer. On 11/15/2000 an allow transfer was done from account 26245371 to account 6788483, for BTN 865-428-6001 and the balance of 10.55.

Summary: Bruce Efflandt is disputing the charges on his credit card and the second account. After reviewing, I found that there was an area code change and that is when the second account came about. We did receive a cancellation on 08/20/2000 for the second account and that account stopped billing. However, there was never a cancellation received for the original account, and that is why he was receiving monthly fee charges on his credit card. Also found that during April's invoicing he billed through HBS. Emailed HBS for charges.

Resolution :

Resolution: Requested that customer be placed on Do Not Call List. I called Mr. Efflandt and explained why he ended

up having two accounts. When he disconnected the service for moving, the area code changed causing him to have another account with us, and that account was set up for paper remittance billing, causing him to receive invoices in the mail. He was satisfied with the explanation, and stated that it made sense. Because of the area code change the computer saw it as a completely different telephone number and signed up a new account. I also explained that the first account was never cancelled because of the old area code, which caused him to receive charges totaling \$59.07 on his credit card, which I would refund the \$59.07 back to his credit card for invoices dated 04/06/2000-01/06/2001 on account 6788483. The \$10.55 from the second account is going to remain on his credit card for the calls he made while on the service, prior to cancellation. He was satisfied with the end result. He also stated that he was very unhappy with the customer service he received here and that is why he filed the complaint. He also wanted to forewarn us about four other complaints he filed with the BBB, FCC, FTC, and the FL CAD. He stated that if the issue was not resolved this time then he was going to his attorney and would see us in Small Claims Court.

Account Closed  
Complaint Resolved  
Michelle Smith

-----2001-01-15 13:38 cstp040-----

Hello,

No-Info. on either BTN.

ng

Persaud, Karmini wrote:

> Hi,

>

> Can you please send total amount billed, and what the total amount credited  
> is by HBS on behalf of Tel-Save for 423-428-6001 or 865-428-6001. Also, any  
> recourses or credits from the customer's Local Carrier.

>

> Thanks,

>

> Karmini

-----2001-01-15 10:30 cstpf594-----  
Name and info added to do not call list. HLS

-----2001-01-12 15:25 cf001174-----  
SPOKE WITH BRUCE EFFLANDT AND EXPLAINED WHY HE HAD TWO  
ACCOUNTS AND THAT 59.07 WOULD BE REFUNDED AND THAT ALL  
BILLING INFO HAD BEEN REMOVED AND ACCOUNT WAS BLOCKED.  
MICHELLE 1174 REGULATORY

-----2001-01-10 14:17 cstpf587-----

recvd tenn reg auth complaint 01-0063 1-09-01 dd 1-22-01

-----2001-01-09 15:38 cotnp004-----  
recvd tenn reg auth complaint 01-0063 1-09-01 dd 1-22-01

-----2000-11-15 13:49 cstpf576-----  
TRANSFERRED 865-428-6001 FROM 26245371 TO 6788483 ALSO TRANSFERRED  
BALANCE

-----2000-01-11 03:06 cstpf627-----  
See below for reply

-----Original message-----

>From BLAMENEWT@aol.com Sat Jan 8 22:38:15 2000  
>Received: from imo23.mx.aol.com (imo23.mx.aol.com [152.163.225.67])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id WAA14306  
>for <comments@online2phone.com>; Sat, 8 Jan 2000 22:38:14 -0500 (EST)  
>From: BLAMENEWT@aol.com  
>Received: from BLAMENEWT@aol.com  
>by imo23.mx.aol.com (mail\_out\_v24.6.) id 3.19.194f30b1 (4607)  
> for <comments@online2phone.com>; Sat, 8 Jan 2000 22:48:33 -0500 (EST)  
>Message-ID: <19.194f30b1.25a95f11@aol.com>  
>Date: Sat, 8 Jan 2000 22:48:33 EST  
>Subject: General Help  
>To: comments@online2phone.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="us-ascii"

>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 45  
>  
>Field 1 = blamenewt  
>  
>Field 2 = 423-428-6001  
>  
>Field 3 = Bruce Efflandt  
>  
>Field 4 = THE FOLLOWING IS TEXT I HAD TO SEND TO "BUYING BRAIN", A  
COMPANY  
>YOUR CUSTOMER SERVICE HANDED MY CALL OVER TO AFTER SPEAKING  
WITH THEM;  
>DECEPTIVE SALES PITCH TO SAY THE LEAST; WHAT DO YOU PLAN TO  
ABOUT THIS  
>BREACH OF TRUST?  
>Hey folks, we have a real problem here. AOL long distance customer  
>assistance transferred me to your sales rep for a "pitch", and it sounded  
>o.k. so I signed up for your service. Problem is, the PITCH ain't the same  
>as the T.O.S. agreement! Sounds like an illegal misrepresentation to me, and  
>perhaps the Florida State Attorney General's office would like to hear about  
>it! By the way, I tried to call your toll-free number to cancel, but "ALL  
>CIRCUITS WERE BUSY." I would guess so, considering the scam, which by the  
>way is this: The telephone solicitor says "you have 90 days to cancel after  
>signing up, and can use the credit for free Internet service within about 40  
>days, so there is no risk involved." BUT YOUR TOS SAYS THERE IS ONLY A 30  
>DAY CANCELLATION PERIOD, AND THEREFORE THERE IS NO FREE  
INTERNET SERVICE  
>OFFERED AT ALL. I WILL EXPECT A RESPONSE FROM YOU WITHIN 48  
HOURS  
>ACKNOWLEDGING MY CANCELLATION OF YOUR SERVICE AND  
IMMEDIATE REFUND CREDIT TO  
>MY CREDIT CARD.  
>  
>

Dear Bruce,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Your e-mail has been forwarded to the proper department for assistance. A customer service professional will contact you if necessary within the next few business days.

We value and appreciate your business. If you have any additional questions regarding the AOL Long Distance Savings Plan provided by TALK.com, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----1999-12-31 14:17 cstpf415-----

BRUCE EFFLANDT called to see service had been cancelled and to set up a calling card....

-----1998-12-08 20:01 cstpf554-----

bruce called and wanted to know what promo he rcvd-told him his acct has been credited with 4400 aol points, gave him instructions on how to redeem points-hsipe

: Affliandt, Bruce # 865-428-6001: 66  
Optis Notes: 2<sup>nd</sup> account

-----2001-01-29 09:19 cotnp007-----  
rec'd bbb complaint # 195182, due 2-5-01

-----2001-01-26 11:43 cotnp007-----  
rec'd dept of agr complaint # 01-01-00515/wj, due 2-16-2001

-----2001-01-26 10:27 cotnp007-----  
rec'd fcc complaint # 01-w78387, due 2-23-2001

-----2001-01-22 16:38 cotnp002-----  
sent response

-----2001-01-15 10:29 cstpf594-----  
Name and info added to do not call list. HLS

-----2000-11-15 13:49 cstpf576-----  
TRANSFERRED 865-428-6001 FROM 26245371 TO 6788483 ALSO TRANSFERRED  
BALANCE

-----2000-11-07 19:47 cf001562-----  
please use tt bloew 11/07/200 19:30 in regards to account 6788483 thank you bg  
cf1562

-----2000-11-07 19:45 cf001562-----  
please use this note on account 6788483 rather than this one bg cf1562

-----2000-11-07 19:30 cf001562-----  
TT-cust had two accounts 6788483(original) and 26245371(allow transfer) we received  
a cancellation for 2nd account not this one we need to credit to this account 9.36 for  
monthkly service fees incurred during that time bg cf1562

DONE ON 11-15-00  
\*\*\*Closed\*\*\* by cf001503 at 2000-11-27 12:26  
-----2000-11-07 19:23 cf001562-----



TT-please allow transfer for 6788483 and 26245371 to be same account and transfer  
10.55 balance due to other account bg cf1562

TRANSFERRED 865-428-6001 FROM 26245371 TO 6788483 ALSO TRANSFERRED  
BALANCE

\*\*\*Closed\*\*\* by cstpf576 at 2000-11-15 13:55

-----2000-11-07 19:21 cstpf880-----

credit optis account for the ervice fees will need to do a TT to cust info to allow transfer  
and foward balance to that account. rw/880

-----2000-11-07 18:55 cf001735-----

BRUCE EFFLANDT called on sb  
gave lengthy arguements claiming charges were placed on cc  
tcsi indicates cancelation  
calls were still routed by lec  
referred to lec  
he threatened fcc filing several times  
claims bal on file did not exist and was not valid  
demanded supervisor and was told i am an acct manager on the floor  
refused to pay  
advised of outside coll action  
hung up  
robert coll

-----2000-11-07 18:30 cf001109-----

BRUCE EFFLANDT was trans to collections. nduke1109

-----2000-11-07 18:09 cf001501-----

BRUCE EFFLANDT called,...wrong partitions,..transfer to partitions,..mm



Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►ACCESS ONE COMMUNICATIONS PYP 7452  
v 00View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 865 428-6001 023

EXCH SEVL  
BCS 1FR  
STAT OPEN-  
TYPE RESIDENCE  
SVCC 11  
EQIND1 9  
LASTZSER 26843547  
DISCDATE  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
CENT R00

---LIST

NP (NON-PUB) EFFLANDT, BRUCE  
LA 1771 WEARS VALLEY RD,  
SEVIERVILLE  
SA 1771 WEARS VALLEY RD,  
SEVIERVILLE, TN  
LOC APT B;DES (DOWNSTAIRS APT)  
DZIP 37862

---DIR

DDA EFFLANDT  
1771 WEARS VALLEY RD  
SEVIERVILLE TN 37862  
DEL A1

---BILL

BN1 BRUCE EFFLANDT  
BA2 1771 WEARS VALLEY RD  
PO SEVIERVILL TN 37862

---S&amp;E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory or Directory Assistance

/TN 865 428-6001  
/ZSER 4310000002/SED 02-04-00

## (LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 865 428-6001/PIC 0333  
/LPIC 5124/PCA CM, '08-21-00  
/LPCA WB, 12-01-00  
/SED 09-29-00/ZSER 4A10000003

1 TTR Touch-Tone  
/TN 865 428-6001  
/ZSER 3B10000010/SED 09-30-00

1 1LS11 Mileage - Zone  
/TN 865 428-6001  
/ZSER 9E1000000F/SED 02-04-00

1 FUJ1X Federal Universal Service Charge  
/TN 865 428-6001  
/ZSER 460199999D/SED 07-01-00

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 865 428-6001  
/ZSER 6610000007/SED 02-04-00

1 OSR2O Custom Rate Plan  
/TN 865 428-6001  
/ZSER 4210000011/SED 12-04-00

1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 865 428-6001  
/ZSER 901000000D/SED 02-04-00  
/RMKR (A) 02-02-00

1 9LM FCC Charge for Network Access  
/TN 865 428-6001  
/ZSER 5110000004/SED 02-04-00

---RMKS

RMKR (A) VR3CL 020200  
RMKR (B) ADDED BELLSOUTH LOCAL  
TOLL CARRIER, THIRD PARTY  
VERIFICATION, CUSTOMER BRUCE+  
EFFLANDT+ ++++++, 12-  
04-2000

[References](#) | [Cancel](#)[View Product and Services](#)[Return to Inquiry](#) ►

LENS Version 10.2  
OPC0032

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sof00279 / 1  
11/29/2001

**Greer, Lillian # 615-449-5695 : Count 67**  
**Optis notes found under BTN: 901-327-7326**

-----2001-04-14 22:11 cstpf502-----  
received refund form , the credit customer would like was credite to m.o.p. 1/18 total  
credit 67.49 pg/502/ss/ph.

-----2001-01-24 09:02 cstnp015-----  
sent response...Jen H

-----2001-01-18 11:20 cstpf240-----  
refund check #20072 for \$67.49 mailed  
lisa

-----2001-01-18 09:38 cstpf240-----  
refund check request for \$67.49 approved  
lisa

-----2001-01-17 14:59 cf001138-----  
901-327-7326

Account :26893699  
Name of Complainant :LILLIAN GREER  
BTN :901-327-7326  
Agency :OTHERS

State :TN  
Due Date :1/26/01  
Market Code :TPLUS-73  
Number of POA(S) :1

Clean POA :YES  
Check in System :NO

Nature of Complaint :BILLING ISSUES  
Credit :NO

Amount :\$67.34  
Applied To :NA  
Refund:YES  
Back To :Check

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

7/13/0010/30/3Lillian Greer

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By :yvelezDate :1/17/01

Summary of Account :  
Complainants Name: Lillian Greer  
BTN: (901) 327-7326  
Due Date: 01/26/01  
Billing Name on File: Lillian Greer  
All POA information:  
POA ON FILE: V\_8968sD.O.V: 7/13/00D.O.B: 10/30/30  
AUTH. BY: Lillian Greer

Market Code: TPLUS-73  
73TPLUS73WWTALK-----8/9/00NYYYPNNNYFlat Fee200 Min + 9.9cpm\$49.95  
\$25 credit to LD/Local  
invoice after 2nd billingNewN/ANYYYYMin.

Summary of Dispute:  
Customer is disputing billing of \$67.49 when she was only on service for 8hrs. She is also requesting her refund she was promised and has not received. Sots indicate the date of switch to our service is 7/31/00. BS CSR indicates SED date customer switched from our service is 8/7/00. Confirmed by BS PICC and LPIC are OCC for LD.

TSCI codes from Optis:  
7/20/00 (01NP) No PIC (E)

8/1/00 (20CU) Confirmed by First Usage (E)  
8/1/00 (2008) Confirm, Customer selected IC thru EC, new service (B)  
8/2/00 (2811) End-user service disconnected - pending positive switch (B)  
8/15/00 (2216) Service disconnected, total (B)  
First/Last call: First call: 8/1/00 Last call: 8/9/00

**Optis Billing:**

7/28/00 \$67.49  
9/14/00 \$67.49 Payment  
11/12/00 \$33.74 Credit

**One Bill Billing:**

There is no ONE BILL account.

**Optis Notes:**

On 8/1/00 Mrs. Greer called in due to missed calls from her son at correctional home. On 9/13/00 Mrs. Greer called in requesting information on why her bill was so high, when she was only on the service for one day. Also wanted her money order returned. In reviewing the account the representative issued a trouble ticket for a re rate of the bill. It was determined that the customer should receive half a credit of total bill because she was on the service for only two weeks. On 9/15/00 customer called in to verify if money order was sent back to her. On 9/21/00 customer called in and was informed that she did owe the money she sent in and will not receive either the money order or the credit. On 9/26/00 Mrs. Greer called in and threatened FCC. On 10/11/00 Optis notes state all customers pay one month of service regardless of length of being on the service, so credit was denied. There is no indication if customer was informed of this or not. On 12/9/00 in reviewing account the customer is in fact due credit for service after cancellation. She was issued half and deserves the other half on 1/15/01 received TRA complaint.

**Summary:**

In reviewing the account there is a valid sign up for the service and the customer is aware of it. However, customer received a bill for \$67.34 of monthly billing for 7/28/00 and was not even converted to our services yet. Customer was issued a credit in the amount of \$33.74 to the account on file however, has not received a refund check.

**Resolution :**

Contacted Mrs. Greer and informed her of the sign up and offer to play POA. She stated she knew she signed up with service and does not need to hear POA. Informed her that in reviewing her account it appears that we billed her services that were not yet active on our platform. Informed her that as a courtesy we will issue a refund check in the amount of \$67.34. Informed her that she was only on the service for a full 14 days. Customer was placed on the DO

NOT CALL LIST and an email was sent to Stansell-DNC. Deactivated and deleted all USOCS and e-mailed Lisa Wolschoen for a refund check to be issued. Mrs. Greer stated that she was satisfied with the resolution. Mrs. Greer stated that she was satisfied with the resolution.

Account Closed  
Complaint Resolved  
Yvette 1138

-----2001-01-17 14:52 cstp561-----  
Issued credit of \$33.75 per floor request

Eileen/Regulatory

-----2001-01-17 14:32 cf001138-----  
Contacted Mrs. Greer and informed her of the resolution, Yvette

-----2001-01-17 10:15 cstp594-----  
Name and info added to do not call list. HLS

-----2001-01-17 09:56 cstp271-----  
Loaded POA for 901-327-7326 to the V-Drive...dtorre

-----2001-01-16 10:57 cstp587-----  
rec'd tra complaint # 01-0107, due 1-26-01

-----2001-01-15 05:31 cotnp007-----  
rec'd tra complaint # 01-0107, due 1-26-01

-----2000-12-09 16:33 cstff399-----  
MRS GREER WAS CHARGED 67.28 ON 7-28-00...MONTH OF SERVICE WAS NOT  
RECIEVED BY CUST...CUST HAD NOT EVEN BEEN CONVERTED AT TIME OF  
FIRST BILL...CREDIT OF 33.74 HAD BEEN ISSUED TO ACCOUNT...CUST IS  
DUE OF ANOTHER CREDIT IN THE AMOUNT OF 33.75...CREDIT REQUEST  
SUBMITTED TO SUP TO ISSUE ON ACCOUNT...RM/399

-----2000-10-30 18:45 loadnote-----  
901 327 7326 657 \*CSR\*

MPCS VR3CL E 1

LN GREER, LILLIAN  
LA 1234 MEDA ST  
SA 1234 MEDA ST, MEMPHIS  
DZIP 38114

---DIR  
DEL A2, B2

---BILL  
BN1 LILLIAN GREER  
BA2 1234 MEDA ST  
PO 38114

901 327 7326 657 \*CSR\*

MPCS VR3CL E 2

---S&E

(OTHER)

1 NW1O1 Network interface-Outside+  
/ZSER 3C10000001

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 901 327-7326/PIC 0222  
/LPIC 0222/PCA GB, 04-21-99  
/ZLL 14, 05-21-98  
/SED 05-21-98/ZSER 4310000002  
/LPCA GB, 04-21-99  
1 ESXDC Call Waiting Deluxe  
/TN 901 327-7326  
/ZSER 5E10000015/SED 03-27-00  
1 LNPCX FCC Local Number Portabil+



901 327 7326 657 \*CSR\*

MPCS VR3CL E 3

QTY USOC S&E J  
/TN 901 327-7326/SED 05-15-99  
/ZSER 3F0199999C  
1 NXMCR Caller ID Name and Number+  
/TN 901 327-7326  
/ZSER 9E1000000F/SED 05-21-98  
1 VSB Vertical Services Billing+  
/TN 901 327-7326  
/ZSER 3B10000010/SED 05-21-98  
1 CREX4 Custom Toll Restriction  
/CBK B/SED 12-06-94  
/ZSER 5110000004  
/RMKR (A) 12-06-94  
1 ESC Three-Way Calling  
/ZSER 5810000005  
1 ESL 8 Code Speed Calling  
/ZSER 5F10000006  
1 NSS Call Return (\*69)  
/SED 04-21-95/ZSER 7410000009  
2 RJ11C Jack-2 wire modular baseb+  
/ZSER 7B1000000A

901 327 7326 657 \*CSR\*

MPCS VR3CL E 4

QTY USOC S&E J  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 821000000B  
1 9LM FCC Charge for Network Ac+  
/ZSER 891000000C  
1 CPERN Customer owned connection+  
/EN BW38UD68892TER-0.3B  
/ZSER 901000000D/RMKR (A)

(CALLING CARD SERVICE)

3 BSXUP BellSouth Calling Card  
/ZSER 971000000E

---RMKS

---COMPLETED ACTIVITY

-----

-----2000-10-11 10:33 cstpf401-----

credit denied all customer pay at least one bill when they sign up

-----2000-09-26 11:22 cstff043-----

Advised ms greer her services were switched back to bell on 8-7-00...she will be responsible for our svcs up to that date...ff043/sj

-----2000-09-26 11:09 cstff447-----

MRS. GEER CALL IN AND WAS VERY UPSET CSUT. STATED THAT SHE IS GOING TO CALL THE FCC AND SHE WANTED TO SPEAK WITH A SV. TNV THE CALL TO CHNADRA J. CTFF.477 DS

-----2000-09-21 12:36 cstff449-----

cust called to verify if we were sending her back her money order; i verified that she owed us that exact amount previously on 07/28/00, she then transferred over to bell south on 08/07/00, so she owed us this money order payment, the last account info is incorrect , she will not recieve a credit back to her account.....ds

-----2000-09-21 12:22 cstpf990-----

LILLIAN GREER transferd to 5608.....mdunn

-----2000-09-15 09:35 cstff992-----

cust. called in to find out if we send her money order back:\$67.49 because she send out by mistake, because she is not on our service, cust. is with bellsouth. rep. checked in lens and show that cust. is with bellsouth.

-----2000-09-13 18:54 cstff312-----

TT-cust. called in to receive credit for only having service with us for one week and got a bill for over 60 dollars. please see if she deserves a credit.

Referred to local

\*\*\*Referred\*\*\* by cstpf785 on 2000-10-02 15:01

#### LOCAL CREDITS

\*\*\*Referred\*\*\* by cf001001 on 2000-10-11 17:19  
CUSTOMER HAS BUNDLE PACKAGE AND WAS ON OUR SERVICE FOR 2  
WEEKS ISSUED CUSTOMER CREDIT FOR HALF OF BILL.....33.74....WM//SS

\*\*\*Closed\*\*\* by cstff257 at 2000-11-12 01:58

-----2000-09-13 18:43 cf001499-----

lillian greer called asking why she was billed so much when she was only on the service for 1 day. also wants a money order that she had already sent in for the bill returned. transferred to 5608. rf1499

-----2000-08-01 12:48 cstff130-----

MRS GREER cannot get calling calls from her son in the correctional home .. adv cust to call 800-844-6591

**Greer, Lillian # 615-449-5695: Count 67**  
**Optis notes found under BTN: 901-327-7326**

-----2001-04-14 22:11 cstpf502-----  
received refund form , the credit customer would like was credite to m.o.p. 1/18 total  
credit 67.49 pg/502/ss/ph.

-----2001-01-24 09:02 cstnp015-----  
sent response...Jen H

-----2001-01-18 11:20 cstpf240-----  
refund check #20072 for \$67.49 mailed  
lisa

-----2001-01-18 09:38 cstpf240-----  
refund check request for \$67.49 approved  
lisa

-----2001-01-17 14:59 cf001138-----  
901-327-7326

Account :26893699  
Name of Complainant :LILLIAN GREER  
BTN :901-327-7326  
Agency :OTHERS

State :TN  
Due Date :1/26/01  
Market Code :TPLUS-73  
Number of POA(S) :1

Clean POA :YES  
Check in System :NO

Nature of Complaint :BILLING ISSUES  
Credit :NO

Amount :\$67.34  
Applied To :NA  
Refund:YES  
Back To :Check

Verified With LEC :YES  
Account Blocked :YES  
HBS Contacted :NO  
Billing Information Removed :YES

NCO Notified :NO  
Account Placed on Do Not Call :YES

Date of Sale :Date of Birth :Authorized Switch :

7/13/0010/30/3Lillian Greer

1/ 1/001/ 1/00.  
1/ 1/001/ 1/00 .

1/ 1/001/ 1/00.

1/ 1/001/ 1/00 .  
Done By :yvelezDate :1/17/01

Summary of Account :  
Complainants Name: Lillian Greer  
BTN: (901) 327-7326  
Due Date: 01/26/01  
Billing Name on File: Lillian Greer  
All POA information:  
POA ON FILE: V\_8968sD.O.V: 7/13/00D.O.B: 10/30/30  
AUTH. BY: Lillian Greer

Market Code: TPLUS-73  
73TPLUS73WWTALK-----8/9/00NYYPNNNYFlat Fee200 Min + 9.9cpm\$49.95  
\$25 credit to LD/Local  
invoice after 2nd billingNewN/ANYYYYMin.

Summary of Dispute:  
Customer is disputing billing of \$67.49 when she was only on service for 8hrs. She is also requesting her refund she was promised and has not received. Sots indicate the date of switch to our service is 7/31/00. BS CSR indicates SED date customer switched from our service is 8/7/00. Confirmed by BS PICC and LPIC are OCC for LD.

TSCI codes from Optis:  
7/20/00 (01NP) No PIC (E)

8/1/00 (20CU) Confirmed by First Usage (E)  
8/1/00 (2008) Confirm, Customer selected IC thru EC, new service (B)  
8/2/00 (2811) End-user service disconnected - pending positive switch (B)  
8/15/00 (2216) Service disconnected, total (B)  
First/Last call: First call: 8/1/00 Last call: 8/9/00

Optis Billing:

7/28/00 \$67.49  
9/14/00 \$67.49 Payment  
11/12/00 \$33.74 Credit

One Bill Billing:

There is no ONE BILL account.

Optis Notes:

On 8/1/00 Mrs. Greer called in due to missed calls from her son at correctional home. On 9/13/00 Mrs. Greer called in requesting information on why her bill was so high, when she was only on the service for one day. Also wanted her money order returned. In reviewing the account the representative issued a trouble ticket for a re rate of the bill. It was determined that the customer should receive half a credit of total bill because she was on the service for only two weeks. On 9/15/00 customer called in to verify if money order was sent back to her. On 9/21/00 customer called in and was informed that she did owe the money she sent in and will not receive either the money order or the credit. On 9/26/00 Mrs. Greer called in and threatened FCC. On 10/11/00 Optis notes state all customers pay one month of service regardless of length of being on the service, so credit was denied. There is no indication if customer was informed of this or not. On 12/9/00 in reviewing account the customer is in fact due credit for service after cancellation. She was issued half and deserves the other half on 1/15/01 received TRA complaint.

Summary:

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Resolution :

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NOT CALL LIST and an email was sent to Stansell-DNC. Deactivated and deleted all USOCS and e-mailed Lisa Wolschoen for a refund check to be issued. Mrs. Greer stated that she was satisfied with the resolution. Mrs. Greer stated that she was satisfied with the resolution.

Account Closed  
Complaint Resolved  
Yvette 1138

-----2001-01-17 14:52 cstpf561-----  
Issued credit of \$33.75 per floor request

Eileen/Regulatory

-----2001-01-17 14:32 cf001138-----  
Contacted Mrs. Greer and informed her of the resolution, Yvette

-----2001-01-17 10:15 cstpf594-----  
Name and info added to do not call list. HLS

-----2001-01-17 09:56 cstpf271-----  
Loaded POA for 901-327-7326 to the V-Drive...dtorre

-----2001-01-16 10:57 cstpf587-----  
rec'd tra complaint # 01-0107, due 1-26-01

-----2001-01-15 05:31 cotnp007-----  
rec'd tra complaint # 01-0107, due 1-26-01

-----2000-12-09 16:33 cstff399-----  
MRS GREER WAS CHARGED 67.28 ON 7-28-00...MONTH OF SERVICE WAS NOT RECIEVED BY CUST...CUST HAD NOT EVEN BEEN CONVERTED AT TIME OF FIRST BILL...CREDIT OF 33.74 HAD BEEN ISSUED TO ACCOUNT...CUST IS DUE OF ANOTHER CREDIT IN THE AMOUNT OF 33.75...CREDIT REQUEST SUBMITTED TO SUP TO ISSUE ON ACCOUNT...RM/399

-----2000-10-30 18:45 loadnote-----  
901 327 7326 657 \*CSR\*

MPCS VR3CL E 1

LN GREER, LILLIAN  
LA 1234 MEDA ST  
SA 1234 MEDA ST, MEMPHIS  
DZIP 38114

---DIR  
DEL A2, B2

---BILL  
BN1 LILLIAN GREER  
BA2 1234 MEDA ST  
PO 38114

901 327 7326 657 \*CSR\*

MPCS VR3CL E 2

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/ZSER 3C10000001

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 901 327-7326/PIC 0222  
/LPIC 0222/PCA GB, 04-21-99  
/ZLL 14, 05-21-98  
/SED 05-21-98/ZSER 4310000002  
/LPCA GB, 04-21-99  
1 ESXDC Call Waiting Deluxe  
/TN 901 327-7326  
/ZSER 5E10000015/SED 03-27-00  
1 LNPCX FCC Local Number Portabil+



901 327 7326 657 \*CSR\*

MPCS VR3CL E 3

QTY USOC S&E J  
/TN 901 327-7326/SED 05-15-99  
/ZSER 3F0199999C  
1 NXMCR Caller ID Name and Number+  
/TN 901 327-7326  
/ZSER 9E1000000F/SED 05-21-98  
1 VSB Vertical Services Billing+  
/TN 901 327-7326  
/ZSER 3B10000010/SED 05-21-98  
1 CREX4 Custom Toll Restriction  
/CBK B/SED 12-06-94  
/ZSER 5110000004  
/RMKR (A) 12-06-94  
1 ESC Three-Way Calling  
/ZSER 5810000005  
1 ESL 8 Code Speed Calling  
/ZSER 5F10000006  
1 NSS Call Return (\*69)  
/SED 04-21-95/ZSER 7410000009  
2 RJ11C Jack-2 wire modular baseb+  
/ZSER 7B1000000A

901 327 7326 657 \*CSR\*

MPCS VR3CL E 4

QTY USOC S&E J  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 821000000B  
1 9LM FCC Charge for Network Ac+  
/ZSER 891000000C  
1 CPERN Customer owned connection+  
/EN BW38UD68892TER-0.3B  
/ZSER 901000000D/RMKR (A)

(CALLING CARD SERVICE)

3 BSXUP BellSouth Calling Card  
/ZSER 971000000E

---RMKS

---COMPLETED ACTIVITY

-----

-----2000-10-11 10:33 cstpf401-----  
credit denied all customer pay at least one bill when they sign up

-----2000-09-26 11:22 cstff043-----  
Advised ms greer her services were switched back to bell on 8-7-00...she will be responsible for our svcs up to that date...ff043/sj

-----2000-09-26 11:09 cstff447-----  
MRS. GEER CALL IN AND WAS VERY UPSET CSUT. STATED THAT SHE IS GOING TO CALL THE FCC AND SHE WANTED TO SPEAK WITH A SV. TNV THE CALL TO CHNADRA J. CTFF.477 DS

-----2000-09-21 12:36 cstff449-----  
cust called to verify if we were sending her back her money order; i verified that she owed us that exact amount previously on 07/28/00, she then transferred over to bell south on 08/07/00, so she owed us this money order payment, the last account info is incorrect , she will not recieve a credit back to her account.....ds

-----2000-09-21 12:22 cstpf990-----  
LILLIAN GREER transferd to 5608.....mdunn

-----2000-09-15 09:35 cstff992-----  
cust. called in to find out if we send her money order back:\$67.49 because she send out by mistake, because she is not on our service, cust. is with bellsouth. rep. checked in lens and show that cust. is with bellsouth.

-----2000-09-13 18:54 cstff312-----

TT-cust. called in to receive credit for only having service with us for one week and got a bill for over 60 dollars. please see if she deserves a credit.

Referred to local

\*\*\*Referred\*\*\* by cstpf785 on 2000-10-02 15:01

#### LOCAL CREDITS

\*\*\*Referred\*\*\* by cf001001 on 2000-10-11 17:19  
CUSTOMER HAS BUNDLE PACKAGE AND WAS ON OUR SERVICE FOR 2  
WEEKS ISSUED CUSTOMER CREDIT FOR HALF OF BILL.....33.74....WM//SS

\*\*\*Closed\*\*\* by cstff257 at 2000-11-12 01:58

-----2000-09-13 18:43 cf001499-----

lillian greer called asking why she was billed so much when she was only on the service for 1 day. also wants a money order that she had already sent in for the bill returned. transferred to 5608. rf1499

-----2000-08-01 12:48 cstff130-----

MRS GREER cannot get calling calls from her son in the correctional home .. adv cust to call 800-844-6591



Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►ACCESS ONE COMMUNICATIONS PYP 7452  
v 00View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 615 449-5695 031

EXCH LEBN  
BCS ATLCL  
STAT OPEN  
TYPE RESIDENCE  
SVCC 1Z  
EQIND1 26  
LASTZSER 268435478  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMITIND  
SENSACCT  
CENT R00

---LIST

NP (NON-PUB) CARRITHERS, DE\*LOIS  
LA 52 MARTHA-LEEVIILE RD  
SA 52 MARTHA-LEEVIILE RD,  
LEBANON, TN  
LOC DES (RIGHT OFF LEBANON RD)  
DZIP 37090

---DIR

DDA DELOIS CARRITHERS  
52 MARTHA LEEVILLE RD  
LEBANON TN 37090  
DEL A1

---BILL

BN1 DELOIS CARRITHERS  
BA2 52 MARTHA-LEEVIILE  
BA3 RD  
PO LEBANON TN 37090

---S&amp;E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory or Directory Assistance

/TN 615 449-5695  
/ZSER F8099999A0/SED 11-01-97

## (LINES &amp; STATIONS)

1 MBBRX MemoryCall Answering Service, Residence  
/TN 615 255-3408  
/MBTN 615 255-3408  
/DLNM 2-DE\*LOIS CARRITHERS  
/SED 05-01-98/ZSER 4A10000003

1 SMV Surrogate Client Number (Voice Messaging Identification Number)  
/TN 615 255-3408/SED 05-01-98  
/ZSER 5110000004

1 ATLCL Area Plus Plan (includes telephone line)  
/TN 615 449-5695/PIC 0288  
/LPIC 5124/PCA CM, 01-05-01  
/PN/ZSER 00099999A1  
/ZLL 58, 11-01-97  
/SED 09-18-99  
/LPCA DF, 02-08-99  
/PKG AP-WITH-CPCH

1 1LS11 Mileage - Zone  
/TN 615 449-5695  
/ZSER 06099999B1/SED 11-01-97

1 ESC Three-Way Calling  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 6610000007

1 ESM Call Forwarding  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 6D10000008

1 ESXD9 Call Waiting Deluxe  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 05-01-98/ZSER 7410000009

1 FUJ1X Federal Universal Service Charge  
/TN 615 449-5695  
/ZSER 6510000016/SED 07-01-00

1 GCE Call Forwarding Busy Line  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 05-01-98/ZSER 7B1000000A

1 GCJRC Call Forwarding Don't Answer Ring Control  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 05-01-98/ZSER 821000000B

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 449-5695/SED 05-15-99  
/ZSER 5F10000006

1 NOBNP Calling Number Delivery Blocking - Per Line - Non-Pub  
/TN 615 449-5695  
/ZSER 3F099999AA/SED 11-01-97

1 NSQ Repeat Dialing (\*66)  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 891000000C

1 NSS Call Return (\*69)  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 901000000D

1 NSY Call Block (\*60)  
/TN 615 449-5695  
/PKG AP-WITH-CPCH

/SED 11-01-97/ZSER 971000000E  
1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 9E1000000F  
1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 615 449-5695  
/ZSER 62099999AF/SED 11-01-97  
/RMKR (A) 09-26-97  
1 VSB Vertical Services Billing for Complete Choice Plan  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 3B10000010  
1 9LM FCC Charge for Network Access  
/TN 615 449-5695  
/ZSER 07099999A2/SED 11-01-97  
1 ARZPK Area Plus with Complete Choice Plan  
/TN 615 449-5695  
/PKG AP-WITH-CPCH  
/SED 09-18-99/ZSER 4210000011  
1 NSK Call Selector (\*61)  
/PKG AP-WITH-CPCH  
/SED 06-30-00/ZSER 5710000014  
1 NST Call Tracing (\*57)  
/PKG AP-WITH-CPCH  
/SED 07-03-00/ZSER 5E10000015  
1 DRS2X RingMaster II - Second RingMaster Number with Distinctive Ringing  
/TN 615 453-1044  
/PN 615 449-5695/RNP D  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 4910000012  
1 DRS1X RingMaster II - First RingMaster Number with Distinctive Ringing  
/TN 615 453-1764  
/PN 615 449-5695/RNP B  
/PKG AP-WITH-CPCH  
/SED 11-01-97/ZSER 5010000013

---RMKS

RMKR (A) VR3CL 092697 \  
RMKR (B) ATLCL 091799 \

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OPC0032

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sof00279 / 1  
11/29/2001

**Moore, Doris # 901-968-4811: Count 68**  
**Optis Notes: Found under BTN: 901-968-8090**

-----2001-01-26 15:25 cstpf027-----  
FAXED RESPONSE...OVERNIGHTED POA TO AGENCY..JPieniak

-----2001-01-26 13:57 cstpf271-----  
Made tapes for both POA's to send to corporate per Kelly's(incharge) request...dtonre

-----2001-01-20 12:44 cstpf625-----  
Local Complaint Summary

Complainants Name: Doris Moore  
BTN: 901-968-8090  
Billing Name on File: Doris Moore  
Market code: TPLUS-1006  
0PAPromotion:  
Talk (Business)6/20/008/9/00NYYYPPNN\$3 Y10%100 min. inter + 7.9cpmN/A

POA information : There are two Verification on file and saved in the V d d d  
Both POA'S are for the same promo. Dates of sales were 06/30/00 and 09/05/00. Doris  
Moore authorized the service on both POA'S. The service authorized was for long  
distance, local and intralata. She gave the Business name as Moore Tax Service.  
date of birth is 05/11/54.

Due Date: 01/26/01

Summary of Dispute:  
Doris said that in July 2000 she authorized Talk.com to switch her local service. A  
days they had not switched her service. She said she called Talk and said she did not  
want the service. She said she continues to receive bills even though she has never  
service with Talk. She said she has repeatedly called Talk since 10/01/2000.

Date switched to A1/PIC and LPIC information @ time of switch:  
There is no order in Sots. BS CSR shows SED date of 01/10/00 as S & E that customer  
was never confirmed on our platform. Pic and lpic is OCC per BS CSR.

TSCI codes from Optis:  
07/08 no pic

First/Last call:  
There is no call detail

Optis Billing :

Total Optis charges none as of 01/20/01, also no payments or credits.

OneBill Billing: Total Onebill charges \$203.70 :

Optis Notes:

09/05 Doris called saying her service was never switched on.

10/06 Doris called stating it is taking too long to process the switch and she has already received a bill.

Resolution:

I called call Doris and apologize for her inconvenience. I advised her that although she had requested our service on two occasions the order was delayed due to a delay in provisioning. Unfortunately the billing was set up when the account was established, so she did receive invoices. I advised her that any outstanding balance will be credited and the account will reflect a zero balance.

One bill has been credited \$203.70 bringing the balance to zero, deactivated and billing suppressed. The billing address changed.

Optis, line is blocked. Billing address of 10464 HWY 104N, Lexington, TN 38351 has been deleted. USOC page is blank as of 01/20/01. She has been placed on the do not call list.

Complaint resolved with contact

Account Closed

E. Reichenberg

Regulatory

-----2001-01-19 13:23 cf001046-----

When complaint is resolved turn over to Heather for letter to be written.

Thanks,

Heather

-----2001-01-17 18:16 cstpf271-----

Loaded 2nd POA for 901-968-8090 to the V-Drive...dtorre

-----2001-01-17 09:55 cstpf271-----

Loaded POA for 901-968-8090 to the V-Drive...dtorre

-----2001-01-17 09:23 cstpf594-----



name and info added to do not call list. HLS

-----2001-01-16 10:53 cstpf587-----  
REC'D TRA COMPLAINT # 01-0117, DUE 1-26-01

-----2001-01-15 06:26 cotnp007-----  
REC'D TRA COMPLAINT # 01-0117, DUE 1-26-01

-----2000-10-06 09:40 cstff508-----  
BTN 901-968-8090  
MS MOORE IS UPSET BECAUSE SHE STATES SERVICE IS TAKING TO LONG  
TO BE SWITCHED OVER AND SHE'S ALREADY RECIEVING BILL SO SHE  
WISHES TO CANCEL CALL WAS TRANSFERED TO SAVES

-----2000-09-05 09:02 cstpf336-----  
DORIS MOORE called as her service was never switched to our service, put her through  
verifications on promo 1006, her dob is 5/11/54....sh



Local Exchange Navigation System

Inquiry **Customer Service Record**

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

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901-968-4811

Requested telephone number not found. (0073)

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Local Exchange Navigation System  
Inquiry Customer Service Record

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

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901 968 8090 351 *CSR*	LEX 1FB	E 1
PCL MCH F 05-26-98		
CENT S20		
LN (OCLS) MOORE; TAX SERVICE		
/DGN NONE		
LA 87 MAIN ST S, LEXINGTON		
SA 87 MAIN ST S, LEXINGTON		
YPH 101250		
TAX RETURN PREPARATION &		
FILING		
SIC 8721 -		
ZAEC XXXXX		
---DIR		
DDA MOORE TAX SERVICE		
87 MAIN ST S		
LEXINGTON 38351 2109		
DEL A1		
---BILL		
BN1 MOORE TAX SVC		
A2 10464 HWY 104 N ✓		
901 968 8090 351 *CSR*	LEX 1FB	E 2
PO LEXINGTON TN 38351		
---S&E		
(OTHER)		
1 NW101 Network interface-Outside+		
/TN 901 968-8090/SED 01-10-00		
/ZSER 6610000007		
901 968 8090 351 *CSR*	LEX 1FB	E 3
QTY USOC S&E J		
(LINES & STATIONS)		
1 1FB	Business Line	
	/TN 901 968-8090/PIC 0333	
	/LPIC 5124/PCA BO, 01-06-00	
	/LPCA BO, 01-06-00/NMC	
	/SED 01-10-00/ZSER 6D10000008	
1 TTB	Touch-Tone	
	/TN 901 968-8090/SED 01-10-00	
	/ZSER 4A10000003	
1 ESM	Call Forwarding	
	/TN 901 968-8090/SED 01-10-00	
	/ZSER 7410000009	
1 FUJ1X	Federal Universal Service+	
	/TN 901 968-8090/SED 07-01-00	

```
      /ZSER 89100000JC
1  LNPCX FCC Local Number Portabil+
      /TN 901 968-8090/SED 04-01-00
      /ZSER 821000000B
1  9LM   FCC Charge for Network Ac+

901 968 8090 351 *CSR*                LEX 1FB          E    4

QTY USOC   S&E                        J
      /TN 901 968-8090/SED 01-10-00
      /ZSER 7B1000000A

---COMPLETED ACTIVITY
```

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LENS Version 9.0

OPC0032

1/17/2001

: Sweeney, Tim and Leah # 615-599-1459: Count 69

-----2001-11-28 15:15 cstpf587-----

MADE 2 COPIES OF POA AND GAVE THEM TO KELLI  
VP/REG

-----2001-10-18 13:45 cf001273-----

Per customer complaint letter this issue is being resolved by the reg department tracked  
customer complain letter as resolved under ticket number 10221  
cw1273

-----2001-08-28 16:48 cstpf593-----

faxed response. Jamie

-----2001-08-28 13:20 cstpf595-----

General Information:

Complainant Name: Tim SweeneyBTN: 615-599-1459 Agency: Tenn. Reg. Authority

State: TN Due Date: 8/28/01

Name(s) listed on Optis Account if it differs:

Nature of Complaint:

1)The complainant is requesting a credit for \$151.35 back to his checking account on file  
stating that the credit was never received from a previously resolve complaint that was  
file 1/19/01.

2)

3)

POA Information:

Market Code(s):POPTP2\_2M25\_0714/// POPTP2\_2M25\_0714 is an On line sign up for  
long distance: Customer will receive 5 cents per minute on the first 30 days of interstate  
calls and 9 cents per minute thereafter. They will receive a \$25.00 credit once they  
remain active on the service for 60 days. Must have 60 days of call detail between the  
first and last call on the service. Upon eligibility, an E-mail will be sent to activate  
\$25.00 credit. Also, 2200 points 3-5 days after 1st paid bill and 2200 points after 6th  
paid bill. This was an online sign up done by timsticks@aol.com authorizing the switch  
for long distance service on 615-591-8171 to Talk.com. The customer was added to our  
system on 07/18/99

Verbal, , DM Check or Other LOA? Online

Person who authorized?No POA on file

DOS (verbal only)?07/25/00

DOB (verbal only)?03/16/50

Verifier's Name & ID # (NY PSC ONLY):

On/Off Dates-First Call Last Call Information:

Date Switched to A-1 (Local only)? Also indicate SED for PIC and LPIC on dates?  
Date Switched from A-1 (Local only)? 11/21/00 Also indicate SED for PIC and LPIC off dates? 7/10/01

OCC Confirmation (LD only):

All XEROX must be checked if they were ever on our PIC?

615-591-8171 First Call: 1999-07-19 Last Call: 2000-06-15 615-599-1459 First Call: 1999-07-20

Last Call: 2000-08-23 176-264-2068 CC First Call: 1999-08-05 Last Call: 1999-08-05 841-098-9353 First Call: No Call Detail Last Call:

Account Billing Information:

OneBill Account #: 21094048

Billed in Optis: \$430.88

Credited in Optis:

Refunded in Optis:

Billed in OneBill: \$125.40

Credited in OneBill:

Refunded in OneBill:

List All Chargebacks:

Total Amount Billed that is in Dispute:

Provisioning:

Where there any delay's in provisioning?

If yes, why?

Important Optis/OneBill Notes:

Optis: 07/18/00 customer sent two emails requesting to be canceled due to form of payment. 07/20/99 customer called and changed mop to checking. 11/14/99 calling card was resent. 09/21/00 Customer called to cancel because BS rates and note indicated there was no One Bill account. 10/23/00 customer called again to cancel and was not saved. At this time customer was also offered a free feature and 100 free minutes but declined.  
OneBill:

Resolution Section:

Attempts To Contact:

1) 8/24/01 I l mom to call back

2) 8/27/01 I l mom to call back

3) 8/28/01 I called and ask for Mr., Sweeney and the number belongs to a Aluminum Company

Resolution Section (cont'd):

Name of person contacted to resolve complaint: No Contact Made

Did you play POA? No Contact Made

Did complainant agree that the switch was authorized?

What does the credit represent?

Actual Resolution: I have made several attempts to contact complainant by phone, and email, however the phone numbers in the system no longer belong the complaint. This is a previously resolve TNRA complaint done on 2/2/01 also a complaint letter received was resolved on 6/19/01. The btn answering service 615-591-8171 states to leave a message for Amy. The btn 615-599-1459 is the ring to number for a toll free number that belongs to a Aluminum Company, so I will resolve this with no contact. Mr. Sweeney will be informed that the Talk.com Long Distance Savings Plan account is no longer billing and that the account has been closed with a zero balance and all of his billing information has been remove and name placed on our DNCC list. Mr. Sweeny will also be informed that a refund check was sent to him on 8/7/01 for \$151.35.

Sent TO DO NOT CALL  
Made  
Account Closed  
Regina #595  
Regulatory Dept. PH

Customer Satisfied: No Contact

-----2001-08-27 16:45 cstp595-----

I left a message and sent a email to contact me concerning the TRA complaint

-----2001-08-16 11:09 cstp587-----

RECD TNRA REBUTTAL COMPLAINT DD 8/28/01  
VP/REG

-----2001-08-15 15:00 mak -----

RECD TNRA REBUTTAL COMPLAINT 8/14/01 DD 8/28/01

-----2001-08-07 11:34 cstp421-----

Re-issued refund to checking account in the amount of \$151.35 as inital refund did not go through due to no ABA number.

AM/Regulatory

-----2001-06-21 16:59 cstof082-----

CKING RR by Rebecca S/Reg/PH

Amt \$151.36

Completed

Transfer the amounts of \$60.40 from #21094048 and \$90.96 from #21095391 to have it refunded thru optis to the MOP on file.

Ivette/082/orl/adm.

-----2001-06-19 16:44 cf001166-----

Complaint Letter Resolved: This complaint letter was a follow up to filed complaint previously resolved...member was due a refund and there was a note indicating that we need the bank statements for the daily account summary....member was on our service from 8-7-00 through 10-23-00 (note indicating member called to cancel and was agreed upon in resolution that we would hold member responsible just for that time)...the actual cancellation date as per sed was on 11-21-00, a total of 2mos and 16 days in which is held responsible for.....member had 2 onebill accounts....acct#21095391 for tn 615-591-8171 and acct#21094048 for tn 615-599-1459....member continued to be billed til 12-23-00 for both accounts....in an attempt to come to an amicable resolution, I issued a total refund in the amount of \$151.36 to the mop on file....optis closed and no longer billing....math as follows...Rebecca Regulatory/ph

Math for refund

One bill acct#21094048

Total amount paid by member: \$144.72-\$24.52(refunded previously)=\$120.20

Total amount member is responsible for 2months 16days

8/3/00 \$23.41

9/3/00 \$23.41

10/3/00 \$24.34/30=.81\*16=12.98

Total=\$59.80

difference=\$120.20-\$59.80=\$60.40

there is a credit balance on the account in the amount of \$-57.02...added a credit in the amount of \$3.38 to bring balance to \$-60.40...sent email to Joan Ortiz for a refund

One bill acct#21095391

Total amount paid by member: \$151.33-\$25.93(previously refunded)=\$125.40

Total amount member is responsible for 2months 16days

8/3/00 \$23.92

9/3/00 \$24.81

10/3/00 \$24.81/30=.83\*16=\$13.23

Total=\$61.96

there was a credit balance on the account in the amount of \$60.30...added a credit in the amount of \$1.66+\$29.00=\$30.66 to bring the balance to \$90.96...sent email to Joan Ortiz for a refund in the amount of \$90.96

NSF Fee \$29.00

Total Refund=\$60.40+\$61.96+\$29.00=\$151.36

-----2001-06-19 15:18 cf001166-----

2nd attempt to contact: LMOM...Rebecca Regulatory/ph

-----2001-06-19 15:17 cf001166-----



1st attempt to contact: dialed 615-591-8171 number has been disconnected...called 615-599-1459 number had been changed...Rebecca Regulatory/ph

-----2001-06-15 09:01 cstpf227-----  
REC'D CUSTOMER COMPLAINT LETTER- MARIA

-----2001-06-14 08:40 cstpf558-----  
Received Complaint Letter:

Referred To Regulatory..

Theresa # 558 ss ph

-----2001-06-10 02:04 cf001618-----  
rec'd letter:  
stating she cancelled as of nov 21st 00 and she will call the BBB.  
this is a disputes account per lens / gui are down for the weekend forward account info. to  
disputes ji 1618ss

-----2001-04-25 12:57 cf001296-----  
Cust sent correspondence stating we are billing them past cancellation. SED date was 11-20-00 and last invoice was in 9-20-00 for LD. Local acct has been prorated and there is actually a credit owed to customer. sw1296ssph

-----2001-03-31 09:13 hac -----  
sent response 1/31/01 by chris m.

-----2001-02-19 12:10 cstpf784-----  
Account has been tracked in the Regulatory Tracker.  
Monica

-----2001-02-15 10:16 cstnp010-----  
RCVD POA FROM FLORIDA FOR 615-599-1459

-----2001-02-01 12:37 cstpf784-----  
Complainants Name: Leah Sweeney  
Btn: 615-591-8171  
Billing Name on File: Timothy Sweeney

All POA information:Market Code POPTP2\_2M25\_0714

POPTP2\_2M25\_0714 is an On line sign up for long distance:Customer will receive 5 cents per minute on the first 30 days of interstate calls and 9 cents per minute thereafter. They will receive a \$25.00 credit once they remain active on the service for 60 days. Must have 60 days of call detail between the first and last call on the service. Upon eligibility, an E-mail will be sent to activate \$25.00 credit. Also, 2200 points 3-5 days after 1st paid bill and 2200 points after 6th paid bill. This was an online sign up done by timsticks@aol.com authorizing the switch for long distance service on 615-591-8171 to Talk.com. The customer was added to our system on 07/18/99.

TP38-Order status shows that 615-559-1459 was authorized by Timothy Sweeney with a sign up. He provided DOB:03/16/50 and DOS:07/25/00. Authorization was given for the local service with a 10% discount (unbundled).

Due Date: 02/02/01

Summary of Dispute: Customer states that they went back to Bell South as of November 21st but continued to bill with us. She said we have deducted \$69.15 from her credit card. In addition, just recently she received two more charges in the amount of \$51.86 and \$49.04. She is requesting a total credit of \$199.05. She has also forwarded this issue to WKRN TV.

Date switched to A1/PIC and LPIC Information @ time of switch: Sots shows a change order for both btns (615-599-1459 and 615-591-8171) completed on 8/7/00. The detail for the change order shows the customer is with Talk.com for long distance service as of 7/19/99, however it does not confirm the date the customer switched to our local service. SED on BS CSR for BTN:615-591-8171 shows 11/20/00 with customer's name and address in the bill portion of the CSR, showing customer is not billing with us. SED on BS CSR for BTN:615-599-1459 shows 11/21/00 with customer's name and address in the bill portion of the CSR, showing customer is not billing with us.

TSCI codes for 615-591-8171:

07/18/99 Order Queued for PIC ONE - has not been sent to the LEC

07/19/99 Order Sent to Lec

07/20/99 Confirmation of an IC Initiated Order

07/28/00 Order Queued for PIC ONE - has not been sent to the LEC

08/10/00 Service Install Local Service Migration

08/10/00 Service disconnected-end user transfer to new LSP

10/23/00 Hard Block

11/22/00 Service disconnected. Local Service Migration

First/Last call: 07/19/99-06/15/00

TSCI codes for 615-599-1459:

07/19/99 Order Sent to Lec

07/20/99 Confirmation of an IC Initiated Order

07/29/00 Order Queued for PIC ONE - has not been sent to the LEC

08/14/00 Service Install Local Service Migration

08/19/00 AC Service Cancelled Through another AC order

10/18/00 Order Queued for PIC ALL - has not been sent to the LEC

10/23/00 Hard Block

First/Last call: 07/20/99-10/16/00

\*There are three calls in "01" status and have not billed out. There are three additional calls that are in "BS" status indicating that the charges may or may not bill out in the future.

First/Last call for calling cards:

176-264-2068: 08/05/99 for both

841-098-9353: No call detail

Date switched back to Bell:

Lens shows BTN 615-599-1459 is back with Bell South SED 11/21/00.

Lens shows BTN 615-591-8171 is back with Bell South SED 11/20/00.

Optis Billing:

Billed 430.88

Paid 430.88

Credits 0.00

Balance 0.00

OneBill Billing information for account 21095391 under btn 615-591-8171:

Billed 125.40

Paid 151.33

Credits 34.37 (Bill Proc, because the account was deactivated on 9/24/00)

Refund 25.93 (The refund was for the amount the customer over paid [the diff between 125.40 billed and 151.33 paid])

Balance - 60.30

OneBill Billing information for account 21094048 under btn 615-599-1459:

Billed 120.20

Paid 144.72

Credits 32.50 (Bill Proc, because the account was deactivated on 8/1/00)

Refund 24.52 (The refund was for the amount the customer over paid [the diff between 120.20 billed and 144.72 paid])

Balance - 57.02

Optis Notes:

On 07/18/00 customer sent two emails requesting to be canceled due to form of payment but then on 07/20/99 customer called and changed mop to checking. 11/14/99 calling card was resent. 09/21/00 Customer called to cancel because BS rates and note indicated there was no One Bill account. On 10/23/00 customer called again to cancel and was not

saved. At this time customer was also offered a free feature and 100 free minutes but declined.

Resolution:

Spoke with Leah and she confirmed that she is disputing charges after she canceled. She indicates this took place on November 21, 2000. She also indicated that she first called to cancel in October but nothing was done. CSR indicates cancellation took place on 11/20/00 and 11/21/00 but customer did call to cancel on 10/23/00. She was not billed after cancellation in November.

In the complaint the customer disputed authorization for a payment in the amount of 51.86 that was posted to One Bill Account 21095391:

The 11/3/00 and 12/3/00 invoices went unpaid on One Bill account 21095391, which left a balance of 51.86 on the account. On 12/12/00 we posted payment for 25.93 for the 11/00 invoice and then on 12/28/00 we posted payment for 51.86 for the 11/00 and 12/00 invoices in error. We should have only posted payment for 25.93. We then refunded 25.93 for the amount over paid on 1/19/01 to correct the error.

To resolve we will issue a credit for all invoices after October, credit is as follows:  
11/03/00- \$25.93 and 12/03/00-\$25.93 equals \$51.86 to be refunded to the mop on file. In addition a credit of \$60.30 will be issued to zero out balance on account.

In the complaint the customer disputed authorization for a payment in the amount of 49.04 that was posted to One Bill Account 21094048:

The 11/3/00 and 12/3/00 invoices went unpaid on One Bill account 21094048, which left a balance of 49.04 on the account. On 12/12/00 we posted payment for 24.52 for the 11/00 invoice and then on 12/28/00 we posted payment for 49.04 for the 11/00 and 12/00 invoices in error. We should have only posted payment for 24.52. We then refunded 24.52 for the amount over paid on 1/19/01 to correct the error.

To resolve we will issue a credit for all invoices after October, credit is as follows:  
11/03/00- \$24.52 and 12/03/00-\$24.52 equals 49.04 to be refunded to the mop on file. In addition a credit of \$7.98 will be issued to zero out balance on account.

I also asked her what the charge of \$69.15 was for and she said that was a combination of charges. I added up invoices and none of the figures equaled \$69.15. Total amount to be refunded to mop is \$100.90 and total amount to be credited is \$117.32. Lines have been blocked to prevent future billing.

One Bill account has been surpressed and billing address has been removed.

Customer will be faxing in a copy of DAS so refund can be applied accordingly. She was satisfied with the refund.

Account Closed

Complaint Resolved

Monica

-----2001-01-30 16:17 cstp784-----

Spoke with Mrs. sweeney and she said that she shows we deducted more unds than what we were supposed to. She said she will fax in a copy of the deductions so we can compare her records to ours. Waiting on fax.

Monica

-----2001-01-30 11:39 cstp784-----

LMOM regarding TN Regulatory Authority Complaint.

Monica

-----2001-01-29 10:44 cstp784-----

LMOM regarding TN Regulatory Authority Complaint.

Monica

-----2001-01-26 14:28 cstp784-----

LMOM regarding TN Regulatory Authority Complaint.

Monica

-----2001-01-25 11:18 cstp594-----

Name and info added to the do not call/contact list. HLS

-----2001-01-25 10:14 cstp784-----

Sent email to be placed on Do Not Contact list.

Monica

-----2001-01-25 09:55 cstp271-----

Loaded POA for 615-599-1459 to the V-Drive..dtorre

-----2001-01-24 15:03 cstp784-----

Sent email request for poa to be downloaded.

Monica

-----2001-01-23 12:54 cstp068-----

**\*\*WHEN COMPLAINT IS RESOLVED PLEASE HAND FILE INTO TONYA\*\***

-----2001-01-23 10:22 cstp587-----

rec'd tra complaint # 01-0172. due 2-2-01

-----2001-01-22 04:33 cotnp007-----  
rec'd tra complaint # 01-0172. due 2-2-01

-----2000-10-23 19:27 cstff425-----  
MRS SWEENEY CALLED TO MAKE SURE ACCT WAS CANCELLED WITH  
TALK. COM BECAUSE MR SWEENEY SWITCHED TO ANOTHER PROVIDER, I  
OFFERED A CREDIT FOR A FREE FEATURE & 100 MIN FREE , CUST  
DECLINED, CANCEL SERVICE, CUST ANI BLOCKED, PLEASE SEND FINAL  
BILL.....#425

-----2000-10-23 19:20 cstff425-----  
Called to cancel, "Not Saved" for account of TIMOTHY SWEENEY  
-----2000-10-23 19:15 cf001224-----  
mrs. SWEENEY called in to cnacel red phone saves trans to 5378 tim king saves.

-----2000-09-21 11:29 cstff120-----  
Mrs.Sweeny called to cancel both lines 615-599-1459 and 615-591-8171 she states she is  
getting better rates with BS....no onebill acct....EC done....mm120

-----2000-09-21 11:21 cstff317-----  
customer is calling in reg,to cancel serv.

-----1999-11-14 17:27 cstpf887-----  
Lea called to get calling card resent, sent 1, ....mnelson

-----1999-07-20 19:57 cstpf615-----  
Mrs. sweeny called, changed form of pmt to a checking account.  
Kristine

-----1999-07-18 15:48 cstpf364-----  
See below for reply

-----Original message-----  
>From Timsticks@aol.com Sun Jul 18 15:23:19 1999  
>Received: from imo28.mx.aol.com (imo28.mx.aol.com [198.81.17.72])  
>by k460.telsave.com (8.9.3/8.9.3) with ESMTP id PAA00715  
>for <AOL.LongDistance@online2phone.com>; Sun, 18 Jul 1999 15:23:19 -0400 (EDT)  
>From: Timsticks@aol.com

>Received: from Timsticks@aol.com  
>by imo28.mx.aol.com (IMOV20.25) id 3RYUa25189 (3876)  
> for <AOL.LongDistance@online2phone.com>; Sun, 18 Jul 1999 15:29:41 -0400  
(EDT)  
>Message-ID: <e874be52.24c38525@aol.com>  
>Date: Sun, 18 Jul 1999 15:29:41 EDT  
>Subject: Re: AOL Long Distance Savings Plan Acknowledgment  
>To: AOL.LongDistance@online2phone.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="us-ascii"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 4.0 for Windows 95 sub 13  
>  
>Dear Aol long Distance, We have reconsidered and would like to Cancel Long  
>distance with you. We feel that it will cost more using the Charge card.. If  
>we could be billed and send a Check, we might reconsidered. Thankyou.  
>Timothy Sweeney  
>

Dear Timsticks@aol.com ,

Thank you for your recent e-mail regarding available payment methods.

Currently, we accept VISA, MasterCard, American Express, Discover, and  
VISA/MasterCard logo debit cards.

If you do not have a credit card available, we have other billing options, one of which  
may be right for you. Please call us at 1-888-825-5265 so that we may discuss these  
options with you.

For more information on the AOL Long Distance Savings Plan, visit us online at  
Keyword: LD Member or  
click here.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service  
-----1999-07-18 15:44 cstpf621-----  
See below for reply

-----Original message-----

>From Timsticks@aol.com Sun Jul 18 15:25:42 1999

>Received: from imo17.mx.aol.com (imo17.mx.aol.com [198.81.17.7])  
>by k460.telsave.com (8.9.3/8.9.3) with ESMTP id PAA00778  
>for <AOL.LongDistance@online2phone.com>; Sun, 18 Jul 1999 15:25:42 -0400 (EDT)  
>From: Timsticks@aol.com  
>Received: from Timsticks@aol.com  
>by imo17.mx.aol.com (IMOV20.21) id 3RVa012150 (3876)  
> for <AOL.LongDistance@online2phone.com>; Sun, 18 Jul 1999 15:31:54 -0400  
(EDT)  
>Message-ID: <4c7b1ad3.24c385b0@aol.com>  
>Date: Sun, 18 Jul 1999 15:32:00 EDT  
>Subject: Re: AOL Long Distance Savings Plan Acknowledgment  
>To: AOL.LongDistance@online2phone.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="us-ascii"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 4.0 for Windows 95 sub 13  
>  
>Dear Aol, We have reconsidered and wish to Cancel Long Distance with Aol. We  
>feel that it would cost more using a Credit card, if we could pay by Check we  
>would reconsider. Thankyou, Timothy Sweeney  
>

Dear Timothy,

Thank you for your recent e-mail regarding available payment methods.

Currently, we accept VISA, MasterCard, American Express, Discover, and  
VISA/MasterCard logo debit cards.

If you do not have a credit card available, we have other billing options, one of which  
may be right for you. Please call us at 1-888-825-5265 so that we may discuss these  
options with you.

For more information on the AOL Long Distance Savings Plan, visit us online at  
Keyword: LD Member or  
[click here.](#)

Sincerely,

AOL Long Distance Savings Plan  
Customer Service



ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

[Return to Inquiry](#) ►[View Product and Services](#)

615 591 8171 638 \*CSR\*

FKLN 1FR NP E 1

NP (NON-PUB) SWEENEY, LEAH  
LA 2220 MONTE BELLA PL  
SA 2220 MONTE BELLA PL, FRANKLIN,  
TN  
DZIP 37067

---DIR  
DDA SWEENEY  
2220 MONTE BELLA PL  
FRANKLIN TN 37067  
DEL A1, B1

---BILL  
BN1 LEAH SWEENEY  
BA2 2220 MONTE BELLA PL  
PO FRANKLIN TN 37067

615 591 8171 638 \*CSR\*

FKLN 1FR NP E 2

---S&amp;E

(CHARGEABLE LISTINGS)

1 NP3 Listing-not in directory +  
/ZSER F8099999A0/SED 11-21-00

(LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 615 591-8171/PIC 0288  
/LPIC 0288/PCA BO, 11-20-00  
/LPCA BO, 11-20-00  
/ZSER 00099999A1/SED 11-21-00  
1 TTR Touch-Tone  
/TN 615 591-8171  
/ZSER 07099999A2/SED 11-21-00

615 591 8171 638 \*CSR\*

FKLN 1FR NP E 3

QTY USOC S&E J  
1 1LS11 Mileage - Zone

/TN 615 591-8171  
/ZSER 2A099999A7/SED 11-21-00  
1 FUJ1X Federal Universal Service+  
/TN 615 591-8171  
/ZSER 15099999A4/SED 11-21-00  
1 LNPCX FCC Local Number Portabil+  
/TN 615 591-8171  
/ZSER 1C099999A5/SED 11-21-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 591-8171  
/ZSER 23099999A6/SED 11-21-00  
/RMKR (A) 11-21-00  
1 9LM FCC Charge for Network Ac+  
/TN 615 591-8171  
/ZSER 0E099999A3/SED 11-21-00

---RMKS

---COMPLETED ACTIVITY

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LENS Version 9.0

OPC0032

1/24/2001



Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►ACCESS ONE COMMUNICATIONS PYP 7452  
v 00View Product and Services

615 599 1459 354 \*CSR\*

FKLN 1FR

E

1

LN SWEENEY, TIMOTHY W & LEAH  
LA 2220 MONTE BELLA PL  
SA 2220 MONTE BELLA PL, FRANKLIN,  
TN  
DZIP 37067

---DIR

DDA SWEENEY  
2220 MONTE BELLA PL  
FRANKLIN TN 37067  
DEL A1, B1

---BILL

BN1 LEAH SWEENEY  
BA2 2220 MONTE BELLA PL  
PO FRANKLIN TN 37067

615 599 1459 354 \*CSR\*

FKLN 1FR

E

2

---S&amp;E

(LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 615 599-1459/ADL/PIC 0288  
/LPIC 0288/PCA BO, 11-20-00  
/LPCA BO, 11-20-00  
/ZSER F8099999A0/SED 11-21-00  
1 TTR Touch-Tone  
/TN 615 599-1459  
/ZSER 00099999A1/SED 11-21-00  
1 1LS11 Mileage - Zone  
/TN 615 599-1459  
/ZSER 23099999A6/SED 11-21-00  
1 FUJAX Federal Universal Service+  
/TN 615 599-1459

615 599 1459 354 \*CSR\*

FKLN 1FR

E

3

QTY USOC S&E J  
/ZSER 0E099999A3/SED 12-13-00

1 LNPCX FCC Local Number Portabil+  
/TN 615 599-1459  
/ZSER 15099999A4/SED 11-21-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 599-1459  
/ZSER 1C099999A5/SED 11-21-00  
/RMKR (A) 11-21-00  
1 9LA FCC Charge for Network Ac+  
/TN 615 599-1459  
/ZSER 07099999A2/SED 12-13-00

---RMKS

---COMPLETED ACTIVITY

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LENS Version 9.0

OPC0032

1/24/2001

**Rainey, Marjorie # 615-373-2705: Count 70**

-----2001-11-28 15:17 cstpf587-----  
MADE 2 COPIES OF POA AND GAVE THEM TO KELLI  
VP/REG

-----2001-04-18 11:49 cstnp008-----  
Lisa Foust called from TN REG AUTH....she was inquiring abt the 4.33 inv... explained  
credit issued and his bal is zero

-----2001-04-07 11:54 cstpf784-----  
F/U...Issued full credit of \$4.33 to resolve final invoice.  
Account Resolved  
md/784/reg/ph

-----2001-04-03 12:32 cstpf513-----  
changed address per lens...tmk/513/ss/ph

-----2001-03-06 14:47 cstof020-----  
no credit card on account unable to post payment  
  
col.orl.psp

-----2001-02-28 14:25 cstpf784-----  
F/U: Final bill has not yet closed out, will continue to monitor for full credit of final  
invoice to be applied.  
Monica

-----2001-02-19 12:08 cstpf784-----  
Account has been tracked in the tracked in the Regulatory Tracker.  
Monica

-----2001-02-15 10:18 cstnp010-----  
RCVD POA FROM FLORIDA FOR 615-373-2705

-----2001-02-09 10:22 cstpf740-----  
\*\*\*PLACED 615-373-2705 ON THE DAVOX EXCLUSION LIST PER  
REGULATORY REQUEST\*\*\*

-----2001-02-06 13:45 mak -----  
sent response 2/5/01 t.adams

-----2001-02-05 10:13 cstpf784-----

Mrs. Foust called from the TN. Regulatory Authority and said that Mrs. Rainey is still receiving collection calls. Have sent email request to have customer removed from Davox.

Monica

-----2001-02-05 09:53 cstpf784-----

Local Complaint Summary

Complainants Name: Marjorie Rainey  
Btn: 615-373-2705  
Billing Name on File: Marjorie Rainey  
All POA information: Market Code TPLUS-73

Marjorie Rainey verified local and long distance bundled service on 07/06/00 giving DOB 12/26/1921. Customer signed up for unlimited local service and 200 free domestic minutes calling each month for \$49.95, with excess over 200 minutes @ 9.9cpm, to include intra-lata, intra-state and international calling, with international rates varying; and a credit of \$25.00 to the account after month two of billing. The POA is in house and queued to the "V" drive.

Due Date: 02/05/01

Summary of Dispute: Customer indicates that she did not receive the rates she was promised. When she received her first bill she called us to cancel and paid the bill. The following month she received another invoice and called to cancel again. She said that we will not release her line to Bell South. She has received collection notices but was advised by our company not to send money. In addition, since the line is block she says that Bell cannot switch her back and now she can't make ld calls.

Date switched to A1/PIC and LPIC Information @ time of switch: Per SOTS 07/21/00 is the day that customer was placed on our service. SED on BS CSR shows 01/25/01 with the Other Phone Company's address in the bill portion of the CSR, showing customer still on our service.

TSCI codes from Optis:

07/17/00 No PIC

07/22/00 Confirm, Cust selected IC thru EC, new service

08/01/00 Confirmed by First Usage  
01/05/01 Soft Block  
01/05/01 Un-Blocked  
01/20/01 Hard Block  
01/25/01 End-user service disconnected - pending positive switch ack.

First/Last call: 07/31/00-01/20/01  
There are calls in "01" status from 12/13/00-01/20/01 that have not yet billed out.

Date switched back to Bell: 01/25/01

Optis Billing:

Total Billed: \$615.27

Total Paid: \$249.89

Total Credited: 236.00 (\$10.00 was a courtesy credit and \$226.00 was for billing error.)

OneBill Billing: There is no invoice in OneBill due to the fact that the promo he signed up for is a bundled package and he will only be billed in Optis.

Optis Notes: \*On 09/13/00 she called disputing charges and said that she had the same service with Bell and would not have switched if it was going to cost her more money. In addition, the AT3 feature was deactivated from USOCS. She also said was promised the \$49.95 package including taxes and fees. \*On 09/28/00 a payment was remitted for \$89.89 and she said this is what the rep said she had to pay. (records do not reflect a payment arrangement.) \*TT was issued on 12/18/00 to have \$155.00 refunded because she never requested AT3 feature. \*On 01/03/01 TT was closed and indicated that customer had AT3 with their previous carrier, therefore it was carried over and no credits were applied. \*On 01/03/01 local billing decided to issue a credit because she should not have billed with Enhanced Area Plus, instead she should have billed the bundle package for \$49.95 with 200 free mins. \*On 01/05/01 customer called with billing issues and also wanted to cancel, was transferred and said she will mail in a payment for \$160.00, line was unblocked and a TT was issued indicating customer was charged incorrectly and needs a credit. TT was closed with no resolution because there was not enough information provided. In addition, a cancellation is not indicated after the first note from this date. \*On 01/20/01 a mailed written cancellation request was sent and customers line was blocked. \*On 01/24/01 customer called with Lisa from Regulatory Authority and advised she wanted the service canceled. Rep advised that customer may not have service if it's disconnected prior to Bell South picking up service, but customer did not care and wanted service canceled anyway.

Resolution

Sent email to be placed on Do Not Contact List.

Spoke with Marjorie regarding complaint and she was very upset that the whole time she billed with us she was over charged. I advised her that she was being charged \$31.00 extra each month because she had the Enhanced Area Plus calling feature which was carried over from Bell. She also said the only feature she had was call waiting. I advised her that the previous credit of \$226.00 was applied for the AT3 feature as well as for her intralata calls and for 200 free minutes that was not applied. She knew of the credit and said that she mailed a payment for 160.00 but was advised by her attorney and the Agency to stop payment. On 02/02/01 we received "UTL" notice from bank. At first I advised her of the balance and indicated we would pro-rate her December invoice and credit her final invoice. She said we would be getting no more money from her. I tried to explain that we credited all the charges that should not have been applied to account but it did not matter. She was very clear that she would not pay for the charges. At this point I offered to credit the total balance of \$314.38 and to resolve her final bill when it closes. This satisfied her and she said she would contact her attorney and the Regulatory Authority and let them know. Address has been taken off Optis billing and replaced with company info. She also confirmed that she is now billing with Bell South. I advised her that if she receives another bill to call so I can have credit issued. I will also f/u to make sure credit is applied. USOCS has been deleted and deactivated. Line has been blocked to prevent future billing.

Account Closed  
Complaint Resolved  
Monica

-----2001-02-05 09:18 cstp561-----  
Issued credit of \$314.38 per floor request.  
Eileen/Regulatory

-----2001-02-03 10:11 cstp271-----  
Loaded POA for 615-373-2705 from (T) to the V-Drive...dtorre

-----2001-01-30 10:40 cstp363-----  
RECEIVED POA (T) FROM 3RD PARTY VERIF .....MARIAF

-----2001-01-26 09:14 cstp119-----  
REQUESTED POA FROM 3RD PARTY VERF..TIFFMARLER



-----2001-01-25 14:29 cstp594-----  
Name and info added to do not call/contact list. HLS

-----2001-01-25 14:11 cstp784-----  
Sent email request to have POA downloaded.  
Monica

-----2001-01-25 14:11 cstp784-----  
Sent email request to be placed on Do Not Contact List.  
Monica

-----2001-01-24 16:33 cstf197-----  
issued order to disconnect per Regulatory  
pon: DISC2705  
DD 1/24/01

-----2001-01-24 15:47 cotnp002-----  
per lisa reg auth & marjorie rainey...customer wants an order placed to disconnect  
service...i have explained to customer that she will be without service if Bell doesn't pick  
up her line and she said she does not care...she wants it off..because that is what bell told  
her that is what she had to do in order to reinstate her service with them ...debbie  
manoochehri placed disconnect order which will completed anytime within  
24hrs....called customer to notify her that she may lose service with 24 hrs...i was put on  
hold 2x and left there...

-----2001-01-24 13:58 cstp587-----  
rec'd tnra complaint # 01-0177, due 2/5/01

-----2001-01-24 10:32 cstp593-----  
When complaint has been resolved, please give to Jamie to respond to the agency.. Jamie

-----2001-01-23 10:26 cotnp007-----  
rec'd tnra complaint # 01-0177, due 2/5/01

-----2001-01-20 14:25 cstp273-----  
Received chk#5589 for \$160.00 forward to corp for posting  
Amber Collections

-----2001-01-20 14:25 cstp273-----

HB LINE PER CUSTOMERS MAIL REQUEST TO CANCEL ACCT...

-----2001-01-17 18:20 cstof023-----

TT-cust being charged incorrectly she needs to be credited....clugo/coll/orl

not enough info ...cust feels they are being over billed for what?:.....calling area issue has already been addressed...cmc

\*\*\*Closed\*\*\* by cstpf299 at 2001-01-24 10:56

-----2001-01-05 15:49 cstof047-----

Customer is Elderly people and they may have an Emergency at any time. She has had problems with our Company every since she has been with Our Company. She will mail the \$160.00 1-06-01. I will Unblock her lines today. coll/orl/carolyn

-----2001-01-05 15:35 cstof184-----

cust disputes charges for taxes on her bill, she will send a ck for 160.00 1/05/01 put thru tt for acct to be reviewed...col/orl/jb

-----2001-01-05 14:30 cstff230-----

Customer has a balance of over \$200.....Please discuss payment and then cancel.....tranf to 5700

-----2001-01-03 15:45 cstpf552-----

Credited back \$226.00 for billing error, \$31.00 x 6 = \$186.00 for Enhanced Area Plus, which should not have been she is on the bundled pkg. \$40.00 for 200mins x 2 for being charged for her 1st 200mins of LD...bkf mgr SS\Local Billing

-----2001-01-03 14:13 cstff083-----

TT-Please remove enhanced area plus (at3) cust is on bundle does not need feature.....tmenden

TT REFERRED TO PROVISIONING // 615-373-2705

\*\*\*Closed\*\*\* by cstff515 at 2001-01-05 09:02

-----2000-12-18 11:34 cf001251-----

MARJORIE RAINEY CALLED AND SAID SHE WAS BEING BILLED BY BELL SOUTH THE SAME THING SHE HAS WITH US...SHE SAID SHE WOULD NOT HAVE SWITCHED IF IT WAS MORE MONEY...SHE WAS PROMISED THE PACKAGE OF \$49.95 INCLUDING TAXES AND FEES. DEACTIVATED AT3, SHE WAS BEING BILLED FOR ENHANCED AREA PLUS AND NEVER REQUESTED IT, ISSUED A CREDIT REQUEST TO CREDITS...SHE IS STILL UPSET ABOUT

THE TAXES...SHE SAID SHE WAS TOLD NOT TO PAY ANY BILLS UNTIL THIS IS RESOLVED..

SUSAN/1251  
S.S.

-----2000-12-18 11:25 cf001251-----

TT-PLEASE REFUND 155.00 BACK TO MOP ON FILE. CUST WAS BILLED FOR AT3 AND NEVER REQUESTED IN THE FIRST PLACE...SHE IS VERY UPSET...ALREADY DEACTIVATED USOC AND PER MANGER, PLEASE REFUND MOP ON FILE FOR THIS AMT, AS SHE WAS PREVIOUSLY BILLED.  
SUSAN/1251 BILLING

REF TO LOCAL CREDITS TO BE WORKED.KTD

\*\*\*Referred\*\*\* by cstpf124 on 2000-12-21 10:59  
Will do further research, but customer had AT3 with there prior carrier, therefore it was carried over, at this time no credit is due..bkf mgr SS/Local Billing.

\*\*\*Closed\*\*\* by cstpf552 at 2001-01-03 09:51

-----2000-10-21 16:59 cstff292-----

TT-customer states she is getting her calls rated correctly, pls review/ssfo292

LOCAL

\*\*\*Referred\*\*\* by cstpf576 on 2000-10-24 11:54  
tt closed if info is correct ther is nothing to review .....ss 498

\*\*\*Closed\*\*\* by cstff498 at 2000-11-16 19:36

-----2000-10-21 16:39 cstff492-----

mrs.rainey stated that her bill is to high for her last month she called and spoke to someone who credit her acct 10.00 cust wants her acct to be credited again onlt this time she wants to be charged the 49.95 monthly fee and credit 200 mintues .she stated she was charged for 400 mintues transfer her to specail services

-----2000-10-21 16:26 cstff316-----

MRS RAINEY CALLED TO INFORM TALK.COM THAT HER BILL IS NOT CORRECT. MRS RAINEY IS SIGNED-UP FOR THE BUNDLE PACKAGE AT \$49.95 PER MONTH WITH 200 LD MINUTES...PLEASE REVIEW... NOT A

DISPUTE ISSUE, BILLING ISSUE TRANSFERED TO CUST. SERVICE  
...VERIFICATION

-----2000-10-21 16:03 cstp688-----

MARJORIE RAINEY disputed local bill...trans. to local services...jm

-----2000-09-28 10:17 cstp393-----

MARJORIE RAINEY mailed in remittance form w/pymnt for \$89.89 said she spoke w/rep and they cut the bill down and is going to see why he bill was so high cust said she is very dissappointe....jo

-----2000-09-17 15:43 loadnote-----

615 373 2705 105 \*CSR\*

NVW AT3

E 1

LN RAINEY, JACK D  
LA 5620 GRANNY WHITE PKE  
SA 5620 GRANNY WHITE PKE,  
BRENTWOOD  
DZIP 37027

---DIR

DDA JACK D RAINEY  
5620 GRANNY WHITE PIKE  
BRENTWOOD TN 37027  
DEL A2, B2, C2

---BILL

BN1 JACK D RAINEY  
BA2 5620 GRANNY WHITE PK  
PO BRENTWOOD TN 37027

615 373 2705 105 \*CSR\*

NVW AT3

E 2

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/ZSER 3C10000001

(LINES & STATIONS)

1 BCR Call Return Blocking  
/TN 615 373-2705/SED 03-01-96  
/ZSER 6610000007

1 AT3 Area Plus Plan (includes+  
/PIC 0333/LPIC 5124  
/LPCA DF, 02-08-99  
/PCA SF, 10-22-98

615 373 2705 105 \*CSR\*

NVW AT3 E 3

QTY USOC S&E J  
/ZSER 4310000002/SED 09-30-99

1 ESX Call Waiting  
/ZSER 5110000004

1 LNPCX FCC Local Number Portabil+  
/SED 05-15-99/ZSER 6D10000008

1 SEQ1X Inside Wire Maintenance S+  
/ZSER 5810000005

1 9LM FCC Charge for Network Ac+  
/ZSER 5F10000006

---RMKS

---COMPLETED ACTIVITY

-----2000-09-13 08:31 cstffl37-----

MARJORIE RAINEY CALLED AND SAID SHE WAS BEING BILLED BY BELL SOUTH THE SAME THING SHE HAS WITH US...SHE SAID SHE WOULD NOT HAVE SWITCHED IF IT WAS MORE MONEY...SHE WAS PROMISED THE PACKAGE OF \$49.95 INCLUDING TAXES AND FEES. DEACTIVATED AT3, SHE WAS BEING BILLED FOR ENHANCED AREA PLUS AND NEVER REQUESTED IT, ISSUED A CREDIT REQUEST TO CREDITS...SHE IS STILL UPSET ABOUT

THE TAXES...SHE SAID SHE WAS TOLD NOT TO PAY ANY BILLS UNTIL THIS  
IS RESOLVED..

SUSAN/1251  
S.S.

-----2000-09-13 08:16 cstp438-----  
MARJORIE RAINEY is in red phone.....trans to 5608.....bv/tlk

-----2000-09-12 18:38 cstff992-----  
ms rainy called in inquiring abt charges on bill \$31 area plus//advised system is down  
for me to view bill//advised to call back// cust wants to know if i can call her/.//advised i'll  
try...mbain

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 615 373-2705 599

EXCH NVW

BCS AT3

STAT OPEN

TYPE RESIDENCE

SVCC 1X

EQIND1 5

LASTZSER 268435456

MULTLINE 1

HTGHMLCT 0

JOINTIND

JAZZIND

BREFIND

DENYIND 0

BMIHTIND

SENSACCT

TTRA 615 373

IM 615 373-2705 IR

CENT R00

---LIST

LN RAINEY, JACK

LA 5620 GRANNY WHITE PKE

SA 5620 GRANNY WHITE PKE,  
BRENTWOOD, TNLOC DES (LOC @ BETHEL CHAPEL CHURC  
H)

DZIP 37027

---DIR

DDA RAINEY

5620 GRANNY WHITE PKE

BRENTWOOD TN 37027

DEL A1, B1, C1

---BILL

BN1 JACK RAINEY

BA2 5620 GRANNY WHITE

BA3 PKE

PO BRENTWOOD TN 37027

---S&amp;E

## (LINES &amp; STATIONS)

1 AT3 Area Plus Plan (includes telephone line)  
/TN 615 373-2705/PIC 0288  
/LPIC 5124/BIR DA7 07-03-01  
/LPCA BO, 01-25-01/NMC  
/PCA CM, 02-03-01  
/SED 01-25-01/EXK 615 373  
/ZSER F8099999A0  
/LRN 6153730000/TTRA 615 373  
1 ESX Call Waiting  
/TN 615 373-2705  
/ZSER 07099999A2/SED 01-25-01  
1 FUJ1X Federal Universal Service Charge  
/TN 615 373-2705  
/ZSER 0E099999A3/SED 01-25-01  
1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 373-2705  
/ZSER 15099999A4/SED 01-25-01  
1 9LM FCC Charge for Network Access  
/TN 615 373-2705  
/ZSER 00099999A1/SED 01-25-01

---RMKS

RMKR (A) DEPOSIT - FINAL BILL  
OVERR IDE WAS SELECTED 01-02-  
2001  
RMKR (B) AT3 000000

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11/29/2001



ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

615 373 2705 599 \*CSR\*

NVW AT3

E

1

LN RAINEY, JACK  
LA 5620 GRANNY WHITE PKE  
SA 5620 GRANNY WHITE PKE,  
BRENTWOOD, TN  
LOC DES (LOC @ BETHEL CHAPEL CHURC  
H)  
DZIP 37027

---DIR

DDA RAINEY  
5620 GRANNY WHITE PKE  
BRENTWOOD TN 37027

DEL A1, B1, C1

---BILL

BN1 JACK RAINEY  
BA2 5620 GRANNY WHITE  
BA3 PKE

615 373 2705 599 \*CSR\*

NVW AT3

E

2

PO BRENTWOOD TN 37027

---S&amp;E

(LINES &amp; STATIONS)

1 AT3 Area Plus Plan (includes+  
/TN 615 373-2705/PIC 0333  
/LPIC 5124/LPCA BO, 01-25-01  
/NMC/PCA BO, 01-25-01  
/ZSER F8099999A0/SED 01-25-01  
1 ESX Call Waiting  
/TN 615 373-2705

615 373 2705 599 \*CSR\*

NVW AT3

E

3

QTY USOC S&E J  
/ZSER 07099999A2/SED 01-25-01

1 FUJIX Federal Universal Service+  
/TN 615 373-2705  
/ZSER 0E099999A3/SED 01-25-01  
1 LNPCX FCC Local Number Portabil+  
/TN 615 373-2705  
/ZSER 15099999A4/SED 01-25-01  
1 9LM FCC Charge for Network Ac+  
/TN 615 373-2705  
/ZSER 00099999A1/SED 01-25-01

---RMKS

---COMPLETED ACTIVITY

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OPC0032

1/26/2001

**: Parish, Fred of mid-Town Video # 865-882-0514: Count 71**

-----2001-07-24 11:48 cstnp015-----

John Connors called from the TN RA called regarding a letter that was received from our company. He says that the letter states that the customer was with a reseller of ours, however the bills that the customer was receiving were from Talk.com. This is a XEROX account, the customer was previously with DNS however then started receiving Talk.com bills. It appears that when the new are code took place that the customer may have been utilizing our access code. We requested BNA info from the LEC at that time we received that billing information indicating that the customer was not on our PIC. I have credited the account and will send John another letter...Jen H

-----2001-02-27 15:12 mak -----

sent response 2/20/01 tam

-----2001-02-16 12:18 cf001799-----

Freddie Parish returned my call and I advised him of credit, resolution and he was satisfied. jl

-----2001-02-15 15:00 cstpf594-----

Name and info added to do not call list. HLS

-----2001-02-15 15:00 cstpf594-----

Information added to do not contact list. HLS

-----2001-02-15 13:57 cf001799-----

**Complainant: Mid Town Video BTN: 865-882-0514 State: TN Agency: TN Due  
Date: 2-20-01**

**Account Holder: Mid Town Video**

**Account Number: 26333380**

**Market Code: XEROXDG**

**Partition: TEL-SAVE**

**POA : None**

**Account Holder: Mid Town Video/Freddie Parish**

**Account Number: 3470408**

**Market Code: OTHER**

**Partition: DNS 205**

**POA : None**

**Complaint Summary:** Midtown Video (there is not a name for the complainant) states that AT&T has been their long distance carrier for several years. However Freddie Parrish is listed as the LOA Signator. They have received a Xerox invoice which they did not authorize.

**Complaint Discovery:** There are two accounts for this complaint. In 1997, Midtown Video established an account #3470408 with Partition 205, Discount Network Services. They have billed with them since 1997. In Jan 2000, the NPA-NXX split from 423 to 865. When the area code changed, we made a 225 Xerox account #26333380. There have been 5 Xerox invoices totaling \$81.11, none of which have been paid. The PIC is 6060TEF. I verified with the LEC that both latas are OCC. On 12/26/00 a TT was issued for a credit to close out the account, but on 1/10/01 credit was denied. I have completed the Allow Transfer back to the 205 partition. We do not handle partition 205 accounts customers must call 1-800-860-5080.

1st account #26333380  
TCSI CODES : 865-882-0514  
06/14/2000 01NP No PIC  
06/15/2000 20CU Confirmed by First Usage  
12/26/2000 20BL Customer/ANI Block  
01/23/2001 20BL Customer/ANI Block  
First Call 02/14/00  
Last Call 02/02/01

**Optis Billing information Xerox Account:**

Total Invoiced \$. \$81.11  
Total Paid Invoices \$. 0  
Total Credits \$. 0  
Total Outstanding Balance \$81.11

**Optis Notes Pertaining to Complaint: None**

2nd account #3470408  
TCSI CODES : 423-882-0514  
12/17/1997 01SL Order Sent to Lec  
12/18/1997 2166 Pic Freeze - CUST only change Pic  
02/26/1998 20CU Confirmed by First Usage  
02/14/2001 01NP No PIC  
First Call 2/26/98  
Last Call 1/31/00

**Optis Billing information DNS Account: None**

**Optis Notes Pertaining to Complaint: None**

**Resolution: I have made several attempts to contact complainant by phone and left I left a message with a third party, but I have not received any correspondence from him, so I will resolve this with no contact. Talk.com Long Distance Savings Plan account is no longer billing and the account has been closed with a zero balance. In order to resolve this amicably, a credit in the amount of \$81.11 has been issued to the account. The complainant was advised to contact me directly at 877-441-4304 Ext 4754.**

**DNS Contact BTN: 1-800-860-5080  
\$81.11 Credit issued to OPTIS  
Account Closed  
Complaint Resolved  
Joel Lopez**

**-----2001-02-15 12:39 cf001799-----**

**I made second my attempt to contact complainant and left message with third party  
jl**

**-----2001-02-14 15:59 cf001799-----**

**I made first contact and left call back number with thied party. J.L.**

-----2001-02-08 12:37 cstpf587-----

REC'D TRA COMPLAINT # 01-0313, DUE 2-20-01

-----2001-02-08 10:18 cstpf593-----

When complaint has been resolved, please give to Jamie to respond to the agency..  
Jamie

-----2001-02-07 09:39 cotnp007-----

REC'D TRA COMPLAINT # 01-0313, DUE 2-19-01

-----2001-01-23 16:13 cstpf525-----

DAVOX LM ... SDYER COLLECTIONS

-----2001-01-10 07:32 cf001376-----

CREDIT DENIED, no notes of closure...gb

-----2000-12-26 23:27 cf001598-----

TT-please credit put acct and close out cf001598

CREDIT DENIED, no notes of closure...gb

\*\*\*Closed\*\*\* by cf001376

at 2001-01-10 07:30

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 865 882-0514 226

EXCH HRMN  
BCS 1FBCL  
STAT OPEN  
TYPE BUSINESS  
SVCC 21  
EQIND1 13  
LASTZSER 268435470  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
CENT S20

---LIST

LN MIDTOWN; VIDEO  
LA 3081 ROANE STATE HWY,  
HARRIMAN  
SA 3081 ROANE STATE HWY,  
HARRIMAN  
DZIP 37748  
YPH 108660  
VIDEO TAPES & DISCS-SALES &  
RENTALS  
SIC 7841  
ZAEC XXXXX

---DIR

DDA BA  
DEL A1

---BILL

BN1 MIDTOWN VIDEO  
BA2 3081 ROANE STATE HWY  
PO HARRIMAN TN 37748

---S&amp;E

(OTHER)

1 NW1 Network interface-inside, flush  
/SED 08-21-92/ZSER 3C10000001  
  
(LINES & STATIONS)  
  
1 1FBCL Business Line  
/TN 865 882-0514/PIC 0288  
/LPIC 5124/PCA SF, 06-05-97  
/SED 08-21-92/ZSER 4310000002  
/LPCA DF, 02-08-99  
1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 865 882-0514/SED 11-24-01  
/ZSER 971000000E  
1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 865 882-0514/SED 03-17-98  
/ZSER 4A10000003  
1 TTB Touch-Tone  
/SED 08-21-92/ZSER 5110000004  
1 1LS11 Mileage - Zone  
/SED 08-21-92/ZSER 5810000005  
1 CREX4 Custom Toll Restriction  
/CBK B/SED 01-22-98  
/ZSER 5F10000006  
1 ESX Call Waiting  
/SED 08-21-92/ZSER 6610000007  
1 FUJ1X Federal Universal Service Charge  
/SED 07-01-00/ZSER 901000000D  
1 SEQ1X Inside Wire Maintenance Service Plan  
/SED 08-21-92/ZSER 7410000009  
1 TDF24 Business Saver Service, 24 Month  
/SPP TP 11-26-97/SED 11-26-97  
/ZSER 7B1000000A  
1 9LM FCC Charge for Network Access  
/SED 08-21-92/ZSER 821000000B

---RMKS

RMKR (A) MR PARISH RQ CREX4

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11/29/2001



Parker, Lisan # 615-385-1473: Count 72

-----2001-11-28 15:39 cstp587-----

MADE 2 COPIES OF POA AND GAVE THEM TO KELLI  
VP/REG

-----2001-05-15 08:38 cstp040-----

Removed address of 3600 Hillsboro Rd, F12, Nashville, TN 37215

Karmini/040/PH Reg Dept

-----2001-03-15 10:03 cstnp015-----

sent response on 3/14/01...Jen H

-----2001-03-13 09:15 cstp693-----

Refund check #21814 mailed for \$ 56.51.

-----2001-03-13 07:55 cstp240-----

refund check request for \$56.51 approved  
lisa

-----2001-03-12 14:24 cstp040-----

TN Reg Auth Local Complaint Resolved...KP/040/PH/Regulatory

#### Local Complaint Summary

Complainants Name: Lisan Parker

BTN: 615-385-1473

Optis Account: 26872810

Billing Name on File: Lisan Parker

Due Date: 3/14/01

All POA information: TP73- Lisan Parker auth local and ld service on 7/11/00 giving DOB of 6/18/73. Promo includes \$49.95 monthly fee with 200 free minutes of domestic calling and 9.9cpm thereafter. Member will also receive a \$25 credit after 2 months of billing. POA clean and saved in V. Drive.

Date switched to A1: 8/2/00 per Sots.

BS CSR indicates SED date customer switched off our service as of 10/4/00, however 2nd page on CSR shows SED date of 8/21/00.

Confirmed by BS CSR indicates PICC and LPIC are OCC for LD as of 10/27/00.

Date switched back to Bell: 10/4/00 per BS CSR, however 2nd page on CSR shows SED date of 8/21/00.

TSCI codes from Optis:

7/19/00- No PIC

8/3/00- Confirmed by First Usage

8/8/00- Confirm, Cust selected IC thru EC, new service

8/18/00- Customer Canceled IC Service through Another IC Order

12/13/00- Customer/ANI Block

1/7/01- Soft ANI Block

1/22/01- Customer/ANI Block

First/Last call: 8/2/00- 8/16/00 (3 calls from 8/5 in 01 status)

Optis Billing: Invoice from 7/28/00 to 2/28/01

Total Invoiced: \$569.94

Total Paid: \$69.72

Total Credits: \$207.74 (for billing error)

Balance: \$292.48

OneBill Billing: As of 3/12/01, there is no One Bill account.

Optis Notes: 11/15- Rep noted issued a credit for 7/00 invoice because line was not converted until 8/00 per Lens and Sots and was switched back on 10/00. Conference done with BS, per BS and Lens member switched back to BS on 8/21/00 for all services, states was only on service for 18 days. Member states she does not want to pay for local service, she only wants to pay for usage of ld service. Member asked to pay \$13.21 for service. TT was placed to issue credit for 1st months bill, TT closed with credit of \$69.82 issued to acct. 12/20- Another TT was placed to issue credits. TT closed on 1/24 with credits of \$138.02 for billing after cancellation. 1/22- Another TT was placed, customer canceled service, agreed to pay \$13.21, deactivate and send final bill reflecting \$13.21 owed.

Summary of Dispute: Member states she registered with Talk.com from 8/2 to 8/21 and every month since, she was received a bill. She states she has spoken with us 5-6 times to stop billing, last conversation on 1/22.

Resolution: Requested for member to be placed on DNC list. Line already blocked, deleted and deactivated USOCs. Changed billing address from 3600 HILLSBORO RD APT F12, NASHVILLE, TN 37215 to Palm Harbor.

Per previous notes in Optis, member called to dispute billing. Member states, and 3-way was done with BS, that service was canceled from Talk.com on 8/21/00. Our records indicate that ld service was canceled on 8/16/00, which was when the last call was placed. Previous notes from several reps agreed to only charge member \$13.21, which she feels is what she owes for calls placed on the service. She felt she

should not have to pay for local service because she was on on the service for 18 days. Per BS CSR, first page shows SED date of 10/4/00, but page two shows SED date of 8/21/00, which is what previous customer service went by for cancellation of service. Due to USOCs not being deactivated acct continued to bill for local service. Some of the charges were previously credited out. I crediting out the remaining balance on the acct and sending a refund check in the amount of \$56.51 because we billed her for \$69.72. There are 3 unbilled calls which appear to be local calls, I will monitor acct and will issue necessary credits.

Spoke with Lisan and explained our records does indicate that she was billed after cancellation. I explained that I am crediting out balance on acct to zero out acct and I have removed her billing info from system. Explained that previous notes show that she agreed to pay \$13.21 and our records indicate that we billed her for \$69.72. Explained I will have a refund check for \$56.51 sent to her, which she said is a checking account. Asked her if she was satisfied with the resolution and she said she was and thanked me for calling.

Sent e-mail to Lisa Wolschon to send refund check for \$56.51.

Account Closed  
Complaint Resolved  
Karmini/PH Regulatory

-----2001-03-12 13:48 cstp040-----

Spoke with Lisan Parker regarding Tenn Reg Auth complaint...Detail of call on summary....KP/040/PH Regulatory

-----2001-03-06 16:01 cstp587-----

COULD NOT FIND CD VOLUME 2181 TO LOAD POA TO V DRIVE

-----2001-03-05 12:15 cstp594-----

Added to do not call list. HLS

-----2001-03-03 10:06 cstp044-----

\*\*\*\*\* Please return the resolved TN TRA, complaint to TDrew. \*\*\*\*\*

-----2001-03-02 11:06 cstp587-----

RECVD TENN REG AUTH COMPLAINT 01-0499 DD 3-14-01

-----2001-03-01 08:27 cotnp004-----

RECVD TENN REG AUTH COMPLAINT 01-0499 2-28-01 DD 3-14-01

-----2001-01-22 21:08 cstof020-----

TRANSFERRED CUST TO CANCELLATIONS(STATES NEVER HAS BEEN)  
AND ISSUED TT TO DEACT AND FINAL BILL WITH CREDIT OF  
OVERPAYMENT FOR SVCS. DB/COL/ORL

-----2001-01-22 21:08 cstpf835-----

LISAN PARKER has balance trans to 5544.wb

-----2001-01-22 21:06 cstof020-----

TT-BTN 6153851473...THIS IS 3RD REQ TO CANCELL. CUST IS AND HAS  
BEEN WITH ANOTHER CARRIER. ONLY WITH 8/2-21& PAID US  
69.72(SHOULD BE 13.21).DEACT AND SEND FINAL BILL REFLECTING  
CREDIT. DB/COL/ORL

issued credit of 138.02 for fees after cancellation.

700 Test Result = XCXXX

\*\*\*Closed\*\*\* by cstpf637 at 2001-01-24 18:23

Dup TT

700 Test Result = XCXXX

\*\*\*Closed\*\*\* by cstpf772 at 2001-01-24 18:33

-----2000-12-20 11:31 cf001058-----

LISAN PARKER wants her account credited for service canceled in aug.18 trouble  
ticket sent. bc1058 customer also received a collection letter for late payment ...

-----2000-12-20 11:29 cf001058-----

LISAN PARKER wants her account credited for service canceled in aug.18 trouble  
ticket sent. bc1058

-----2000-12-20 11:28 cf001058-----

TT-customer closed this account aug 18th. as per conv. with bell south. please  
research acct. customer in august was only on the service for 19 days before  
canceling in august. she received two more bills after cancellation. please credit...

issue resolved on tt# 897692.....jm

\*\*\*Closed\*\*\* by cstpf751 at 2001-02-07 15:47

-----2000-11-15 20:04 cstff992-----

**TT- BTN 615-385-1473 PLEASE GIVE CREDIT TO CUST FOR LAST MONTH .  
SHE AGREED TO PAY 13.21 AND LEAVE THE 1ST MONTH LIE THAT.  
BECAUSE WAS CHARGED WRONG FOR THE 1ST MONTH,DIDNT HAVE SE**

**referred to local .....**

**\*\*\*Referred\*\*\* by cstpf502 on 2000-11-22 21:39  
Rep cstff252...credited cust acct 69.72 for what the cust was requesting...Micheleq  
\*\*\*Closed\*\*\* by cstpf584 at 2000-12-21 10:45**

**-----2000-11-15 18:00 cstff992-----**

**lisan called asking to pay 13.21 for ld calls .she paid 69.720 and serv was not ready  
yet was told to pay the 13.21 for the ld calls and we keep the 69.72 even she didnt  
have the serv yet.....le/167**

**-----2000-11-15 17:46 cstff484-----**

**615-385-1473**

**cust was cut off of a three way with billing dept and bs,,,,tnf 5644  
csmith**

**-----2000-11-15 17:20 cstff121-----**

**PER BELL SO. CONFERENCE WITH MR MAULRAY, AT 800- 753-0223, PER  
BELL SO. AND LENS SHE WENT BACK IN ALL 3 SERVICES ON 08/21/00//  
NEXT REP OR "MANAGER" , PLZ, RE-RATE THE CHARGES // MS.  
PARKER WAS BASICALLY 19 DAYS WITH US // SHE IS TRYING TO SAY  
SHE WILL NOT PAY FOR THE BASE 49.95 PLUS TAXES PLUS USAGE// SHE  
ONLY WANTS TO PAY FOR USAGE // WELL , AND SHE IS DEMANDING  
THAT // TAKE IT UP PLZ, TO A SPVSR N FIND OUT CORRECT  
PROCEDURE//**

**-----2000-11-15 16:31 cstff252-----**

**CREDITED MS PARKER FOR JULY INVOICE HER SERVICES DIDN'T  
START UNTIL  
8/2 PER SOTS.AND IN LENS HER SERVICES WAS SWITCH BACK TO BS AS  
OF 10/4  
SHE SAID THAT SHE WILL 3WAY WITH BS AND CALL BACK.**

**-----2000-11-15 16:00 cf001585-----**

**spoke with LISAN PARKER, transfered to billing, was disconnected.. cf1585**

-----2000-11-15 15:47 cf001419-----

LISAN PARKER has billing question re: current balance. Tfr to billing ...vw1419

-----2000-10-30 16:53 loadnote-----

615 385 1473 952 \*CSR\*

NVW 1FR

E 1

LN PARKER, LISAN  
LA 3600 HILLSBORO PKE  
SA 3600 HILLSBORO PKE, NASHVILLE,  
TN  
LOC APT F-12;DES (VILLAGER EAST  
APTS)  
DZIP 37215

---DIR

DDA PARKER  
APT F 12  
3600 HILLSBORO PKE  
NASHVILLE TN 37215  
DEL A1, B1

---BILL

BN1 LISAN PARKER  
A2 APT F-12  
BA3 3600 HILLSBORO PKE

615 385 1473 952 \*CSR\*

NVW 1FR

E 2

PO NASHVILLE TN 37215

---S&E

(LINES & STATIONS)

1 1FR Residential Line  
/TN 615 385-1473/PIC 0222  
/LPIC 0222/PCA FR, 07-12-00  
/NMC/LPCA FR, 07-12-00

/SED 06-02-00/ZSER 6D10000008

1 TTR Touch-Tone

/TN 615 385-1473

/ZSER 7410000009/SED 06-02-00

1 ESX Call Waiting

/TN 615 385-1473

/ZSER 821000000B/SED 06-02-00

615 385 1473 952 \*CSR\*

NVW 1FR

E 3

QTY USOC S&E J

1 LNPCX FCC Local Number Portabil+

/TN 615 385-1473

/ZSER 891000000C/SED 06-02-00

1 9LM FCC Charge for Network Ac+

/TN 615 385-1473

/ZSER 7B1000000A/SED 06-02-00

---BILLING TRANSFERS

---RMKS

---COMPLETED ACTIVITY

---

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00Local Exchange Navigation System  
Inquiry **Customer Service Record**[Return to Inquiry](#) ►[View Product and Services](#)

All data available for this CSR has been displayed. (9010)

ACCT 615 385-1473 176

EXCH NVW  
BCS 1FR  
STAT OPEN  
TYPE RESIDENCE  
SVCC 11  
EQIND1 6  
LASTZSER 26843548  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
TTRA 615 269  
CENT R00

## ---LIST

LN PARKER, LISAN  
LA (OAD)  
SA 3600 HILLSBORO PKE, NASHVILLE,  
TN  
LOC APT F-12;DES (VILLAGER EAST  
APTS)  
DZIP 37215

## ---DIR

DDA LISAN PARKER  
APT F 12  
3600 HILLSBORO PKE  
NASHVILLE TN 37215  
DEL A1, B1

## ---BILL

BN1 LISAN PARKER  
BA2 APT F-12  
BA3 3600 HILLSBORO PKE  
PO NASHVILLE TN 37215

## ---S&amp;E



## (LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 615 385-1473/PIC 0288  
/LPIC 5124/LPCA FR, 10-27-00  
/NMC/PCA FR, 10-27-00  
/SED 10-03-01/ZSER F8099999A0  
/LRN 6152690000/EXK 615 269  
/TTRA 615 269  
1 TTR Touch-Tone  
/TN 615 385-1473/SED 10-05-01  
/ZSER 3F0199999C  
1 FUJ1X Federal Universal Service Charge  
/TN 615 385-1473  
/ZSER 0E099999A3/SED 08-21-00  
1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 385-1473  
/ZSER 15099999A4/SED 08-21-00  
1 9LM FCC Charge for Network Access  
/TN 615 385-1473  
/ZSER 07099999A2/SED 08-21-00  
1 ESX Call Waiting  
/SED 10-03-01/ZSER 380199999B

---RMKS

RMKR (A) OS 615 385-1473  
RMKR (B) ADDED BELLSOUTH LOCAL  
TOLL CARRIER, THIRD PARTY  
VERIFICATION, CUSTOMER L P,  
10-02-2000  
RMKR (C) VR3CL 100400  
RMKR (D) ADDED LONG DISTANCE  
CARRIER FREEZE-AT&T LONG  
DISTANCE SERVICE, THIRD PARTY  
VERIFICATION, CUSTOMER MS  
PARKER, 10-27-2000, C9CN8194  
RMKR (E) ADDED LOCAL SERVICE  
FREEZE, THIRD PARTY  
VERIFICATION, CUSTOMER MS  
PARKER, 10-27-2000, C9CN8194  
RMKR (F) ADDED LOCAL TOLL CARRIER  
FREEZE-BELLSOUTH TELECOMM.,  
THIRD PARTY VERIFICATION,  
CUSTOMER MS PARKER, 10-27-  
2000, C9CN8194

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LENS Version 10.2  
OPC0032

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sof00279 / 10  
11/29/2001

Keay, Carolyn # 423-332-8230: Count 73.

-----2001-11-28 15:42 cstp587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-06-14 12:11 cf001859-----  
\*\*\*\*REVIEVED 6 14 01 ...CUSTOMER COMPLAINT LETTER...ALSO STATES  
MAIL PAYMENT OF 81.00 WHICH WAS POSTED ON 3 30 01 ....ISSUE  
RESOLVED ...VN1859SSPH

-----2001-04-12 10:22 cotnp004-----  
recvd poa from fl

-----2001-04-12 10:22 cotnp004-----  
sent poa tape to tenn reg auth per req

-----2001-04-11 10:54 cstp587-----  
overnighting tape to corp

-----2001-04-10 11:45 cotnp004-----  
req poa from fl

-----2001-04-03 17:27 cstp421-----  
Faxed Response 4/3/01

Angie

-----2001-04-03 16:00 cstp295-----  
Called Ms. Keay to inform her that with the taxes issued her account has been  
closed with a zero balance

Sara #295/REG/PH

-----2001-04-03 15:56 cstp295-----  
I added taxes to the credit issued of 262.69 and the difference was about \$40 so i  
credited the account in full...S #295/REG/PH

-----2001-03-29 11:34 cstp594-----  
Added to do not call/contact list. HLS

-----2001-03-28 16:20 cf001161-----  
Local Complaint Summary

Complainant: Carolyn Keay  
BTN: 423-332-8230  
Billing Name: Ike Keay  
Optis Account: 26951714  
Due Date: 4/3/01

Market Code: TPLUS-110  
Date of Sale: 7/17/00  
Authorized By: Carolyn Keay  
Date of Birth: 9/18/58

Promotion: Member signed up the service for the BTNs 423-332-8230 and 423-332-8232. Member will receive unlimited local service with a monthly fee of \$49.95. Member will receive 200 free domestic calling and 9.9cpm thereafter. She receives a promotion of \$21.95 after her 2,6,& 12 months of service. A credit of \$65.85 to the same form of payment as her AOL account. S/G for state to state calls only.

Summary of Dispute: Member states that we are charging her for local calls and she is not receiving her 200 free minutes promised to her. She states she has not received a bill and we are charging her large amounts on her credit card.

Date Confirmed 6746: 8/1/00  
Date Confirmed OCC: 3/21/01

BTN: 423-332-8230  
First Call: 9/28/00  
Last Call: 3/21/01  
Calls from 8/1/00-9/26/00 are in 01 status, also 2/27/00-3/21/00 are in 01.

BTN: 423-332-8232  
First Call: 8/1/00  
Last Call: 3/20/01  
Calls from 8/1/00-8/16/00 are in 01 status, also 2/28/01-3/21/01 are in 01.  
Optis Billing: 26951714  
Total Invoiced: \$726.95  
Total Paid: \$299.98  
Total Credits: \$43.90  
Balance Due: \$383.07

**Optis Notes:** 8/21/00 Member called concerning her long distance account. Member was not getting her 200 free minutes and was still with MCI. Member was told that we would credit her account for the usage. A TT was issued to have the PIC and LPIC changed to 6746 for the 423-332-8230. Also to have a credit to her account for the 200 minutes credited to her account. 11/1/00-Member was not switched to our service for her second line (423-332-8232). 2/20/01-TT was placed to have PIC changed again and the order was rejected due to member is already PIC'd.

**OneBill Account:** 21117158

**Billed:** \$47.80

**Paid:** \$47.80

**Credits:** 0.00

**Balance:** 0.00

**The Story:** Member signed up for Talk.com on 7/17/00 and was to be switched for local and long distance service. Per local order status the order was completed on 8/1/00. Member has been billing in Optis for all of her local and long distance calls. Member was invoiced in OneBill but was to be on a bundle package. Member received two credits on her Optis account for her promotion of \$21.95.

**Resolution:** I spoke with Carolyn Keay on the account and I advised her of the balance that is on the Optis account. I advised her as a courtesy I will credit the Intralata calls due to member stating that she was not told that she would not be on the extended calling plan. She mailed a payment for \$81.00 that was received on 3/28/01 minus what was due on the account in the amount of \$383.07. The total credit issued is \$262.69(for intralata calls) I explained to her that she was not billing for the monthly fee for 3 months and I advised member that due to that we will not issue a credit for the 200 free minutes. I advised her that she is currently back with BellSouth and that she will have 1 final bill close out. I advised her her balance on the account now is \$39.38. She stated she will mail in a payment tomorrow. Deleted USOCS and added to the do not contact list. Changed billing address to PH from 11614 Holly Circle Soddy-Daisy, TN 37379.

**Total Credit:** \$262.69

**\$51.21-7/28/00-Invoice for intralata calls**

**\$39.60-1/27/01-Invoice for intralata calls**

**\$171.88-2/27/01- Invoice for intralata calls**

**Account Closed**

**Resolved Complaint**

**Dana Cappola**

**-----2001-03-28 12:49 cstof208-----**

**RCVD CK#2791 FOR \$81.00 FORWARDED TO BRENDA/NH FOR  
POSTING..COL/ORL/JB**

-----2001-03-22 18:55 cstpf271-----

Loaded POA for 423-332-8230 to the V-Drive and Reg. tracker..dtorre

-----2001-03-22 16:42 cstpf295-----

When the complaint is resolved please turn the folder in to Sara

-----2001-03-22 11:42 cstpf587-----

RCVD TN REG CMPLNT# 01-0636 - DD 4/3/01

-----2001-03-21 16:44 cstnp010-----

RCVD TN REG CMPLNT# 01-0636 - DD 4/3/01

-----2001-03-08 13:10 cstof005-----

cust will mail in 80.00..minus the amount of 40.00 per billing dispute cruz/orl/coll

-----2001-03-08 13:09 cstof005-----

TT-please research account... cust is being billed for local calls in chataanguga, tn ..  
in dec and jan bill ...advised her to subtract 40.00 from her bill until billing issue is  
resolved cruz/orl/coll

referred to local biling to be reviewed. lw1673/ss

\*\*\*Referred\*\*\* by cf001673 on 2001-03-08 19:46

cust will be sending in bal due as per disputes note / acct close issue resolved...sc111

\*\*\*Closed\*\*\* by cstpf111 at 2001-04-03 10:52

-----2001-03-08 13:05 cstof005-----

blank tt. lw1673/ss

\*\*\*Closed\*\*\* by cf001673 at 2001-03-08 19:37

-----2001-03-08 12:44 cf001885-----

Carolyn called about credit she states that she should have red. She has been very  
patient w/us and states that acct has been messed up since beginning. Infrmd that  
credit was denied, she would like to cancel. KWE1885

-----2001-03-05 09:32 cstff180-----

TT-CAROLYN KEAY STATES THAT HER DEC. BILL THAT SHE RECIEVED  
IS FOR THREE MONTHS OF SERVICE AND IS BILLING HER FOR GOING

OVER HER 200 MIN BUT SHE HAS 200 MINS EVERY MONTH WHICH  
SHOULD BE 600 MINS ON THE DEC. BILL PLEASE REVIEW AND RERATE  
423-332-8230

Charges are correct

\*\*\*Closed\*\*\* by cf001365 at 2001-03-05 16:14

-----2001-03-05 09:28 cstff180-----

TT-CAROLYN KEAY STATES THAT SHE IS BEING BILLED FOR  
REGIONAL CALLS, PLEASE REVIEW CUST IS BEING BILLED FOR ALL  
INTRALATA CALLS AND SHE IS ON BUNDLE PLEASE REVIEW AND  
CREDIT TO THE ACCT CONTACT NUMBER 423-332-8230

Per promo charges are correct

\*\*\*Closed\*\*\* by cf001365 at 2001-03-05 16:06

-----2001-02-27 16:57 cstff142-----

REQUEST MADE PER CUST REQUEST -ATHENA/ORL

-----2001-02-21 10:28 cstff849-----

CUSTOMER WANTS SEE WHAT SHE SIGNED UP FOR THOUGHT SHE WAS  
PAYING \$49.95 FOR TWO LINES TRANS. TO VERIFICATIONS

-----2001-02-21 10:25 cstff849-----

CUSTOMER WANTED TO APPLY PROMOTIONAL CREDITS 2ND MONTH  
AND 6TH MONTH \$21.95

-----2001-02-21 10:19 cstff849-----

BTN-423-332-8230 CUSTOMER IS SUPPOSE TO BE ON THE \$49.95 BUNDLE  
PLAN NOT 10% PLEASE RESEARCH AND CREDIT M.O.P. ASAP DAYTIME  
CONTACT # SAME AS CTN

-----2001-02-21 10:18 cstff849-----

TT-BTN-423-332-8230 CUSTOMER IS SUPPOSE TO BE ON THE \$49.95  
BUNDLE PLAN NOT 10% PLEASE RESEARCH AND CREDIT M.O.P. ASAP  
DAYTIME CONTACT # SAME AS CTN

refer to macd per local order stat customer is supposed to be on bundle please  
provision for bundle package....changed rate plan to bundle paper remit....hb1034/ss

\*\*\*Referred\*\*\* by cf001034 on 2001-02-23 09:14

RATE PLAN AND PROMO HAVE TO BE CHANGED BY BILLING

\*\*\*Referred\*\*\* by cstof142 on 2001-03-08 14:20

credit already issued.....lea

\*\*\*Closed\*\*\* by cstpf241 at 2001-03-29 12:12

-----2001-02-20 12:00 cstff176-----

MRS. CAROLYN REQ. TO CHANGE PIC AND LPIC TO  
TALK>COM...BTN:423-332-8230...REFER TO THIS BTN....423-332-  
8232.....PLEASE CHANGE PIC AND LPIC TO 6746....PER CAROLYN KEAY  
REQUEST.....cstff176...betty

-----2001-02-20 11:58 cstff176-----

TT-BTN:423-332-8230...REFER TO THIS BTN....423-332-8232.....PLEASE  
CHANGE PIC AND LPIC TO 6746....PER CAROLYN  
KEAYREQUEST.....cstff176...betty

ORDER REJECTED ALREADY PIC'ED TO OUR SERV -ATHENA/ORL

\*\*\*Closed\*\*\* by cstof142 at 2001-02-27 17:03

-----2001-01-31 12:34 cstff959-----

ms key called..states shes unable to get correctional calls..gave customer toll free  
#...dk959

-----2001-01-31 12:28 cstof156-----

SPKT CAROLY KEAY CUST WANTS PHN # LISTED IN PHN BOOK ON SUNY  
DASIY ,CHATTANOOGA, ALSO UNABLE TO RECV COLLECT CALLS  
FROM PRISON WANTS TO RECV THEM NEVER HAD A PROBLEM IN THE  
PAST...TRANS TO REPAIRS TO MAKE SURE THERE WAS NOT A PROBLEM  
ON THE LINE IN RECVNG THE COLLECT CALLS JESSICA ORL

-----2001-01-31 12:27 cstof156-----

TT-CUST WANTS PHN # LISTED IN PHN BOOK ON SUNY DASIY  
,CHATTANOOGA, ALSO UNABLE TO RECV COLLECT CALLS FROM  
PRISON WANTS TO RECV THEM NEVER HAD A PROBLEM IN THE  
PAST...JESSICA ORL

PLS CLARIFY WHAT TN CUSOTMER WANTS

\*\*\*Closed\*\*\* by cstof118 at 2001-02-03 10:13

-----2001-01-15 12:41 cstff451-----

MRS. KEAY CALLED TO INQUIRE IF THE PREVIOUS REP PLACED A  
ORDERTO HAVE HERTN PLACED IN THE PHINE BOOK.....CSTFF451

-----2001-01-15 12:26 cstff128-----

MS. KIAY CALLED TO STATE THAT HER NAME/ NUMBER IS NOT LISTED  
IN THE PHONE BOOK..SHE DOES NOT HAVE AN UNLISTED NUMBER OR  
ANYTHING ON HER LINE..NO BLOCKS WHAT SO EVER,,PLACED A  
TICKET ANYWAY TO HAVE IT LISTED IN PHONE BOOK..JUST GAVE ME  
THE NEW NUMBER FOR THE PHONE BOOKS..GAVE TO CUSTOMER FOR  
HER TO CALL AS WELL//DM//REPAIR

-----2001-01-15 12:20 cstff128-----

TT-BTN 4233328230 CUSTOMER DOES NOT HAVE NPU..FOR HER NUMBER  
TO NOT SHOW IN PHONE BOOK..PLEASE PUT HER NUMBER IN  
THERE,,THE 800 NUMBER FOR THE PHONE BOOK IS NOT  
WORKING..DM//REPAIR

refer to cust info

\*\*\*Referred\*\*\* by cstof197 on 2001-01-18 10:49

refer to cust inof

\*\*\*Closed\*\*\* by cstof197 at 2001-01-18 10:49

-----2001-01-15 12:04 cstff141-----

CAROLYN KEAY CALLED TO FIND OUT WHY HER NUMBER IS NOT IN  
THE PHONE BOOK, AS PER LENS CUSTOMER DOES NOT HAVE NPU,  
GAVE CUSTOEMR DIRECTORY LISTING # AS PER SUPERVISOR,,TMR 131

-----2000-11-30 16:20 cstff096-----

CUSTOMER WAS INQUIRING ABOUT BILL.....GTJ MGR..

-----2000-11-01 15:08 cstff703-----

CUST CALLED STATING THAT SHE HAS A SECOND LINE AND SHE IS  
GETTING BILLED BY PREVIOUS PROVIDER FOR IT. THEY SHOW NO  
RECORD OF CHANGE TO US. CUST WAS TOLD A SUPERVISOR WILL  
CALL THEM AND LED THEM KNOW THAT BOTH LINES ARE WITH OUR  
SRVC.

AH703



-----2000-10-30 15:10 loadnote-----

423 332 8230 418 \*CSR\*

SDDS 1FR

E 1

LN KEAY, IKE  
LA 11614 HOLLY CIR,  
SODDY-DAISY  
SA 11614 HOLLY CIR, SODDY-DAISY  
DZIP 37379

---DIR  
DDA IKE KEAY  
11614 HOLLY CIR  
SDDY DSY TN 37379  
DEL A3

---BILL  
BN1 IKE KEAY  
BA2 11614 HOLLY CIR  
O SDDY DSY TN 37379

423 332 8230 418 \*CSR\*

SDDS 1FR

E 2

---S&E

(OTHER)

1 NW1O2 Network interface-Outside+  
/TN 423 332-8232  
/ZSER 3C10000001

(LINES & STATIONS)

1 1FR Residential Line  
/PIC 0222/LPIC 0222  
/PCA GB, 05-25-99  
/ZSER 4310000002

/LPCA GB, 05-25-99

1 TTR Touch-Tone

/ZSER 4A10000003

1 ESX Call Waiting

423 332 8230 418 \*CSR\*

SDDS 1FR

E 3

QTY USOC S&E

J

/ZSER 5110000004

1 LNPCX FCC Local Number Portabil+

/SED 07-24-99/ZSER 901000000D

1 SEQ1X Inside Wire Maintenance S+

/ZSER 5810000005

1 9LM FCC Charge for Network Ac+

/ZSER 5F10000006

1 1FR Residential Line

/TN 423 332-8232/ADL/PIC 0222

/LPIC 0222/PCA GB, 06-04-99

/ZSER 6610000007

/LPCA GB, 06-04-99

1 TTR Touch-Tone

/TN 423 332-8232

/ZSER 6D10000008

1 LNPCX FCC Local Number Portabil+

/TN 423 332-8232/SED 07-24-99

/ZSER 971000000E

1 SEQ1X Inside Wire Maintenance S+

/TN 423 332-8232

423 332 8230 418 \*CSR\*

SDDS 1FR

E 4

QTY USOC S&E

J

/ZSER 7410000009

1 9LA FCC Charge for Network Ac+

/TN 423 332-8232

/ZSER 7B1000000A

(CALLING CARD SERVICE)

1 BSXUP BellSouth Calling Card

/ZSER 821000000B

2 BSXUP BellSouth Calling Card

/TN 423 332-8232

/ZSER 891000000C

---COMPLETED ACTIVITY

-----2000-10-30 15:10 loadnote-----  
423 332 8230 418 \*CSR\*

SDDS 1FR E 1

LN KEAY, IKE  
LA 11614 HOLLY CIR,  
SODDY-DAISY  
SA 11614 HOLLY CIR, SODDY-DAISY  
DZIP 37379

---DIR  
DDA IKE KEAY  
11614 HOLLY CIR  
SDDY DSY TN 37379  
DEL A3

---BILL  
BN1 IKE KEAY  
BA2 11614 HOLLY CIR  
O SDDY DSY TN 37379

423 332 8230 418 \*CSR\*,

SDDS 1FR E 2

---S&E

(OTHER)

1 NW1O2 Network interface-Outside+  
/TN 423 332-8232  
/ZSER 3C10000001

(LINES & STATIONS)

1 1FR Residential Line  
/PIC 0222/LPIC 0222

/PCA GB, 05-25-99  
/ZSER 4310000002  
/LPCA GB, 05-25-99  
1 TTR Touch-Tone  
/ZSER 4A10000003  
1 ESX Call Waiting

423 332 8230 418 \*CSR\*

SDDS 1FR E 3

QTY USOC S&E J  
/ZSER 5110000004  
1 LNPCX FCC Local Number Portabil+  
/SED 07-24-99/ZSER 901000000D  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 5810000005  
1 9LM FCC Charge for Network Ac+  
/ZSER 5F10000006  
1 1FR Residential Line  
/TN 423 332-8232/ADL/PIC 0222  
/LPIC 0222/PCA GB, 06-04-99  
/ZSER 6610000007  
/LPCA GB, 06-04-99  
1 TTR Touch-Tone  
/TN 423 332-8232  
/ZSER 6D10000008  
1 LNPCX FCC Local Number Portabil+  
/TN 423 332-8232/SED 07-24-99  
/ZSER 971000000E  
1 SEQ1X Inside Wire Maintenance S+  
/TN 423 332-8232

423 332 8230 418 \*CSR\*

SDDS 1FR E 4

QTY USOC S&E J  
/ZSER 7410000009  
1 9LA FCC Charge for Network Ac+  
/TN 423 332-8232  
/ZSER 7B1000000A

(CALLING CARD SERVICE)

1 BSXUP BellSouth Calling Card  
/ZSER 821000000B  
2 BSXUP BellSouth Calling Card  
/TN 423 332-8232  
/ZSER 891000000C

**---COMPLETED ACTIVITY**

-----2000-09-23 12:44 cstff285-----

-----2000-09-13 11:39 cstff324-----

TT-CUSTOMER PIC AND LPIC NEEDS TO CHANGE TO 6746 FOR 423-332-8230 PLEASE CHANGE ALSON CUSTOMER IS BEING BILLED FOR LOCAL TOLL CALLS PLEASE RESEARCH AND CREDIT

PIC and LPIC changed. Verified in CSR/LENS. ma//ss  
\*\*\*Closed\*\*\* by cf001001 at 2000-10-10 13:13

-----2000-08-21 20:44 cstff995-----

MS KEAY CALLED REGARDING HER LONG DISTANCE SERVICE.....AS OF TODAY MS KEAY WAS NOT WITH US FOR LONG DISTANCE.....SO SHE WAS INQUIRING AS TO HOW SHE WLD BE BILLED IF SHE WAS NOT ABLE TO USE HER 200 MINUTES.....I INFORMED HER AS PER A SUPERVISOR THAT SHE WLD BE ABLE TO MAKE LONG DISTANCE CALLS AND THAT WHEN SHE WAS BILLED FROM MCI THAT WE WLD GO AHEAD AND CREDIT HER ACCOUNT FOR THE USAGE WITH MCI AND AUTOMATICALLY DEDUCT THE USAGE FROM HER 200 MINUTES.....ALSO.....CST CALLED REGARDING HER CALL WAITING IT WAS NOT WORKING.....CALLED REPAIR AND SPOKE WITH JENNIFER.....SHE GAVE A COMMITMENT DATE OF 8-22-00 BY 6 PM....KB

-----2000-08-21 17:03 cstff990-----

MRS KEAY CALLED TO DETERMINE WEATHER OR NOT HER CALL WAITING HAS BEEN PROCESSED AS YET . ONEBILL IS DOWN AND I ADVISED CUST TO CALL BACK IN ABOUT TWO HOURS. LARMORER

-----2000-08-10 14:05 cf001340-----

CAROLYN KEAY called trans to 5608 red phone and adv direct # ks/1340/ss



Local Exchange Navigation System  
Inquiry Customer Service Record

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

[Return to Inquiry](#) ►

[View Product and Services](#)

423 332 8232 260 \*CSR\*

SDDS 1FR NP E 1

NP (NON-PUB) KEAY, CAROLYN  
LA 11614 HOLLY CIR, SODDY-DAISY  
SA 11614 HOLLY CIR, SODDY-DAISY,  
TN  
DZIP 37379

---DIR  
DDA KEAY  
11614 HOLLY CIR  
SODDY-DAISY TN 37379  
DEL A1

---BILL  
BN1 CAROLYN KEAY  
BA2 11614 HOLLY CIR  
O SODDY-DAISY TN 37379

423 332 8232 260 \*CSR\*

SDDS 1FR NP E 2

---S&E

(CHARGEABLE LISTINGS)

1 NP3 Listing-not in directory +  
/ZSER F8099999A0/SED 03-21-01

(LINES & STATIONS)

1 1FR Residential Line  
/TN 423 332-8232/ADL/PIC NONE  
/LPIC 5124/PCA BO, 03-15-01  
/NMC/LPCA BO, 03-15-01  
/EXK 423 332/ZSER 00099999A1  
/LRN 4233320000/TTRA 423 332  
/SED 03-21-01

1 TTR Touch-Tone

423 332 8232 260 \*CSR\*

SDDS 1FR NP E 3

QTY USOC S&E J  
/TN 423 332-8232  
/ZSER 07099999A2/SED 03-21-01  
1 FUJAX Federal Universal Service+  
/TN 423 332-8232  
/ZSER 15099999A4/SED 03-21-01  
1 LNPCX FCC Local Number Portabil+  
/TN 423 332-8232  
/ZSER 1C099999A5/SED 03-21-01  
1 9LA FCC Charge for Network Ac+  
/TN 423 332-8232  
/ZSER 0E099999A3/SED 03-21-01

---COMPLETED ACTIVITY

**Service Order List with TN of '4233328232'**

No orders found matching this criteria!!!

Turbeville, Lori (attorney J. Wallace Harville)# 931-729-0234 #74

-----2001-11-29 08:33 cstpf587-----

MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-09-07 14:11 cf002178-----

OCA WRITE-OFF RE-CALLED PER CORP, AS HANDLE WITH CARE.  
MR2178/OCA/COLL/PH

-----2001-04-03 16:37 cstpf421-----

Faxed Response 4/3/01

Angie

-----2001-03-30 06:28 cstpf625-----

Dina Torre advised me POA has been put in Reg folder in the V-drive. She forgot to note Optis. Does not change outcome of complaint as the primary complaint had to do with being charged for intralata calls. Elaine,625,reg, PH

-----2001-03-29 07:15 cstpf366-----

ADVISED NCO TO CLOSE ACCOUNT AS ASSIGNED IN ERROR PER  
REGULATORY REQUEST.

JP/366/COLL/PH

-----2001-03-28 15:25 cstpf625-----

LD Complaint

Complaint Summary  
Disputes Charges

Complainants Name: Lori Tuberville  
BTN: 931-729-0234

Billing Name on File: Lori Tuberville  
Market Code and Partition: TPLUS-18 - 193 AOL

All POA information: Poa was done and comes up as Specific file does not exist.  
Dina Torre has requested POA from Maria Fresa. It needs to be noted her that on



10/10/2000 the POA was available and was played for Lori. Complaint at that time was considered resolved.

**Summary of dispute:**

Complaint was submitted by J. Wallace Harvill who is an attorney representing Lori.

Lori Tuberville in her letter to NCO Financial Service, states that after talking to AOL Internet on computer problem she was switched to AOL Long Distance. In speaking to the telemarketer she said she indicated that she does not make long distance calls so 5 cpm was not an enticement. She states she told him she was a medical transcriptionist, that she only used the line to call into the transcription company to listen to dictation. She calls for a few hours every day and that BS her local company handles these calls with no extra charge. She states she was told this would not be affected. She was told she would get three months of free Internet just for trying AOL on her line. She said she again emphasized that she does not use long distance on this phone. Therefore she was much surprised when she was charged over \$200.00 for LD. She states she called MasterCard and asked them to dispute the charges.

First/Last call: 01/24/00 - 03/27/00

01/23/00 order queued pic one has not been sent to the lec

01/24/00 01SL

01/24/00 confirmation of an IC initiated order

03/28/00 customer cancelled IC thru BOC order

10/02/00 line blocked

11/01/00 line blocked

**Dates of Resubmits:**

None

**Optis Billing information:**

Total charges \$487.47

Payments \$1212.90

Credits - none

Charge backs \$250.58 05/17/00

\$224.27 06/28/00

\$250.58 08/22/00

\$224.27 11/02/00

Refund to CC \$250.58 10/04/00

Write off \$474.85 12/31/00

Sent e-mail to get status on write off

**Optis Notes:**

07/17 charge back received \$12.62

10/02 Lori called concerning charges- she said rep did not inform her about intralata calls- disputing paying balance.

10/04

Reviewed account for repeated billing to credit card after charge back. Contacted paymentech and verified that the customer has not chargedback \$250.58. Refunded \$250.58. to credit card on file for billing error, however these are valid charges that the customer does owe. We will attempt to resolve chargeback issue and receive new method of payment (for balance due and future invoices) from customer. Changed acct to paper remittance.

10/06 Lori sent us e-mail regarding intralata calls.

10/10 Lori called disputing intralata calls. Trans to verifications. Poa was played for her and verifications closed call as resolved.

10/10 Mgr call over intralata charges, was offered discounts of 25% & 50%. She was told the charges are valid. She hung up.

There have been numerous e-mails on intralata calls and charges

12/13 Lori called to say she was never going to pay on this account.

**Resolution:**

We do not at this time have the POA to play for Lori, however as stated, she already was played the POA on 10/10. There has been much misunderstanding regarding the intralata calls. It is right to assume she would not have signed up for a service that charges for these calls when she was getting them at no charge from BS. In view of this and the fact that only intralata calls did come through our service, we will clear the account balance to zero.

I spoke to Mr. Harvill who represents Lori and advised him we will clear the charges remaining on the account for the LD service. He can assure her that the balance is Zero. Also, I advised him that she had all of her payments charged back to us with the exception of \$12.62 and this amount we will refund back to her cc on file. I asked if he considered this a satisfactory resolution to the complaint and he said yes.

I tried calling the number on the account and the phone has been disconnected. I spoke to Anthony at BS and confirmed line has been disconnected since 01/01.

Line is blocked, already on the DNC list. Address has been changed to PH. E-mail to Jennifer Paxton to cease collection activity. I have credited account \$12.62 and am completing credit request form to refund to MOP on file. This is the only payment that has not charged back to us and this has been verified through Cathy Riviera.

Resolved with contact

Account is closed

E. Reichenberg

Regulatory,PH

-----2001-03-28 15:01 cstp420-----  
issued refund per floor request,...nina

-----2001-03-28 14:00 cstp625-----  
Billing address has been changed to PH from 1257 Brushy Rd. Centerville, TN  
37033 Elaine,625,reg,PH

-----2001-03-28 13:48 cstp625-----  
Left message for Mr. Harvill who represents Lori to call me regarding TN Reg Auth  
complaint. Elaine,625,reg,PH

-----2001-03-23 11:37 cstp625-----  
Left message with the office of Attorney J. Wallace Harvill regarding the TN Reg  
Auth complaint. He is representing Lori Turbeville and he sent the letter to the  
authority. Elaine,625,reg,PH

-----2001-03-23 10:35 cstp271-----  
Requested POA from Maria Fresa...specified file does not exist...dtorre

-----2001-03-23 09:41 cstp594-----  
Added to do not call list. HLS

-----2001-03-23 07:23 cstp295-----  
When the complaint is resolved please turn the folder in to Sara

-----2001-03-22 11:41 cstp587-----  
RCVD TN REG AUTH # 01-0641 - DD 4/3/01

-----2001-03-21 16:52 cstnp010-----  
RCVD TN REG AUTH # 01-0641 - DD 4/3/01

-----2000-12-13 11:52 cf001065-----  
LORI TURBEVILLE called just to let me know she was not ever going to pay on  
this acct kb 1065

-----2000-11-08 18:54 cstff257-----

See below for reply

-----Original message-----

>From Latur2@aol.com Fri Oct 27 13:53:20 2000  
>Received: from imo-r06.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id NAA07291  
>for <local@talk.com>; Fri, 27 Oct 2000 13:53:20 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r06.mx.aol.com (mail\_out\_v28.32.) id y.71.7dbc1df (7703)  
> for <local@talk.com>; Fri, 27 Oct 2000 13:53:08 -0400 (EDT)  
>Message-ID: <71.7dbc1df.272b1b03@aol.com>  
>Date: Fri, 27 Oct 2000 13:53:07 EDT  
>Subject: Re: General Help  
>To: local@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 125

>

>I am sorry I failed to include the information. I have e-mailed it, wrote  
>it, discussed it in person and over the phone so many times I can't remember  
>who does not have it.

>

>Here are the details: In February of 2000 my internet service went down. I  
>called into AOL for help. The rep was very nice and gave me the help I  
>needed. He then proceeded to try to sell me AOL Long Distance. I advised  
>him that this line is for work. It is not used for any long distance calls.  
>I told him exactly what I used the phone for. He urged me to try AOL LD.  
>He said it would not cost anything to have it put on my line, it would not  
>effect the calls that I make now and in addition, I would get three months of  
>internet service free. Thinking I could save the 60 or so dollars on  
>internet, I agreed to try the service on my line after I told him again that  
>I do not use long distance. He switched me to a verifier, who I thought was  
>just making sure that my phone line was not being slammed. In truth, I did  
>not pay much attention to what the verifier said because I was in such a  
>hurry to get off the phone and get the internet service back up and running  
>and even if I had, I would not been any more sure than the original  
>representative was about what she was talking about.  
>I am sure you can imagine how shocked I was to get my first charge card bill  
>with over \$200. in calls charged on it. These are the calls the first rep  
>told me would not be effected. I immediately, that same day, called my local  
>phone company and had AOL removed as my pic and a freeze put on my account.  
>I also tried to call the 800# to talk to AOL long distance. I got the

>message, (many times), that I should call back in a less busy time. I tried  
>e-mailing AOL. You never responded. Oh yes, I did get a response when you  
>realized you had been removed as my pic. I replied to that letter but you  
>did not respond to me again. .  
>My job is to call into a number in Old Hickory. I listen to dictation and  
>type it. I am on the phone several times a day, several hours at a time. I  
>certainly would not have agreed to pay you for those calls when I get them  
>for free now. I do not make that much money. Your representative told me  
>those calls would not be effected. Another of your reps told me the first  
>representative "just did not know." which calls would be effected. I am  
>truly sorry for the confusion but I absolutely will not pay these charges.  
>He misrepresented the service. Again, I will not pay these charges. It is  
>a lot of money, but more than that it is the principal of the thing. Why do  
>you think you deserve to collect 500. for calls that I was receiving with no  
>extra charge. There were three different charges, one for 250. one for 224  
>and one for 12. Also, another of your reps told me that my local service  
>would give me a credit. Does your company have the authority to tell the  
>local company how to run their business.  
>I have written the FCC and am awaiting a reply. I have cancelled AOL  
>internet so if you need to e-mail me after 10/28 my address is  
>Lturbeville@msn.com. I am very sorry to have tried to do business with you.  
>I expect people to be honest and fair and to do the RIGHT thing. Obviously  
>you are not a trust worthy company. I have told this story to just about  
>everyone I talk to who has any use for the internet and/or long distance. I  
>probably will not make a great difference but I will make a difference. The  
>most important asset of any company is their reptuation. Yours is not good.  
>  
>Sincerely,  
>  
>Lori Turbeville  
>

Dear Customer,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Your e-mail has been forwarded to the proper department for assistance. A customer service professional will contact you if necessary within the next few business days.

We value and appreciate your business. If you have any additional questions regarding the AOL Long Distance Savings Plan provided by TALK.com, please click [here](#).

Sincerely,

**AOL Long Distance Savings Plan  
Customer Service**

-----2000-10-18 16:39 cstff274-----

See below for reply

-----Original message-----

>From Latur2@aol.com Wed Oct 18 14:42:09 2000  
>Received: from imo-r01.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id OAA28988  
>for <local@talk.com>; Wed, 18 Oct 2000 14:42:08 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r01.mx.aol.com (mail\_out\_v28.31.) id y.f4.3b3e992 (3889)  
> for <local@talk.com>; Wed, 18 Oct 2000 14:42:14 -0400 (EDT)  
>Message-ID: <f4.3b3e992.271f4903@aol.com>  
>Date: Wed, 18 Oct 2000 14:42:11 EDT  
>Subject: Re: General Help  
>To: local@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 125  
>  
>Thank you for your reply. Again, it has been addressed but not resolved.  
>  
>Sincerely,  
>  
>Lori Turbeville  
>

Dear Ms Turbeville,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Unfortunately the correspondence we received contained no information. If this is an error, please e-mail us again with the specifics of your question.

We value and appreciate your business. If you have any additional questions about the AOL Long Distance Savings Plan provided by TALK.com, please click [here](#).

Sincerely,

**AOL Long Distance Savings Plan  
Customer Service**

-----2000-10-17 16:43 cstff184-----

See below for reply

-----Original message-----

>From Latur2@aol.com Tue Oct 17 15:36:56 2000  
>Received: from imo-r15.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id PAA25497  
>for <cs@talk.com>; Tue, 17 Oct 2000 15:36:56 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r15.mx.aol.com (mail\_out\_v28.31.) id y.87.1950b3d (1813)  
> for <cs@talk.com>; Tue, 17 Oct 2000 15:36:35 -0400 (EDT)  
>Message-ID: <87.1950b3d.271e0443@aol.com>  
>Date: Tue, 17 Oct 2000 15:36:35 EDT  
>Subject: Re: General Help  
>To: cs@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: Windows AOL sub 125

>

>The person I spoke to misrepresented your service. I told him that I DO NOT  
>make long distance calls on this phone. I told him that the only calls I  
>make are to my work number which are included in my local calls through  
>Bellsouth. He told me that the AOL long distance would not effect those  
>calls. He said that he would put AOL on my line and I would recieve AOL  
>internet service free for three months. I stressed to him that there were no  
>long distance calls being made from this number. I agreed to let him add  
>AOL as my carrier for the free internet service, (which was also  
>misrepresented). I did not get the internet free for three months.

>

>I have spoke to another of your representative in the dispute department.  
>She said that the first representative just did not know. How can you  
>allow someone to represent your company with such a lack of information. He  
>clearly and plainly told me that my work calls would not be affected by AOL  
>Long Distance. So you can surely understand why I have no intention of  
>paying for these calls. I have been making these calls for almost two years.  
>I call in to type doctors dictation over the phone. I make several calls a  
>day for sometimes hours at a time. Why would I agree to pay 5 cents per  
>minute when I get these calls with no extra charge from my local company.

>

>I have confidence in you and the American Online name and am sure you will be  
>able to resolve this situation. I am sure you understand why I will not pay  
>your company almost 500.00 for calls that should not be charged.

>

>Furthermore, I hope you will use this situation as a learning experience and  
>train your representatives on how to handle sales calls. The representative  
>I spoke to obviously had a quota to meet which is why he was so adamant about  
>my taking your service.

>

>I have since disconnected AOL internet. I am not as upset over being charged  
>with the calls as I am over the way the situation has been handled since  
>then. I understand his persistence in trying to get people to take AOL Long  
>Distance. His job probably depends on how many lines he can switch. What  
>does bother me, is the fact that your representatives have, for the most  
>part, given me different answers every time I call. One rep told me that he  
>understood and I should not have been charged and would transfer me to the  
>dispute department where I would get a credit. This was not the truth. One  
>of the representatives in the dispute department told me that my local  
>company would give me a credit. Why does she think she can advise what my  
>local company will do. Again, not true.

>

>This has been going on for quite some time. I would appreciate resolution of  
>this problem. I have written the Federal Communications Commission who  
>advised me that since it is in state that I need to talk the the Public  
>Service Commission here in Tennessee. I have also written them.

>

>Your representative offered me a 25% discount on the calls. Another  
>representative offered me 50% discount on the calls. I absolutley refuse to  
>pay for any percentage of these calls.

>

>Sincerely,

>

>Lori Turbeville

>

Dear Lori,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has been previously addressed by e-mail.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand. If you have any additional questions about the AOL Long Distance Savings Plan, please click [here](#).

Sincerely,



**AOL Long Distance Savings Plan  
Customer Service**

-----2000-10-17 04:36 cstp513-----

See below for reply

-----Original message-----

>From Latur2@aol.com Tue Oct 10 21:33:48 2000  
>Received: from imo-r14.mail.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id VAA08003  
>for <cs@talk.com>; Tue, 10 Oct 2000 21:33:47 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r14.mx.aol.com (mail\_out\_v28.26.) id y.96.ab4f408 (3889)  
> for <cs@talk.com>; Tue, 10 Oct 2000 21:33:19 -0400 (EDT)  
>Message-ID: <96.ab4f408.27151d5e@aol.com>  
>Date: Tue, 10 Oct 2000 21:33:18 EDT  
>Subject: Re: General Help  
>To: cs@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 120  
>  
>It has been addressed but not resolved. I will not pay AOL long distance  
>service on local phone calls.  
>  
>Lori  
>

Dear LORI TURBEVILLE,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Our records indicate that your line was signed up for our program with an AOL Long Distance telemarketer, and was verified by an independent third party verifications company. This is a very clear and deliberate procedure in which someone in your household was asked if they: A) had the authority to make decisions regarding your AOL account and your telephone service, and B) wanted to switch your long distance service to the AOL Long Distance Savings Plan. Therefore, you are responsible for payment of all calls made while your line is billing with AOL Long Distance Savings Plan.

If you need further assistance, please call us at 1-888-755-2655 during normal business hours.

We value and appreciate your business. For more information on the AOL Long Distance Savings Plan provided by TALK.com, please visit us online at Keyword: LD Member or click here.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-10 11:01 cstp188-----

Took manager call. Spoke with LORI TURBEVILLE who stated that she wanted a full credit for the charges she has received. She stated that she was not told that the intralata rate would vary, however poa was already provided and it was stated. I offered her 25% which she said that she would not take, then offered her 50%. She stated that she would not pay for any of the charges. Explained to her that the charges are valid. She stated that she would not take my offer then hung up.

Joe 188

-----2000-10-10 10:48 cf001318-----

lori called and said that she was never told that her intra lata rates will vary. provided the poa and credit denied.  
corrina/verif

-----2000-10-10 10:43 cstp377-----

TURBEVILLE LORI called in on disputing intra-lata transferred to 5547.....hm col.

-----2000-10-06 02:34 cstp221-----

See below for reply

-----Original message-----

>From Latur2@aol.com Mon Oct 2 16:32:27 2000  
>Received: from imo-r13.mail.aol.com (imo-r13.mx.aol.com [152.163.225.67])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id QAA29089  
>for <comments@online2phone.com>; Mon, 2 Oct 2000 16:32:27 -0400 (EDT)  
>From: Latur2@aol.com  
>Received: from Latur2@aol.com  
>by imo-r13.mx.aol.com (mail\_out\_v28.24.) id 3.14.9cdaa0c (4606)  
> for <comments@online2phone.com>; Mon, 2 Oct 2000 16:31:19 -0400 (EDT)  
>Message-ID: <14.9cdaa0c.270a4a96@aol.com>  
>Date: Mon, 2 Oct 2000 16:31:18 EDT  
>Subject: General Help

>To: comments@online2phone.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 120  
>  
>Field 1 = latur2@aol.com  
>  
>Field 2 = 931 729-0234  
>  
>Field 3 = Lori Turbeville  
>  
>Field 4 = To whom it may concern:  
>I called AOL about a problem that I had with my internet service. The  
>representative was very nice and helped with my problem. He then went on to  
>advise me about a promotion for AOL Long Distance. I explained to him that I  
>do not use long distance on this phone. It is my work number. I do not need  
>long distance on that line. But he persuaded me to try it. He said I could  
>get three months of internet service for free. That sounded good to me since  
>I have to have the internet for my work. When I received my bill I had  
>charges for my local calls. I immediately took AOL off as my carrier. Of  
>course, I received another bill with more charges. One bill was 250. one was  
>224 and the last was 12. These are local calls. I did not need your  
>service to begin with, as I told your representative. I did not get the three  
>months free internet, which is OK, but, I will not pay these three charges  
>for local calls. I have tried to call you on many occasions and was always  
>unable to get through. Today, October 2nd, I did get through. I spoke to 5  
>different reps. That is a lot. I explained the situation to all of them,  
>except for the fourth rep who read the notes. I was on the phone for fifty  
>minutes. The last rep who I believe was in Special Services, advised me that  
>I would have to pay the charges.  
>This letter is to advise you that I will not, under any circumstances pay  
>these charges. Surely you understand this. I did not want your service to  
>begin with and why in the world would I pay over 500.00 for local calls.  
>Please stop billing my charge card for these amounts. As a last resort I  
>will cancel my charge card, take out my phone, sell my house, move to Canada,  
>whatever it takes. I absolutely will not pay these charges.  
>Sincerely,  
>Lori Turbeville  
>931 729-2682  
>latur2@aol.com  
>  
>Field 5 = same  
>  
>

Dear Lori,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has already been addressed by phone.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand. If you have any additional questions about the AOL Long Distance Savings Plan, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-10-04 10:50 cstp288-----

Reviewed account for repeated billing to credit card after chargeback. Contacted paymentech and verified that the customer has not chargedback \$250.58. Refunded \$250.58. to credit card on file for billing error, however these are valid charges that the customer does owe. We will attempt to resolve chargeback issue and receive new method of payment (for balance due and future invoices) from customer. Changed acct to paper remittance.

-----2000-10-02 11:46 cstp763-----

LORI TURBEVILLE call in stated that sales rep didnot informed her that aol ld going to take on her intralata calls or interstate calls disputing paying the balance a couple of charge back on the acct also transfer to 5509

-----2000-10-02 11:34 cstff458-----

ms.lori called concerning charges..transferred to palm habor... no phone..bsimon458

-----2000-07-17 07:55 cstp288-----

CHARGEBACK RECEIVED

SEQUENCE #:23718458

CB DATE:07/06/00

CC: mastercard

AMOUNT:\$12.62

REASON CODE: 41 cancelled recurring transaction

SENT DOCS TO PAYMENTECH FOR REVIEW

AMYM

CHARGEBACK DEPT.

-----2000-05-13 08:46 cstpf693-----

CHARGEBACK RECEIVED ,

SEQUENCE #:21284306

CB DATE: 4-20-00

CC: mastercard

AMOUNT:\$250.58

REASON CODE:

53 not as described

SENT DOCS TO PAYMENTECH FOR REVIEW

Cathy H

CHARGEBACK DEPT.

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 931 729-0234 642

EXCH CNTV  
BCS ATLCL  
STAT OPEN  
TYPE RESIDENCE  
SVCC 1Z  
EQIND1 19  
LASTZSER 26843547  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMITIND  
SENSACCT  
TTRA 931 729  
CENT R00

---LIST

NP (NON-PUB) BARBERI, ROY E  
LA 390 CHESSOR LN  
SA 390 AMERICAN WAY, CENTERVILLE  
DZIP 37033

---DIR

DDA ROY E BARBERI  
390 CHESSOR LN  
CENTERVILLE TN 37033  
DEL A1

---BILL

BN1 ROY E BARBERI  
BA2 390 CHESSOR LN  
PO CENTERVILLE TN 37147

---S&amp;E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory or Directory Assistance  
/ZSER 6510000016/SED 08-17-01

## (LINES &amp; STATIONS)

1 ATLCL Area Plus Plan (includes telephone line)  
/TN 931 729-0234/PIC 0288  
/LPIC 5124/LPCA BO, 12-30-99  
/PCA CM, 08-16-99  
/PKG AP-WITH-CPCH  
/SED 01-04-01  
/ZLL 49, 06-04-97/EXK 931 729  
/ZSER 380199999B  
/LRN 9317290000/TTRA 931 729

1 1LS11 Mileage - Zone  
/TN 931 729-0234/SED 06-04-97  
/ZSER 4310000002

1 ESC Three-Way Calling  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 01-04-01/ZSER 971000000E

1 ESL 8 Code Speed Calling  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 01-04-01/ZSER 9E1000000F

1 ESM Call Forwarding  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 01-04-01/ZSER 3B10000010

1 ESXDC Call Waiting Deluxe  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 06-14-99/ZSER 7410000009

1 FUJ1X Federal Universal Service Charge  
/TN 931 729-0234/SED 12-13-00  
/ZSER 380199999B

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 931 729-0234/SED 04-01-00  
/ZSER 380199999B

1 NOBNP Calling Number Delivery Blocking - Per Line - Non-Pub  
/TN 931 729-0234  
/ZSER 5E10000015/SED 08-17-01

1 NSS Call Return (\*69)  
/TN 931 729-0234  
/ZSER 4210000011  
/PKG AP-WITH-CPCH  
/SED 01-04-01

1 NST Call Tracing (\*57)  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 01-04-01/ZSER 4910000012

1 NSY Call Block (\*60)  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 01-04-01/ZSER 5010000013

1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 06-24-97/ZSER 5810000005

1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 931 729-0234/SED 06-04-97  
/ZSER 4A10000003  
/RMKR (A) 00-00-00

1 VSB Vertical Services Billing for Complete Choice Plan  
/TN 931 729-0234  
/ZSER 5710000014  
/PKG AP-WITH-CPCH

1 9LM /SED 01-04-01  
FCC Charge for Network Access  
/TN 931 729-0234/SED 12-13-00  
/ZSER 5110000004  
1 ARZPK Area Plus with Complete Choice Plan  
/TN 931 729-0234  
/PKG AP-WITH-CPCH  
/SED 01-04-01/ZSER 901000000D

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OPC0032

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sof00279 / 10  
11/29/2001



**Whitehead, Andy # 865-673-8571: Count 75.**

-----2001-11-28 16:27 cstpf587-----  
**MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG**

-----2001-08-09 17:10 cstnp010-----  
**sent copy of promo chk & tpv to lisa foust for file # 01-0666 (airbill # 9685156176)**

-----2001-08-08 13:00 cotnp004-----  
**RECVD POA FROM FL GV TO HANS**

-----2001-08-07 15:28 cstpf587-----  
**Loaded POA for 865-673-8571 to the reg tracker and sent tpv to hans  
vp/reg**

-----2001-05-01 09:17 cf001429-----  
**RECEIVED CHECK#1076 IN THE AMOUNT OF : 214.05FORWARDED TO  
CORP FOR POSTING-1429-P.H.-COLL**

-----2001-04-06 14:33 cf001174-----  
**sent resolution letter, per customer request for balance owed.  
Michelle Reg/PH  
1174**

-----2001-04-06 14:18 cf001174-----  
**Removed Billing address:**

**1409 Bowman Apt 1  
Knoxville, TN 37924**

**Michelle Reg/PH  
1174**

-----2001-04-06 14:12 cf001174-----  
**Complainant: Andy Whitehead  
BTN: 423-673-8571 and 865-673-8571**

**Billing Name: Andy Whitehead and American Pride Cleaning**  
**Optis Account: 8584869**  
**Due Date: 04/06/2001**

**Market Code: DM7777B (\$50.00 check)**  
**Mailed To: Andy Whitehead**  
**American Pride Cleaning**  
**7005 Terry Drive**  
**Knoxville, TN 37924-2357**  
**BTN: 423-522-2493 crossed out and hand written 423-673-8571**

**Market Code: TP73**  
**Date of Sale: 09/14/2000**  
**Authorized By: Andy Whitehead**  
**Date of Birth: 04/03/1974**  
**Promotion: Bundle package billed at \$49.95 monthly fee. Receive 200 minutes free domestic ld, then billed at 9.9cpm. Receive a credit of \$25.00 after month 2 of billing.**

**Summary of Dispute: Mr. Whitehead states that he was told his bill would be \$39.99 plus taxes. He states that he feels he should only have to pay \$39.99 times 3 months, which is \$119.97, plus long distance**

**Confirmed A1: 11/10/2000, per SOTS**  
**Back to Bell South: 03/07/2001, per LENS SED**  
**PIC is 0636 and LPIC is 0636.**

**423-673-8571**  
**First Call: 10/17/1998**  
**Last Call: 11/09/1998**  
**All calls were Lec billed \$13.70, per OPTIS Re-rate.**

**865-673-8571**  
**First Call: 11/13/2000**  
**Last Call: 3/10/2001**  
**There are still calls in 01 STATUS from 02/15/2001-03/10/2001.**

**Optis Billing:**  
**Billed: \$433.20**  
**Balance Due: \$433.20**

**Optis Notes: Mr. Whitehead called in from 02/13/2001-03/12/2001, disputing the bill and requesting POA.**

**There is not a OneBill Account.**

Resolution: I spoke with Mr. Whitehead and informed him that I had issued a credit for all of the charges for \$39.05, that he was charged. I explained that I had also issued him a credit for the LCS, plus tax, for a total credit of \$194.15. I told him that I had also issued him his promotional credit of \$25.00, which brings his final balance owed to \$214.05. He stated that he was satisfied and didn't mind paying for what he was promised.

Total Credit: \$219.15

Account Closed  
Resolved Complaint  
Michelle Smith

-----2001-04-06 12:01 cf001174-----

Made 1st attempt, LMOM.  
Michelle Reg/PH  
1174

-----2001-04-05 10:58 cstpf594-----

Added to do not call list. HLS

-----2001-04-05 08:12 cf001174-----

Issued \$25.00 promotional credit.  
Michelle Reg/PH  
1174

-----2001-03-28 11:32 cstpf587-----

REC'D TRA COMPLAINT # 01-0666, DUE 4-6-01

-----2001-03-28 10:00 cstpf593-----

When complaint has been resolved, please give to Jamie to write the letter..

-----2001-03-27 11:06 cotnp007-----

REC'D TRA COMPLAINT # 01-0666, DUE 4-6-01

-----2001-03-12 08:52 cstff291-----

ANDY WHITEHEAD called disputing promo ...requested poa advd cust someone will contact him back w/in 7 to 10 business days..le/291/verifications/ftl

-----2001-03-12 08:36 cf001044-----

**ANDY WHITEHEAD called to dispute charges customer is going to PUC and FCC,  
trans to verifications....MJC/1044/INB/PH**

**-----2001-03-12 08:35 cf001044-----**

**ANDY WHITEHEAD called to dispute charges customer is going to PUC and FCC,  
trans to verifications....mike 1044**

**-----2001-03-05 17:59 cstof194-----**

**BTN 8656738571 ANDY WHITEHEAD IS CALLING BECAUSE HE SEEMS TO  
BE BILLED INCORRECTLY. CST SRVC ISSUE. X-FERRED TO CST SRVC.  
RFG/ORL/COLL.**

**-----2001-03-05 17:32 cf001392-----**

**ANDY WHITEHEAD local acct-he verified old address. I updated the new address  
transfer to 5700. alisha coll**

**-----2001-02-13 10:17 cstff262-----**

**ANDY WHITEHEAD CALLED B/C HE HASN'T REC'D A BILL, TT ISSUED TO  
MAILBILL, WHEN ADV OF BAL HE STATED HE ONLY WAS SUPPOSED TO  
BE PAYING \$39 PLUS TAX. HE'S NOW BEING CHRGD FOR BUNDLE PLUS  
\$39 FOR BUSINESS LINE, TT ISSUED TO LOC BILLING...STACEY262**

**-----2001-02-13 10:12 cstff262-----**

**TT-BTN 865-673-8571 CUSTOMER HAS NOT REC'D A BILL YET. PLS START  
MAILING HIS BILLS AS PER CUST REQ. CONTACT BTN....STACEY262**

**BEING RESOLVED BY REGULATORY - DENISE**

**\*\*\*Closed\*\*\* by cstpf015 at 2001-03-29 08:39**

**-----2001-02-13 10:10 cstff262-----**

**TT-BTN 865-673-8571 PLS REVIEW ACCT. CUSTOMER IS BEING CHRGD  
FOR BUNDLE AND BUSINESS LINE. HE STATED REP TOLD HIM HE'D  
ONLY HAVE TO PAY \$39 PLUS TAX B/C HE HAS A BUS LINE. CONTACT  
BTN....STACEY262**

Ref to MACD

\*\*\*Referred\*\*\* by cf001365 on 2001-02-16 12:13

refer to billing

\*\*\*Referred\*\*\* by cstof242 on 2001-02-21 08:36

regulatory is handling this account...Tammy

\*\*\*Closed\*\*\* by cf001563 at 2001-04-03 13:48

-----2000-10-10 15:11 CSRMgr -----

865 673 8571 325 \*CSR\*

KNOX 1FBCL E 1

LN AMERICAN; PRIDE CLEANING  
LA 1409 BOWMAN RD  
SA 1409 BOWMAN RD  
, KNOXVILLE  
LOC APT 1  
DZIP 37924  
YPH 086450  
PRESSURE CLEANING SERVICE  
SIC 1799  
ZAEC XXXXX

---DIR

DDA ANDY WHITEHEAD DBA  
AMERICAN PRIDE CLEANING  
APT 1  
1409 BOWMAN VALLEY RD  
KNOXVILLE TN 37924  
DEL A1

865 673 8571 325 \*CSR\*

KNOX 1FBCL E 2

---BILL

BN1 ANDY WHITEHEAD DBA  
BN2 AMERICAN PRDE CLNING  
BN3 APT 1  
A4 1409 BOWMAN VALLY RD  
PO KNOXVILLE TN 37924

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/SED 10-23-98/ZSER 6D10000008

865 673 8571 325 \*CSR\*

KNOX 1FBCL E 3

QTY USOC S&E J

(LINES & STATIONS)

1 1FBCL Business Line  
/TN 865 673-8571/PIC 0432  
/LPIC 5124/PCA CM, 10-02-99  
/NMC/SED 10-23-98  
/ZSER 3C10000001  
/LPCA DF, 02-08-99  
1 TTB Touch-Tone  
/TN 865 673-8571/SED 10-23-98  
/ZSER 4310000002  
1 LNPCX FCC Local Number Portabil+  
/TN 865 673-8571/SED 05-15-99  
/ZSER 891000000C  
1 NXECR Enhanced Caller ID with A+  
/TN 865 673-8571/SED 10-23-98  
/ZSER 4A10000003  
1 1LS11 Mileage - Zone  
/SED 10-23-98/ZSER 5110000004

865 673 8571 325 \*CSR\*

KNOX 1FBCL E 4

QTY USOC S&E J

1 FUJ1X Federal Universal Service+  
/SED 07-01-00/ZSER 901000000D  
1 9LM FCC Charge for Network Ac+  
/SED 10-23-98/ZSER 5F10000006

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestricte+  
/CCQ (A) AMERICAN PRIDE, 1  
/SED 10-23-98/ZSER 7410000009

---RMKS

---COMPLETED ACTIVITY

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 865 673-8571 327

EXCH KNOX  
BCS BT2CL  
STAT OPEN  
TYPE BUSINESS  
SVCC 20  
EQIND1 14  
LASTZSER 268435470  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
TTRA 865 525  
CENT S90

---LIST

LN AMERICAN; PRIDE CLEANING  
LA 1409 BOWMAN RD  
SA 1409 BOWMAN RD, KNOXVILLE, TN  
LOC APT 1  
DZIP 37924  
YPH 086450  
PRESSURE CLEANING SERVICE  
SIC 1799

---DIR

DDA AMERICAN PRIDE CLEANING  
APT 1  
1409 BOWMAN RD  
KNOXVILLE TN 37924  
DEL A1

---BILL

BN1 AMERICAN PRIDE  
BN2 CLEANING  
BA3 APT 1  
BA4 1409 BOWMAN RD  
PO KNOXVILLE TN 37924

---S&amp;E



## (LINES &amp; STATIONS)

1 BT2CL Business Line with Touch-Tone and BellSouth Business Plus Calling Plan  
/TN 865 673-8571/PIC 0636  
/LPIC 0636/PCA CM, 11-27-01  
/LPCA CM, 11-27-01  
/PKG COMP1-CHOICE  
/TTRA 865 525/EXK 865 522  
/LRN 8655220000/SED 03-07-01  
/ZSER 3C10000001

1 1LS11 Mileage - Zone  
/TN 865 673-8571/SED 03-07-01  
/ZSER 4310000002

1 EMP1X Equipment Maintenance Plan  
/TN 865 673-8571  
/PKG COMP5-1LNMTN  
/SED 03-07-01/ZSER 4A10000003

1 ESF 30 Code Speed Calling  
/TN 865 673-8571  
/PKG COMP1-CHOICE  
/SED 03-07-01/ZSER 5110000004

1 FUJ1X Federal Universal Service Charge  
/TN 865 673-8571/SED 03-07-01  
/ZSER 5810000005

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 865 673-8571/SED 03-07-01  
/ZSER 5F10000006

1 NSQ Repeat Dialing (\*66)  
/TN 865 673-8571  
/PKG COMP1-CHOICE  
/SED 03-07-01/ZSER 6610000007

1 NSS Call Return (\*69)  
/TN 865 673-8571  
/PKG COMP1-CHOICE  
/SED 03-07-01/ZSER 6D10000008

1 NSY Call Block (\*60)  
/TN 865 673-8571  
/PKG COMP1-CHOICE  
/SED 03-07-01/ZSER 7410000009

1 NXECR Enhanced Caller ID with Anonymous Call Rejection  
/TN 865 673-8571  
/PKG COMP1-CHOICE  
/SED 03-07-01/ZSER 7B1000000A

1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 865 673-8571  
/PKG COMP5-1LNMTN  
/SED 03-07-01/ZSER 821000000B

1 9LM FCC Charge for Network Access  
/TN 865 673-8571/SED 03-07-01  
/ZSER 891000000C

1 COMP1 Complete Choice for Business 1 Line Package  
/TN 865 673-8571  
/PKG COMP1-CHOICE  
/SED 03-07-01/ZSER 901000000D

1 COMP5 Complete Choice for Business Maintenance 1 Line Package  
/TN 865 673-8571  
/PKG COMP5-1LNMTN  
/SED 03-07-01/ZSER 971000000E

---RMKS

RMKR (A) ANDY WHITEHEAD 36 MONTH

TERM CONTRACT EFF 03-07-01  
SOLD BY VICKIE SUTPHIN

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OPC0032

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11/29/2001

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

865 673 8571 327 \*CSR\*

KNOX BT2CL

E

1

LN AMERICAN; PRIDE CLEANING  
LA 1409 BOWMAN RD  
SA 1409 BOWMAN RD, KNOXVILLE, TN  
LOC APT 1  
DZIP 37924  
YPH 086450  
PRESSURE CLEANING SERVICE  
SIC 1799

---DIR

DDA AMERICAN PRIDE CLEANING  
APT 1  
1409 BOWMAN RD  
KNOXVILLE TN 37924  
DEL A1

---BILL

BN1 AMERICAN PRIDE

865 673 8571 327 \*CSR\*

KNOX BT2CL

E

2

BN2 CLEANING  
BA3 APT 1  
A4 1409 BOWMAN RD  
PC KNOXVILLE TN 37924

---S&amp;E

(LINES &amp; STATIONS)

1 BT2CL Business Line with Touch-+

865 673 8571 327 \*CSR\*

KNOX BT2CL

E

3

QTY USOC S&E J  
/TN 865 673-8571/PIC 0636

	/LPIC 0636/PCA BO, 03-05-01		
	/LPCA BO, 03-05-01		
	/PKG COMP1-CHOICE		
	/TTRA 865 525/EXK 865 522		
	/LRN 8655220000/SED 03-07-01		
	/ZSER 3C10000001		
1	1LS11 Mileage - Zone		
	/TN 865 673-8571/SED 03-07-01		
	/ZSER 4310000002		
1	EMP1X Equipment Maintenance Pla+		
	/TN 865 673-8571		
	/PKG COMP5-1LNMTN		
	/SED 03-07-01/ZSER 4A10000003		
1	ESF 30 Code Speed Calling		
	/TN 865 673-8571		
	/PKG COMP1-CHOICE		
	/SED 03-07-01/ZSER 5110000004		
1	FUJ1X Federal Universal Service+		
	/TN 865 673-8571/SED 03-07-01		
865 673 8571 327 *CSR*		KNOX BT2CL	E 4
QTY	USOC S&E	J	
	/ZSER 5810000005		
1	LNPCX FCC Local Number Portabil+		
	/TN 865 673-8571/SED 03-07-01		
	/ZSER 5F10000006		
1	NSQ Repeat Dialing (*66)		
	/TN 865 673-8571		
	/PKG COMP1-CHOICE		
	/SED 03-07-01/ZSER 6610000007		
1	NSS Call Return (*69)		
	/TN 865 673-8571		
	/PKG COMP1-CHOICE		
	/SED 03-07-01/ZSER 6D10000008		
1	NSY Call Block (*60)		
	/TN 865 673-8571		
	/PKG COMP1-CHOICE		
	/SED 03-07-01/ZSER 7410000009		
1	NXECR Enhanced Caller ID with A+		
	/TN 865 673-8571		
	/PKG COMP1-CHOICE		
	/SED 03-07-01/ZSER 7B1000000A		
865 673 8571 327 *CSR*		KNOX BT2CL	E 5
QTY	USOC S&E	J	
1	SEQ1X Inside Wire Maintenance S+		
	/TN 865 673-8571		
	/PKG COMP5-1LNMTN		
	/SED 03-07-01/ZSER 821000000B		
1	9LM FCC Charge for Network Ac+		
	/TN 865 673-8571/SED 03-07-01		
	/ZSER 891000000C		
1	COMP1 Complete Choice for Busi+		
	/TN 865 673-8571		
	/PKG COMP1-CHOICE		
	/SED 03-07-01/ZSER 901000000D		
1	COMP5 Complete Choice for Busi+		
	/TN 865 673-8571		
	/PKG COMP5-1LNMTN		
	/SED 03-07-01/ZSER 971000000E		

---RMKS

---COMPLETED ACTIVITY

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OPC0032

3/30/2001

Richardson, Gerald # 615-361-7499: Count 76

-----2001-11-28 16:28 cstp587-----

MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-08-25 08:29 cstp044-----

Faxed Response on 8/23/01.....TDrew

-----2001-08-22 14:05 cstp513-----

COMPLAINT REBUTTAL SUMMARY

General Information:

Complainant Name, BTN, Agency & State, Due Date: Charles Richardson, 615-361-7499, Reg Auth. TN, 08/23/01

Name(s) listed on Optis Account if it differs: DR C RICHARDSON

Nature of Complaint:

- 1) Disputes Billing
- 2)
- 3)

POA Information:

Market Code(s): TP110 Local \$49.95 Flat fee with 200 minutes free and 9.9 cpm thereafter. \$21.95 credit issued to same form of payment as AOL account after months: 2,6, & 12. Total credit: \$65.85.

Verbal, Online, DM Check or Other LOA? Verbal

Person who authorized? Charles Richardson

DOS (verbal only)? 07/10/00

DOB (verbal only)? 12/24/45

Verifier's Name & ID # (NY PSC ONLY):

On/Off Dates-First Call Last Call Information:

Date Switched to A-1 (Local only)? 10/26/00 Also indicate SED for PIC and LPIC on dates? 10/27/00

Date Switched from A-1 (Local only)? 02/05/01 Also indicate SED for PIC and LPIC off dates? 01/09/01 Blocked

OCC Confirmation (LD only): Per LENS OCC

All XEROX must be checked if they were ever on our PIC?

First Call: 10/01/00

Last Call: 02/04/01

**Account Billing Information:**

**OneBill Account #: None**

**Billed in Optis: \$503.85**

**Credited in Optis: \$225.29**

**Refunded in Optis: \$0.00**

**Billed in OneBill: \$0.00**

**Credited in OneBill: \$0.00**

**Refunded in OneBill: \$0.00**

**List All Chargebacks: none**

**Total Amount Billed that is in Dispute: \$178.56**

**Provisioning:**

**Were there any delay's in provisioning? Yes**

**If yes, why? Voice mail**

**Important Optis/OneBill Notes:**

**Optis: 11/13 Mr Richardson called to dipute the billing. 12/17 Mr Richardson caled to dispute authorization. He was advised to call back. 01/09/01 Mr Richardson called to dispute billing and he was told to switch to his local phone provider. A block was placed on his line. 01/10 we received a letter requesting credit and it was denied as there was no double billing or overcharging. 01/30 Mrs Richardson called and was unable to make a long distance call. 02/04 we received a request to cancel by mail. 03/06 Dr Richardson called upset over billing.**

**OneBill: None**

**Resolution Section:**

**Attempts To Contact:**

- 1) On 08/22 I called 615-361-7499 and the line has been disconnected.**
- 2)**
- 3)**

**Resolution Section (cont'd):**

**Name of person-contacted to resolve complaint: No Contact**

**Did you play POA? N/A**

**Did complainant agree that the switch was authorized? Yes**

**What does the credit represent? Credit already issued.**

**Actual Resolution:**

**I attempted to call Dr Richardson and the line 615-361-7499 has been disconnected. I would have informed him that his account had been signed by a telephone call. I would have informed him that we have placed him on the do not call list and that his billing information has been removed. I would have informed him that his two months of billing and calls over 200 minutes would have totalled \$294.26 and he only paid \$278.56. I would have asked him if this would resolve his complaint to his satisfaction.**

Customer Satisfied : Unable to contact  
Account Closed  
Terrence King 513  
Regulatory Dept PH

-----2001-08-22 13:19 cstpf513-----  
I called 615-361-7499 and the line has been disconnected.  
TERRENCE KING  
REGULATORY

-----2001-08-21 08:28 cstpf587-----  
RECEIVED A TNRA TN COMPLAINT DD 8/23  
VP/REG

-----2001-04-17 09:43 cf001225-----  
RECEIVED CHECK #2554 \$178.66 FORWARD TO CORP FOR POSTING  
CANDY/COLL

-----2001-04-17 09:37 cstpf294-----  
Rec'd check # 2554 in the amount of \$178.66 for final payment to close balance on  
the account.. I have forward the check to the collections department for payment to  
be posted.. Schoen Regulatory

-----2001-04-12 10:43 cotnp004-----  
recvd poa from fl

-----2001-04-09 08:57 cstnp015-----  
sent response 4/06/01...Jen H

-----2001-04-03 10:48 cstpf594-----  
Added to do not call list. HLS

-----2001-04-02 12:06 cstpf294-----  
Correct Local Summary:

Local Complaint Summary

Complainants Name:Charles Richardson  
Btn:615-361-7499



**Billing Name on File:** Charles Richardson

**All POA information:** Market Code TPLUS-110. Charles Richardson gave verbal authorization on 7/10/00 with the date of birth as 12/24/45.. He was to receive Unlimited local calling, 200min of domestic calling, a credit of \$21.95 after 2,6,12 month of billing with a monthly fee of \$49.95 and 500min customer satisfaction if not satisfied at anytime..

**Due Date:** 04/06/01

**Summary of Dispute:** Customer states that he was solicited by Talk.com to receive bundle package with a monthly fee of \$49.95 and no additional charges.. He states that he asked over and over if there would be any additional charges and he was told no that \$49.95 would be his total bill.. HE said that he was told that all he had to do was say Yes to each question asked.. He said that is what he did and then he starting receiving 2 bills.. One from one company and his previous carrier.. He states that he has called and been on hold and can't get anyone to assist him.. He feels he has been treated with gross unfairness and is seeking Relief from the company..

**Date switched to A1/PIC and LPIC Information @ time of switch:**

**Per SOTS:** Order was sent on 9/19/00 and completed on 9/25/00.. There was a disconnect order placed on 1/30/01 and completed on 2/5/01..

**Per LENS:** Line was switched back to BS as of 2/5/01... PIC / LPIC is occ as of 1/30/01.

**First/Last call:** 9/26/00 - 2/06/01

**Date switched back to Bell:** 2/5/01

**Optis Billing:** There has been a total of 5 invoices and a payment received in the amount of \$99.90.. At this time there is a current balance of \$403.95.

**OneBill Billing:** No OneBill (Bundle Package \$49.95)

**Optis Notes:** 11/13/00 - 3/06/01 Mbr has called several times request for someone to review his invoices.. He states that he was over billed and is requesting credit.. He has also requested the svc to be canceled and was advised to call lec of choice..

### **Resolution**

The member states that he was told that his monthly fee and all charges would only be \$49.95.. There is clean POA were the member was Advised the proper

promotion. 200min at 0.099cpm thereafter for all domestic calls, with a monthly fee of \$49.95.. The additional charges the member has received is for over the limit of 200min of domestic calling, then there was taxes and other fees..

Mr. Richardson returned my calls.. He stated that he was told that he would only pay \$49.95 for all his svc.. I explained to him what the promotion was.. I explained to him that this didn't include taxes or there charges.. I explained to him that he would have been billed \$0.099 after 200min.. He said that was not what he was told and that if I didn't have some type of resolution to offer him then he had nothing further to say to me.. I advised him of the verbal authorization and placed POA for him.. He then stated that we could change or Doctor the tapes and that was not the conversation before he was transferred to the third party verifier.. He stated again that if I had no resolution he had nothing more to say to me.. I explained to him that after carefully reviewing his account I had found that the account did not credit his full 200min for domestic calls.. and that he was do a credit of \$5.05 for the billing error.. I explained that he didn't receive 27min on his first invoice, 11min on his second invoice, & 13min on his third invoice.. I advised him that as a courtesy I would issue a credit for all taxes and other charges and for the final invoice, total credit for this would be \$170.24.. I advised him that I would apply this credit to his balance of \$403.95 giving him a remaining balance of \$228.66.. He then stated what about the customer satisfaction.. He stated that because at no time was he satisfied with the svc.. I advised him that I had already as a courtesy issued a credit for taxes and other charges.. I advised him that I would issue a final credit of \$50.00 to the balance of \$228.66 leaving him a NEW remaining balance of \$178.66 that he would be responsible for.. He said that would be fine and that he would accept the resolution only if he received something in writing.. I explained to him that I would remove his billing info from the account so he would not receive any further invoice therefore I would mail him a resolution letter indicating how much credit I issued and what the remaining balance is.. I also told him that it would include the billing address to mail final payment in.. HE said that he will not mail any payment in until he gets the letter in the mail.. I advised him that would be fine and once we receive payment in the amount of \$178.66 his account would be closed.. He said ok fine and thank you..

The line has been blocked.. All USOCS have been deleted and deactivated.. There should be no further invoices..

Complaint Resolved  
Account Closed  
Schoen 294  
Regulatory.PH

-----2001-04-02 12:04 cstp561-----  
Issued credit of 225.29 per floor request  
Eileen/REgulatory

-----2001-04-02 09:52 cstpf294-----

**Local Complaint Summary**

**Complainants Name:** Charles Richardson

**Btn:** 336-768-0882

**Billing Name on File:** Charles Richardson

**All POA information:** Market Code TPLUS-110. Charles Richardson gave verbal authorization on 7/10/00 with the date of birth as 12/24/45.. He was to receive Unlimited local calling, 200min of domestic calling, a credit of \$21.95 after 2,6,12 month of billing with a monthly fee of \$49.95 and 500min customer satisfaction if not satisfied at anytime..

**Due Date:** 04/06/01

**Summary of Dispute:** Customer states that he was solicited by Talk.com to receive bundle package with a monthly fee of \$49.95 and no additional charges.. He states that he asked over and over if there would be any additional charges and he was told no that \$49.95 would be his total bill.. HE said that he was told that all he had to do was say Yes to each question asked.. He said that is what he did and then he starting receiving 2 bills.. One from one company and his previous carrier.. He states that he has called and been on hold and can't get anyone to assist him.. He feels he has been treated with gross unfairness and is seeking Relief from the company..

**Date switched to A1/PIC and LPIC Information @ time of switch:**

**Per SOTS:** Order was sent on 9/19/00 and completed on 9/25/00.. There was a disconnect order placed on 1/30/01 and completed on 2/5/01..

**Per LENS:** Line was switched back to BS as of 2/5/01... PIC / LPIC is occ as of 1/30/01.

**First/Last call:** 9/26/00 - 2/06/01

**Date switched back to Bell:** 2/5/01

**Optis Billing:** Not yet invoiced. There is call detail with code 73 no charges attached.

**OneBill Billing:** No OneBill (Bundle Package \$49.95)

**Optis Notes:** 11/13/00 - 3/06/01 Mbr has called several times request for someone to review his invoices.. He states that he was over billed and is requesting credit.. He has also requested the svc to be canceled and was advised to call lec of choice..

## **Resolution**

The member states that he was told that his monthly fee and all charges would only be \$49.95.. There is clean POA were the member was Advised the proper promotion. 200min at 0.099cpm thereafter for all domestic calls, with a monthly fee of \$49.95.. The additional charges the member has received is for over the limit of 200min of domestic calling, then there was taxes and other fees..

Mr. Richardson returned my calls.. He stated that he was told that he would only pay \$49.95 for all his svc.. I explained to him what the promotion was.. I explained to him that this didn't include taxes or there charges.. I explained to him that he would have been billed \$0.099 after 200min.. He said that was not what he was told and that if I didn't have some type of resolution to offer him then he had nothing further to say to me.. I advised him of the verbal authorization and placed POA for him.. He then stated that we could change or Doctor the tapes and that was not the conversation before he was transferred to the third party verifier.. He stated again that if I had no resolution he had nothing more to say to me.. I explained to him that after carefully reviewing his account I had found that the account did not credit his full 200min for domestic calls.. and that he was do a credit of \$5.05 for the billing error.. I explained that he didn't receive 27min on his first invoice, 11min on his second invoice, & 13min on his third invoice.. I advised him that as a courtesy I would issue a credit for all taxes and other charges and for the final invoice, total credit for this would be \$170.24.. I advised him that I would apply this credit to his balance of \$403.95 giving him a remaining balance of \$228.66.. He then stated what about the customer satisfaction.. He stated that because at no time was he satisfied with the svc.. I advised him that I had already as a courtesy issued a credit for taxes and other charges.. I advised him that I would issue a final credit of \$50.00 to the balance of \$228.66 leaving him a NEW remaining balance of \$178.66 that he would be responsible for.. He said that would be fine and that he would accept the resolution only if he received something in writing.. I explained to him that I would remove his billing info from the account so he would not receive any further invoice therefore I would mail him a resolution letter indicating how much credit I issued and what the remaining balance is.. I also told him that it would include the billing address to mail final payment in.. HE said that he will not mail any payment in until he gets the letter in the mail.. I advised him that would be fine and once we receive payment in the amount of \$178.66 his account would be closed.. He said ok fine and thank you..

The line has been blocked.. All USOCS have been deleted and deactivated.. There should be no further invoices..

**Complaint Resolved**  
**Account Closed**  
**Schoen 294**

Regulatory.PH

-----2001-04-02 08:38 cstpf294-----

Mr. Richardson returned my calls.. He stated that he was told that he would only pay \$49.95 for all his svc.. I explained to him what the promotion was.. I explained to him that this didn't include taxes or there charges.. I explained to him that he would have been billed \$0.099 after 200min.. He said that was not what he was told and that if I didn't have some type of resolution to offer him then he had nothing further to say to me.. I advised him of the verbal authorization and placed POA for him.. He then stated that we could change or Doctor the tapes and that was not the conversation before he was transferred to the third party verifier.. He stated again that if I had no resolution he had nothing more to say to me.. I explained to him that after carefully reviewing his account I had found that the account did not credit his full 200min for domestic calls.. and that he was do a credit of \$5.05 for the billing error.. I explained that he didn't receive 27min on his first invoice, 11min on his second invoice, & 13min on his third invoice.. I advised him that as a courtesy I would issue a credit for all taxes and other charges and for the final invoice, total credit for this would be \$170.24.. I advised him that I would apply this credit to his balance of \$403.95 giving him a remaining balance of \$228.66.. He then stated what about the customer satisfaction.. He stated that because at no time was he satisfied with the svc.. I advised him that I had already as a courtesy issued a credit for taxes and other charges.. I advised him that I would issue a final credit of \$50.00 to the balance of \$228.66 leaving him a NEW remaining balance of \$178.66 that he would be responsible for.. He said that would be fine and that he would accept the resolution only if he received something in writing.. I explained to him that I would remove his billing info from the account so he would not receive any further invoice therefore I would mail him a resolution letter indicating how much credit I issued and what the remaining balance is.. I also told him that it would include the billing address to mail final payment in.. HE said that he will not mail any payment in until he gets the letter in the mail.. I advised him that would be fine and once we receive payment in the amount of \$178.66 his account would be closed.. He said ok fine and thank you.. Schoen 294 Regulatory

-----2001-03-30 14:12 cstpf294-----

2nd attempt to contact LMOM... Schoen 294 Regulatory

-----2001-03-29 10:52 cstpf294-----

1st Attempt to contact LMOM.. Schoen 294 Regulatory

-----2001-03-28 11:20 cstpf587-----

REC'D TN REG AUTH COMPLAINT # 01-0673, DUE 4-6-01

-----2001-03-28 09:46 cstpf044-----

\*\*\*\*\* Please return the resolved TN TRA, complaint to TDrew. \*\*\*\*\*

-----2001-03-27 09:43 cotnp007-----

REC'D TN REG AUTH COMPLAINT # 01-0673, DUE 4-6-01

-----2001-03-06 16:12 cf001880-----

DR C RICHARDSON hung up as he stated that he was calling his district attorney cr1880

-----2001-03-06 16:05 cf001880-----

DR C RICHARDSON is upset states in sept he recived call from us to change his ld service and the total cost would be 49.95 would be his phone bill every month he staets he agreed to it, and that he was asked to pay 49.95 from us and from another provider and stated that he would not pay both of us, he wrote a certified letter to us and contacted his poilce dept and had called in before and made aragements for paying 99.00 and is not paying another dime for any other calls cr1880

-----2001-03-06 15:46 cf001071-----

Charles G. Richardson called very upset that he has recieved another bill. I can't find anything in the notes to corroborate what he says about a settlement payment. transfered to collections. cl1071

-----2001-02-04 11:56 cstpf336-----

-request to cancel by mail w/pymnt for \$99.90-lines already blocked..has balance of \$264.60...sh

-----2001-01-30 18:53 cf001591-----

MRS RICHARDSON called unable to make ld call .. ref to lec dh1591

-----2001-01-10 17:55 cf001469-----

LETTER RECEIVED

Credit denied..all charges are valid..no double billing or overcharging on account..ccr/ss

-----2001-01-09 20:41 cstff014-----

CHARLES RICHARDSON CALLED IN AND WANTED HIS ACCOUNT CREDITED FOR ADDITIONAL CHARGE THE BUNDLE PACKAGE.

ADVISED THAT IN THE POA HE LISTENED TO HE IS RESPONSIBLE FOR  
BILL. HE ALSO IS GETTING BILLED FOR LOCAL CALL USAGE. IT WILL  
BE REVIEWED AND A CREDIT WILL BE PLACED AFTER THE RESULTS.  
ADVISED CUSTOMER TO MAKE SURE HE HAS SWITCHED TO HIS LOCAL  
PHONE PROVIDER.

IADDISON  
VERIFICATION

-----2000-12-17 16:16 cstff713-----

mr. richardson cld to dispute authorization. advised to call back tomorrow to speak  
to ext. 5874. kh//repair

-----2000-11-13 18:25 cstof067-----

cust was upset because he believes his billing to be incorrect. advised cust to pay what  
he believes he owes, then would be able to speak with cust service to issue credit. he  
hung up. deraig/coll/orl

-----2000-10-30 16:53 loadnote-----

615 361 7499 183 \*CSR\*

NVC 1FRCL E 1

LN RICHARDSON, C GERALD, DR  
LA 3352 MILBRIDGE DR  
SA 3352 MILBRIDGE DR, ANTIOCH, TN  
LOC DES (PENETUALLY POINT  
SUBDVS--FRM SMITH SPRNGS TL ON  
MILBRIDGE)  
DZIP 37013

---DIR

DDA DR C GERALD RICHARDSON  
3352 MILBRIDGE DR  
ANTIOCH TN 37013  
DEL A1, B1

---BILL

BN1 DR C RICHARDSON  
BA2 3352 MILBRIDGE DR  
PO ANTIOCH TN 37013

615 361 7499 183 \*CSR\*

NVC 1FRCL E 2

---S&E

(LINES & STATIONS)

- 1 1FRCL Residential Line
  - /TN 615 361-7499/PIC 0222
  - /LPIC 0222/PCA GB, 03-27-00
  - /LPCA GB, 03-27-00
  - /ZSER 380199999B/SED 03-30-99
- 1 TTR Touch-Tone
  - /TN 615 361-7499
  - /ZSER 3F0199999C/SED 03-30-99
- 1 1LS11 Mileage - Zone
  - /TN 615 361-7499

615 361 7499 183 \*CSR\*

NVC 1FRCL E 3

- QTY USOC S&E J
  - /ZSER 14019999A5/SED 03-30-99
- 1 MBBRX MemoryCall Answering Ser+
  - /TN 615 361-7499
  - /MBTN 615 361-7499
  - /DLNM 2-RICHARDSON C GERALD
  - DR/ZSER 460199999D
  - /SED 03-30-99
- 1 GCE Call Forwarding Busy Line
  - /TN 615 361-7499
  - /ZSER 540199999F/SED 03-30-99
- 1 GCJRC Call Forwarding Don't Ans+
  - /TN 615 361-7499
  - /ZSER FE019999A2/SED 03-30-99
- 1 LNPCX FCC Local Number Portabil+
  - /TN 615 361-7499/SED 05-15-99
  - /ZSER 3C10000001
- 1 MWWAV Message Waiting Indicatio+
  - /TN 615 361-7499
  - /ZSER 4D0199999E/SED 03-30-99



1 NXMCR Caller ID Name and Number+

615 361 7499 183 \*CSR\*

NVC 1FRCL E 4

QTY USOC S&E J

/TN 615 361-7499

/ZSER 06019999A3/SED 03-30-99

1 SEQ1X Inside Wire Maintenance S+

/TN 615 361-7499

/ZSER 0D019999A4/SED 03-30-99

/RMKR (A) 03-30-99

1 9LM FCC Charge for Network Ac+

/TN 615 361-7499

/ZSER F0019999A0/SED 03-30-99

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+

/ZSER F7019999A1/SED 03-30-99

---RELATED ACCOUNTS

---BILLING TRANSFERS

---COMPLETED ACTIVITY

-----2000-10-02 21:09 cstff331-----

BTN 615-361-7499

Carolyn called for temp password for v-mai. Advised to use TN.. SS331

**Service Order List with TN of '6153617499'**  
**Sorted by Current DD**

Position	PON	SO	APP DATE	TN	Status (SR)	Days In Status	Current DD	List Name
1	229319	<u>N97HM297</u>	9/19/00	6153617499184	CP	185	9/25/00	RICHARDSON, C GERALD, D*R
2	CAROLYN RICHARDSON	<u>D9LP4129</u>	1/30/01	6153617499184	CP	52	2/5/01	RICHARDSON, C GERALD, D*R

&lt;&lt; &lt; 15 &gt; &gt;&gt;

1-2 of 2 service orders matching your criteria

[Download results to Excel](#)

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ☐View Product and Services

615 361 7499 192 \*CSR\*

NVC VR3CL

E

1

LN RICHARDSON, C GERALD, DR  
LA 3352 MILBRIDGE DR  
SA 3352 MILBRIDGE DR, ANTIOCH, TN  
LOC DES (PENETUALLY POINT  
SUBDVS--FRM SMITH SPRNGS TL ON  
MILBRIDGE)  
DZIP 37013

---DIR

DEL A0, B0

---BILL

BN1 DR C RICHARDSON  
BA2 3352 MILBRIDGE DR  
PC ANTIOCH TN 37013

615 361 7499 192 \*CSR\*

NVC VR3CL

E

2

---S&amp;E

(LINES &amp; STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 615 361-7499/PIC 0432  
/LPIC 0432/LPCA BO, 01-30-01  
/PCA BO, 01-30-01  
/ZSER F8099999A0/EXK 615 361  
/LRN 6153610000/TTRA 615 361  
/SED 02-05-01
- 1 1LS11 Mileage - Zone  
/TN 615 361-7499  
/ZSER 4D099999AC/SED 02-05-01
- 1 BVMRV BellSouth Voice Mail Res+  
/TN 615 361-7499  
/MBTN 615 361-7499  
/DLNM 2-RICHARDSON C

615 361 7499 192 \*CSR\*

NVC VR3CL

E

3

QTY USOC

S&amp;E

J

/ZSER 3C10000001

/ZLL 126, 03-21-01  
/SED 03-21-01  
1 EMP1S Credit for subscribing to+  
/TN 615 361-7499  
/ZSER 07099999A2/SED 02-05-01  
1 EMP1X Equipment Maintenance Pla+  
/TN 615 361-7499  
/ZSER 0E099999A3/SED 02-05-01  
1 ESC Three-Way Calling  
/TN 615 361-7499  
/ZSER 15099999A4/SED 02-05-01  
1 ESXD9 Call Waiting Deluxe  
/TN 615 361-7499  
/ZSER 1C099999A5/SED 03-21-01  
1 FUJ1X Federal Universal Service+  
/TN 615 361-7499  
/ZSER 23099999A6/SED 02-05-01  
1 GCE Call Forwarding Busy Line  
/TN 615 361-7499

615 361 7499 192 \*CSR\*

NVC VR3CL

E

4

QTY USOC S&E J  
/ZSER 4A10000003/SED 03-21-01  
1 GCJRC Call Forwarding Don't Ans+  
/TN 615 361-7499  
/ZSER 5110000004/SED 03-21-01  
1 LNPCX FCC Local Number Portabil+  
/TN 615 361-7499  
/ZSER 2A099999A7/SED 02-05-01  
1 MWWAV Message Waiting Indicatio+  
/TN 615 361-7499  
/ZSER 4310000002/SED 03-21-01  
1 NSS Call Return (\*69)  
/TN 615 361-7499  
/ZSER 31099999A8/SED 02-05-01  
1 NXMCR Caller ID Name and Number+  
/TN 615 361-7499  
/ZSER 38099999A9/SED 02-05-01  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 361-7499  
/ZSER 3F099999AA/SED 02-05-01  
/RMKR (A) 02-05-01

615 361 7499 192 \*CSR\*

NVC VR3CL

E

5

QTY USOC S&E J  
1 VSB Vertical Services Billing+  
/TN 615 361-7499  
/ZSER 46099999AB/SED 02-05-01  
1 9LM FCC Charge for Network Ac+  
/TN 615 361-7499  
/ZSER 00099999A1/SED 02-05-01

---RMKS

---COMPLETED ACTIVITY

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LENS Version 9.1.1

OPC0034

3/29/2001

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 615 361-7499 183

EXCH NVC  
BCS 1FRCL  
STAT OPEN  
TYPE RESIDENCE  
SVCC 11  
EQIND1 7  
LASTZSER 268435456  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
TTRA 615 361  
IM 770 506-9040-575 IR OB  
CENT R00

---LIST

LN CORSON, R J  
LA 5161 RICE RD  
SA 5161 RICE RD, ANTIOCH, TN  
LOC APT 120;DES (STONEWOOD VILLAGE  
APARTMENTS)  
DZIP 37013

---DIR

DDA CORSON  
APT 120  
5161 RICE RD  
ANTIOCH TN 37013  
DEL A1, B1

---BILL

BN1 REBECCA CORSON  
BA2 APT 120  
BA3 5161 RICE RD  
PO ANTIOCH TN 37013

---S&amp;E

## (LINES &amp; STATIONS)

1 1FRCL Residential Line  
/TN 615 361-7499/PIC 0333  
/LPIC 0333/PCA FR, 11-08-01  
/NMC/LPCA FR, 11-08-01  
/EXK 615 361/SED 10-14-01  
/ZSER D900F5C291  
/LRN 6153610000/TTRA 615 361

1 TTR Touch-Tone  
/TN 615 361-7499  
/ZSER E000F5C292/SED 10-14-01

1 1LS11 Mileage - Zone  
/TN 615 361-7499  
/ZSER 0400F5C297/SED 10-14-01

1 FUJ1X Federal Universal Service Charge  
/TN 615 361-7499  
/ZSER EE00F5C294/SED 10-14-01

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 361-7499  
/ZSER F500F5C295/SED 10-14-01

1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 615 361-7499  
/ZSER FC00F5C296/SED 10-14-01

1 9LM FCC Charge for Network Access  
/TN 615 361-7499  
/ZSER E700F5C293/SED 10-14-01

---RMKS

RMKR (A) ADDED LONG DISTANCE  
CARRIE R FREEZE-SPRINT, THIRD  
PARTY V ERIFICATION, CUSTOMER  
REBECCA CORSON, 11-08-2001,  
C92HT640

RMKR (B) ADDED LOCAL TOLL CARRIER  
F REEZE-SPRINT, THIRD PARTY  
VERI FICATION, CUSTOMER  
REBECCA COR SON, 11-08-2001,  
C92HT640

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LENS Version 10.2  
OPC0032sof00279 / 10  
11/29/2001

CECILIA PETERSON – 8655242826

-----2001-05-10 10:41 mak -----  
response sent 4/3/01 trish

-----2001-04-03 13:51 cstpf594-----  
Added to do not call list. HLS

-----2001-01-08 11:21 cf001525-----  
CECELIA PETERSON CALLED RED PHONE TRANSFER SHE IS RECIEVEING  
THINGS FROM ACCESS ONE IN THE MAIL ON ANOTHER ACCOUNT I THINK  
DOI NOT KNO W LOCAL  
CHRISITNA  
COLLECTIONS

-----2001-01-08 11:19 cf001525-----  
CECELIA PETERSON CALLED ON ACCOUNT TO MAKE SURE THAT SHE  
DOESN'T HAVE A BALANCE  
CHRISTINA  
COLLECTIONS

-----2000-12-19 09:00 cstff442-----  
TT-Please look into this matter Ms. Peterson called to report that she recieved a bill for  
\$1002.

TT REFERRED TO LOCAL BILLING

\*\*\*Referred\*\*\* by cstff100 on 2000-12-21 10:43  
I am unable to locate a bill for 1002.00 cust needs to mail / fax a copy of the bil to us for  
review..michele

\*\*\*Closed\*\*\* by cstpf584 at 2001-02-15 08:27

-----2000-12-05 11:07 cstff991-----  
BTN 865-524-2826 WANTS TO CANCEL NO SAVE PLEASE DO SO ASAP  
SHE HAS BEEN TRYING SENCE JULY.....EDDIE BONETTI 12-05-00

-----2000-11-21 11:11 cstff575-----  
ALEXIS, CECILIA PETERSON'S SECRETARY, ADVISED CUST THAT THE  
ACCT HOLDER NEEDS TO CALL BACK.



-----2000-11-20 10:37 cstff435-----

Alexis called because she is still being billed after she cancel her services. tnf to billing.

-----2000-11-20 10:32 cf001755-----

Alexis her secretary passed phone to Cecelia to give permission to talk to me She says the service has been cancelled since june of 2000 and they are still getting billed ms 1755

-----2000-10-18 09:36 cstff218-----

customer states that she has been with bellsouth since july.

-----2000-10-18 09:35 cstff218-----

customer called to cancel.

Monroe, Betty on behalf of Breeze Thru Market # 865-525-0952 78

-----2001-04-05 07:48 'cstof128-----

Responded to PSC complaint.....tv/reg/orl

Complaint Summary

Complainant's Name:

Betty Monroe

Billing Name:

Breeze Thru Mk & Deli

Account Number (All accounts associated with complainant):

21003064 OneBill

27780243 Optis

BTN (List all on account):

423 (865) 525-0952

423 (865) 525-7664

Market Code (All on account):

PSI AX99N3860 DOS: 7/7/99 PSI/BELL AV system

All POA information:

Could not pull on TPV line nor in telecomplete

Summary of customer dispute:

Billed after switch

Date switched to A1 and what the pic and lpic were at time of switch:

7/22/99 0444/0444

TSCI codes from Optis:

Opened due to xerox only 08/30/200001NP6060

First/Last call:

2000-04-26 18:52:12.0008655773937 / 2000-07-10 21:18:15.0008659190985

Date switched back to Bell, and the pic info. If still with us, note accordingly:

7/10/000288/5124

Optis Billing information...Total amt invoiced/paid/credited/ etc:

None

OneBill Billing information...Total amt invoiced/paid/credited/ etc:

Monthly approx 130 paid on time

Summarize any notes in account pertaining to complaint and any actions taken by reps to resolve issue:

11/15/00 4:07:48 PM The person I spoke to refused to take a mess & hung up .

\*\*\*\*\*submitted denial rps/coll/orl

12/7/00 1:56:22 PM btn 865-525-0952 please deactivate cust with bellsouth .. sed date 7/10/00 ....aie/col/or

12/7/00 1:58:17 PM informed customer to disregard past due notices till she receives a final bill / cust with bellsouth sed date 7/10/00 / submitted deactivation request...aie/col/orl

2/12/01 3:57:08 PM PER PREVIOUS NOTES CUSTOMER HAS BEEN BACK WITH BS SINCE 7/10/00, PLEASE RESEARCH AND CREDIT ACCT.

3/31/01 8:21:39 PM\*\*\*\*RECEIVED LETTER\*\*\*\* cust was disputing bills due to cancelation..csr shows sed 7-10-00 to bell south..issued credit for balance ..vinny/ss/ph

Previously Filed Complaints:

N/a

Proposed complaint resolution:

Acct deactivated per SED 7/10/00. Credit acct thru final bill. Will produce refund. Send apology letter. Were not informed until Nov of leaving Talk.com, however noone deact acct.

-----2001-04-03 13:53 cstpf594-----

Added to do not call list. HLS

-----2001-03-31 20:23 cstpf526-----

\*\*\*\*RECEIVED LETTER\*\*\*\*

cust was disputing bills due to cancelation..csr shows sed 7-10-00 to bell south..issued credit for balance

vinny/ss/ph

-----2001-02-22 20:08 cf001203-----

Received fax from Mr. Monroe, according to LENS, he is not our customer.

-----2001-02-10 12:35 cstff633-----

DISPUTES...

NO PHONE ACCT TRANS TO 5547....

SJ/VERIF

-----2000-11-14 13:11 cf001241-----

betty monroe called.. verified security... states that she got a bill for \$404.13.. disputes owing anything... transfered to partitions... pl1241

-----2000-11-14 13:00 cf001115-----

BREEZE THRU MARKET betty monroe states that she is getting a bill in the amount of 444.00 from access one...xfr5608...km1115

-----2000-11-14 12:51 cstff460-----

BTN 8655250952

CUST. CALLING BECAUSE SHE IS STILL RECEIVING A BILL AND SHE  
IS NOT WITH ARE SERVICE.SED DATE 7-10-00. THE SYSTEM IS NOT  
SHOWING THE BILL SHE IS SPEAKING OF.

TRNS. TO S.S. BECAUSE IT IS A LONG DISTANCE ACCOUNT AND  
PERHAPS SHE CAN FAX A COPY OF THIS BILL.

<<<<REP 460CB>>>>

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 865 525-0952 457

EXCH KNOX  
BCS BT2  
STAT OPEN  
TYPE BUSINESS  
SVCC 2@  
EQIND1 12  
LASTZSER 268435470  
MULTLINE 2  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMITIND  
SENSACCT  
CENT S90

---LIST

LN BREEZE; THRU MARKET  
/DGN NONE  
LA 1103 TENNESSEE AV, KNOXVILLE  
SA 1103 TENNESSEE AV, KNOXVILLE  
YPH 057140  
GROCERS  
SIC 5411  
XL (A) JACK, MONROE  
/DGN NONE  
XL (B) JACK'S; PLUMBING CO  
/DGN NONE

---DIR

DDA BREEZE THRU MARKET  
1103 TENNESSEE AV  
KNOXVILLE TN 37921  
DEL A1

---BILL

BN1 BREEZE THRU MARKET  
BA2 1103 TENNESSEE AV  
PO KNOXVILLE TN 37921

---S&amp;E

## (CHARGEABLE LISTINGS)

1 CLT Additional listing  
/REF A/SED 07-10-00  
/ZSER 3C10000001  
1 CLT Additional listing  
/REF B/SED 07-10-00  
/ZSER 4310000002

## (LINES &amp; STATIONS)

1 BT2 Business Line with Touch-Tone and BellSouth Business Plus<sup>®</sup> Calling Plan  
/TN 865 525-0952/PIC 0288  
/LPIC 5124/LPCA FR, 08-04-00  
/PCA BO, 07-10-00  
/SED 07-10-00/ZSER 4A10000003  
/NMC  
1 ESX Call Waiting  
/TN 865 525-0952/SED 07-10-00  
/ZSER 5110000004  
1 FUJMX Federal Universal Service Charge  
/TN 865 525-0952/SED 07-01-00  
/ZSER 891000000C  
1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 865 525-0952/SED 07-10-00  
/ZSER 5810000005  
1 NSS Call Return (\*69)  
/TN 865 525-0952/SED 08-16-00  
/ZSER 971000000E  
1 9ZR FCC Charge for Network Access  
/TN 865 525-0952/SED 07-10-00  
/ZSER 6610000007  
1 BT2 Business Line with Touch-Tone and BellSouth Business Plus<sup>®</sup> Calling Plan  
/TN 865 525-7664/PIC NONE  
/LPIC 5124/LPCA BO, 07-10-00  
/PCA BO, 07-10-00  
/SED 07-10-00/ZSER 6D10000008  
/NMC  
1 FUJMX Federal Universal Service Charge  
/TN 865 525-7664/SED 07-01-00  
/ZSER 901000000D  
1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 865 525-7664/SED 07-10-00  
/ZSER 7410000009  
1 9ZR FCC Charge for Network Access  
/TN 865 525-7664/SED 07-10-00  
/ZSER 821000000B

---RMKS

RMKR (A) 071000 TPV TANIA  
RMKR (B) CHG & FR PIC 0288  
RMKR (X) BETTY MONROE, CT36 SOLD BY  
JUDY MENSI EFF 081600

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LENS Version 10.2

sof00279 / 10

OPC0032

11/29/2001

**15. Allegation: Greenhaw, Lisa on behalf of Woodlife Photography # 901-526-2385: Count 79**

-----2001-11-28 16:52 cstpf587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-08-09 14:41 cstnp010-----  
SENT REPLY LETTER WITH TPV TO JOHN CONNERS - FILE# 01-0802  
(AIRBILL# 9685155970)

-----2001-08-08 13:03 cotnp004-----  
RECVD POA FROM FL GV TO HANS

-----2001-05-15 15:44 cf001562-----  
Complainant Name: LISA GREENHAW  
BTN: 901-526-2385  
Agency/State: TN - BBB (duplicate)  
Due Date: 5/8/01

Previously Summary/Resolution  
Disputes charges

Valid TPV customer only with us 3-5 days. OneBill acct was set for final bill, however system did not credit the acct. Therefore, I suppressed bill and credited the account for the invoice \$331.71 and finance charges of \$25.64. Made transaction error in 337.71 instead of 331.71 making finance chg credit actual 19.64.

Resolution:  
Spoke with Lisa Greenhaw on 5/11/01. She stated that this was a duplicate and she was satisfied with the resolution and that there was no further action requested from us. I provided member with my contact number in case she had any concerns in the future.

Customer satisfied: Yes or No  
Account Open or Closed?  
Brandy Gerald #1562



Regulatory Dept, PH

-----2001-05-10 11:07 mak -----  
sent response 5/8/01 cam

-----2001-04-27 14:05 cstpf420-----  
RCVD BBB COMPLAINT - DD 5/8/01  
-----2001-04-25 20:12 cstnp010-----  
RCVD BBB COMPLAINT - DD 5/8/01

-----2001-04-16 08:45 cstpf375-----  
Placed on the Do Not Call/Contact lists

-----2001-04-12 16:30 cstof128-----  
Responded to PSC complaint.....tv/reg/orl

#### Complaint Summary

**Complainant's Name:**

Lisa Greenshaw

**Billing Name:**

Woodliff Photography

**Account Number (All accounts associated with complainant):**

26734703 optis

21089152 one bill

**BTN (List all on account):**

901-526-2385

901-526-2386

901-526-2384

**Market Code (All on account):**

Tplus1006

TP1006WWTalk (Business)8/10/00NYYPNNS3 Y10%100 min. inter + 7.9cpm

**All POA information:**

DOS 6/29/00 Authby: Elta Woodliff DOB 9/15/47 Local & Long Distance

**Summary of customer dispute:**

Disputes charges

Date switched to A1 and what the pic and lpic were at time of switch:  
7/19/00

**TSCI codes from Optis:**

901-526-011908/01/200022166746Aloadstat226

901-526-011908/01/200022166746Eloadstat226

901-526-238408/01/200022166746Bloadstat226

901-526-238508/01/200020086746Aloadstat226

901-526-238508/01/200022166746Bloadstat226  
901-526-238608/01/200022166746Bloadstat226  
901-526-011907/28/200028116746Bloadstat226  
901-526-238407/28/200028116746Bloadstat226  
901-526-238507/28/200028116746Bloadstat226  
901-526-238607/28/200028116746Bloadstat226  
901-526-011907/19/200001NP6746EdjrNEW226  
901-526-011907/18/200020086746Eloadstat226  
901-526-011907/18/200020086746Aloadstat226  
901-526-238407/18/200020086746Eloadstat226  
901-526-238407/18/200020086746Aloadstat226  
901-526-238507/18/200020086746Aloadstat226  
901-526-238507/18/200020086746Eloadstat226  
901-526-238607/18/200020086746Aloadstat226  
901-526-238607/18/200020086746Eloadstat226  
901-526-238407/08/200001NP6746EimptcstNEW226  
901-526-238507/08/200001NP6746EimptcstNEW226  
901-526-238607/08/200001NP6746EimptcstNEW226

First/Last call:

901-526-2385

\*\*2000-07-20 09:40:11.0009015276163MEMPHISTN2:00.00.33880.181S-126734703  
\*\*2000-07-20 16:12:06.0009013723302MEMPHISTN2:00.00.33880.181S-126734703  
\*\*2000-07-20 16:27:43.0009015276163MEMPHISTN2:00.00.30310.181S-126734703  
\*\*2000-07-21 11:54:41.0009013822500MEMPHISTN1:00.00.16050.091S-126734703

9015262386

\*\*2000-07-21 14:08:12.0009015782583MEMPHISTN1:00.00.14260.091S-126734703

Date switched back to Bell, and the pic info. If still with us, note accordingly:

7/31/000661/0661

Optis Billing information...Total amt invoiced/paid/credited/ etc:

4.41 for LD calls credited

OneBill Billing information...Total amt invoiced/paid/credited/ etc:

One invoice for 331.71 then monthly finance chages

Summarize any notes in account pertaining to complaint and any actions taken by  
reps to resolve issue:

OneBill

9/20/00 2:05:15 PMAccount deactivated on 7/31/2000, ONEBILL will produce a  
final bill back to the deact date,the customer will recv an ajusted final bill next  
billing cycle

10/17/00 11:53:26 AMBTN 9015262384

LISA CALLED INQUIRING ABOUT A CREDIT OF 331.71. ACC WAS ACTIVE  
FOR 4 DAYS...CUST WOULD LIKE THE ACC CREDITTED..PLREVIEW AND  
POST THE CREDIT.....VF

1/22/01 9:50:09 AMLisa called stating that she has switch back to Bell since 7/31/00  
wants to know why still receiving a bill adv cust will refer over to billing department  
cust contact # 901-526-2384

**Previously Filed Complaints:**

no

**Proposed complaint resolution:**

Valid TPV customer only with us 3-5 days. OneBill acct was set for final bill, however system did not credit the acct. Therefore, I supressed bill and credited the account for the invoice \$331.71 and finance charges of \$25.64. Made transaction error in 337.71 instead of 331.71 making finance chg credit actual 19.64.

-----2001-04-12 15:36 cstof128-----

Added to do not call list.....tv/reg/orl

901-523-2385

901-526-2386

901-526-2384

901-526-0119

-----2001-04-09 15:48 cstpf587-----

received a tnra tn complaint dd 04/19

-----2001-04-06 08:56 cotnp007-----

REC'D TRA COMPLAINT # 01-0802, DUE 4-19-01

-----2001-02-06 11:36 cstpf617-----

REC'D CUSTOMER COMPLAINT LETTER - BECKI

-----2000-10-30 18:50 loadnote-----

901 526 2384 222 \*CSR\*

PSO C8N9QC MPMA 1FB

E 1

LN WOODLIFF; PHOTOGRAPHY INC

/DGN NONE

LA 11 W HULING AV

SA 11 HULING AV, MEMPHIS

DZIP 38103

YPH 079520

PHOTOGRAPHERS-COMMERCIAL

SIC 7335

---DIR

DDA CHARLES WOODLIFF PHOTOGRAPHY

11 W HULING AV

MEMPHIS TN 38103  
DEL A3, B3

---BILL  
BN1 CHARLES WOODLIFF  
BN2 PHOTOGRAPHY  
BA3 11 W HULING AV

901 526 2384 222 \*CSR\*                      PSO C8N9QC MPMA 1FB                      E    2

PO MEMPHIS    TN 38103

---S&E

HTG        A 901 526-2384-2386/HTY SC

(LINES & STATIONS)

1 1FB Business Line  
    /TN 901 526-0119/PIC 0661  
    /LPIC 0661/PCA FR, 07-27-00  
    /LPCA FR, 07-27-00/NMC  
    /SED 07-31-00/ZSER 3C10000001  
1 TTB Touch-Tone  
    /TN 901 526-0119/SED 07-31-00

901 526 2384 222 \*CSR\*                      PSO C8N9QC MPMA 1FB                      E    3

QTY USOC    S&E                      J  
    /ZSER 4310000002  
1 FUJMX Federal Universal Service+  
    /TN 901 526-0119/SED 07-01-00  
    /ZSER 881000001B  
1 LNPCX FCC Local Number Portabil+  
    /TN 901 526-0119/SED 07-31-00  
    /ZSER 4A10000003  
1 9ZR    FCC Charge for Network Act+  
    /TN 901 526-0119/SED 07-31-00  
    /ZSER 5110000004  
1 1FB Business Line

/TN 901 526-2384/PIC 0661  
/LPIC 0661/PCA FR, 07-27-00  
/LPCA FR, 07-27-00/NMC  
/SED 07-31-00/ZSER 5810000005  
1 TTB Touch-Tone  
/TN 901 526-2384/SED 07-31-00  
/ZSER 5F10000006  
1 MBBBF MemoryCall Voice Mail Se+  
/TN 901 526-2384

901 526 2384 222 \*CSR\*                      PSO C8N9QC MPMA 1FB                      E 4

QTY USOC S&E                      J  
/MBTN 901 526-2384  
/DLNM 2-WOODLIFF POHTO  
/SED 07-31-00/ZSER 811000001A  
1 ESM Call Forwarding  
/TN 901 526-2384/SED 07-31-00  
/ZSER 6D10000008  
1 FUJMX Federal Universal Service+  
/TN 901 526-2384/SED 07-01-00  
/ZSER 8F1000001C  
1 GCJ Call Forwarding Don't Ans+  
/TN 901 526-2384/RCYC 4  
/SED 07-31-00/ZSER 7410000009  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 7B1000000A  
1 MWW Message Waiting - Stutter+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 821000000B  
1 NSS Call Return (\*69)  
/TN 901 526-2384/SED 07-31-00

901 526 2384 222 \*CSR\*                      PSO C8N9QC MPMA 1FB                      E 5

QTY USOC S&E                      J  
/ZSER 891000000C  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 901000000D  
2 HTG Hunting/Rollover Service  
/SED 07-31-00/ZSER 971000000E  
1 1FB Business Line  
/TN 901 526-2385/PIC 0661  
/LPIC 6746/PCA FR, 07-27-00

/LPCA FR, 07-27-00/NMC/HTG A  
/SED 07-31-00/ZSER 9E1000000F  
1 TTB Touch-Tone  
/TN 901 526-2385/SED 07-31-00  
/ZSER 3B10000010  
1 FUJMX Federal Universal Service+  
/TN 901 526-2385/SED 07-01-00  
/ZSER 961000001D  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2385/SED 07-31-00  
/ZSER 4210000011

901 526 2384 222 \*CSR\* PSO C8N9QC MPMA 1FB E 6

QTY USOC S&E J  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2385/SED 07-31-00  
/ZSER 4910000012  
1 1FB Business Line  
/TN 901 526-2386/PIC 0661  
/LPIC 0661/PCA FR, 07-27-00  
/HTG A/LPCA FR, 07-27-00/NMC  
/SED 07-31-00/ZSER 5010000013  
1 TTB Touch-Tone  
/TN 901 526-2386/SED 07-31-00  
/ZSER 5710000014  
1 VMSAX Transfer Mailbox Existing+  
/TN 901 526-2386  
/MBTN 901 526-2386  
/TTMB 901 526-2384  
/SED 07-31-00/ZSER 5E10000015  
1 FUJMX Federal Universal Service+  
/TN 901 526-2386/SED 07-01-00  
/ZSER 9D1000001E  
1 GCE Call Forwarding Busy Line

901 526 2384 222 \*CSR\* PSO C8N9QC MPMA 1FB E 7

QTY USOC S&E J  
/TN 901 526-2386/SED 07-31-00  
/ZSER 6510000016  
1 GCJ Call Forwarding Don't Ans+  
/TN 901 526-2386/RCYC 4  
/SED 07-31-00/ZSER 6C10000017  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2386/SED 07-31-00

/ZSER 7310000018  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2386/SED 07-31-00  
/ZSER 7A10000019

---COMPLETED ACTIVITY

-----

-----2000-10-30 18:50 loadnote-----

901 526 2384 222 \*CSR\*                      PSO C8N9QC MPMA 1FB                      E    1

LN WOODLIFF; PHOTOGRAPHY INC  
/DGN NONE  
LA 11 W HULING AV  
SA 11 HULING AV, MEMPHIS  
DZIP 38103  
YPH 079520  
PHOTOGRAPHERS-COMMERCIAL  
SIC 7335

---DIR  
DDA CHARLES WOODLIFF PHOTOGRAPHY  
11 W HULING AV  
MEMPHIS TN 38103  
DEL A3, B3

---BILL  
BN1 CHARLES WOODLIFF  
BN2 PHOTOGRAPHY  
BA3 11 W HULING AV

901 526 2384 222 \*CSR\*                      PSO C8N9QC MPMA 1FB                      E    2

PO MEMPHIS TN 38103

---S&E

HTG A 901 526-2384-2386/HTY SC

(LINES & STATIONS),

- 1 1FB Business Line
  - /TN 901 526-0119/PIC 0661
  - /LPIC 0661/PCA FR, 07-27-00
  - /LPCA FR, 07-27-00/NMC
  - /SED 07-31-00/ZSER 3C10000001
- 1 TTB Touch-Tone
  - /TN 901 526-0119/SED 07-31-00

901 526 2384 222 \*CSR\* PSO C8N9QC MPMA 1FB E 3

- QTY USOC S&E J
  - /ZSER 4310000002
- 1 FUJMX Federal Universal Service+
  - /TN 901 526-0119/SED 07-01-00
  - /ZSER 881000001B
- 1 LNPCX FCC Local Number Portabil+
  - /TN 901 526-0119/SED 07-31-00
  - /ZSER 4A10000003
- 1 9ZR FCC Charge for Network Ac+
  - /TN 901 526-0119/SED 07-31-00
  - /ZSER 5110000004
- 1 1FB Business Line
  - /TN 901 526-2384/PIC 0661
  - /LPIC 0661/PCA FR, 07-27-00
  - /LPCA FR, 07-27-00/NMC
  - /SED 07-31-00/ZSER 5810000005
- 1 TTB Touch-Tone
  - /TN 901 526-2384/SED 07-31-00
  - /ZSER 5F10000006
- 1 MBBBF MemoryCall Voice Mail Se+
  - /TN 901 526-2384

901 526 2384 222 \*CSR\* PSO C8N9QC MPMA 1FB E 4

- QTY USOC S&E J
  - /MBTN 901 526-2384
  - /DLNM 2-WOODLIFF POHTO
  - /SED 07-31-00/ZSER 811000001A
- 1 ESM Call Forwarding
  - /TN 901 526-2384/SED 07-31-00
  - /ZSER 6D10000008



1 FUJMX Federal Universal Service+  
/TN 901 526-2384/SED 07-01-00  
/ZSER 8F1000001C  
1 GCJ Call Forwarding Don't Ans+  
/TN 901 526-2384/RCYC 4  
/SED 07-31-00/ZSER 7410000009  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 7B1000000A  
1 MWW Message Waiting - Stutter+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 821000000B  
1 NSS Call Return (\*69)  
/TN 901 526-2384/SED 07-31-00

901 526 2384 222 \*CSR\*

PSO C8N9QC MPMA 1FB

E 5

QTY USOC S&E J  
/ZSER 891000000C  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 901000000D  
2 HTG Hunting/Rollover Service  
/SED 07-31-00/ZSER 971000000E  
1 1FB Business Line  
/TN 901 526-2385/PIC 0661  
/LPIC 6746/PCA FR, 07-27-00  
/LPCA FR, 07-27-00/NMC/HTG A  
/SED 07-31-00/ZSER 9E1000000F  
1 TTB Touch-Tone  
/TN 901 526-2385/SED 07-31-00  
/ZSER 3B10000010  
1 FUJMX Federal Universal Service+  
/TN 901 526-2385/SED 07-01-00  
/ZSER 961000001D  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2385/SED 07-31-00  
/ZSER 4210000011

901 526 2384 222 \*CSR\*

PSO C8N9QC MPMA 1FB

E 6

QTY USOC S&E J  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2385/SED 07-31-00  
/ZSER 4910000012  
1 1FB Business Line

/TN 901 526-2386/PIC 0661  
/LPIC 0661/PCA FR, 07-27-00  
/HTG A/LPCA FR, 07-27-00/NMC  
/SED 07-31-00/ZSER 5010000013  
1 TTB Touch-Tone  
/TN 901 526-2386/SED 07-31-00  
/ZSER 5710000014  
1 VMSAX Transfer Mailbox Existing+  
/TN 901 526-2386  
/MBTN 901 526-2386  
/TTMB 901 526-2384  
/SED 07-31-00/ZSER 5E10000015  
1 FUJMX Federal Universal Service+  
/TN 901 526-2386/SED 07-01-00  
/ZSER 9D1000001E  
1 GCE Call Forwarding Busy Line

901 526 2384 222 \*CSR\*

PSO C8N9QC MPMA 1FB

E 7

QTY USOC S&E J  
/TN 901 526-2386/SED 07-31-00  
/ZSER 6510000016  
1 GCJ Call Forwarding Don't Ans+  
/TN 901 526-2386/RCYC 4  
/SED 07-31-00/ZSER 6C10000017  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2386/SED 07-31-00  
/ZSER 7310000018  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2386/SED 07-31-00  
/ZSER 7A10000019

---COMPLETED ACTIVITY

-----2000-10-17 12:01 cstff515-----

TT-BTN 9015262384 ACC HAS BEEN DEACTIVATED AS OF 07-31-00..PLS  
STOP BILLINGCUST...VF

LOCAL

**\*\*\*Referred\*\*\* by cstpf576**

**on 2000-10-18 17:16**

**CUST ACCT IS DEACTIVATED**

**\*\*\*Closed\*\*\* by cstff308**

**at 2000-11-06 08:41**

**-----2000-10-17 11:55 cstff515-----**

**LISA CALLED INQUIRING ABOUT A CREDIT OF 331.71. ACC WAS ACTIVE  
FOR 4 DAYS...CUST WOULD LIKE THE ACC CREDITTED..PLREVIEW AND  
POST THE CREDIT.....VF**

**-----2000-07-26 11:02 cstff098-----**

**MRS WOODLIFF PH IN VM NOT FUNCTIONING PER LENS DID NOT HAVE  
GCE FEATURE REQ TO ADD THAT ON..KUGALDE**



ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**  
CSR For Account 901 526-2384 222

For  
2385  
↓  
2384  
↓  
2383

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LENS Version 10.2  
OPC0032

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sof00279 / 1  
11/29/2001

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00**Local Exchange Navigation System**  
**Inquiry Customer Service Record**[Return to Inquiry](#) ►[View Product and Services](#)

901 526 2384 222 *CSR*	MPMA BT2CL	E	1
LN WOODLIFF; PHOTOGRAPHY INC /DGN NONE			
LA 11 W HULING AV			
SA 11 HULING AV, MEMPHIS			
DZIP 38103			
YPH 079520			
PHOTOGRAPHERS-COMMERCIAL			
SIC 7335			
---DIR			
DDA CHARLES WOODLIFF PHOTOGRAPHY			
11 W HULING AV			
MEMPHIS TN 38103			
DEL A3, B3			
---BILL			
BN1 CHARLES WOODLIFF			
BN2 PHOTOGRAPHY			
BA3 11 W HULING AV			
901 526 2384 222 *CSR*	MPMA BT2CL	E	2
PO MEMPHIS TN 38103			
---S&E			
HTG A 901 526-2384-2386/HTY SC			
(LINES & STATIONS)			
1 BT2CL Business Line with Touch-+			
/TN 901 526-0119/PIC 0661			
901 526 2384 222 *CSR*	MPMA BT2CL	E	3
QTY USOC S&E J			
/LPIC 0661/PCA FR, 07-27-00			

/LPCA FR, 07-27-00/NMC  
 /SED 09-28-00/ZSER 3C10000001  
 /PKG COM24-CHOICE  
 1 FUJMX Federal Universal Service+  
 /TN 901 526-0119/SED 07-01-00  
 /ZSER 881000001B  
 1 LNPCX FCC Local Number Portabil+  
 /TN 901 526-0119/SED 07-31-00  
 /ZSER 4A10000003  
 1 NSK Call Selector (\*61)  
 /TN 901 526-0119  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER A41000001F  
 1 NSQ Repeat Dialing (\*66)  
 /TN 901 526-0119  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 4110000020  
 1 NSS Call Return (\*69)  
 /TN 901 526-0119

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

4

QTY USOC S&E J  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 4810000021  
 1 NST Call Tracing (\*57)  
 /TN 901 526-0119  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 4F10000022  
 1 NSY Call Block (\*60)  
 /TN 901 526-0119  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 5610000023  
 1 9ZR FCC Charge for Network Ac+  
 /TN 901 526-0119/SED 07-31-00  
 /ZSER 5110000004  
 1 BT2CL Business Line with Touch-+  
 /TN 901 526-2384/PIC 0661  
 /LPIC 0661/PCA FR, 07-27-00  
 /LPCA FR, 07-27-00/NMC  
 /SED 09-28-00/ZSER 5810000005  
 /PKG COM24-CHOICE  
 1 MBBBF MemoryCall Voice Mail Se+

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

5

QTY USOC S&E J  
 /TN 901 526-2384  
 /MBTN 901 526-2384  
 /DLNM 2-WOODLIFF POHTO  
 /SED 07-31-00/ZSER 811000001A  
 /PKG COMP4-MESGNG  
 1 ESF 30 Code Speed Calling  
 /TN 901 526-2384  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 5D10000024  
 1 ESM Call Forwarding  
 /TN 901 526-2384/SED 07-31-00  
 /ZSER 6D10000008  
 /PKG COM24-CHOICE  
 1 FUJMX Federal Universal Service+  
 /TN 901 526-2384/SED 07-01-00  
 /ZSER 8F1000001C  
 1 GCJ Call Forwarding Don't Ans+

/TN 901 526-2384/RCYC 4  
/SED 07-31-00/ZSER 7410000009  
/PKG COM24-CHOICE

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

6

QTY USOC S&E J  
1 LNPCX FCC Local Number Portabil+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 7B1000000A  
1 MWW Message Waiting - Stutter+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 821000000B  
/PKG COM24-CHOICE  
1 NSK Call Selector (\*61)  
/TN 901 526-2384  
/PKG COM24-CHOICE  
/SED 09-28-00/ZSER 6410000025  
1 NSQ Repeat Dialing (\*66)  
/TN 901 526-2384  
/PKG COM24-CHOICE  
/SED 09-28-00/ZSER 6B10000026  
1 NSS Call Return (\*69)  
/TN 901 526-2384/SED 07-31-00  
/ZSER 891000000C  
/PKG COM24-CHOICE  
1 NST Call Tracing (\*57)

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

7

QTY USOC S&E J  
/TN 901 526-2384  
/PKG COM24-CHOICE  
/SED 09-28-00/ZSER 7210000027  
1 NSY Call Block (\*60)  
/TN 901 526-2384  
/PKG COM24-CHOICE  
/SED 09-28-00/ZSER 7910000028  
1 NXMCR Caller ID Name and Number+  
/TN 901 526-2384  
/PKG COM24-CHOICE  
/SED 09-28-00/ZSER 8010000029  
1 9ZR FCC Charge for Network Ac+  
/TN 901 526-2384/SED 07-31-00  
/ZSER 901000000D  
2 HTG Hunting/Rollover Service  
/SED 07-31-00/ZSER 971000000E  
/PKG COM24-CHOICE  
1 COMP4 Complete Choice for Busi+  
/PKG COMP4-MESGNG  
/SED 09-28-00/ZSER 871000002A

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

8

QTY USOC S&E J  
1 COM24 Complete Choice for Busi+  
/PKG COM24-CHOICE  
/SED 09-28-00/ZSER 8E1000002B  
1 BT2 Business Line with Touch-+  
/TN 901 526-2385/PIC 0661  
/LPIC 6746/PCA FR, 07-27-00  
/LPCA FR, 07-27-00/NMC/HTG A  
/SED 09-28-00/ZSER 9E1000000F  
/PKG COM24-CHOICE

1 FUJMX Federal Universal Service+  
 /TN 901 526-2385/SED 07-01-00  
 /ZSER 961000001D  
 1 LNPCX FCC Local Number Portabil+  
 /TN 901 526-2385/SED 07-31-00  
 /ZSER 4210000011  
 1 NSK Call Selector (\*61)  
 /TN 901 526-2385  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 951000002C  
 1 NSQ Repeat Dialing (\*66)

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

9

QTY USOC S&E J  
 /TN 901 526-2385  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 9C1000002D  
 1 NSS Call Return (\*69)  
 /TN 901 526-2385  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER A31000002E  
 1 NST Call Tracing (\*57)  
 /TN 901 526-2385  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER AA1000002F  
 1 NSY Call Block (\*60)  
 /TN 901 526-2385  
 /PKG COM24-CHOICE  
 /SED 09-28-00/ZSER 4710000030  
 1 9ZR FCC Charge for Network Ac+  
 /TN 901 526-2385/SED 07-31-00  
 /ZSER 4910000012  
 1 BT2 Business Line with Touch-+  
 /TN 901 526-2386/PIC 0661

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

10

QTY USOC S&E J  
 /LPIC 0661/PCA FR, 07-27-00  
 /HTG A/LPCA FR, 07-27-00/NMC  
 /SED 09-28-00/ZSER 5010000013  
 /PKG COM24-CHOICE  
 1 VMSAX Transfer Mailbox Existing+  
 /TN 901 526-2386  
 /MBTN 901 526-2386  
 /TTMB 901 526-2384  
 /SED 07-31-00/ZSER 5E10000015  
 1 FUJMX Federal Universal Service+  
 /TN 901 526-2386/SED 07-01-00  
 /ZSER 9D1000001E  
 1 GCE Call Forwarding Busy Line  
 /TN 901 526-2386/SED 07-31-00  
 /ZSER 6510000016  
 /PKG COM24-CHOICE  
 1 GCJ Call Forwarding Don't Ans+  
 /TN 901 526-2386/RCYC 4  
 /SED 07-31-00/ZSER 6C10000017  
 /PKG COM24-CHOICE

901 526 2384 222 \*CSR\*

MPMA BT2CL

E

11

QTY USOC S&E J  
 1 LNPCX FCC Local Number Portabil+



	/TN 901 526-2386/SED 07-31-00			
	/ZSER 7310000018			
1	NSK	Call Selector (*61)		
	/TN 901 526-2386			
	/PKG COM24-CHOICE			
	/SED 09-28-00/ZSER 4E10000031			
1	NSQ	Repeat Dialing (*66)		
	/TN 901 526-2386			
	/PKG COM24-CHOICE			
	/SED 09-28-00/ZSER 5510000032			
1	NSS	Call Return (*69)		
	/TN 901 526-2386			
	/PKG COM24-CHOICE			
	/SED 09-28-00/ZSER 5C10000033			
1	NST	Call Tracing (*57)		
	/TN 901 526-2386			
	/PKG COM24-CHOICE			
	/SED 09-28-00/ZSER 6310000034			
1	NSY	Call Block (*60)		
901 526 2384 222 *CSR*			MPMA BT2CL	E 12
QTY	USOC	S&E		J
		/TN 901 526-2386		
		/PKG COM24-CHOICE		
		/SED 09-28-00/ZSER 6A10000035		
1	9ZR	FCC Charge for Network Ac+		
		/TN 901 526-2386/SED 07-31-00		
		/ZSER 7A10000019		
---RMKS				
---COMPLETED ACTIVITY				

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LENS Version 9.2

OPC0032

5/8/2001

Shell, Pat # 615-791-6646: Count 80

-----2001-11-28 16:53 cstpf587-----

MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-05-04 13:34 mak -----

sent response 4/13/01 trish

-----2001-04-16 11:33 cstpf594-----

Added to do not call list. HLS

-----2001-04-13 15:48 cstpf421-----

Issued credit per floor request

Angie

-----2001-04-13 14:57 cstof128-----

Responded to PSC complaint.....tv/reg/orl  
Added to do not call list

#### Complaint Summary

Complainant's Name:

Pat N Shell

Billing Name:

Pat N Shell

Account Number (All accounts associated with complainant):

27048478

BTN (List all on account):

615-791-6646

Market Code (All on account):

TPLUS-73

TPLUS73WWTALK-----8/9/00NYYPNNNYFlat Fee200 Min +

9.9cpm\$49.95 \$25 credit to LD/Local invoice after 2nd billing

All POA information:

Summary of customer dispute:

BILLED AFTER CANCEL

Date switched to A1 and what the pic and lpic were at time of switch:

0222/0222

TSCI codes from Optis:

615-791-664612/23/200042036746Aloadstat226

615-791-664612/23/200042036746Eloadstat226

615-791-664612/19/200028116746Bloadstat226

615-791-664611/15/200020CUEmonitor226

615-791-664611/08/200020086746Bloadstat226

615-791-664607/27/200001NP6746EimptestNEW226

First/Last call:

2000-11-05 14:20:55.0 006153243343 / 2000-12-22 20:57:16.0 006153243343

Date switched back to Bell, and the pic info. If still with us, note accordingly:

12/22/00 0222/5124

Optis Billing information...Total amt invoiced/paid/credited/ etc:

✓ I11/15/2000\$68.81\$68.81

✓ I12/15/2000\$69.77\$138.58

✓ P12/26/2000\$68.81\$69.77

✓ I01/15/2001\$68.61\$138.38

✓ I02/02/2001\$0.00\$138.38

Summarize any notes in account pertaining to complaint and any actions taken by reps to resolve issue:

-----2001-03-06 10:23 cf001967-----Pat Shell called regard January invoice. Issued tt...mw1967

-----2001-01-22 13:12 cstff472-----TT-PATSY SHELL CALLED STATED SHE WAS BILLED ON 12-00 A COMPLETE MONTH CUST. CARRIER PICK UP HER SERVICES ON 12-23-00 \CUST. WAS ADVISE THAT ON THE MONTH PAYMENT DISPUTE THE MATTER ADJUST ANY AND CREDIT OFF AMT. ..THANK REP 472 MAY credit deined all charges are valid \*\*\*Closed\*\*\* by cf001756 at 2001-01-23 20:58

Previously Filed Complaints:

no

Proposed complaint resolution:

Customer to be credited back to deactivation date of 12/22/00. 12/21-2/14 Total credit \$89.97. Leaves balance of \$48.41 for long distance. Courtesy credit CREDIT IN FULL. Customer contacted all resolved.

-----2001-04-11 11:33 cstpf587-----

recieved a tnra tn complaint dd 4/23

-----2001-04-10 08:31 cotnp007-----

REC'D TRA COMPLAINT # 01-0837, DUE 4-23-01

-----2001-03-06 10:23 cf001967-----

Pat Shell called regard January invoice. Issued tt...mw1967

-----2001-01-22 13:12 cstff472-----

TT-PATSY SHELL CALLED STATED SHE WAS BILLED ON 12-00 A  
COMPLETE MONTH CUST. CARRIER PICK UP HER SERVICES ON 12-23-00  
\\CUST. WAS ADVISE THAT,ON THE MONTH PAYMENT DISPUTE THE  
MATTER ADJUST ANY AND CREDIT OFF AMT. ..THANK REP 472 MAY

credit deined all charges are valid

\*\*\*Closed\*\*\* by cf001756

at 2001-01-23 20:58

-----2000-10-30 16:58 loadnote-----

615 791 6646 225 \*CSR\*

FKLN VR3CL E 1

LN SHELL, P N  
LA 2712 WASHINGTON LN  
SA 2712 WASHINGTON LN, THOMPSON  
STA, TN  
LOC DES (FRM GOOSE CRK X TR TK 31S  
TO THOMPSN ST RD TL TR CAMRON  
FRMS TR 1ST RD)  
DZIP 37179

---DIR

DDA P N SHELL  
2712 WASHINGTON LN  
THOMPSON STA TN 37179  
DEL A1, B1

---BILL

BN1 PAT N SHELL  
A2 2712 WASHINGTON LN  
PO THMPSON ST TN 37179

615 791 6646 225 \*CSR\*

FKLN VR3CL E 2

---S&E

(LINES & STATIONS)

- 1 VR3CL Complete Choice Plan
  - /TN 615 791-6646/PIC 0222
  - /LPIC 0222/LPGA GB, 06-02-00
  - /PCA GB, 06-02-00
  - /ZSER 6D10000008/SED 05-17-00
- 1 1LS11 Mileage - Zone
  - /TN 615 791-6646
  - /ZSER 971000000E/SED 08-15-98
- 1 MBBRX MemoryCall Answering Ser+
  - /TN 615 791-6646

615 791 6646 225 \*CSR\*

FKLN VR3CL E 3

- QTY USOC S&E J
  - /MBTN 615 791-6646
  - /DLNM 2-SHELL P N
  - /ZSER 9E1000000F
  - /ZLL 118, 01-20-00
  - /SED 01-20-00
- 1 ESC Three-Way Calling
  - /TN 615 791-6646
  - /ZSER 6C10000017/SED 05-17-00
- 1 ESM Call Forwarding
  - /TN 615 791-6646
  - /ZSER 7310000018/SED 05-17-00
- 1 ESXD9 Call Waiting Deluxe
  - /TN 615 791-6646
  - /ZSER 7A10000019/SED 05-17-00
- 1 GCE Call Forwarding Busy Line
  - /TN 615 791-6646/SED 03-27-00
  - /ZSER 6510000016
- 1 GCJRC Call Forwarding Don't Ans+
  - /TN 615 791-6646/SED 01-20-00
  - /ZSER 4210000011

615 791 6646 225 \*CSR\*

FKLN VR3CL E 4

- QTY USOC S&E J
  - 1 LNPCX FCC Local Number Portabil+
    - /TN 615 791-6646/SED 05-15-99
    - /ZSER 6D10000008
  - 1 MWWAV Message Waiting Indicatio+
    - /TN 615 791-6646
    - /ZSER 3B10000010/SED 01-20-00
  - 1 NSS Call Return (\*69)

/TN 615 791-6646  
/ZSER 811000001A/SED 05-17-00  
1 NXMCR Caller ID Name and Number+  
/TN 615 791-6646  
/ZSER 881000001B/SED 05-17-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 791-6646  
/ZSER 901000000D/SED 08-15-98  
/RMKR (A) 00-00-00  
1 S98VM Star 98 Access to BellSou+  
/TN 615 791-6646/SED 01-20-00  
/ZSER 5010000013  
1 VSB Vertical Services Billing+

615 791 6646 225 \*CSR\*

FKLN VR3CL E 5

QTY USOC S&E J  
/TN 615 791-6646  
/ZSER 8F1000001C  
/ZLL 121, 05-17-00  
/SED 05-17-00  
1 9LM FCC Charge for Network Ac+  
/TN 615 791-6646  
/ZSER 7B1000000A/SED 08-15-98

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/ZSER 821000000B/SED 08-15-98

---RMKS

---COMPLETED ACTIVITY

-----

-----2000-10-30 12:55 CSRMgr -----  
615 791 6646 225 \*CSR\*

FKLN VR3CL E 1

LN SHELL, P N  
LA 2712 WASHINGTON LN  
SA 2712 WASHINGTON LN, THOMPSON  
STA, TN  
LOC DES (FRM GOOSE CRK X TR TK 31S  
TO THOMPSN ST RD TL TR CAMRON  
FRMS TR 1ST RD)  
DZIP 37179

---DIR  
DDA P N SHELL  
2712 WASHINGTON LN  
THOMPSON STA TN 37179  
DEL A1, B1

---BILL  
BN1 PAT N SHELL  
A2 2712 WASHINGTON LN  
PO THMPSON ST TN 37179

615 791 6646 225 \*CSR\*

FKLN VR3CL E 2

---S&E

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 615 791-6646/PIC 0222  
/LPIC 0222/LPCA GB, 06-02-00  
/PCA GB, 06-02-00  
/ZSER 6D10000008/SED 05-17-00  
1 1LS11 Mileage - Zone  
/TN 615 791-6646  
/ZSER 971000000E/SED 08-15-98  
1 MBBRX MemoryCall Answering Ser+  
/TN 615 791-6646

615 791 6646 225 \*CSR\*

FKLN VR3CL E 3

QTY USOC S&E J  
/MBTN 615 791-6646  
/DLNM 2-SHELL P N  
/ZSER 9E1000000F  
/ZLL 118, 01-20-00  
/SED 01-20-00  
1 ESC Three-Way Calling  
/TN 615 791-6646  
/ZSER 6C10000017/SED 05-17-00  
1 ESM Call Forwarding  
/TN 615 791-6646  
/ZSER 7310000018/SED 05-17-00  
1 ESXD9 Call Waiting Deluxe  
/TN 615 791-6646  
/ZSER 7A10000019/SED 05-17-00  
1 FUJ1X Federal Universal Service+  
/TN 615 791-6646  
/ZSER 460199999D/SED 07-01-00  
1 GCE Call Forwarding Busy Line  
/TN 615 791-6646/SED 03-27-00  
/ZSER 6510000016

615 791 6646 225 \*CSR\*

FKLN VR3CL E 4

QTY USOC S&E J  
1 GCJRC Call Forwarding Don't Ans+  
/TN 615 791-6646/SED 01-20-00  
/ZSER 4210000011  
1 LNPCX FCC Local Number Portabil+  
/TN 615 791-6646/SED 05-15-99  
/ZSER 6D10000008  
1 MWWAV Message Waiting Indicatio+  
/TN 615 791-6646  
/ZSER 3B10000010/SED 01-20-00  
1 NSS Call Return (\*69)  
/TN 615 791-6646  
/ZSER 811000001A/SED 05-17-00  
1 NXMCR Caller ID Name and Number+  
/TN 615 791-6646  
/ZSER 881000001B/SED 05-17-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 791-6646  
/ZSER 901000000D/SED 08-15-98  
/RMKR (A) 00-00-00  
1 S98VM Star 98 Access to BellSou+



615 791 6646 225 \*CSR\*

FKLN VR3CL E 5

QTY USOC S&E J  
/TN 615 791-6646/SED 01-20-00  
/ZSER 5010000013

1 VSB Vertical Services Billing+  
/TN 615 791-6646  
/ZSER 8F1000001C  
/ZLL 121, 05-17-00  
/SED 05-17-00

1 9LM FCC Charge for Network Ac+  
/TN 615 791-6646  
/ZSER 7B1000000A/SED 08-15-98

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/ZSER 821000000B/SED 08-15-98

---RMKS

---COMPLETED ACTIVITY

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 615 791-6646 227

EXCH FKLN  
BCS VR3CL  
STAT OPEN  
TYPE RESIDENCE  
SVCC 1P  
EQIND1 9  
LASTZSER 26843545  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMITIND  
SENSACCT  
TTRA 615 790  
CENT R00

---LIST

LN SHELL, P N  
LA 2712 WASHINGTON LN  
SA 2712 WASHINGTON LN, THOMPSON  
STA, TN  
LOC DES (FRM GOOSE CRK X TR TK 31S  
TO THOMPSN ST RD TL TR CAMRON  
FRMS TR 1STRD)  
DZIP 37179

---DIR

DDA P N SHELL  
2712 WASHINGTON LN  
THOMPSON STA TN 37179  
DEL A1, B1

---BILL

BN1 PAT N SHELL  
BA2 2712 WASHINGTON LN  
PO THMPSON ST TN 37179

---S&amp;E

(LINES &amp; STATIONS)

1 VR3CL Complete Choice Plan  
/TN 615 791-6646/PIC 0222  
/LPIC 5124/LPCA BO, 12-18-00  
/PCA BO, 01-15-01  
/ZLL 144, 04-02-01  
/ZSER F8099999A0/EXK 615 790  
/LRN 6157900000/TTRA 615 790  
/SED 07-16-01  
1 1LS11 Mileage - Zone  
/TN 615 791-6646  
/ZSER 62099999AF/SED 12-22-00  
1 ESXDC Call Waiting Deluxe  
/TN 615 791-6646  
/ZSER 23099999A6/SED 07-16-01  
1 FUJ1X Federal Universal Service Charge  
/TN 615 791-6646  
/ZSER 2A099999A7/SED 12-22-00  
1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 791-6646  
/ZSER 38099999A9/SED 12-22-00  
1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 615 791-6646/SED 12-22-00  
/ZSER 46099999AB  
1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 615 791-6646  
/ZSER 54099999AD/SED 12-22-00  
/RMKR (A) 12-22-00  
1 VSB Vertical Services Billing for Complete Choice Plan  
/TN 615 791-6646  
/ZSER 5B099999AE/SED 12-22-00  
1 9LM FCC Charge for Network Access  
/TN 615 791-6646  
/ZSER 15099999A4/SED 12-22-00

---RMKS

RMKR (A) OS 615 791-6646  
RMKR (B) VR3CL 122200  
RMKR (C) PROMO 17 LINE 1 2001  
CONSU MER PROMOTION 03-30-  
2001  
RMKR (D) ATLCL 040201  
RMKR (E) VR3CL 071601

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LENS Version 10.2  
OPC0032

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sof00279 / 3  
11/29/2001

BUDDY HART – (ARTWORKS GRAPHIC) -9316844485

-----2001-11-28 17:13 cstp587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-07-12 14:33 cotnp004-----  
refaxed response to commission rj

-----2001-07-05 17:56 cotnp004-----  
RESENT RESPONSE OF 01-0884 COMPLAINT TO TNRA PER REQ ...RJ

-----2001-05-03 09:29 cstnp015-----  
sent response on 5/01/2001...Jen H

-----2001-05-01 12:55 cstp044-----  
Local Complaint Summary

Complainant's Name: Buddy Hart  
BTN: 931-684-4485  
Account Number: 29171384  
Billing Name on File: ARTWORKS GRAPHIC  
Due Date/Agency: 4/24/01 TNRA

Is this a Local or Long Distance Complaint? Local  
Summary of Complaint: Customer is disputing charges for LC and LD service stating he was billed more than what he was quoted.

Who authorized the service: Buddy Hart  
POA Information: POA Q'd to the V drive. On 10/6/00 Buddy Hart gave his verbal authorization to have his LC and LD service switched to Talk.com. He gave his DOB of 10/12/55 which authorized the LC and LD switch.

PIC and LPIC is OCC.

Was there a delay in Provisioning? NO  
Was there a delay in billing? NO

First/Last call: 931-684-4485  
(11/11/00 to 12/21/00)

What was the total amount billed in Optis? \$233.77

Was this for long distance service only or for bundled local and long distance service?

Bundle

Total Payment: \$113.73

Credits: \$120.04

Balance: \$0.00

What was the total amount billed in OneBill Account?

There are no ONE BILL account billing as of 4/23/01.

When was the order submitted?

931-684-4485 Per SOTS, switched to Access 1 for local service on 11/10/00 and Per Sots or BS/Verizon CSR there is switch from Access 1...12/21/00.

Resolution for TN TRA complaint 01-0839, filed 4/11/01 resolved 4/24/01:

Contacted Mr. Hart and informed him of the verbal authorization we have on record where he authorized the LC and LD switch. Mr. Hart agreed he knew he signed up for the service. Explained that he was on the service for a total of 1 month and 11 days and was responsible for this time on service. Informed him that he was suppose to be billed \$54.95 plus taxes which comes out to \$63.19, this is for his first month. Then for the 11 days I have prorated it.

$\$63.19 * 30 \text{ days} = \$2.31 \text{ per day} * 11 \text{ days} = \$23.21 + \$63.19 = \$86.40$  responsible for Informed him that his total responsibility was \$86.40 and since he has already paid \$113.73 he is entitled to a \$27.33 refund to his method of payment for overpay and as a courtesy. Mr. Hart was satisfied and stated that if we would of taken care of this when he first called it wouldn't have gotten this far. I apologized for the inconvenience and that we will be reviewing our customer service. Changed billing info, checked for blocked lines deactivated and deleted USOCS and placed customer on do not call list.

Complaint Resolved, Yvette Velez 1138, Account Closed, Regulatory Department PH

Received TN TRA complaint 01-0884 on 4/17/01:

It appears that this is a duplicate complaint that was previously resolved on 4/24/01, with contact by Yvette (Resolution listed above). I have verified that our records indicate Mr. Hart is due no further credit. The issues indicated in this complaint are the same as the issues addressed in the previous complaint, therefore I resolved the complaint with no contact. Upon the resolution of the previous complaint, Mr. Hart's billing information was removed, his line was blocked, his account was closed, and it was determined that his telephone number was no longer billing on the service. No further contact needed on the account.

Complaint Resolved

Tracy Drew

-----2001-04-27 12:37 cstp693-----

Refund check #23274 mailed for \$27.33 .

-----2001-04-26 10:28 cstp240-----  
refund check request for \$27.33 approved  
lisa

-----2001-04-26 09:36 cstp044-----  
Issued credit per floor request.

TDrew

-----2001-04-24 11:48 cf001138-----  
Local Complaint Summary

Complainant's Name: Buddy Hart  
BTN: 931-684-4485  
Account Number: 29171384  
Billing Name on File: ARTWORKS GRAPHIC  
Due Date/Agency: 4/24/01 TNRA

Is this a Local or Long Distance Complaint? Local  
Summary of Complaint: Customer is disputing charges for LC and LD service stating he  
was billed more than what he was quoted.

Who authorized the service: Buddy Hart  
POA Information: POA Q'd to the V drive. On 10/6/00 Buddy Hart gave his verbal  
authorization to have his LC and LD service switched to Talk.com. He gave his DOB of  
10/12/55 which authorized the LC and LD switch.

PIC and LPIC is OCC.

Was there a delay in Provisioning? NO  
Was there a delay in billing? NO

First/Last call: 931-684-4485  
(11/11/00 to 12/21/00)

What was the total amount billed in Optis? \$233.77  
Was this for long distance service only or for bundled local and long distance service?  
Bundle  
Total Payment: \$113.73  
Credits: \$120.04  
Balance: \$0.00

What was the total amount billed in OneBill Account?

There are no ONE BILL account billing as of 4/23/01.

When was the order submitted?

931-684-4485 Per SOTS, switched to Access 1 for local service on 11/10/00 and Per Sots or BS/Verizon CSR there is switch from Access 1...12/21/00.

Resolution:

Contacted Mr. Hart and informed him of the verbal authorization we have on record where he authorized the LC and LD switch. Mr. Hart agreed he knew he signed up for the service. Explained that he was on the service for a total of 1 month and 11 days and was responsible for this time on service. Informed him that he was suppose to be billed \$54.95 plus taxes which comes out to \$63.19, this is for his first month. Then for the 11 days I have prorated it.

$\$63.19 * 30 \text{ days} = \$2.31 \text{ per day} * 11 \text{ days} = \$23.21 + \$63.19 = \$86.40$  responsible for Informed him that his total responsibility was \$86.40 and since he has already paid \$113.73 he is entitled to a \$27.33 refund to his method of payment for overpay and as a courtesy. Mr. Hart was satisfied and stated that if we would of taken care of this when he first called it wouldn't have gotten this far. I apologized for the inconvenience and that we will be reviewing our customer service. Changed billing info, checked for blocked lines deactivated and deleted USOCS and placed customer on do not call list.

Complaint Resolved

Yvette Velez 1138

Account Closed

Regulatory Department PH

-----2001-04-24 11:43 cstp594-----

Added to do not call list. HLS

-----2001-04-23 18:57 cf001138-----

Changed from: DESIGN...106 E LANE ST...SHELBYVILL,  
TN...37160...Yv...1138...Regulatory

-----2001-04-23 18:56 cf001138-----

LMOM 1st Attempt...YV...1138...Regulatory

-----2001-04-19 13:04 cotnp004-----

recvd poa from fl

-----2001-04-18 12:40 cstp587-----

rec'd a tn tnra complaint dd 5/1

-----2001-04-18 10:22 cstpf587-----

Loaded POA for 931-684-4485 to the V-drive and overnighted tape to corp

-----2001-04-17 16:10 cotnp004-----

req poa from fl

-----2001-04-17 16:09 cotnp004-----

recvd tenn reg auth complaint 01-0884 4-17-01 dd 5-1-01

-----2001-04-12 12:05 cstpf587-----

rec'd a tnra tn complaint dd 4/24

-----2001-04-11 07:48 cotnp007-----

REC'D TRA COMPLAINT # 01-0839, DUE 4-24-01

-----2001-04-11 00:22 cstpf019-----

credited 120.04 to resolve local billing dispute AND CLOSE ACCOUNT.

Greg Collections 019

-----2001-04-10 23:35 cf001633-----

ENTERED IN WU CBP FOR THE AMOUNT OF \$48.73 CHECK #0772.....  
KIMBERLY/COLL/PH

-----2001-04-10 17:49 cf001852-----

DAVOX..... WU FULL PAYMENT CBP #0772 FOR \$48.73. ACCT IS CLOSED &  
PAID UP TO DATE. GAVE CREDIT OF \$120.04 PER MANAGER.  
rjv/1852/coll/ph

-----2001-04-10 09:41 cf001239-----

DAVOX.....REFUSED TO PAY,ASKED TO SPEAK WITH SUPERVISOR

MELISSA COLLECTIONS

-----2001-03-01 14:16 cstof142-----

REFERED TO BILLING -ATHENA/ORL



-----2001-02-27 12:33 cstof011-----

TT-Please issue a credit adjustment accordingly for this customer. He is disputing the Nov Invoice being to high since he signed up for the Bundle package for 54+. He was billed 130+ for Nov. He also requested to cancell in Nov we continued to billuntilDEC

closed.....issue has been resolved in notes for the bundled package. mm/ss

\*\*\*Closed\*\*\* by cf001354 at 2001-02-27 22:45

-----2001-02-27 12:30 cstof011-----

TT-Please do a total disconnect for this customer. He switched back to B.South In Dec but requested to cancell In Nov based on a biling error. Thank you

REFERED TO BILLING -ATHENA/ORL

\*\*\*Referred\*\*\* by cstof142 on 2001-03-01 14:23

dup tt /close tt...sc111

\*\*\*Closed\*\*\* by cstpfl11 at 2001-03-24 16:23

-----2001-02-27 12:29 cstof011-----

Per customer escalated call...I called the customer back...Apparently the customer requested to cancell In Nov and was switched back to B.South In Dec. He was quoted 54+ for a bundle package and was billed In Nov the first month of service 113+. Based on a billing error he decided to cancell. He paid 65.00 to cover for the month of Nov since he was disputing the amnt due. I will have a T.T placed to have this acct disconnected and for us to send a correct final bill per customers request...Carlos.F\Orl\Coll

-----2001-02-26 12:22 cstof039-----

Cust refused to pay bill and asked for supervisor after i explained and offered to help w/ his situation, placed TT and escalated to supervisor, advised cust that sup will callback within 24 hrs. pkt/coll/orl

-----2001-02-26 12:18 cstof039-----

TT-931-684-4485, switched back to BS per lens, /SED 12-21-00, please credit if neccessary, deactivate acct and send final bill to cust asap, pkt/coll/orl

CLOSED...ALL CHARGES AND CALL ARE BILLED TO CST WHILE LINE ON SERVICE...CREDIT DENIED...MG/SS

\*\*\*Closed\*\*\* by cstp503 at 2001-02-27 21:58

-----2001-02-26 12:03 cf001157-----

BUDDY HART states he sent letter to cancel... advised that he does have to call to cancel... transfered to local has billing questions...km1157

-----2001-02-01 17:35 cf001354-----  
received letter jan 11 2001

issue has been resolved, in note 12/18/00. mm/1354/ss

-----2001-01-23 12:16 cstff575-----  
BUDDY HART called stating he cancelled and went back to bs and being billed.....per research cust being overbilled.....submitted a tt to have the matter further researched.

-----2001-01-23 12:15 cstff575-----  
TT-btn 931 684 4485 cust was with us for a month.....converted on 11/10 and went back to bs on 12/21....cust being billed for 2 mos.....cust also being overbilled on his Nov invoice....he has the bundled pkg and was bill for 30.50 also...

local service is billed for in advance...customer cancelled in the middle of a bill cycle and will be billed for a full month....billing is correct...credit is denied...hb1034/ss

\*\*\*Closed\*\*\* by cf001034 at 2001-01-24 14:55

-----2000-12-18 13:00 cstff890-----

Mr. BUDDY HART HAS BEEN DISCONNECTED ON HOLD TWICE WAITING FOR BILLING. HE WILL TFER AGAIN. CSTFF890.

-----2000-12-18 12:12 cstff511-----

BUDDY HART CALLED BECUASE HE WAS TOLD THAT HIS BILL WILL BE \$54.95..I TOLD CUST THAT IT SUPPOSE TO BE \$54.95 PLUS TAXES AND SURCHARGES...CUST IS ON BUNDLE PLAN AND IS BEING CHARGED \$30.80 FOR BUSINESS LINE..I WILL TRANSFER CUST TO BILLING....

-----2000-10-17 16:12 CSRMgr -----

931 684 4485 330 \*CSR\*

SHVL 1FB E 1

LN ARTWORKS; GRAPHIC DESIGN  
LA 106 E LANE ST, SHELBYVILLE  
SA 106 E LANE ST, SHELBYVILLE  
YPH 056800  
GRAPHIC DESIGNERS

SIC 7335  
ZAEC XXXXX  
XL (G) (LNR) HART, BUDDY & PENNY  
/LA 2016 S CANNON BLVD  
/TN 931 684-4485

---DIR  
DDA ARTWORKS GRAPHIC DESIGN  
106 E LANE ST  
SHELBYVILLE TN 37160  
DEL A1

---BILL  
BN1 ARTWORKS GRAPHIC

931 684 4485 330 \*CSR\* SHVL 1FB E 2

BN2 DESIGN  
BA3 106 E LANE ST  
O SHELBYVILL TN 37160

---S&E

(CHARGEABLE LISTINGS)

1 CLT Additional listing  
/SED 07-17-00/ZSER 3C10000001

(LINES & STATIONS)

931 684 4485 330 \*CSR\* SHVL 1FB E 3

QTY USOC S&E J  
1 1FBCL Business Line  
/TN 931 684-4485/PIC 0288  
/LPIC 5124/PCA BO, 12-04-90  
/ZSER 4310000002/SED 07-17-00

/LPCA BO, 02-08-99  
1 TTB Touch-Tone  
/TN 931 684-4485  
/ZSER 5110000004/SED 07-17-00  
1 CREX4 Custom Toll Restriction  
/TN 931 684-4485/CBK B  
/SED 07-17-00/ZSER 4A10000003  
/RMKR (A) 12-11-95  
1 ESX Call Waiting  
/TN 931 684-4485  
/ZSER 5810000005/SED 07-17-00  
1 FUJ1X Federal Universal Service+  
/TN 931 684-4485  
/ZSER 891000000C/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/TN 931 684-4485/SED 07-17-00

931 684 4485 330 \*CSR\*

SHVL 1FB

E 4

QTY USOC S&E J  
/ZSER 821000000B  
1 SEQ1X Inside Wire Maintenance S+  
/TN 931 684-4485  
/ZSER 5F10000006/SED 07-17-00  
1 9LM FCC Charge for Network Ac+  
/TN 931 684-4485  
/ZSER 6D10000008/SED 07-17-00  
1 TDF12 Business Saver Service, +  
/SPP TP 02-23-98/SED 07-17-00  
/ZSER 6610000007

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrict+  
/CCQ (A) ARTWORKS GRAPHIC  
DESIGN, 2/SED 07-17-00  
/ZSER 7B1000000A

---RMKS

---COMPLETED ACTIVITY

Davis, Beth # 423-344-7218; count 82

-----2001-11-29 08:26 cstpf587-----

MADE 2 COPIES EACH OF BOTH POAS AND GAVE THEM TO KELLI  
VP/REG

-----2001-04-30 14:04 mak -----

sent response 4/24/01 cam

-----2001-04-25 09:45 cstpf594-----

Added to do not call list. hls

-----2001-04-24 16:12 cf001562-----

spoke with member she stated that the resolution was satisfactory with  
her....bg/1562/reg/ph

-----2001-04-24 15:12 cf001562-----

Complainant: Beth Davis TN - Reg Auth Due: 4/24/01

BTN: 423-344-7218

Billing Name on File:

POA: TPLUS-35

Authorized by: There is a clean POA cued and on file for btn 423-344-7218. This was  
done by Beth Davis on 6/6/00 where she provided her DOB as 2/7/52. She agreed to a  
bundled \$54.95 package to include all line and feature charges along with 200 minutes of  
free domestic LD billed at 9.9 cpm thereafter.

Summary of Dispute: Member claims that her telephone was switched without her  
authorization. Member claims that she called the day after signing up to cancel. Member  
requested that we refund all charges.

Date switched to and from A1:

Mantiss indicates the date customer was switched to us was on 8/9/00. BS CSR indicates  
SED date customer switched BS was on 3/2/01. There is a change order dated 8/7/00.  
PICC is OCC for LD as of 12/03/00 and LPIC is OCC for LD as of 10/14/00.

Optis Billing:

Total invoiced \$218.56

Total credit \$218.56

Total amount due: \$0.00

No OneBill as of 4/24/01

Optis Notes: On 3/12/01 member called in stating she received an invoice for \$215.00 and was on the service for one day. On 4/4/01 member called in upset that she was being billed by us. Rep indicates that there was only one call routed through us on 8/18/00. Credited entire amount due.

Resolution:

Sent email to Heather Stansell to request member to be placed on DNC list. I have made several attempts to contact member including leaving several messages for a callback to no avail. Therefore I am resolving the complaint with no contact. Member indicates in her complaint that she did agree to take the service but less than 24 hours later cancelled. She states that she contacted BS to place a block on any changes and was advised they did not have a service like that. She states that from us she was advised there were no orders or accounts found for her. She has called in several times in regards to this, and from Optis notes it is indicated that member was only switched to us for one day. Member is currently no longer on our local or long distance platform. Member has been previously given a full credit of all charges. Removed billing address and there were no USOC's in feature page to deactivate.

Account resolved

Brandy Gerald

Customer Relations

-----2001-04-24 15:08 cf001562-----

removed addresses listed as 9229 birchwood rike, harrison, TN  
37341.....bg/1562/reg/ph

-----2001-04-23 17:27 cf001562-----

incom in regards to filed complaint....bg/1562/reg/ph

-----2001-04-12 11:59 cstpf587-----

rec'd a tnra in complaint dd 4/24

-----2001-04-11 07:33 cotnp007-----

REC'D TRA COMPLAINT # 01-0848. DUE 4-24-01

-----2001-04-10 15:24 cf001096-----

PREV. PAID..LYNN COLPH 1096

-----2001-04-04 18:03 cstff854-----

BETH DAVIS is calling in regards to her account being charged when she is with  
Bellsouth.

Per research: Lens show a Deact Date of 12/03.

Cid Page: 20CU 10/22

Blocked: 3/30

Usage: 8/18/ 1min& 45sec charged @.29

Customer is continuing to be billed with Talk, when she is not on our service, I will zero out this account and put a request in to deactivate as well. a credit of 215.00 will be issued.....lr/854/ftl/inb/mngr

-----2001-04-04 17:34 cstff238-----

BETH DAVIS CALLED WANTING TO STATING THAT SHE IS TIRED OF BEING TRNF SHE WANT A SUP////ESCALATED CALL////////..TH/238/FTL

-----2001-04-04 17:10 cf001407-----

BETH DAVIS called...is refusing to pay balance...lens shows LPCA switched back to bellsouth on 10-14-2000..charges are legit...she said she called numerous times to cancel...no notes...credit of 3.56 for jan invoice....trans to 5700....jen1407/coll/ph

-----2001-03-12 17:32 cstff210-----

TT-4233447218 beth call stating that she receive a bill for 215 .00, customer was on service for one day, please review account and credit the necessary amount. and send new bill//sj210

referred to credits Maria/ss/ph

\*\*\*Referred\*\*\* by cf001449

on 2001-03-13 19:14

CLOSED...ACCOUNT PRE. CREDITED..MG/SS

\*\*\*Closed\*\*\* by cstpf503

at 2001-04-13 14:25

-----2000-08-16 23:45 loadnote-----

423 344 7218 195 \*CSR\*

CHAT IFRCL NP E 1

NP (NON-PUB) DAVIS, BETH

LA 9229 BIRCHWOOD PKE, HARRISON

SA 9229 BIRCHWOOD PKE, HARRISON,

TN

LOC DES (FM CHAT TK HWY 153 TK HWY

58 N ABT 10M TL BIRCHWOOD PKE

ABT 1M GO PST LST ENTRNC N2

MOON\*)

DZIP 37341

---DIR  
DDA BETH DAVIS  
9229 BIRCHWOOD PKE  
HARRISON TN 37341  
DEL A1

---TFC

---BILL  
BN1 BETH DAVIS  
BA2 9229 BIRCHWOOD PKE  
PO HARRISON TN 37341

---S&E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory -  
/SED 08-01-95/ZSER 3C10000001

(LINES & STATIONS)

1 BCR Call Return Blocking

423 344 7218 195 \*CSR\*

CHAT 1FRCL NP E 3

QTY USOC S&E J  
/TN 423 344-7218  
/ZSER 380199999B/SED 06-06-97  
1 BRD Repeat Dial Blocking  
/TN 423 344-7218  
/ZSER 3F0199999C/SED 06-06-97  
1 CREX4 Custom Toll Restriction  
/TN 423 344-7218/CBK B  
/ZSER 7B1000000A/SED 01-28-98



- /RMKR (A) 01-28-98  
1 GCE Call Forwarding Busy Line  
/TN 423 344-7218/SED 04-21-00  
/ZSER 380199999B  
1 NXMCR Caller ID Name and Number+  
/TN 423 344-7218  
/ZSER 7410000009/SED 05-02-97  
1 1FRCL Residential Line  
/TBE B/PIC 0288/LPIC 5124  
/PCA FR, 06-07-00/RCU TWC  
/LPCA FR, 06-07-00  
/SED 01-12-95/ZSER 4310000002

423 344 7218 195 \*CSR\*

CHAT 1FRCL NP E 4

- QTY USOC S&E J  
/RMKR (A) 11-27-99  
1 TTR Touch-Tone  
/SED 01-12-95/ZSER 4A10000003  
1 ILS11 Mileage - Zone  
/SED 01-12-95/ZSER 5110000004  
1 LNPCX FCC Local Number Portabil-  
/SED 07-24-99/ZSER 380199999B  
1 NOBNP Calling Number Delivery B-  
/SED 08-01-95/ZSER 5810000005  
1 SEQIX Inside Wire Maintenance S+  
/SED 01-12-95/ZSER 5F10000006  
/RMKR (A) 01-12-95  
1 9LM FCC Charge for Network Ac+  
/SED 01-12-95/ZSER 6610000007

(CALLING CARD SERVICE)

- 1 BSXUP BellSouth Calling Card  
/SED 01-12-95/ZSER 6D10000008

423 344 7218 195 \*CSR\*

CHAT 1FRCL NP E 5

---RMKS

---COMPLETED ACTIVITY

---

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

© BELL SOUTH

Local Exchange Navigation System

Inquiry Customer Service Record

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All data available for this CSR has been displayed. (9010)

ACCT 423 344-7218 197

EXCH CHAT  
BCS 1FRCL  
STAT OPEN  
TYPE RESIDENCE  
SVCC 11  
EQIND1 10  
LASTZSER 16106129  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMITIND  
SENSACCT  
TTRA 423 344  
CENT R00

---LIST

LN DAVIS, B  
LA (OAD)  
SA 9229 BIRCHWOOD PKE, HARRISON  
TN  
DZIP 37341

---DIR

DDA DAVIS  
9229 BIRCHWOOD PKE  
HARRISON TN 37341  
DEL A1

---BILL

BN1 BETH DAVIS  
BA2 9229 BIRCHWOOD PKE  
PO HARRISON TN 37341

---S&amp;E

(LINES &amp; STATIONS)

1 1FRCL Residential Line  
/TN 423 344-7218/PIC 0222

/LPIC 0222/PCA GB, 09-01-01  
 /LPCA GB, 09-01-01  
 /EXK 423 344/ZSER F8099999A0  
 /LRN 4233440000/TTRA 423 344  
 /SED 03-02-01  
 1 TTR Touch-Tone  
 /TN 423 344-7218  
 /ZSER 0D099999B2/SED 03-02-01  
 1 ILS11 Mileage - Zone  
 /TN 423 344-7218  
 /ZSER 3F099999AA/SED 10-17-00  
 1 CREX4 Custom Toll Restriction  
 /TN 423 344-7218/CBK B  
 /ZSER 1C099999A5/SED 10-17-00  
 /RMKR (A) 10-17-00  
 1 FUJ1X Federal Universal Service Charge  
 /TN 423 344-7218  
 /ZSER 23099999A6/SED 10-17-00  
 1 GCE Call Forwarding Busy Line  
 /TN 423 344-7218  
 /ZSER 06099999B1/SED 11-11-00  
 1 LNPKX FCC Local Number Portability Line Charge - Line  
 /TN 423 344-7218  
 /ZSER 2A099999A7/SED 10-17-00  
 1 NKMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
 /TN 423 344-7218  
 /ZSER 31099999A8/SED 10-17-00  
 1 SEQ1X Inside Wire Maintenance Service Plan  
 /TN 423 344-7218  
 /ZSER 38099999A9/SED 10-17-00  
 /RMKR (A) 10-17-00  
 1 9LM FCC Charge for Network Access  
 /TN 423 344-7218  
 /ZSER 07099999A2/SED 10-17-00

---RMKS

RMKR (A) WINBACK ORDER, THIRD  
 PARTY VERIFICATION, CUSTOMER  
 BETH D AVIS, 10-14-2000,  
 N38R7850

RMKR (B) ADDED HOLD FOR FINAL BILL  
 PAYMENT, (NNLPXDH), SERVICE  
 R EP VERIFICATION, 10-14-2000

RMKR (C) TPV, ANNA, 10-14-00

RMKR (D) BETH DAVIS ORDERED CREX4  
 1 01400 423 344-7218

RMKR (E) VR3CL 110700

ZCRD 2000101408251120STDAVIS++++++ +++BETH+++++++ ++++++9

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 OPC0032

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ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

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Local Exchange Navigation System

Inquiry Customer Service Record

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423 344 7218 197 \*CSR\*

CHAT 1FRCL

E

1

LN DAVIS, B  
 LR (OAD)  
 SA 9229 BIRCHWOOD PKE, HARRISON,  
 TN  
 DZIP 37341

---DIR

ODA DAVIS  
 9229 BIRCHWOOD PKE  
 HARRISON TN 37341  
 DEL AI

---BILL

BNI BETH DAVIS  
 BAZ 9229 BIRCHWOOD PKE  
 HARRISON TN 37341

423 344 7218 197 \*CSR\*

CHAT 1FRCL

E

2

---S&amp;E

(LINES &amp; STATIONS)

1 1FRCL Residential Line  
 /TN 423 344-7218/PIC 0222  
 /LPIC 3124/PKA GB, 12-03-00  
 /LPCA BO, 10-14-00  
 /ENK 423 344/ZSER F8099999A0  
 /LRN 4233440000/TTRA 423 344  
 /SED 03-02-01  
 1 TTR Touch-Tone  
 /TN 423 344-7218

423 344 7218 197 \*CSR\*

CHAT 1FRCL

E

3

OTL NSOC S&E  
 /ZSER 0D09999982/SED 03-02-01

## Inquiry - Customer Service Record

1 1LS11 Mileage - Zone  
 /TN 423 344-7218  
 /ZSER 3F099999AA/SED 10-17-00

1 CREX4 Custom Toll Restriction  
 /TN 423 344-7218/CBK B  
 /ZSER 1C099999A5/SED 10-17-00  
 /RMKR (A) 10-17-00

1 FUJ1X Federal Universal Service+  
 /TN 423 344-7218  
 /ZSER 23099999A6/SED 10-17-00

1 GCE Call Forwarding Busy Line  
 /TN 423 344-7218  
 /ZSER 06099999B1/SED 11-11-00

1 LNPCX FCC Local Number Portabil+  
 /TN 423 344-7218  
 /ZSER 2A099999A7/SED 10-17-00

1 NXMCR Caller ID Name and Number+  
 /TN 423 344-7218  
 /ZSER 31099999A8/SED 10-17-00

423 344 7218 197 \*CSR\*

CHAT 1FRCL

E

4

QTY USOC S&E J

1 SEQ1X Inside Wire Maintenance S+  
 /TN 423 344-7218  
 /ZSER 38099999A9/SED 10-17-00  
 /RMKR (A) 10-17-00

1 9LM FCC Charge for Network Ad+  
 /TN 423 344-7218  
 /ZSER 07099999A2/SED 10-17-00

---RMKS

---COMPLETED ACTIVITY

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 LENS Version 9.2

OPC0032

4/24/2001

3048 Steekee Scholl rd  
Loudon TN 37774

wtc 353

-----2001-05-03 09:35 cstp353-----  
attempted to call customer n/a  
wtc 353

-----2001-04-30 05:57 cstp558-----  
Received Complaint Email:

Referred to Regulatory

Theresa # 558 ss ph

-----2001-04-30 02:47 cf001516-----  
See below for reply

-----Original message-----

>From TMCURCIE@aol.com Fri Apr 27 19:53:12 2001  
>Received: from mx1.talk.com ([204.151.171.32])  
>by v1.talk.com (8.9.3 (PHNE\_18546)/8.9.3) with SMTP id TAA11975  
>for <cs@v1.talk.com>; Fri, 27 Apr 2001 19:53:12 -0400 (EDT)  
>From: TMCURCIE@aol.com  
>Received: (qmail 1884 invoked by uid 505); 28 Apr 2001 00:51:13 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.020272 secs); 27/04/2001 19:51:13  
>Delivered-To: cs@talk.com  
>Received: (qmail 1873 invoked by uid 505); 28 Apr 2001 00:51:13 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.019789 secs); 27/04/2001 19:51:13  
>Received: from unknown (HELO imo-m06.mx.aol.com) (204.151.171.1)  
> by mx1.talk.com with SMTP; 28 Apr 2001 00:51:12 -0000  
>Received: from TMCURCIE@aol.com  
>by imo-m06.mx.aol.com (mail\_out\_v30.10.) id y.f3.9b87f64 (3952)  
> for <cs@talk.com>; Fri, 27 Apr 2001 19:57:17 -0400 (EDT)  
>Message-ID: <f3.9b87f64.281b615d@aol.com>  
>Date: Fri, 27 Apr 2001 19:57:17 EDT  
>Subject: Re: cancellation  
>To: cs@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"

>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 138  
>  
>I notified my local telephone company already, remember that is why you  
>E-mailed me in the first place.  
> "Unfortunately we have received notification from BELLSOUTH TELECOMM INC  
>DBA SOUTH CENTRAL BELL TEL of a request for service interruption regarding  
>your Talk.com Long Distance Savings Plan account."  
>

Dear Valued Member,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

We have noted your account accordingly. We apologize for the inconvenience.

We value and appreciate your business. For more information on the AOL Long Distance Savings Plan provided by TALK.com, please visit us online at Keyword: LD Member or click here.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2001-04-30 02:47 cstp495-----  
See below for reply

-----Original message-----

>From TMCURCIE@aol.com Fri Apr 27 19:57:45 2001  
>Received: from mx1.talk.com ([204.151.171.32])  
>by v1.talk.com (8.9.3 (PHNE\_18546)/8.9.3) with SMTP id TAA12580  
>for <cs@v1.talk.com>; Fri, 27 Apr 2001 19:57:45 -0400 (EDT)  
>From: TMCURCIE@aol.com  
>Received: (qmail 2335 invoked by uid 505); 28 Apr 2001 00:55:48 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.020287 secs); 27/04/2001 19:55:48  
>Delivered-To: cs@talk.com  
>Received: (qmail 2317 invoked by uid 505); 28 Apr 2001 00:55:47 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.02235 secs); 27/04/2001 19:55:47  
>Received: from unknown (HELO imo-m09.mx.aol.com) (204.151.171.1)  
> by mx1.talk.com with SMTP; 28 Apr 2001 00:55:46 -0000  
>Received: from TMCURCIE@aol.com  
>by imo-m09.mx.aol.com (mail\_out\_v30.10.) id y.a8.148b01de (3952)



> for <cs@talk.com>; Fri, 27 Apr 2001 20:02:03 -0400 (EDT)  
>Message-ID: <a8.148b01de.281b627b@aol.com>  
>Date: Fri, 27 Apr 2001 20:02:03 EDT  
>Subject: Re: Service Interruption  
>To: cs@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 138  
>  
>I have notified AOL and I have canceled my credit card. So they will "NOT"  
>be able to charge it. Thank you for verifying that I have canceled both  
>Talk.com and AOL services.  
>

Dear Valued Member,

Thank you for your recent e-mail regarding AOL Long Distance provided by TALK.com.

Please call us at 1-888-844-9344 from 8 am to 1 am EDT, 7 days a week to make alternate payment arrangements.

We value and appreciate your business. For more information on AOL Long Distance provided by TALK.com, please visit us online at Keyword: LD Member or click here.

Sincerely,

AOL Long Distance  
Customer Service

-----2001-04-27 05:56 cf001516-----

See below for reply

-----Original message-----

>From TMCURCIE@aol.com Thu Apr 26 15:47:02 2001  
>Received: from mx1.talk.com ([204.151.171.32])  
>by v1.talk.com (8.9.3 (PHNE\_18546)/8.9.3) with SMTP id PAA28221  
>for <aol.longdistance@v1.talk.com>; Thu, 26 Apr 2001 15:47:02 -0400 (EDT)  
>From: TMCURCIE@aol.com  
>Received: (qmail 9864 invoked by uid 505); 26 Apr 2001 20:45:03 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.020569 secs); 26/04/2001 15:45:03  
>Delivered-To: AOL.LongDistance@talk.com  
>Received: (qmail 9853 invoked by uid 505); 26 Apr 2001 20:45:02 -0000

>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.019928 secs); 26/04/2001 15:45:02  
>Received: from unknown (HELO imo-r15.mx.aol.com) (204.151.171.1)  
> by mx1.talk.com with SMTP; 26 Apr 2001 20:45:02 -0000  
>Received: from TMCURCIE@aol.com  
>by imo-r15.mx.aol.com (mail\_out\_v30.10.) id y.2d.ac1a5c5 (2618)  
> for <AOL.LongDistance@talk.com>; Thu, 26 Apr 2001 15:51:07 -0400 (EDT)  
>Message-ID: <2d.ac1a5c5.2819d62b@aol.com>  
>Date: Thu, 26 Apr 2001 15:51:07 EDT  
>Subject: Re: Service Interruption  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 138  
>  
>As for another thing I will be canceling my account with AOL after this  
>month, only because I have a credited month due to me, because they have  
>merged with Talk.com. Tina Cook  
>  
>PS AOL can officially count this as notice of my cancellation. I have  
>already canceled my credit card so they WILL NOT BE ABLE TO CHARGE  
>ME...because I owe nothing to them except maybe long-distance service for.  
>\$05 a minute. I owe nothing else to them or you. AOL can send me a bill for  
>long distance charges. I have already copied my services to verify that I  
>don't get charge wrong!  
>

Dear Valued Member,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Our records indicate that your account is cancelled. The last call routed to us was on 4/18/01. You will receive one more bill for calls up to that date.

AOL Long Distance provides long distance phone service for calls direct-dialed from your telephone. It is not related to the Internet services provided by America Online. If you would like to cancel your Internet service, please call 1-888-265-8008.

We value and appreciate your business. If you have any additional questions regarding the AOL Long Distance Savings Plan provided by TALK.com, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan

Customer Service

-----2001-04-27 05:53 cf001516-----

Changed billing to paper/remit for TINA COOK in response to email stating she has cancelled her credit card we have, on file. al1516/cs5/ph

-----2001-04-26 16:38 cstpf556-----

From: cs@talk.com  
To: tmcurcie@aol.com  
Subject: cancellation

Dear Valued Customer,

This response is to confirm your request to cancel your account.

Your account has been canceled from our system. You must contact your local telephone company within 24 hours and request a change to the long distance carrier of your choice. If you do not contact your local telephone company, you will experience an interruption in your long distance service.

Your current balance has been posted to your account and you will receive at least one more bill for calls made through the effective date of your cancellation.

We value and appreciate your business and regret your decision to leave the service. Should your needs change or if you have any additional questions about AOL Long Distance provided by Talk.com, please call us at 1-888-428-3288.

We hope that you will reconsider your decision.

Sincerely,

AOL Long Distance  
Customer Service

-----2001-04-20 09:23 cotnp005-----  
REC'D TRA COMPLAINT DUE 05/03/01

-----2001-03-03 20:37 cstff314-----

tina cook called in to find out why her account was cancelled, on an e-mail she sent to cancel service for another number, she placed the wrong account number on the e-mail, for this number this was an error on her part, she would like to sign back up with us. trans to sales.

-----2001-02-27 18:34 cstpf513-----  
See below for reply

-----Original message-----

>From TMCURCIE@aol.com Tue Feb 27 17:56:17 2001  
>Received: from mx1.talk.com ([204.151.171.32])  
>by v1.talk.com (8.9.3 (PHNE\_18546)/8.9.3) with SMTP id RAA00812  
>for <aol.longdistance@v1.talk.com>; Tue, 27 Feb 2001 17:56:17 -0500 (EST)  
>From: TMCURCIE@aol.com  
>Received: (qmail 5569 invoked by uid 505); 27 Feb 2001 23:55:01 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.359813 secs); 27/02/2001 18:55:01  
>Delivered-To: AOL.LongDistance@talk.com  
>Received: (qmail 5558 invoked by uid 505); 27 Feb 2001 23:54:59 -0000  
>Received: from TMCURCIE@aol.com by mx1 with qmail-scanner-0.94 (. Clean.  
Processed in 0.321856 secs); 27/02/2001 18:54:59  
>Received: from firewall-gw.nh.talk (HELO imo-d05.mx.aol.com) (204.151.171.1)  
> by qmail.nh.talk with SMTP; 27 Feb 2001 23:54:59 -0000  
>Received: from TMCURCIE@aol.com  
>by imo-d05.mx.aol.com (mail\_out\_v29.5.) id y.70.8367295 (4510)  
> for <AOL.LongDistance@talk.com>; Tue, 27 Feb 2001 17:59:19 -0500 (EST)  
>Message-ID: <70.8367295.27cd8b46@aol.com>  
>Date: Tue, 27 Feb 2001 17:59:18 EST  
>Subject: Re: RESPONSE TO View Your Latest TALK.com Long Distance Invoice  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 130  
>  
>I do not have Talk.com and I called yesterday to confirm that I don't. I  
>spoke with Lucy and she said that I owe nothing and that my account has been  
>canceled. I have this on tape with a print out copy too, STOP HARASSING ME!  
>  
>  
>#23496176           TINA COOK  
>

Dear Tina Cook,

This response is to confirm your request to cancel your account for 865-458-5540.

Your account has been canceled from our system. You must contact your local telephone company within 24 hours and request a change to the long distance carrier of your choice. If you do not contact your local telephone company, you will experience an interruption in your long distance service.

Your current balance has been posted to your account and you will receive at least one more bill for calls made through the effective date of your cancellation.

We value and appreciate your business and regret your decision to leave the service. Should your needs change or if you have any additional questions about the AOL Long Distance Savings Plan provided by TALK.com, please call us at 1-888-428-3288.

We hope that you will reconsider your decision.

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2000-08-01 17:15 cf001366-----

TINA COOK called in for a calling card...kms

-----2000-07-25 10:26 cstpf761-----

TINA COOK called to reactivate service....Removed block...SSN 6903. ma761

-----2000-06-17 17:22 cstpf153-----

COOK Mr called re his block..advised him to call his LEC..pj/partitions

-----2000-06-12 06:43 cf001107-----

TINA COOK called to cancel acct... blocked line and ADVISED TO CALL LEC...mn

**Cook Tina # 865-458-1399: count 83**

-----2001-06-08 16:22 cstp353-----

I issued a credit to zero out the balance per previous complaint resolution....wtc 353

-----2001-05-03 10:12 cstp353-----

I removed the address to prevent future mailings  
that address was:

3048 Steekee Scholl rd  
Loudon TN 37774

wtc 353

-----2001-05-03 09:34 cstp353-----

attempted to call customer n/a  
wtc 353

-----2001-04-20 10:17 cstp594-----

Added to do not call list. HLS

-----2001-04-18 13:11 cstff575-----

TINA COOK called stating she called in Dec to cancel service so she can go to AT&T for local service.....per lens cust still has us for local and ld service.....advised cust that because AT&T has not picked up her service for local she still has us for local service and will continue to receive bills from us.....cust then stated she doesn't care and will not pay the bills and req to speak to sup.....eb/575/verif/ftl

-----2001-02-12 15:41 cf001291-----

TINA COOK--receive bill account has been updated..credit out the balance, and put in request for deactivation..pf

-----2000-12-18 09:05 cstff283-----

Tina callede in vey irate. She was unable to save. She hung up before I could inform her that she needs to call the local carrier of her choice.

-----2000-12-18 09:00 cf001576-----

tina cook wants to cancel. to saves. jm1576

-----2000-10-10 14:43 CSRMgr -----  
865 458 1399 252 \*CSR\*

LOUD 1FR E 1

LN COOK, TOSHA & RACHEL  
LA 3048 STEEKEE SCHOOL RD  
SA 3048 STEEKEE SCHOOL RD  
, LOUDON  
DZIP 37774

---DIR  
DDA BA  
DEL A1

---BILL  
BN1 TINA COOK  
BA2 3048 STEEKEE SCHOOL  
BA3 RD  
PO LOUDON TN 37774

865 458 1399 252 \*CSR\*

LOUD 1FR E 2

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/SED 09-13-93/ZSER 3C10000001

(LINES & STATIONS)

1 1FR Residential Line  
/TN 865 458-1399/PIC 0288  
/LPIC 5124/PCA FR, 01-04-00

/NMC/RCU TWC  
/LPCA SF, 10-28-99  
/SED 03-15-00/ZSER 4310000002  
1 TTR Touch-Tone

865 458 1399 252 \*CSR\*

LOUD 1FR E 3

QTY USOC S&E PIN J  
/TN 865 458-1399  
/ZSER 961000001D/SED 03-15-00  
1 BCR Call Return Blocking  
/TN 865 458-1399  
/ZSER 9D1000001E/SED 04-22-00  
1 BRD Repeat Dial Blocking  
/TN 865 458-1399/SED 11-25-98  
/ZSER 460199999D  
1 LNPCX FCC Local Number Portabil+  
/TN 865 458-1399/SED 05-15-99  
/ZSER 460199999D  
1 1LS11 Mileage - Zone  
/SED 09-13-93/ZSER 5110000004  
1 FUJ1X Federal Universal Service+  
/SED 07-01-00/ZSER 460199999D  
1 9LM FCC Charge for Network Ac+  
/SED 09-13-93/ZSER 6610000007

---RMKS



---COMPLETED ACTIVITY

**Cook Tina # 865-458-1399: count 83**

-----2001-05-04 08:55 cstnp015-----  
sent response 5/3/2001...Jen H

-----2001-05-03 14:35 cstpf353-----  
BTN: 865-458-5540 account number 23496176  
865-458-1399 account number 28598044  
Customer Name: Tina Cook  
Name of Person Initiating Complaint: Tina Cook

Type of Service Complaint Concerns:  
Local/Toll Bundle on account number 28598044  
LD only on account number 23496176

Summarize what the complaint is in reference to (if multiple issues/accounts, please add in order):

1)Custoemr states that she received a check to switch to us for a 30day period and that if she wasn't satisfied she would  
Be switched back. In november she states she called and (with our permission recorded the conversation)with her requesting to cancel her service with us and was told it would be done. She then wrote talk.com requesting that we cancel her acount under BTN 865-458-1399 and that she only wanted LD on865-458-5540 and that she did not want any other service with us. Then in december she received another bill and she called and said she had cancelled and she was told that the billing dsept was behind and she would take care of it and give her a credit of \$130.00. She states that she then received a and invoice showing a \$130.00 credit on it and it asked her if she wanted to try talk.com again and she states she never replied to it and then 4 months later she said she received another bill that said she owe us for 2 months in the amount of \$130.00. She states that she called us and was told she needs tpo pay the bill or it would go to a collection agency, she old our cust. Svc. Rep. That if it goes to a collection agency that she would see us in court and that she was told again to pay the bill or it will go there. She then asked for a supervisor and was told that she couyld not record the conversation and that she told the supervisor that she isnt going to pay the bill and he told her that it will then go to a collection agency.

2)

3)

Service Authorization Information (for complaints involving alleged unauthorized switches)

Name of person who authorized switch: Tina Cook on both accounts

DOB or last 4 digits of SSN as indicated in POA:na

Relationship to complaintant:na

Date Authorization was obtained:

na

Type of POA:

2 Signed Checks

one for LD only on account number 23496176

one for local/bundle on account number 28598044

If POA was obtained through 3rd party verification, provide name of person verifying:

NA

Service Information

What Plan is the customer on?

DM030AA on account number 23496176

DM070BJ on account number 28598044

When was the order submitted?

On account number 23496176

Local (Check SOTS, LENS OR GUI):na

LD: 4-14-00

on account number 28598044

Local (Check SOTS, LENS OR GUI):10-23-00

LD: 11-1-00

Is there a One Bill Account? Indicate One Bill Account #:none for either account of btn

For local service, indicate the dates for the following, as applicable:

On account number 23496176

Date service provisioned? na

Date features changed, added, or deleted? na

Date service disconnected: na

on account number 28598044

Date service provisioned? 10-31-00

Date features changed, added, or deleted? na

Date service disconnected: 4-19-01

If there was a delay in any of above activities, explain why (Check mantiss):na

Date of confirmation that customer was on the service, for:

On account number 23496176

Local service:na

LD:4-17-00

on account number 28598044

Local service: 10-31-00

LD: 11-1-00

For Xerox Accts: was customer ever pic'd to 6746 (call IPOC to check)?na

Date customer was taken off our local service ( Check SOTS, LENS, GUI, etc): 4-19-00

Was customer taken off of our PIC? yes                      If so, indicate date: 4-19-01

Please indicate first and last call:

On account number 23496176

First:4-18-00

Last: 4-23-01

on account number 28598044

First:10-29-00

Last: 4-19-01

Are there any calls that have not billed out?

On account number 23496176: no

on account number 28598044: yes

Billing/Credit Information:

What was the total amount billed that is in dispute as stated by cust.: \$130.00 but  
custoemr is disputing existing balance of \$195.00

Of the amount disputed, what was the total amount paid/also indicate chargebacks:none

Were there credits previously issued? yes Indicate amounts:\$134.13

Customer Contact Attempts~(you must make 3):

Indicate each date you attempted to contact customer and whether contact successful, and  
whether a message was left on recorder or VM:

First attempt: 5-3-01 at 9:31 am n/a o both lines

Second attempt: 5-3-01

Third attempt: 5-3-01

Resolution Outcome.

btn 865-458-5540 was only with us for local service from 4-17-00 till 4-24-00 all charges  
are valid customer would owe us \$23.03 on that account for final bill however as a  
courtesy I have credited that amount to optis.

On btn 865-458-1399 customer was with us from 10-31-00 till 4-20-00 howvere there  
was numeros calls in december to cancell this account, Custoemr never called bellsouth  
to switch back to them and continued to bill as a courtesy and to resolve this complaint I  
have issued a credit of \$195.00 to the account because of themultiple notes in optis in  
december to cxl service. Custoemr states her service under btn 865-458-1399 was  
switched 2 times. It was not...it was never cancelled or switched back to bell south

Name of Person Spoke to to Resolve Complaint/relationship to complaintant:

N/a resolved no contact

Was the complaintant satisfied? N/a resolved no contact

Offer to play customer TPV. na

Did customer listen to the tape? na

If so, did customer agree that they authorized switch? na

Whats was discussed with complaintant :

N/a resolved no contact

Other Resolution Actions: n/a

Did you remove billing information and/or change the billing address to prevent future billing? yes

Did you block the customers's lines? no

Did you delete USOCs? no

Note any other actions taken to resolve the complaint and prevent future problems:

Did you issue a credit? yes If so, what was the dollar amount issued? \$195.00 to account 28598044 and \$23.03 to account 23496176

How was the credit issued? Credit to optis

What does the credit represent (total amount billed, billing after cancellation, rerate, intraLATA, 30-day) \$195.00 disputed amount and \$2303 as a courtesy

Did you issue a refund of any amounts paid?no If so, what was the dollar amount?na

How was the refund issued?na

What does the refund represent (total amount, billing after cancellation, rerate, intralata):na

Is there any follow up that you need to do to the account? Yes I will follow up on account number 28598044 to remove the unbilled calls.

Resolved

William T. Cahill

Regulatory

-----2001-05-03 12:23 cstpf353-----

Attempted to call customer /.....n/a

wtc 353

-----2001-05-03 10:12 cstpf353-----

I removed the address to prevent future mailings  
that address was:

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00Local Exchange Navigation System  
Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 865 458-1399 254

EXCH LOUD  
BCS 1FR  
STAT OPEN  
TYPE RESIDENCE  
SVCC 11  
EQIND1 9  
LASTZSER 26843545  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
TTRA 865 458  
CENT R00

---LIST

NP (NON-PUB) COOK, TINA  
LA 3048 STEEKEE SCHOOL RD  
SA 3048 STEEKEE SCHOOL RD,  
LOUDON, TN  
DZIP 37774

---DIR

DEL A0

---BILL

BN1 TINA COOK  
BA2 3048 STEEKEE SCHOOL  
BA3 RD  
PO LOUDON TN 37774

---S&amp;E

(CHARGEABLE LISTINGS)

1 NP3 Listing-not in directory or directory assistance  
/ZSER 23099999A6/SED 04-19-01

(LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 865 458-1399/ADL/PIC NONE  
/LPIC NONE/PCA BO, 04-18-01  
/NMC/RCU TWC/SCND COOK, TINA  
/LPCA BO, 04-18-01  
/SED 04-19-01/EXK 865 458  
/ZSER F8099999A0  
/LRN 8654580000/TTRA 865 458

1 TTR Touch-Tone  
/TN 865 458-1399  
/ZSER 00099999A1/SED 04-19-01

1 1LS11 Mileage - Zone  
/TN 865 458-1399  
/ZSER 1C099999A5/SED 04-19-01

1 BCR Call Return Blocking  
/TN 865 458-1399  
/ZSER 3C10000001/SED 08-01-01

1 BRD Repeat Dial Blocking  
/TN 865 458-1399  
/ZSER 4310000002/SED 08-01-01

1 FUJAX Federal Universal Service Charge  
/TN 865 458-1399  
/ZSER 0E099999A3/SED 04-19-01

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 865 458-1399  
/ZSER 15099999A4/SED 04-19-01

1 9LA FCC Charge for Network Access for Additional Line  
/TN 865 458-1399  
/ZSER 07099999A2/SED 04-19-01

[References](#) | [Cancel](#)[View Product and Services](#)[Return to Inquiry](#) ►

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LENS Version 10.2  
OPC0032sof00279 / 3  
11/29/2001

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►View Product and Services

865 458 5540 022 \*CSR\*

LOUD 1FRCL

E 1

LN COOK, WINN & TINA  
LA 3048 STEEKEE SCHOOL RD  
SA 3048 STEEKEE SCHOOL RD,  
LOUDON, TN  
DZIP 37774

---DIR  
DEL A0

---BILL  
BN1 TINA COOK  
BA2 3048 STEEKEE SCHOOL  
BA3 RD  
PO LOUDON TN 37774

865 458 5540 022 \*CSR\*

LOUD 1FRCL

E 2

---S&amp;E

(LINES &amp; STATIONS)

- 1 1FRCL Residential Line  
/TN 865 458-5540/PIC 0444  
/LPIC 0444/PCA SR, 04-24-01  
/NMC/LPCA SR, 04-24-01  
/ZSER 00099999A1/SED 03-15-00
- 1 TTR Touch-Tone  
/TN 865 458-5540/SED 03-15-00  
/ZSER 3C10000001
- 1 1LS11 Mileage - Zone  
/TN 865 458-5540  
/ZSER 06099999B1/SED 03-15-00
- 1 BCR Call Return Blocking  
/TN 865 458-5540  
/ZSER 4A10000003/SED 05-26-00
- 1 FUJ1X Federal Universal Service+  
/TN 865 458-5540  
/ZSER 3F0199999C/SED 12-13-00

865 458 5540 022 \*CSR\*

LOUD 1FRCL

E 3

QTY USOC S&E J  
1 LNPCX FCC Local Number Portabil+



/TN 865 458-5540  
/ZSER 31099999A8/SED 03-15-00  
1 NXMCR Caller ID Name and Number+  
/TN 865 458-5540  
/ZSER 4310000002/SED 03-22-00  
1 9LM FCC Charge for Network Ac+  
/TN 865 458-5540  
/ZSER 0E099999A3/SED 12-13-00

(CALLING CARD SERVICE)

1 BSXRU BSLD Residence Unrestrict+  
/SED 06-09-00/ZSER 380199999B

---RMKS

---COMPLETED ACTIVITY

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OPC0032

4/30/2001



Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00View Product and Services

865 458 1399 254 \*CSR\*

LOUD 1FR NP E 1

NP (NON-PUB) COOK, TINA  
LA 3048 STEEKEE SCHOOL RD  
SA 3048 STEEKEE SCHOOL RD,  
LOUDON, TN  
DZIP 37774---DIR  
DEL A0---BILL  
BN1 TINA COOK  
BA2 3048 STEEKEE SCHOOL  
BA3 RD  
PO LOUDON TN 37774

865 458 1399 254 \*CSR\*

LOUD 1FR NP E 2

---S&amp;E

(CHARGEABLE LISTINGS)

1 NP3 Listing-not in directory +  
/ZSER 23099999A6/SED 04-19-01

(LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 865 458-1399/ADL/PIC NONE  
/LPIC NONE/PCA BO, 04-18-01  
/NMC/SCND COOK, TINA  
/LPCA BO, 04-18-01  
/SED 04-19-01/EXK 865 458  
/ZSER F8099999A0  
/LRN 8654580000/TTRA 865 458  
1 TTR Touch-Tone  
/TN 865 458-1399  
/ZSER 00099999A1/SED 04-19-01

865 458 1399 254 \*CSR\*

LOUD 1FR NP E 3

QTY USOC S&E  
1 1LS11 Mileage - Zone

J

/TN 865 458-1399  
/ZSER 1C099999A5/SED 04-19-01  
1 FUJAX Federal Universal Service+  
/TN 865 458-1399  
/ZSER 0E099999A3/SED 04-19-01  
1 LNPCX FCC Local Number Portabil+  
/TN 865 458-1399  
/ZSER 15099999A4/SED 04-19-01  
1 9LA FCC Charge for Network Ac+  
/TN 865 458-1399  
/ZSER 07099999A2/SED 04-19-01

---COMPLETED ACTIVITY

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OPC0032

5/3/2001

JOHN MONTGOMERY – 8655237141

No OPTIS Account located

**Allegation: Castillo, Veronica # 901-725-7191: Count 85**

-----2001-05-18 12:09 mak -----  
responded to tnra complaint #01-0982 5/17/01 tam

-----2001-05-11 12:37 cstpf594-----  
Added to do not call list. HLS

-----2001-05-11 11:16 cf001799-----  
Changed address from 1058 SEYMOUR ST, MEMPHIS TN 38108

-----2001-05-11 11:14 cf001799-----  
General Information:  
Complainant Name, BTN, Agency & State, Due Date: Veronica Castillo, 901-278-6343,  
Reg Auth, TN, 5-14-01  
Name(s) listed on Optis Account if it differs: Same

**Nature of Complaint:**

- 1) The complainant states that she canceled her LD service with us in October of 2000, but continued to be billed in December of 2000 and again in February of 2001. A refund was issued for the billing error in December of 2000, but it took weeks to receive and after two manager calls she still has not got the refund for February of 2001.
- 2)
- 3)

POA Information:  
Market Code(s): TPLUS-110  
Verbal, Online, DM Check or Other LOA? Verbal  
Person who authorized? Veronica Castillo 1st and 2nd  
DOS (verbal only)? 1st 7/22/00 and 2nd 8/10/00  
DOB (verbal only)? 9/20/61 1st and 2nd

**On/Off Dates-First Call Last Call Information:**

Date Switched to A-1 (Local only)? Also indicate SED for PIC and LPIC on dates?  
08/08/2000  
Date Switched from A-1 (Local only)? Also indicate SED for PIC and LPIC off dates?  
10/19/2000  
OCC Confirmation (LD only): Yes  
All XEROX must be checked if they were ever on our PIC? N/A  
First Call: 08/08/2000  
La Last Call: 10/19/2000

Account Billing Information:  
OneBill Account #: No

Billed in Optis: \$491.34  
Credited in Optis: \$274.32  
Refunded in Optis: \$137.73  
Billed in OneBill: N/A  
Credited in OneBill: N/A  
Refunded in OneBill: N/A  
List All Chargebacks: N/A

Provisioning:

Where there any delay's in provisioning? No

If yes, why?

Important Optis/OneBill Notes:

Optis (also list here if multiple accounts): The complainant call to transfer her local and LD service to her new address, but on 10/20/00 she called in to report a loss of her dial tone. 10/21/00 the complainant called in because the technicians were going to the wrong address. 10/21/00 complainant wanted to cancel account. 12/14/00 the complainant reported that she was being billed for a BTN that should have been disconnected and a TT was issued. 3/27/00 It was determined that there was a billing error, \$68.65 was refunded and \$137.30 was credited to the account. 4/19/01 \$68.65 was credited to the Account to bring it to a zero balance.

OneBill (also list here if multiple accounts): N/A

Resolution:

Complainant was advised when contacted that we regret her negative experience and to eliminate any confusion when I spoke with complainant, I confirmed with the complainant she did receive the \$69.08 refund issued 01/02/2001. She told me that she filed the complaint before she receive the refund because one of the managers did not remember telling her she would get it. Then I advised complainant that a credit in the amount of \$68.65 was issued 04/19/2001. In addition theTalk.com Long Distance Savings Plan account is no longer billing and the account has been closed with a zero balance. In order to resolve this amicably, the complainant's address has been removed from our system and she been placed on our do not call/contact list. Complainant was advised to contact me directly at 877-441-4304 or E-mail me at JLopez@Talk.com should she have any additional questions or concerns. I then confirmed with the complainant that she was satisfied with resolution and did not have any more issues with Talk.Com

-----2001-04-19 20:00 cstof009-----

CC RR BY LRODRIGUEZ/COLL/ORL

DENIED

AMT 68.65

REFUND WAS PROCESS BY CFONTANEZ, HOWEVER THERE WAS A CHARGE FOR 68.65, CREDITED 68.65 TO ZERO OUT THE BALANCE.

JOAN/009/COLL/ORL

-----2001-03-27 16:44 cstof003-----

Cust. called to speak to Debbie P., told Angel to send call to me, while call was going to my v/m, I attempted to get customer but she hung up. Called her back at the BTN on file, line is disconnected/JL/COLL/ORL/003

-----2001-03-27 15:56 cstof011-----

Customer called regarding the amnt we took out after she cancelled. We took out the amnt of 68.65. I refunded the amnt back into the C.C that we have on file. I then had to do a credit as a billing error for the amnt of 137.30 to zero out the acct...Carlos.F\Orl\Coll

-----2001-03-27 15:31 cstff423-----

VERONICA CASTILLO called and asked for Carlos in the collection dept, transf to collections mw/423/train/ftl

-----2001-03-14 11:50 cstof211-----

carlos f. offerd to credit her acct if any late charges accrued on her cc and he gave his full name and extension..coll/orl/lmr

-----2001-03-14 11:42 cstof211-----

cust called about refund to cc submitted a refund req...coll/orl/lmr

-----2001-03-14 11:19 cstff884-----

VERONICA CASTILLO call to receive her credit per note transfer to collections..dd884 ftl inbound

-----2001-03-12 15:46 cf002024-----

VERONICA CASTILLO trans to 5700 en 2024 coll ph

-----2001-03-06 13:48 cf001273-----

VERONICA CASTILLO calling we have charged her card again for service that she has not had since 10/20/00 she called to cancell per notes in optis ( AFTER YOU SCROLL DOWN) on 10/10/00 but she was saved because we promised to trans service on 10/20/00 we never did and she moved away from this number under the impression that this number would be cancelled and it not only was not cancelled we never trans service and we still continued to billo her cc for service obviously somebody else was using IE: call detail thru jan. The last time she called for a credit it was denied because of

the call detail but if the notes in optis would have been reviewed we would have seen that she did call to cancell service to 901 278 6343 we saved her by offering to trans service to new address we did not trans service we did not hook up service at her new address and we did not disconnect her old line and we still continued to bill her and we denied her credit this problem has been going on since oct of 00 maybe my tt for wbtn and credit for that will be worked correctly advised customer that credit should arpear within 7-14 bussiness days and that we aplogize for all the agrivation and inconvinence she has experienced advised that she may call back at any time for info regarding most recent TT to wbtn cw1273

-----2001-03-06 13:40 cf001273-----

TT-please reasearch this acct for wbtn this has not been her number since 10/20/00 she called to cancell service for move on 10/10/00 but we saved her by trans her service to new address we never did last closed incorrectly put 168.00 credit on cc

already resolved w/ credit

\*\*\*Closed\*\*\* by cf001484

at 2001-06-12 14:42

-----2001-02-15 12:37 cstff394-----

manager call:

assured ms castillo that tt had been placed.ernest 394

-----2001-02-15 12:28 cstff003-----

MS. CASTILLO CALLED IN REFERENCE TO HAVING HER ACCOUNT CREDITED, ADV HER THAT A TT HAS ALREADY BEEN PLACED AND IT WILL TAKE 3-5 BUISNESS DAYS UNTIL SOMEONE CONTACTS HER. DAYTIME CONTACT# 901-545-8044

-----2001-02-15 12:20 cstof316-----

VERONICA CASTILLO called in said she did not authrz py in jan..rmvd cc so does not happen again and did a tt..wanted credit rght away adv collections can not do credits can only open a tt for credit..needs credit now trfrd to customer service..yw/orl/coll

-----2001-02-15 12:17 cstof316-----

TT-Please credit account for jan py back to cc...cust does not have service with us..yw/orl/coll



referred for refund Keith/772

\*\*\*Referred\*\*\* by cstpf772 on 2001-02-15 18:05

Credit denied per call detail

\*\*\*Closed\*\*\* by cstpf631 at 2001-02-16 11:24

-----2001-02-15 12:13 cf001695-----

VERONICA CASTILLO called would like to talk to some one in billing, sent to local collections..sh1695

-----2001-02-15 11:28 cf001150-----

VERONICA CASTILLO has xerox billing questions,transfer to 5700.  
sm1150

-----2001-01-15 07:44 cstof096-----

BTN 901-278-6343 THIS LINE WAS DISC BY THE REQUEST OF CUST. THX-BGIRONA

-----2001-01-02 10:30 cstff857-----

Ms Castillo's account was charged, after requesting to have the service disconnected. Account credited 137.02, for invoices dated 11/08/00 & 12/08/00. Refunded 69.08 to MOP for invoice dated 11/08/00. cmcdonal

-----2001-01-02 10:22 cstff857-----

TT-Please disconnect this line (901-278-6343)ASAP. customer initially requested a TNF that was not completed, which she eventually cancelled. The line is now being used by an unknown party. cmcdonal

TT REFERRED TO PROVISIONING

\*\*\*Closed\*\*\* by cstff515 at 2001-01-03 16:08

-----2000-12-14 09:36 cstff686-----

SPOKE WITH MS CASTILO PER PREVIOUS NOTES CUSTOMER NO LONGER LIVES AT THIS ADDRESS/ AND HER PHONE WAS NEVER BLOCKED AND SOMEONE ELSE IN THAT HOUSE HAS BEEN MAKING CALLS / CUSTOMER IS DUE A REFUND IN THE AMOUNT OF 69.08 FOR THE MONEY THAT WAS DEBITED IN THE MONTH OF DEC  
TOOK CUST INFO ON PAPER FOR CUSTOMER TO RECIEVE THIS REFUND / CUST STATES SHE CALLED IN ON THE 10/14/00 NOT NOTED ON HER ACCOUNT TO CANCELL SERVICE PLS READ PREVIOUS NOTES BELOW AND ISSUE THIS REFUND

-----2000-12-14 09:10 cstff066-----

MS.VERONICA, SAID SHE IS BEING CHARGED FOR A NUMBER THAT  
SHOULD HAVE BEEN DISCONNECTED SINCE 10/14/00, TNF TO  
BILLING...CST066

-----2000-12-14 09:06 cf001092-----

VERONICA CASTILLO called...ver sec...t-fer to 5608...cf1092

-----2000-10-30 18:44 loadnote-----

901 278 6343 019 \*CSR\*

MPMT VR3CL E 1

LN CASTILLO, VERONICA  
LA (OAD)  
SA 1058 SEYMOUR ST, MEMPHIS, TN  
DZIP 38108

---DIR

DDA VERONICA CASTILLO  
1058 SEYMOUR ST  
MEMPHIS TN 38108  
DEL A1, B1

---BILL

BN1 VERONICA CASTILLO  
BA2 1058 SEYMOUR ST  
PO MEMPHIS TN 38108

901 278 6343 019 \*CSR\*

MPMT VR3CL E 2

---S&E

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 901 278-6343/ADL/PIC 0222

/LPIC 0222/PCA GB, 03-04-99  
/ZLL 44, 12-26-95  
/ZSER 3C10000001/SED 10-03-96  
/LPCA GB, 03-04-99  
1 MBBRX MemoryCall Answering Ser+  
/TN 901 278-6343  
/MBTN 901 278-6343  
/DLNM 2-CASTILLO VERONICA  
/ZLL 44, 12-26-95  
/SED 12-26-95/ZSER 4A10000003  
1 ESXD9 Call Waiting Deluxe  
/TN 901 278-6343/SED 10-03-96

901 278 6343 019 \*CSR\*

MPMT VR3CL E 3

QTY USOC S&E J  
/ZSER 9E1000000F  
1 GCE Call Forwarding Busy Line  
/TN 901 278-6343/PFX BLPFX.N  
/ZLL 44, 12-26-95  
/SED 12-26-95/ZSER 5810000005  
1 GCJ Call Forwarding Don't Ans+  
/TN 901 278-6343/RCYC 3  
/PFX DAPFX.N/ZLL 44, 12-26-95  
/SED 12-26-95/ZSER 5F10000006  
1 LNPCX FCC Local Number Portabil+  
/TN 901 278-6343/SED 05-15-99  
/ZSER 3F0199999C  
1 MWW Message Waiting - Stutter+  
/TN 901 278-6343  
/ZLL 44, 12-26-95  
/SED 12-26-95/ZSER 6D10000008  
1 NCE TouchStar Service, Prefe+  
/TN 901 278-6343/SED 10-03-96  
/ZSER 3B10000010  
1 NSS Call Return (\*69)

901 278 6343 019 \*CSR\*

MPMT VR3CL E 4

QTY USOC S&E J  
/TN 901 278-6343  
/ZLL 44, 12-26-95  
/SED 12-26-95/ZSER 7410000009  
1 SEQ1X Inside Wire Maintenance S+  
/TN 901 278-6343/SED 12-26-95  
/ZSER 7B1000000A

/RMKR (A) 12-26-95  
/ZLL 44, 12-26-95  
1 VSB Vertical Services Billing+  
/TN 901 278-6343/SED 10-03-96  
/ZSER 4210000011  
1 9LA FCC Charge for Network Ac+  
/TN 901 278-6343  
/ZLL 44, 12-26-95  
/SED 12-26-95/ZSER 821000000B  
1 NXMCR Caller ID Name and Number+  
/ZLL 16, 04-15-96  
/SED 04-15-96/ZSER 901000000D

(CALLING CARD SERVICE)

901 278 6343 019 \*CSR\*

MPMT VR3CL E 5

QTY USOC S&E J

2 BSXUP BellSouth Calling Card  
/SED 08-16-96/ZSER 971000000E

---RMKS

---COMPLETED ACTIVITY

-----2000-10-21 19:14 cstff105-----

MS CASTILLO CALLED IN STATING THAT TECH KEEPS GOING TO WRONG ADDRESS, PER NOTES TNF ORDER WAS PLACED BUT THEY ENTER WRONG ADDRESS WHICH THE OLD ADDRESS, AVD CUSTOMER THAT WE'LL NEED TO RESUBMIT ORDER, CUSTOMER STATED THAT SHE WANTS SERVICE CANCELED TRANSFERED TO SAVES...AMATOS

-----2000-10-21 19:13 cstff230-----

please cancel account

-----2000-10-21 18:41 cstff345-----

MRS. CASTILLO CALL IN ABOUT THE TECHIANS IS REPORTING TO THE  
WRONG ADDRESS. TRANSFER TO REPAIR.

-----2000-10-21 14:50 cstff091-----  
commit no later than 6pm 10-21-00.....

-----2000-10-21 12:59 cstff566-----  
TT-ms. castillo needs line transfered to 1575 GALLOWAY AVE APT 4 MEMPHIS TN  
38108, jacks and wires needed. cantacti number 901-276-8767 10/21/00

local referred/ssfo292

\*\*\*Referred\*\*\* by cstff292 on 2000-11-06 03:46

ref to local BS to hve the maint. done. ktd

\*\*\*Referred\*\*\* by cstpf124 on 2000-11-08 11:20

REFER TO PROVISIONING

\*\*\*Closed\*\*\* by cstpf121 at 2000-11-08 11:50

-----2000-10-21 12:44 cstff427-----

VERONICA CASTILLO has to speak to repair.he got xfrd to special services..xfrd to  
repair.

-----2000-10-21 12:36 cstff696-----

JESSY CALLED FOR HIS SISTER VERONICA TO STATE THAT OUR REPAIR  
SERVICES WENT TO THE OLD ADDRESS TO FIX HER PHONE LINE THE NEW  
ADDRESS IS 1575 GALLOWAY AVE APT 4 MEMPHIS TN 38108  
GH REP 696

-----2000-10-20 20:05 cstff339-----

cust called in to check on her tnf she does not have a dial tone called repair got commit  
time of 10/21/00 by noon.dv

-----2000-10-19 18:02 cstff405-----

Veronica called to find if her tranfer of service to new address has been completed..ss

-----2000-10-19 17:49 cstff345-----

MRS. CASTILLO CALL ABOUT THE STATUS OF HER TRANSFER. SHE ALSO  
WANT A TECHICIAN TO COME OUT AND CHECK HER JACKS IN HER HOME.

-----2000-10-11 23:18 cstff081-----

ISSUED PON TNF6343ZA TO TRANSFER SVC TO  
1575 GALLOWAY AVE APT 4 MEMPHIS TN 381112  
DDD 10/11/00

-----2000-10-10 21:02 cstff367-----

CUST. SAVES BY OFFER THE SERVICE WILL BE TRANSFER BY THE 10/20/000  
PJ367

-----2000-10-10 19:26 cf001533-----

VERONICA CASTILLO called in tran to 5608 tf 1533

-----2000-08-29 17:10 cstff999-----

8/29 VERONICA CALLED TO REQ 1 CALLING CARD. ISSUED PAPER REQ FOR  
1 CALLING CARD....MSAMUEL

-----2000-08-22 14:01 cstff047-----

See below for reply

-----Original message-----

>From Veronicacastill@aol.com Mon Aug 21 15:24:22 2000  
>Received: from imo-d05.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id PAA10683  
>for <AOL.LongDistance@talk.com>; Mon, 21 Aug 2000 15:24:22 -0400 (EDT)  
>From: Veronicacastill@aol.com  
>Received: from Veronicacastill@aol.com  
>by imo-d05.mx.aol.com (mail\_out\_v27.12.) id y.34.9748eb1 (3312)  
> for <AOL.LongDistance@talk.com>; Mon, 21 Aug 2000 15:31:54 -0400 (EDT)  
>Message-ID: <34.9748eb1.26d2ddaa@aol.com>  
>Date: Mon, 21 Aug 2000 15:31:54 EDT  
>Subject: Calling Card  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"

>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 120  
>  
>I would like a calling card for this service also. Thank-you.  
>  
>Veronica Castillo  
>

Dear Valued Customer,

We apologize for any inconvenience. Due to the high demand for service, in some areas there may be a slight delay in e-mail response time. We recommend you contact our customer service department between the hours of 9am - 5pm EST Monday - Friday at 1-800-291-9699. So we may better service you.

If you have already had your issues addressed, please disregard this E-Mail.

Thank You

TALK.com

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 901 725-7191 099

EXCH MPMT

BCS VR3CL

STAT OPEN

TYPE RESIDENCE

SVCC 1P

EQIND1 23

LASTZSER 26843546

MULTLINE 1

HTGHMLCT 0

JOINTIND

JAZZIND

BREFIND

DENYIND 0

BMIHTIND

SENSACCT

TTRA 901 721

CENT R00

---LIST

LN CASTILLO, VERONICA B

LA (OAD)

SA 1575 GALLOWAY AV, MEMPHIS, TN

LOC APT 4

DZIP 38112

---DIR

DDA CASTILLO

APT 4

1575 GALLOWAY AV

MEMPHIS TN 38112

DEL A1, B1

---BILL

BN1 VERONICA B CASTILLO

BA2 APT 4

BA3 1575 GALLOWAY AV

PO MEMPHIS TN 38112

---S&amp;E

(LINES &amp; STATIONS)



1 BVMTR BellSouth Voice Mail Transfer Mailbox  
/TN 901 725-5910  
/MBTN 901 725-5910  
/TTMB 901 725-7191/ZBTN  
/ZSER 4310000002/SED 05-11-01

1 DRS RingMaster I - One RingMaster Number with Distinctive Ringing  
/TN 901 725-5910  
/PN 901 725-7191/RNP B  
/EXK 901 721/ZSER 4A10000003  
/LRN 9017210000/TTRA 901 721  
/SED 05-11-01

1 VR3CL Complete Choice Plan  
/TN 901 725-7191/PIC 0222  
/LPIC 0222/LPCA GB, 06-04-01  
/PCA GB, 06-04-01/PN  
/SED 10-24-00/ZSER F8099999A0  
/EXK 901 721/LRN 9017210000  
/TTRA 901 721

1 BVMRV BellSouth Voice Mail Residential Mailbox  
/TN 901 725-7191  
/MBTN 901 725-7191  
/DLNM 2-CASTILLO VERONICA B  
/ZSER 00099999A1/SED 10-24-00

1 ESC Three-Way Calling  
/TN 901 725-7191  
/ZSER 23099999A6/SED 10-24-00

1 ESM Call Forwarding  
/TN 901 725-7191  
/ZSER 5110000004/SED 05-11-01

1 ESXD9 Call Waiting Deluxe  
/TN 901 725-7191  
/ZSER 2A099999A7/SED 10-24-00

1 FUJ1X Federal Universal Service Charge  
/TN 901 725-7191  
/ZSER 31099999A8/SED 10-24-00

1 GCE Call Forwarding Busy Line  
/TN 901 725-7191  
/ZSER 15099999A4/SED 10-24-00

1 GCJRC Call Forwarding Don't Answer Ring Control  
/TN 901 725-7191  
/ZSER 5810000005/SED 05-11-01

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 901 725-7191  
/ZSER 38099999A9/SED 10-24-00

1 MWWAV Message Waiting Indication, Audio/Visual  
/TN 901 725-7191  
/ZSER 07099999A2/SED 10-24-00

1 NSQ Repeat Dialing (\*66)  
/TN 901 725-7191  
/ZSER 5F10000006/SED 05-11-01

1 NSS Call Return (\*69)  
/TN 901 725-7191  
/ZSER 3F099999AA/SED 10-24-00

1 NST Call Tracing (\*57)  
/TN 901 725-7191  
/ZSER 6610000007/SED 05-11-01

1 NSY Call Block (\*60)  
/TN 901 725-7191  
/ZSER 6D10000008/SED 05-11-01

1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 901 725-7191  
/ZSER 46099999AB/SED 10-24-00

1 PMX1R Privacy Director  
/TN 901 725-7191

/ZSER 7410000009/SED 05-11-01  
1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 901 725-7191  
/ZSER 5B099999AE/SED 10-24-00  
/RMKR (A) 10-24-00  
1 S98VM Star 98 Access to BellSouth Voice Mail  
/TN 901 725-7191  
/ZSER 54099999AD/SED 10-24-00  
1 VSB Vertical Services Billing for Complete Choice Plan  
/TN 901 725-7191  
/ZSER 62099999AF/SED 10-24-00  
1 9LM FCC Charge for Network Access  
/TN 901 725-7191  
/ZSER 1C099999A5/SED 10-24-00

---RMKS

RMKR (A) VR3CL 102400

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LENS Version 10.2  
OPC0032

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sof00279 / 3  
11/29/2001

**Blackman, Malisha # 615-227-0185: Count 86**

**Optis Notes:**

-----2001-11-29 08:27 cstpf587-----

MADE 2 COPIES OF POA AND GAVE THEM TO KELLI  
VP/REG

-----2001-07-12 14:34 cotnp004-----

refaxed response to commission rj

-----2001-05-30 15:27 mak -----

responded to tnra complaint #01-0159 5/24/01 tam

-----2001-05-17 10:20 cstpf375-----

Placed on the Do Not Call/Contact lists.

-----2001-05-16 15:50 cotnp004-----

recvd poa from fl

-----2001-05-16 14:14 cf001174-----

COMPLAINT TEMPLATE

**General Information:**

Complainant's Name, BTN, Agency, State, and Due Date: Malisha Blackman, 615-227-0185, Reg Auth, TN, 05/25/2001

**Nature of Complaint:**

1) Mrs. Blackman states that she did sign up for service with Talk.com, but it was never switched.

2) She states that she has received bills from Talk.com and she should have.

3) She wants that account credited.

**POA Information:**

Market Code(s): TPLUS 1006

Verbal, Online, DM Check, or other LOA: Verbal

Person who authorized: Malisha Blackman

DOS: 06/30/2000

DOB: 06/17/1971

**On/Off Dates-First Call Last Call Information:**

Date switched to A1 (Local only): Never Switched

Also indicate SED for PIC and LPIC on dates: Never Switched

### Account Billing Information:

Optis Account #: 26740895

Billed in Optis: \$159.60

Credited in Optis: \$79.80

Refunded in Optis: \$0.00

OneBill Account #: 21097239

Billed in OneBill: \$53.00

Credited in OneBill: \$53.00

Refunded in OneBill: \$0.00

Provisioning:

Were there any delay's in provisioning? Yes

If yes, why? The order was cancelled.

### Important Optis/OneBill Notes:

Optis (also list here if multiple accounts): Mrs. Blackman called in and requested that the bill be credited and lines be blocked.

One Bill (also list here if multiple accounts): Mrs. Blackman called in disputing the bill, stating that she was never switched.

Resolution:

[illegible]

Customer Satisfied: Yes

Account Status: Closed

Michelle Smith 1174

Regulatory Dept PH

-----2001-05-16 13:59 cf001174-----

# ACCOUNT CLOSED

RESOLVED COMPLAINT

MICHELLE REG/PH

1174

-----2001-05-16 13:38 cf001174-----

REMOVED ADDRESS:

528 NORTON AVE

NASHVILLE, TN 37207

MICHELLE REG/PH

1174

-----2001-05-15 13:07 cstpf587-----

rec'd a tn tnra complaint dd 5/25

-----2001-05-14 16:14 cstpf587-----

Loaded POA for 615-227-0185 to the V-drive and made a tape

-----2001-05-14 08:58 cotnp005-----

REC'D TRA COMPLAINT 01-1059 DUE 05/25/01

-----2001-04-07 17:10 cstff407-----

MBlackman does not have an acct...please deactivate...she is with BS...stop billing...ao/inb/407/fils.

-----2001-04-07 17:08 cstff407-----

TIBIN 6152270185 MBlackman does not have an acct...please deactivate...she is with BS...stop billing...ao/inb/407/fils.

ISSUED CREDIT TO ACCT FOR \$79.80 DUE TO CUST NEVER SWITCHED.

\*\*\*Closed\*\*\* by cf001503

at 2001-04-09 05:30

-----2000-12-27 11:39 cstff018-----

MALSHABLACKMAN CALLED TO DISPUTE SERVICE AS PER HER REQUEST SHE WANTS THE LINE BLOCKED

-----2000-11-13 17:33 CSRMgr -----

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 1

NLST (NON-LIST) BLACKMAN, MALISHA  
LA 528 NORTON AV  
SA 528 NORTON AV, NASHVILLE, TN  
DZIP 37207

---DIR

DDA MALISHA BLACKMAN  
528 NORTON AV  
NASHVILLE TN 37207  
DEL A1, B1

---BILL

BN1 MALISHA BLACKMAN  
BA2 528 NORTON AV  
PO NASHVILLE TN 37207

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 2

---S&E

(OTHER)

1 NW1O2 Network interface-Outside+  
/SED 10-23-00/ZSER 3F0199999C

(CHARGEABLE LISTINGS)

1 NLT Listing-not printed in di+  
/SED 01-29-96/ZSER 3C10000001

(LINES & STATIONS)

1 1FR Residential Line  
/TN 615 227-0185/PIC 0288

/LPIC 0222/PCA CM, 04-30-99  
/RCU TWC/BLKD

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 3

QTY USOC S&E J  
/LPCA GB, 04-05-99  
/SED 01-29-96/ZSER 4310000002  
/GF ADSL/PSM .ARDT/SSM  
1 TTR Touch-Tone  
/TN 615 227-0185/SED 01-29-96  
/ZSER 4A10000003  
1 BVMRV BellSouth Voice Mail Res+  
/TN 615 227-0185  
/MBTN 615 227-0185  
/DLNM 2-BLACKMAN MALISHA  
/ZSER 901000000D/SED 10-16-00  
1 ADL11 ADSL Virtual Circuit with+  
/TN 615 227-0185  
/RCID T4.HFGJ.702653..SC  
/VPI 13, VCI 946  
/RVPI 8, RVC 35  
/WW 901 M71-2484/SED 10-23-00  
/ZSER 460199999D  
1 BCR Call Return Blocking  
/TN 615 227-0185

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 4

QTY USOC S&E J  
/ZSER 821000000B/SED 01-28-98  
1 BRD Repeat Dial Blocking  
/TN 615 227-0185  
/ZSER 891000000C/SED 08-23-99  
1 CREXX Custom Toll Restriction a+  
/TN 615 227-0185/SED 10-23-96  
/ZSER 7B1000000A  
1 EMPIS Credit for subscribing to+  
/TN 615 227-0185  
/ZSER 4210000011/SED 10-16-00  
1 EMP1X Equipment Maintenance Pla+  
/TN 615 227-0185  
/ZSER 4910000012/SED 10-16-00  
1 ESX Call Waiting  
/TN 615 227-0185/SED 01-29-96  
/ZSER 5810000005

1 FUJIX Federal Universal Service+  
/TN 615 227-0185/SED 07-01-00  
/ZSER 3F0199999C  
1 GCE Call Forwarding Busy,Line

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 5

QTY USOC S&E J  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 3B10000010/SED 10-16-00  
1 GCJ Call Forwarding Don't Ans+  
/TN 615 227-0185/RCYC 3  
/PKG VM-CSP-S98PK  
/ZSER 9E1000000F/SED 10-16-00  
1 LNPCX FCC Local Number Portabil+  
/TN 615 227-0185/SED 05-15-99  
/ZSER 380199999B  
1 MWWAV Message Waiting Indicatio+  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 971000000E/SED 10-16-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 227-0185/SED 01-29-96  
/ZSER 6610000007  
/RMKR (A) 01-29-96  
1 S98VM Star 98 Access to BellSou+  
/TN 615 227-0185

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 6

QTY USOC S&E J  
/PKG VM-CSP-S98PK  
/ZSER 5E10000015/SED 10-16-00  
1 S981A Star 98 Access (1A Provis+  
/TN 615 227-0185  
/ZSER 5010000013/SED 10-16-00  
1 9LM FCC Charge for Network Ac+  
/TN 615 227-0185/SED 01-29-96  
/ZSER 6D10000008  
1 S98PK Voice Mail Companion Serv+  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 5710000014/SED 10-16-00

---COMPLETED ACTIVITY





Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00View Product and Services

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 1

NLST (NON-LIST) BLACKMAN, MALISHA  
LA 528 NORTON AV  
SA 528 NORTON AV, NASHVILLE, TN  
DZIP 37207

---DIR

DDA MALISHA BLACKMAN  
528 NORTON AV  
NASHVILLE TN 37207  
DEL A1, B1

---BILL

BN1 MALISHA BLACKMAN  
BA2 528 NORTON AV  
PO NASHVILLE TN 37207

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 2

---S&amp;E

(OTHER)

1 NW102 Network interface-Outside+  
/SED 10-23-00/ZSER 3F0199999C

(CHARGEABLE LISTINGS)

1 NLT Listing-not printed in di+  
/SED 01-29-96/ZSER 3C10000001

(LINES &amp; STATIONS)

1 1FR Residential Line  
/TN 615 227-0185/PIC 0432  
/LPIC 0432/PCA CM, 04-12-01  
/RCU TWC/BLKD

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 3

QTY USOC S&E  
/LPCA CM, 04-12-01

J

1 TTR /ZSER 4D0199999E  
Touch-Tone  
/TN 615 227-0185/SED 01-29-96  
/ZSER 4A10000003  
1 BVMRV BellSouth Voice Mail Res+  
/TN 615 227-0185  
/MBTN 615 227-0185  
/DLNM 2-BLACKMAN MALISHA  
/ZSER 901000000D/SED 10-16-00  
1 BCR Call Return Blocking  
/TN 615 227-0185  
/ZSER 821000000B/SED 01-28-98  
1 BRD Repeat Dial Blocking  
/TN 615 227-0185  
/ZSER 891000000C/SED 08-23-99  
1 CREXX Custom Toll Restriction a+  
/TN 615 227-0185/SED 10-23-96  
/ZSER 7B1000000A  
1 EMP1S Credit for subscribing to+

615 227 0185 200 \*CSR\*

NVE 1FR NLST E

4

QTY USOC S&E J  
/TN 615 227-0185  
/ZSER 4210000011/SED 10-16-00  
1 EMP1X Equipment Maintenance Pla+  
/TN 615 227-0185  
/ZSER 4910000012/SED 10-16-00  
1 ESX Call Waiting  
/TN 615 227-0185/SED 01-29-96  
/ZSER 5810000005  
1 FUJ1X Federal Universal Service+  
/TN 615 227-0185/SED 07-01-00  
/ZSER 3F0199999C  
1 GCE Call Forwarding Busy Line  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 3B10000010/SED 10-16-00  
1 GCJ Call Forwarding Don't Ans+  
/TN 615 227-0185/RCYC 3  
/PKG VM-CSP-S98PK  
/ZSER 9E1000000F/SED 10-16-00  
1 LNPCX FCC Local Number Portabil+

615 227 0185 200 \*CSR\*

NVE 1FR NLST E

5

QTY USOC S&E J  
/TN 615 227-0185/SED 05-15-99  
/ZSER 380199999B  
1 MWAV Message Waiting Indicatio+  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 971000000E/SED 10-16-00  
1 SEQ1X Inside Wire Maintenance S+  
/TN 615 227-0185/SED 01-29-96  
/ZSER 6610000007  
/RMKR (A) 01-29-96  
1 S98VM Star 98 Access to BellSou+  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 5E10000015/SED 10-16-00  
1 S981A Star 98 Access (1A Provis+  
/TN 615 227-0185  
/ZSER 5010000013/SED 10-16-00

1 9LM FCC Charge for Network Ac+  
/TN 615 227-0185/SED 01-29-96  
/ZSER 6D10000008

615 227 0185 200 \*CSR\*

NVE 1FR NLST E 6

QTY USOC S&E J  
1 S98PK Voice Mail Companion Serv+  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 5710000014/SED 10-16-00

---COMPLETED ACTIVITY

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LENS Version 9.2

OPC0032

5/16/2001

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry Customer Service Record

Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 615 227-0185 200

EXCH NVE  
BCS 1FR  
STAT OPEN  
TYPE RESIDENCE  
SVCC 11  
EQIND1 21  
LASTZSER 26843550  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
CENT R00

---LIST

NLST (NON-LIST) BLACKMAN, MALISHA  
LA 528 NORTON AV  
SA 528 NORTON AV, NASHVILLE, TN  
DZIP 37207

---DIR

DDA MALISHA BLACKMAN  
528 NORTON AV  
NASHVILLE TN 37207  
DEL A1, B1

---BILL

BN1 MALISHA BLACKMAN  
BA2 528 NORTON AV  
PO NASHVILLE TN 37207

---S&amp;E

(OTHER)

1 NW102 Network interface-Outside multi line  
/SED 10-23-00/ZSER 3F0199999C

(CHARGEABLE LISTINGS)

1 NLT Listing-not printed in directory  
/SED 01-29-96/ZSER 3C10000001  
  
(LINES & STATIONS)

1 1FR Residential Line  
/TN 615 227-0185/PIC 5483  
/LPIC 5483/PCA GB, 08-25-01  
/RCU TWC/BLKD  
/LPCA GB, 08-25-01  
/ZSER 4D0199999E

1 TTR Touch-Tone  
/TN 615 227-0185/SED 01-29-96  
/ZSER 4A10000003

1 BVMRV BellSouth Voice Mail Residential Mailbox  
/TN 615 227-0185  
/MBTN 615 227-0185  
/DLNM 2-BLACKMAN MALISHA  
/ZSER 901000000D/SED 10-16-00

1 BCR Call Return Blocking  
/TN 615 227-0185  
/ZSER 821000000B/SED 01-28-98

1 BRD Repeat Dial Blocking  
/TN 615 227-0185  
/ZSER 891000000C/SED 08-23-99

1 CREXX Custom Toll Restriction and International Call Block  
/TN 615 227-0185/SED 10-23-96  
/ZSER 7B1000000A

1 EMP1S Credit for subscribing to both the Equipment Maintenance Plan and the I  
/TN 615 227-0185  
/ZSER 4210000011/SED 10-16-00

1 EMP1X Equipment Maintenance Plan  
/TN 615 227-0185  
/ZSER 4910000012/SED 10-16-00

1 ESX Call Waiting  
/TN 615 227-0185/SED 01-29-96  
/ZSER 5810000005

1 FUJ1X Federal Universal Service Charge  
/TN 615 227-0185/SED 07-01-00  
/ZSER 3F0199999C

1 GCE Call Forwarding Busy Line  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 3B10000010/SED 10-16-00

1 GCJ Call Forwarding Don't Answer  
/TN 615 227-0185/RCYC 3  
/PKG VM-CSP-S98PK  
/ZSER 9E1000000F/SED 10-16-00

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 227-0185/SED 05-15-99  
/ZSER 380199999B

1 MWWAV Message Waiting Indication, Audio/Visual  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 971000000E/SED 10-16-00

1 SEQ1X Inside Wire Maintenance Service Plan  
/TN 615 227-0185/SED 01-29-96  
/ZSER 6610000007  
/RMKR (A) 01-29-96

1 S98VM Star 98 Access to BellSouth Voice Mail  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 5E10000015/SED 10-16-00

1 S981A Star 98 Access (1A Provisioning Only)  
/TN 615 227-0185  
/ZSER 5010000013/SED 10-16-00  
1 9LM FCC Charge for Network Access  
/TN 615 227-0185/SED 01-29-96  
/ZSER 6D10000008  
1 S98PK Voice Mail Companion Services Package  
/TN 615 227-0185  
/PKG VM-CSP-S98PK  
/ZSER 5710000014/SED 10-16-00

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LENS Version 10.2  
OPC0032sof00279 / 3  
11/29/2001

Count 87

-----2001-11-29 08:32 cstpf587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-06-01 10:38 cstpf594-----  
Added to the do not call list. HLS/594/QC/PH  
-----2001-05-30 10:58 cam -----  
faxed response

-----2001-05-29 12:48 cstpf167-----  
Complaint Summary

Read the directive from the agency on the complaint!!!

General Information  
BTN: 615-885-4975  
Customer Name: Jack Whitman Sr.  
Name of Person Initiating Complaint: Jack Whitman  
Name of Person Spoke to to Resolve Complaint: n/a

Summarize what the complaint is in reference to (if multiple issues/accounts, please add in order): Dispute Charges

1) Customer stated that AOL Id is charging for 900 call , said there is a 900 block online with Bell South.

2) Customer states that was debited from checking acct \$300 last month , recvd reimbursement . This month \$209 was deducted , has not revd bill.

3)  
Service Authorization Information (for complaints involving alleged unauthorized switches)

Name of person who authorized switch: n/a

DOB or last 4 digits of SSN as indicated in POA(which ever is indicated):n/a

Date Authorization was obtained: n/a

Type of POA: CT000001

TPV?      Signed LOA?      Signed Check?

If POA was obtained through 3rd party verification, provide name of person verifying(NY PSC Only):n/a

Did you offer to play customer TPV.

Did customer listen to the tape? n/a  
If so, did customer agree that they authorized switch? n/a

#### Service Information

What Plan is the customer on(Market Code)? CT000001

When was the order submitted? 05/21/98 in optis  
Local (Check SOTS, LENS OR GUI): n/a  
LD: 05/21/98

For local service, indicate the dates for the following, as applicable:  
Date service provisioned? n/a  
Date service disconnected n/a

If there was a delay in any of above activities, explain why (Check mantiss): n/a

Date of confirmation that customer was on the service, for:in optis  
Local service:  
LD:08/13/98

For Xerox Accts: was customer ever pic'd to 6746 (call IPOC to check)? n/a

Date customer was taken off our service ( Check SOTS, LENS, GUI, etc for local):  
04/03/01

Was customer taken off of our PIC? yes                      If so, indicate date: 04/03/01

Billing/Credit Information: billed from 08/98 to 04/01 \$641.27, credit \$454.65 , paided  
\$186.62, refund back \$454.65...zero balance.

What was the total amount billed that is in dispute: \$209.32

Of the amount disputed, what was the total amount paid/also indicate chargebacks:  
\$209.32 no chargeback

Did you issue a credit? no                      If so, what was the dollar amount issued? n/a

How was the credit issued? n/a

What does the credit represent (total amount billed, billing after cancellation, rerate,  
intraLATA, 30-day) n/a

Did you issue a refund of any amounts paid? yes                      If so, what was the dollar amount?  
\$209.32

How was the refund issued? back into checking acct

What does the refund represent (total amount, billing after cancellation, rerate, intralata):  
total amount billed



Customer Contact Attempts: 04/03/01 JACK WHITMAN disputing adult calls. states they have 900# block and on MCI. Possible WBTN issue. Mgr will take care of it  
On 04/03/01 Supervisor call Mr Whitman called about the adult entertainment calls made from his line on 2/20/2001. He has no call detail after 8/8/99, except these two calls. Mr Whitman and his wife live alone and are in their eighties. He vehemently disputes making these calls, I believe him. He also says he cancelled service in 99, as per manager Nick, refund for 245.33 for calls, plus service fees of 92.64, total credit and refund of 337.97. On 05/14/01 JACK WHITMAN's wife called regarding the adult entertainment calls. advised her the credit was denied and we issued credit last month as a courtesy, she says that her husband will call us back to speak with a supervisor because they plan to sue us...also advised to call lec for a 900 blk.

Indicate each date you attempted to contact customer and whether contact successful, and whether :

a message was left on recorder or VM:yes

First attempt: 05/29/01

Second attempt: 05/29/01

Third attempt: mail contact ltr

Resolution Outcome

Was the complaintant satisfied? n/a

Is there any follow up that you need to do to the account? no

Other notes regarding customer contact and resolution:Despite several attempt call, I was unable to speck to Jack Whitman concerning complaint. So I mail a no contact letter. After reviewing account information , customer dispute calls from 900# that never made. Customer was on service since 08/98 and was charge no more than \$6.88 until 02/01 all only on service fees . On 04/03/01 Supervisor call Mr Whitman called about the adult entertainment calls made from his line on 2/20/2001. He has no call detail after 8/8/99, except these two calls. Mr Whitman and his wife live alone and are in their eighties. He vehemently disputes making these calls, supervisor believe him. He also says he cancelled service in 99, as per manager, refund for 245.33 for calls, plus service fees of 92.64, total credit and refund of 337.97 was given. Customer than recvd another bill and was charge \$209.32 on checking account for the last calls, that routed on service before previous refund was given into checking acct. As per supervisor notes on optis ,I will refunded back \$209.32 back into checking acct. lines blocked , also put on do not call list.

Account Resolved

Marisol Thomas/167

Account Closed

Regulatory Department PH

-----2001-05-29 12:47 cstpf167-----  
2nd attempt call per reg auth. ...m.t/167/reg

-----2001-05-29 12:06 cstpf167-----  
1st attempt call for the reg auth. complaint LMOM....m.t/167/reg

-----2001-05-18 11:37 cstpf587-----  
rec'd a tnra tn complaint dd 5/30

-----2001-05-17 16:01 cf002227-----  
mrs. WHITMAN called in to check if we have checking acct on file.no.hang  
up.jb/2227/inb/ph

-----2001-05-17 08:22 cotnp005-----  
REC'D TRA COMPLAINT 01-1092 DUE 05/30/01

-----2001-05-14 20:18 cf001970-----  
JACK WHITMAN's wife Betty called in asking for ceo correspondence address...caller  
denies making adult entertainment calls ..dv/1970/inb/ph

-----2001-05-14 16:45 cf001330-----  
JACK WHITMAN SR. called regarding the charge \$209.32. I advised as to what the  
charges were for, he stated that no one in the house has made the calls. He stated that he  
had a crossed line chk done and it came back that his lines were fine. I advised him that  
if his lines weren't crossed, then someone in the household made the calls. I advised him  
a credit will not be issued at this time. He requested that we mail him a copy of of the  
invoice, I placed the request.

ace\1330\inb\ph  
-----2001-05-14 16:43 cf001330-----  
TT-Please mail the 4/01 invoice to the address on file ace\1330\inb\ph

BEING HANDLED BY REGULATORY-LINDA  
\*\*\*Closed\*\*\* by cf001190 at 2001-08-15 23:59

-----2001-05-14 12:32 cf001462-----  
Mrs Whitman called and wanted to speak to Chris 1113. told her to call back  
tonight...dp/cf1462/cs2/ph

-----2001-05-14 10:43 cf002174-----

JACK WHITMAN's wife called regarding the adult entertainment calls. advised her the credit was denied and we issued credit last month as a courtesy, she says that her husband will call us back to speak with a supervisor because they plan to sue us...also advised to call lec for a 900 blk....am2174csph

-----2001-05-02 16:46 cf001010-----

as per last note, also changed to paper remit to avoid further billing..  
ec/1010/inb/ph

-----2001-05-02 16:44 cf001010-----

TT-please reveiw account for refund...cust was credited by manager last month and received charges again this month...see notes...ec/1010/inb/ph

CREDIT DENIED.....adult calls routed, customer is resposible!

\*\*\*Closed\*\*\* by cf001353 at 2001-05-02 18:49

-----2001-04-04 10:35 cstpf488-----

JACK WHITMAN (SR.) called to see if cr was applied i ad ised him it was applied and his bank could verif the cr in 7-10 business days..sc//ph//inbnd//488

-----2001-04-03 18:19 cf001113-----

Supervisor call\*\*\*\*\*

Mr Whitman called about the adult entertainment calls made from his line on 2/20/2001. He has no call detail after 8/8/99, except these two calls. Mr Whitman and his wife live alone and are in their eighties. He vehemently disputes making these calls, I believe him. He also says he cancelled sevice in 99, as per manager Nick, refund for 245.33 for calls, plus service fees of 92.64, total credit and refund of 337.97 cf001113 PH inbound

-----2001-04-03 17:56 cf001353-----

JACK WHITMAN disputing adult calls. states they have 900# block and on MCI. Possible WBTN issue. Mgr will take care of it. ms1353/cs/ph

-----2001-04-03 16:52 cf001265-----

JACK WHITMAN (SR.) - calling in on adult entertainment phone calls. explained. jau 1265 ph ib

-----1998-06-09 11:33 cstpf277-----

i will call at 1:00 to speak w/ wife

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00Local Exchange Navigation System  
Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

615 885 4975 126 \*CSR\*

NVE VR3CL E 1

LN WHITMAN, JACK W  
LA 245 FAIRWAY DR  
SA 245 FAIRWAY DR, NASHVILLE  
DZIP 37214---DIR  
DEL A3, B3---BILL  
BN1 JACK W WHITMAN  
BA2 245 FAIRWAY DR  
PO 37214

615 885 4975 126 \*CSR\*

NVE VR3CL E 2

---S&amp;E

(OTHER)

1 NW101 Network interface-Outside+  
/ZSER 3C10000001

(LINES &amp; STATIONS)

1 VR3CL Complete Choice Plan  
/TN 615 885-4975/TBE B  
/PIC NONE/LPIC NONE  
/LPCA BO, 03-06-01  
/PCA BO, 03-06-01  
/SED 09-29-99/ZSER 4310000002  
/EXK 615 883/LRN 6158830000  
/TTRA 615 883  
/RMKR (A) 08-28-00

1 CREXY Custom Toll Restriction a+

615 885 4975 126 \*CSR\*

NVE VR3CL E 3

QTY USOC S&E  
/TN 615 885-4975

J

1 ESC /ZSER 4910000012/SED 05-14-01  
Three-Way Calling  
/TN 615 885-4975/SED 09-29-99  
/ZSER 3F0199999C  
1 ESM Call Forwarding  
/TN 615 885-4975  
/ZSER 891000000C/SED 09-29-99  
1 NSK Call Selector (\*61)  
/TN 615 885-4975  
/ZSER 901000000D/SED 09-29-99  
1 NSQ Repeat Dialing (\*66)  
/TN 615 885-4975  
/ZSER 971000000E/SED 09-29-99  
1 NSS Call Return (\*69)  
/TN 615 885-4975  
/ZSER 9E1000000F/SED 09-29-99  
1 NST Call Tracing (\*57)  
/TN 615 885-4975  
/ZSER 3B10000010/SED 09-29-99

615 885 4975 126 \*CSR\*

NVE VR3CL

E

4

QTY USOC S&E J  
1 VSB Vertical Services Billing+  
/TN 615 885-4975  
/ZSER 4210000011/SED 09-29-99  
1 ESX Call Waiting  
/ZSER 5810000005  
1 FUJ1X Federal Universal Service+  
/ZSER 460199999D/SED 07-01-00  
1 LNPCX FCC Local Number Portabil+  
/SED 05-15-99/ZSER 821000000B  
1 NSD Caller ID Number Delivery  
/ZSER 6610000007  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 6D10000008  
1 9LM FCC Charge for Network Ac+  
/ZSER 7410000009

(CALLING CARD SERVICE)

1 BSXUP BellSouth Calling Card  
/ZSER 7B1000000A

615 885 4975 126 \*CSR\*

NVE VR3CL

E

5

---RMKS

---COMPLETED ACTIVITY

[References](#) | [Cancel](#)

[View Product and Services](#)

[Return to Inquiry](#) ►

**Whalen, John # 865-882-0838: Count 88**

**Optis Notes:**

-----2001-08-23 07:08 cf001273-----  
tracked customer complaint letter

-----2001-06-06 16:42 cstpf561-----  
Faxed Agency Response Letter 6.6.01.

Eileen/Reg.PH

-----2001-06-06 08:41 cstpf375-----  
Placed on the Do Not Call/Contact lists.

-----2001-06-04 16:13 cstpf580-----  
Complaint Template

**General Information:**

Complainant Name, BTN, Agency & State, Due Date: John Whalen, 865-882-0838, Reg  
Auth, TN, 06/07/01

Name(s) listed in Optis Account if it differs: John Whalen

**Nature of Complaint:**

- 1) The member is stating at the time he authorized the service with Talk.com, he was informed his rates would be 5 cpm with no monthly billing fee. The member is stating that the bills were added to his credit card.
- 2) The member is stating Talk.com started charging \$6.95 per month last summer in addition with the 5 cpm.
- 3) The member is stating they soon began to receive statements via the USPS, and his wife started paying that bill in addition to it being charged to their Visa card. The member is stating they noticed in October they were being double billed by Talk.com, and notified them of their error. The member is stating that he was informed he would be credited for 2 months. In November, the member is stating that he was being double billed again. The member stated at this point, he contacted AT&T and asked them to take over their service, and contacted Talk.com and notified them of their decision to switch providers. The member is stating he continues to receive invoices from Talk.com in the amount of \$6.95 on monthly billing statements, and on their Visa bill.

POA Information: For the account number: 26240499

Market Code(s): XEROXDG

Verbal, Online, DM Check or Other LOA? Self Pic

Person who authorized: John Whalen

DOS:N/A  
DOB:N/A  
Verifier's Name & ID# (NY PSC Only):N/A

This members lec assigned Talk.com as the carrier due to he had an area code change, and his line was already on our service.

On/Off Dates-First Call Last Call Information:  
Date Switched to A-1 (Local only)N/A Also indicate SED for PIC and LPIC on  
dates:06/09/00  
Date Switched from A-1 (Local only)N/A Also indicate SED for PIC and LPIC off  
dates:  
OCC Confirmation (LD only):01/17/01  
All XEROX must be checked if they were ever on our PIC:Yes  
First Call:05/18/00  
Last Call:12/22/00

Account Billing Information:  
One Bill Account Number:N/A  
Billed in Optis:\$72.47  
Credited in Optis:\$27.22  
Refunded in Optis:\$00.00  
Billed in OneBill:N/A  
Credited in OneBill:N/A  
List All Chargebacks:N/A  
Total Amount Billed that is in Dispute:\$6.95 for every month.

Provisioning:  
Were there any delay's in provisioning:N/A  
If yes, why?N/A

Important Optis/OneBill Notes:  
Optis:The member called in several times stating that he was being double billed since  
November.  
OneBill:N/A

POA Information:For the account number: 7010124  
Market Code(s): CT000007  
Verbal, Online, DM Check or Other LOA?Verbal  
Person who authorized:Rhonda Whalen  
DOS:07/14/98  
DOB:04/03/58  
Verifier's Name & ID# (NY PSC Only):Bill

Rates: The member is to receive 9 cpm with no monthly billing fee.

POA Information:

Market Code(s):DM5555A

Verbal, Online, DM Check or Other LOA?Promotional Check

Person who authorized:John Whalen

DOS:N/A

DOB:N/A

Verifier's Name & ID# (NY PSC Only):N/A

The promotional check was mailed to the address 1496 Oakdale Hwy. Harriman, TN 37748 in the amount of \$50.00. John Whalen signed and cashed this check on 07/24/98.

On/Off Dates-First Call Last Call Information:

Date Switched to A-1 (Local only) N/A Also indicate SED for PIC and LPIC on dates:07/26/98

Date Switched from A-1 (Local only) N/A Also indicate SED for PIC and LPIC off dates:05/02/01

OCC Confirmation (LD only):05/02/01 per LEC.

All XEROX must be checked if they were ever on our PIC:N/A

For the btn:423-882-0838

First Call:08/09/98

Last Call:02/01/00

For the btn:865-882-0838

No Call Detail

For the calling card number:744-773-3408

First Call:08/08/98

Last Call:10/20/00

Account Billing Information:

One Bill Account Number:N/A

Billed in Optis:\$330.07

Credited in Optis:\$46.90 (on 02/28/01 a credit transfer was done from one account to the other in the amount of \$6.52. On 04/30/01 a credit of \$6.00 was placed on the account due to double billing. On 05/24/01 a total credit of \$34.38 was issued to the account due to double billing.

Refunded in Optis:\$00.00

Billed in OneBill:N/A

Credited in OneBill:N/A

List All Chargebacks:04/25/01 \$33.78 was charged back due to double billing. I verified with Cathy we lost this chargeback.

Total Amount Billed that is in Dispute:\$6.95 per month since November.

Provisioning:

Were there any delay's in provisioning:N/A

If yes, why?N/A



Important Optis/OneBill Notes:

Optis: The member called in several times stating that he was being double billed since November of 2000.

OneBill: N/A

Resolution Section:

Attempts to Contact:

1) I attempted to contact John Whalen and I left a message on the answering machine on 06/01/01.

2) I attempted to contact John Whalen and I left a message on the answering machine on 06/04/01.

3)

Resolution Section (cont'd):

Name of person contacted to resolve complaint:

Did you play POA:

Did Complainant agree that the switch was authorized:

What does the credit represent:

Actual Resolution:

I spoke to John Whalen and informed him the service was signed up by a promotional check in the amount of \$50, and with a telemarketer. I provided the poa to the member. I also informed the member we have placed him on our do not contact list and removed his billing address from our file. I also informed the member what had happened was, the members line was already signed up for our long distance service when he had an area code change, that created another account. I informed the member we found the error, and issued a credit on the account in the amount of \$43.90. I informed the member he charged back the amount of \$34.38, and there was another balance remaining on the account. I informed the member the credits covered the chargeback, and the minor balance. I informed the member in reality, he did get double billed, however, this was corrected by issuing the credits. I informed the member due to charging that amount back, he was already issued the credit on that, so there will not be any further credits or refunds issued at this time. The member stated this resolved his complaint to his satisfaction.

Customer Satisfied: Yes

Account Closed:

Wendy Thomas 580

Regulatory Dept. PH

-----2001-06-01 15:16 cstpf580-----

I attempted to contact John Whalen regarding the Reg Auth complaint received and I left a message on the answering machine on 06/01/01.

Wendy Thomas 580

Regulatory PH

-----2001-05-31 10:08 cstpf580-----

I REMOVED THE BILLING ADDRESS WHICH WAS THE SAME AS TH  
PHYSICAL DUE TO THE REG AUTH COMPLAINT RECEIVED.  
WENDY THOMAS  
REGULATORY PH

-----2001-05-29 11:04 cstpf587-----

rec'd a tnra tn complaint dd 6/7

-----2001-05-25 09:28 cotnp005-----

REC'D TRA COMPLAINT DUE 06/07/01

-----2001-05-24 11:14 cstpf584-----

Placed credit of \$20.24 for billing. We did not recv a cancel from lec which caused  
customer to be billed for monthly fees each month. Per Kathy Hagg I credited an  
additional \$14.14 the remaining balance on the acct to resolve customers billing.

Michele

584//PH

Customer Relations

-----2001-05-24 09:33 cstpf584-----

Recevierd Email from John Whalen

ACCOUNT 26240499--BTN 865-882-0838 PAPER REMIT

9/27 \$1.99 5 Calls 18 Minutes

10/27 \$17.92 17 Calls 162 Minutes

11/27 \$8.90 6 Calls 44 Minutes

Paid 12/20 1.99

Paid 12/20 19.91

12/27 \$13.79 4 Calls 84 Minutes

Credit 1/16 20.70 Credit Transfer to account 7010124

Paid 1/22 \$6.52

Debit 2/28 \$6.52

ACCOUNT 7010124--BTN 423-882-0838 VISA XXX0008

12/16 \$6.52 No Calls Fee only

1/16 \$6.56 No Calls Fee only

Debit 1/16 \$20.70 Credit Transfer from account 26240499

Paid 1/18 \$33.78

2/16 \$6.56 No Calls Fee only

Paid 2/16 \$6.56  
Credit 2/28 \$6.52  
3/16 \$6.56 No Calls Fee only  
4/16 \$6.56 No Calls Fee only  
Paid 4/25 33.78 Charge Back  
Credit 4/30 \$6.00

---

BALANCE-- \$34.38

Account has been Credited \$12.52

Michele  
584//PH  
Customer Relations

-----2001-04-30 17:17 cf001353-----

From: cs@talk.com  
To: teachcool@aol.com  
Subject: Talk America

Dear Valued Member,

Thank you for your recent inquiry regarding The Talk America Long Distance Savings plan.

We received your request for credit. A total credit of \$6.00 was posted to your account. This credit will appear on your next month's statement.

If you have any questions feel free to contact us toll free at 1-888-825-5265 or E-mail us.

Sincerely,  
Talk America Long Distance Customer Care

-----2001-04-28 14:29 cf002140-----

RHONDA WHALEN called to check why still being billed, adv. cust. a credit card charge back appeared on account, sent TT to review and correct credit balance, ...sb/2140/inb/ph

-----2001-04-28 14:28 cf002140-----

TT-RHONDA WHALEN called because still receiving bills, should be cancelled...adv., cust issued TT to credit and review account...sb/2140/inb/ph

Issued 6.00 credit for monthly fees on March and April invoices. Customer did call 2/28 to request cancellation. But we never blocked btn 423-882-0838, and never have recvd confirm of cancel from LEC on any btns either. No other credits issued.

\*\*\*Closed\*\*\* by cf001353 at 2001-04-30 17:12

-----2001-03-10 20:04 cstff991-----

TT-BTN 8658820838...JOHN WHALEN cancelled with us and we're still billing him. Please review date of cancellation and credit for anything charged on the c.c. after that date. Contact at BTN. cstff187

closed.....credit of 6.52 has already been issued to the account mm/ss

\*\*\*Closed\*\*\* by cf001354 at 2001-03-12 20:56

-----2001-02-28 18:12 cstff186-----

TT-BTN 865 882 0838 Mrs.WHALEN called and requested to have the LD part on bill 11/16/00 ctn865 882-0838....rep186

E MAILED BILL 11/16 , TO CUSTOMER [ NOT ENOUGH INFO , ON WHAT THIS TT IS FOR .....

\*\*\*Closed\*\*\* by cstopf502 at 2001-03-01 00:33

-----2001-02-28 17:17 cf001673-----

From: cs@talk.com  
To: teachcool@aol.com  
Subject: long distance

Dear Valued Customer,

Thank you for your recent e-mail regarding the Long Distance Savings Plan provided by TALK.com.

The credit of 6.52 on your cancelled account has been transferred to your active account.

If you have any further questions regarding your account, please contact us toll free anytime at 1-888-825-5265 or E-mail us.

Sincerely,

Long Distance Savings Plan  
Customer Service

-----2001-02-28 12:19 cstff221-----

JOHN WHALEN(mrs) called told her the "invalid area code" that was not hers..advised it was cacalling card...Brad221

-----2001-02-28 11:53 cstpf690-----

mrsJOHN WHALEN disputing chrgs...explained what the chrgs are 4...she says only one of the #'s on this acct are hers...put in tt 2 wbtn

ad690

-----2001-02-28 11:51 cstpf690-----

TT-please review this acct.....cust says 865-882-0838 is the only # that's hers...ad690

resolved by regulatory

\*\*\*Closed\*\*\* by cf001406

at 2001-06-11 06:42

-----2001-02-28 11:41 cstff472-----

JOHN R WHALEN WIFE WAS ADVISE ON THE 2 ACCT DISPUTE THE MATTER  
..TNF.. 5547

-----2001-02-28 11:33 cstff472-----

TT-JOHN R WHALEN ACCT ..CX..1-3-01 PER OPTIS CID CUST IS BEING BILLED  
AFTER CANCELATION ..REVIEW ..CREDIT..REP 472 MAY CONTACT#865-882-  
0838 ..AM..

duplicate tt. already worked tt on the customer's other account. lw1673/ss

\*\*\*Closed\*\*\* by cf001673

at 2001-02-28 17:15

-----2001-02-28 11:29 cstff472-----

JOHN WHALEN wife called on this acct that was\\ ..CX..1-3-01 PER OPTIS CID NO  
NOTES ON THE MATTER \\ cust stated that she is being bill after cancelation\\cust ..  
ACCT CANCEL NOT SAVED...REP 472 MAY

-----2001-02-28 11:19 cstff252-----

MS WHALEN WANTS TO CANCEL TNF TO SAVES ALSO PLACE A TT TO  
REASEARCH HER ACCOUNT THERE WAS TWO ACCOUNTS 26240499 AND  
7010124

-----2001-02-28 11:16 cstff252-----

TT-PLEASE CREDIT MS WHALEN ACCOUNT SHE HAD 2 ACCOUNTS 7010124  
AND 26240499 A CREDIT WAS ISSUE ON 26240499 BUT TNF AS A DEBIT ON  
ACCOUNT 7010124 PLEASE CREDIT AND CALL HER BACK AT 865-882-0838

duplicate tt. lw1673/ss

\*\*\*Closed\*\*\* by cf001673

at 2001-02-28 19:58

-----2001-02-16 05:50 cstp400-----

See below for reply

-----Original message-----

>From Teachcool@aol.com Sun Jan 21 14:11:21 2001  
>Received: from imo-d08.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id OAA06069  
>for <AOL.LongDistance@talk.com>; Sun, 21 Jan 2001 14:11:21 -0500 (EST)  
>From: Teachcool@aol.com  
>Received: from Teachcool@aol.com  
>by imo-d08.mx.aol.com (mail\_out\_v29.5.) id y.90.flc234c (4362)  
> for <AOL.LongDistance@talk.com>; Sun, 21 Jan 2001 14:13:37 -0500 (EST)  
>Message-ID: <90.flc234c.279c8ee1@aol.com>  
>Date: Sun, 21 Jan 2001 14:13:37 EST  
>Subject: Re: AOL Long Distance Savings Plan Acknowledgement  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: multipart/alternative; boundary="part1\_90.flc234c.279c8ee1\_boundary"  
>Content-Disposition: Inline  
>X-Mailer: 6.0 sub 172

>

>

>--part1\_90.flc234c.279c8ee1\_boundary  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit

>

>To whom it may concern,

> This is just another prime example of how your company cannot get its facts  
>straight.

>

> Last month I received 2 e-mails from your organization telling me that we  
>were behind on our payments and would be disconnected for nonpayment shortly.  
>After several phone calls and waiting on hold forever, I finally talked to a  
>person that figured out that we had been double billed since last spring when  
>our area code was changed by the local phone company. After a discussion with  
>my wife, I find out that she had been paying a paper bill from your  
>organization and that you are also deducting a payment from our credit card  
>account. At that time I requested from your organization, a full report on  
>what you have been billing us from January 2000 until now. Since, I have yet  
>to receive a report, I am now formally requesting a full report from the time  
>I signed up with your service until the present.

>

>As for your welcome letter, you are once again in error. Since your last  
>threatening letter and my phone conversation with your organization, we have  
>once again been double billed. I am not a new customer and in fact we should  
>no longer even be a customer as I have now signed up with another carrier.

>

> Although I am no longer a customer, I am still formally requesting a full  
>report from the time I signed up with your service until the present. The  
>purpose of my seeing the report is to determine if your error has resulted in  
>an over billing. If so, we are entitled to a refund.

>

>Please send the report to the below listed address:

>

>John R. Whalen  
>1496 Oakdale Highway  
>Harriman, TN 37748

>

>--part1\_90.flc234c.279c8ee1\_boundary  
>Content-Type: text/html; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit

>

>To whom it may concern,  
><BR> &nbsp;This is just another prime example of how your company cannot get its  
facts

><BR>straight.

><BR>

><BR> &nbsp;Last month I received 2 e-mails from your organization telling me that we  
><BR>were behind on our payments and would be disconnected for nonpayment shortly.  
><BR>After several phone calls and waiting on hold forever, I finally talked to a  
><BR>person that figured out that we had been double billed since last spring when  
><BR>our area code was changed by the local phone company. After a discussion with  
><BR>my wife, I find out that she had been paying a paper bill from your  
><BR>organization and that you are also deducting a payment from our credit card  
><BR>account. At that time I requested from your organization, a full report on  
><BR>what you have been billing us from January 2000 until now. Since, I have yet  
><BR>to receive a report, I am now formally requesting a full report from the time  
><BR>I signed up with your service until the present.

><BR>

><BR>As for your welcome letter, you are once again in error. Since your last  
><BR>threatening letter and my phone conversation with your organization, we have  
><BR>once again been double billed. I am not a new customer and in fact we should  
><BR>no longer even be a customer as I have now signed up with another carrier.

><BR>

><BR> &nbsp;Although I am no longer a customer, I am still formally requesting a full  
><BR>report from the time I signed up with your service until the present. The  
><BR>purpose of my seeing the report is to determine if your error has resulted in  
><BR>an over billing. If so, we are entitled to a refund.

><BR>

><BR>Please send the report to the below listed address:

><BR>

><BR>John R. Whalen

><BR>1496 Oakdale Highway  
><BR>Harriman, TN 37748  
>  
>--part1\_90.flc234c.279c8ee1\_boundary--  
>

Dear Valued Member,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan.

Our records indicate the subject of your inquiry has already been addressed by phone.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand. If you have any additional questions about the AOL Long Distance Savings Plan, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----2001-01-25 20:02 cf001004-----

There are two account. one is papper bill other is on credit card.  
Told to disregard bill in the mail there is a zero balance on account.

TG75054

1-25-01

JOHN WHALEN

-----2001-01-16 15:49 cstpf702-----

Allow Transfer Done for account of 865-882-0838 FR 26240499 TO 7010124

-----2001-01-11 23:44 cf001553-----

See below for reply

-----Original message-----

>From Kleanhouse@aol.com Thu Dec 21 19:14:57 2000

>Received: from imo-r10.mx.aol.com (internet.talk.com [204.151.171.1])

>by v1.talk.com (8.9.3/8.9.3) with ESMTP id TAA02800

>for <AOL.LongDistance@talk.com>; Thu, 21 Dec 2000 19:14:57 -0500 (EST)

>From: Kleanhouse@aol.com

>Received: from Kleanhouse@aol.com

>by imo-r10.mx.aol.com (mail\_out\_v28.35.) id y.a8.ed26ecf (663)

> for <AOL.LongDistance@talk.com>; Thu, 21 Dec 2000 19:17:24 -0500 (EST)



>Message-ID: <a8.ed26ecf.2773f794@aol.com>  
>Date: Thu, 21 Dec 2000 19:17:24 EST  
>Subject: Re: Seriously Past Due  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: multipart/alternative; boundary="part1\_a8.ed26ecf.2773f794\_boundary"  
>Content-Disposition: Inline  
>X-Mailer: 6.0 sub 172  
>  
>  
>--part1\_a8.ed26ecf.2773f794\_boundary  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>  
>Hello  
>I have mailed you a check and you should have got it by now. Rhonda  
>  
>--part1\_a8.ed26ecf.2773f794\_boundary  
>Content-Type: text/html; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>  
>Hello  
><BR>I have mailed you a check and you should have got it by now. Rhonda  
>  
>--part1\_a8.ed26ecf.2773f794\_boundary--  
>

Dear Value Member,

Thank you for your interest in the AOL Long Distance Savings Plan provided by TALK.com.

Unfortunately, when we recently attempted to acquire payment from your credit/debit card we were notified that our request for payment was declined.

To resolve this matter and prevent a possible interruption of your service, please contact us immediately at 1-800-781-9075.

We value and appreciate your business. If you have any additional questions about the AOL Long Distance Savings Plan provided by TALK.com, please click [here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

-----1998-11-24 09:35 cstp388-----

From: Customer Service  
To: kleanhouse@aol.com  
Subject: AOL Long Distance Savings Plan

Dear Rhonda,

Dear Valued Member,

Thank you for your recent inquiry to The AOL Long Distance Savings plan.

We received your request for credit. After carefully reviewing your account, we have decided that a credit cannot be issued at this time. The AOL Long Distance Savings Plan has answer call supervision. Therefore, you would not be charged for calls unless a connection was made, whether to a voice, modem, answering machine, fax machine, etc.

The calls you are referencing are valid.

If you have any questions feel free to contact us toll free at 1-888-825-5265 or E-mail us.

Sincerely,  
AOL Long Distance Customer Care  
-----1998-11-18 03:26 cstp384-----  
See below for reply

-----Original message-----

>From Kleanhouse@aol.com Tue Nov 17 17:02:52 1998  
>Received: from imo20.mx.aol.com (imo20.mx.aol.com [198.81.17.10]) by  
k460.telsave.com with ESMTP (8.7.6/8.7.3) id RAA05307 for  
<comments@online2phone.com>; Tue, 17 Nov 1998 17:02:52 -0500 (EST)  
>From: Kleanhouse@aol.com  
>Received: from Kleanhouse@aol.com  
>by imo20.mx.aol.com (IMOV16.10) id 0DNGa03303  
> for <comments@online2phone.com>; Tue, 17 Nov 1998 17:05:43 -0500 (EST)  
>Message-ID: <1efed5b7.3651f337@aol.com>  
>Date: Tue, 17 Nov 1998 17:05:43 EST  
>To: comments@online2phone.com  
>Mime-Version: 1.0  
>Subject: General Help  
>Content-type: text/plain; charset=US-ASCII  
>Content-transfer-encoding: 7bit  
>X-Mailer: AOL 3.0 16-bit for Windows sub 58  
>  
>Field 1 = kleanhouse  
>

From: Customer Service  
To: kleanhouse@aol.com  
Subject: AOL Long Distance Savings Plan

Dear Rhonda,

Dear Valued Member,

Thank you for your recent inquiry to The AOL Long Distance Savings plan.

We received your request for credit. After carefully reviewing your account, we have decided that a credit cannot be issued at this time. The AOL Long Distance Savings Plan has answer call supervision. Therefore, you would not be charged for calls unless a connection was made, whether to a voice, modem, answering machine, fax machine, etc.

The calls you are referencing are valid.

If you have any questions feel free to contact us toll free at 1-888-825-5265 or E-mail us.

Sincerely,  
AOL Long Distance Customer Care  
-----1998-11-18 03:26 cstp384-----  
See below for reply

-----Original message-----

>From Kleanhouse@aol.com Tue Nov 17 17:02:52 1998  
>Received: from imo20.mx.aol.com (imo20.mx.aol.com [198.81.17.10]) by  
k460.telsave.com with ESMTP (8.7.6/8.7.3) id RAA05307 for  
<comments@online2phone.com>; Tue, 17 Nov 1998 17:02:52 -0500 (EST)  
>From: Kleanhouse@aol.com  
>Received: from Kleanhouse@aol.com  
>by imo20.mx.aol.com (IMOV16.10) id 0DNGa03303  
> for <comments@online2phone.com>; Tue, 17 Nov 1998 17:05:43 -0500 (EST)  
>Message-ID: <1efed5b7.3651f337@aol.com>  
>Date: Tue, 17 Nov 1998 17:05:43 EST  
>To: comments@online2phone.com  
>Mime-Version: 1.0  
>Subject: General Help  
>Content-type: text/plain; charset=US-ASCII  
>Content-transfer-encoding: 7bit  
>X-Mailer: AOL 3.0 16-bit for Windows sub 58  
>  
>Field 1 = kleanhouse  
>

>Field 2 = 423-882-0838

>

>Field 3 = Rhonda Whalen

>

>Field 4 = On our bill it says offshore 10/26 time 13:50 Destination

>418-335-8010 city Thetfominn State PQ 5 mins total \$2.30. Please check on

>this. No one at this house has called any one offshore. And we would like it

>took off our bill. Thanks Rhonda

>

>

Dear Rhonda,

Thank you for your recent E-mail regarding the AOL Long Distance Savings Plan.

We have forward your account to the correct department for review.

If you have any additional questions please feel free to call us at 1-888-TALK-AOL (1-888-825-5265), Email us, or go to Frequently Asked Questions page.

Sincerely,  
AOL Long Distance Savings Plan  
Customer Care

-----1998-10-19 18:16 cstp334-----

See below for reply

-----Original message-----

>From: Kleanhouse@aol.com Mon Oct 19 17:52:13 1998

>Received: from imo27.mx.aol.com (imo27.mx.aol.com [198.81.17.71]) by  
k460.telsave.com with ESMTP (8.7.6/8.7.3) id RAA22801 for

<comments@online2phone.com>; Mon, 19 Oct 1998 17:52:13 -0400 (EDT)

>From: Kleanhouse@aol.com

>Received: from Kleanhouse@aol.com

>by imo27.mx.aol.com (IMOV16.10) id 0UMTa10656

> for <comments@online2phone.com>; Mon, 19 Oct 1998 17:52:06 -0400 (EDT)

>Message-ID: <756ea74b.362bb486@aol.com>

>Date: Mon, 19 Oct 1998 17:52:06 EDT

>To: comments@online2phone.com

>Mime-Version: 1.0

>Subject: General Help

>Content-type: text/plain; charset=US-ASCII

>Content-transfer-encoding: 7bit  
>X-Mailer: AOL 3.0 16-bit for Windows sub 58  
>  
>Field 1 = kleanhouse  
>  
>Field 2 = 423.882.0838  
>  
>Field 3 = Rhonda Whalen  
>  
>Field 4 = After reviewing my last credit card statement, it appears that we  
>have been double billed for the last month?? One of the bills is dated 9/19  
>and the other is dated 10/05... Both are in the amount of \$36.47; although  
>upon checking our last statement it appears that our total long distance bill  
>should be \$31.90... Obviously we are quite confused as to these  
>discrepancies???  
> Any input from you about this problem would be greatly appreciated!!  
>  
>Thanks,  
>Rhonda Whalen  
>  
>PS: Exactly when does our billing period begin and end???  
>  
>Field 5 = 423.882.0838  
>  
>  
Dear Customer:

Thank you for your recent E-mail regarding the AOL Long Distance Savings Plan.

We did double bill your account this month. We apologize for any inconvenience that this may have caused you. We did credit your account \$36.47 on 10/07/98.

If you have any additional questions please feel free to call us at 1-888- TALK- AOL (1-888-825-5265), Email us, or go to the Frequently Asked Questions page.

Sincerely,

AOL Long Distance Savings Plan  
Customer Care

-----1998-08-18 13:36 cstp247-----  
See below for reply

-----Original message-----

>From Kleanhouse@aol.com Tue Aug 18 12:43:56 1998

>Received: from imo23.mx.aol.com (imo23.mx.aol.com [198.81.17.67]) by  
k460.telsave.com with ESMTP (8.8.6 (PHNE\_14041)/8.7.3) id MAA09671 for  
<AOL.LongDistance@online2phone.com>; Tue, 18 Aug 1998 12:43:56 -0400 (EDT)  
>From: Kleanhouse@aol.com  
>Received: from Kleanhouse@aol.com  
>by imo23.mx.aol.com (IMOV14\_b1.1) id 0FPNa26053  
>for <AOL.LongDistance@online2phone.com>; Tue, 18 Aug 1998 12:45:29 -0400  
(EDT)  
>Message-ID: <1033b35.35d9afaa@aol.com>  
>Date: Tue, 18 Aug 1998 12:45:29 EDT  
>To: AOL.LongDistance@online2phone.com  
>Mime-Version: 1.0  
>Subject: trying to check bill  
>Content-type: text/plain; charset=US-ASCII  
>Content-transfer-encoding: 7bit  
>X-Mailer: AOL 3.0 16-bit for Windows sub 58  
>  
>Good Day  
>  
>I,m having a problem trying to check to see what we have on our bill as of  
>today. What do I need to do your line is down. Thanks Rhonda  
>  
Dear Rhonda,

Thank you for your recent E-mail regarding the AOL Long Distance Savings Plan.

If you would like to access your online call detail, go to Keyword: LD Bill and click the "View Your Bill" button. Your current summary of charges will appear on the right and you can access your previous months bills by clicking on the billing date links to the left.

If you have any additional questions please feel free to call us at 1-888-TALK-AOL (1-888-825-5265), Email us, or go to the Frequently Asked Questions page.

Sincerely,

AOL Long Distance Savings Plan  
Customer Care



Local Exchange Navigation System

Inquiry **Customer Service Record**

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

[Return to Inquiry](#) ►

865-885-0838

Requested telephone number not found. (0073)

[References](#) |  
[Cancel](#)

[Return to Inquiry](#) ►

LENS Version 10.2  
OPC0032

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sof00279 / 3  
11/29/2001

( 89

**Blue, Rudolph # 615-264-1177: Count 88**  
**Optis Notes:**

-----2001-11-29 08:34 cstpf587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-06-20 17:27 cstpf295-----  
Faxed response 6-20-01

sara torres  
reg/ph

-----2001-06-19 17:08 cf001138-----  
Complaint Template

**General Information:**

Complainant Name, BTN, Agency & State, Due Date: Rudolph Blue...615-264-  
1177...Reg. Auth...TN...6/20/01

Name(s) listed in Optis Account if it differs: MINISTR RUDOLPH BLUE

**Nature of Complaint:**

1) Customer is disputing billing after cancellation.

**POA Information:**

Market Code(s): TPLUS-73

Verbal, Online, DM Check or Other LOA? Verbal

Person who authorized: Rudolph Blue

DOS: 7/7/00

DOB: 9/7/54

Verifier's Name & ID# (NY PSC Only): Chris

**On/Off Dates-First Call Last Call Information:**

Date Switched to A-1 (Local only) Also indicate SED for PIC and LPIC on dates:  
7/27/00

Date Switched from A-1 (Local only) Also indicate SED for PIC and LPIC off dates:  
9/19/00

OCC Confirmation (LD only): 12/13/00

All XEROX must be checked if they were ever on our PIC: N/A

First Call: 7/27/00

Last Call: 9/9/00

**Account Billing Information:**



One Bill Account Number: N/A  
Billed in Optis: \$606.54  
Credited in Optis: \$150.54  
Refunded in Optis: \$0.00  
Billed in OneBill: N/A  
Credited in OneBill: N/A  
List All Chargebacks: N/A  
Total Amount Billed that is in Dispute: Over \$400.00

Provisioning:  
Were there any delay's in provisioning: No  
If yes, why? N/A

Important Optis/OneBill Notes:  
Optis: On 12/4/00...MR BLUE CLD IN ASKING WHT HIS TOTAL BILL IS SINCE HE IS NO LONGER WITH US SINCE 9-12-00..... CUST WAS ONLY WITH US FOR 1 MONTH & 14 DAYS TOTAL....WHICH DURING HE STATES HE HAD PROBLEMS ON LINE TO WHERE HE COULDN'T USE LINE.... CUST SHOULD ONLY BE BILLED FOR 1 MONTH OF SERVICE AT \$49.95 + TAXES IS AVERAGLY \$58.95....WILL SEND CUST TO BILLING TO ZERO DOWN OTHER CHARGES... JERRY B...VERIF..FT LAUDie.

Resolution Section:  
Attempts to Contact:  
1) 6/18/01...LMOM  
2) 6/18/01...Not in svc.

Resolution Section (cont'd):  
Name of person contacted to resolve complaint: Rudolph Blue  
Did you play POA: No  
Did Complainant agree that the switch was authorized: Yes  
What does the credit represent: Billing after cancellation

Actual Resolution:  
Informed MR. Blue that the charges he has received are in fact billing after cancellation however, after credit for the billing after cancellation is issued there is a balance that is his responsibility. He stated he was aware of that however, he knew it was not for the \$400 dollar bill he has received. Informed him that the credit of \$325.82 will be applied and the balance of \$130.18 would be his responsibility. He stated that he did not receive 2 weeks of service due to the move. So as a courtesy, informed him that I would take an additional credit off. Informed him that I will prorate the billing for up to the last call. So with a readjustment on the credit and additional \$38.26 will be issued and the new balance of \$91.92 will be his responsibility. Mr. Blue was satisfied and questioned where to remit payment. Informed him that I would respond back to the Tn Reg. Auth. And they will in turn respond back to him, at that time he will receive a billing for the remaining balance.

Customer Satisfied: Yes

Account Closed

Yvette 1138

Regulatory Dept. PH

-----2001-06-19 16:10 cf001138-----

Changed From: PO BOX 78153...Nashville, TN...37207...YV/1138/Reg.

-----2001-06-19 16:08 cf001138-----

Spoke with Mr. Blue and informed him of the resolution made...YV/1138/Reg.

-----2001-06-19 13:00 cf001138-----

MR Blue called in and left message...returned his call and it was his cell phone...Scheduled phone appointment to speak on regular phone...4pm CB @home number...YV/1138/Reg.

-----2001-06-18 13:50 cf001138-----

LMOM @615-264-1177 1st Attempt, LMOM @615-482-7311 2nd Attempt...YV/1138/Reg.

-----2001-06-16 16:01 cstpf594-----

Added to the do not call list. HLS/594/QC/PH

-----2001-06-12 13:43 cstpf593-----

Received TNRA complaint DD 06-20-01 Jamie

-----2001-06-11 07:50 cotnp005-----

REC'D TRA COMPLAINT 01-1219 DUE 06/20/01

-----2000-12-19 15:26 cstff410-----

SUBMITTED REQUEST TO HAVE 42.87 REFUNDED TO A/C...CUSTOMER IS RESPONSIBLE FOR 61.54 AND  $(90.76 - 18.55 - 2.08) = 131.67$

-----2000-12-19 15:24 cstff410-----

ISSUED CREDIT FOR 20.63 FOR --CUSTOMER WAS CHARGED 18.55 + 2.08 FOR CHARGES WITHIN 200 MINUTES...

-----2000-12-04 21:31 cstff184-----

TT-PLEASE RERATE CUST'S BILL FOR ONE MONTH OF SERVICE ....SEE  
NOTES....JERRY B...VERIF...FT LAUD..

referred to the billing dept.....

\*\*\*Referred\*\*\* by cstff040 on 2000-12-05 17:33

NOT ENOUGH INFORMATION IN TICKET ON CREDIT.

\*\*\*Closed\*\*\* by cstff252 at 2000-12-09 14:15

-----2000-12-04 21:29 cstff184-----

MR BLUE CLD IN ASKING WHT HIS TOTAL BILL IS SINCE HE IS NO LONGER  
WITH US SINCE 9-12-00..... CUST WAS ONLY WITH US FOR 1 MONTH & 14  
DAYS TOTAL....WHICH DURING HE STATES HE HAD PROBLEMS ON LINE TO  
WHERE HE COULDN'T USE LINE.... CUST SHOULD ONLY BE BILLED FOR 1  
MONTH OF SERVICE AT \$49.95 + TAXES IS AVERAGLY \$58.95....WILL SEND  
CUST TO BILLING TO ZERO DOWN OTHER CHARGES... JERRY B...VERIF..FT  
LAUD...

-----2000-12-04 20:12 cstff121-----

MR BLUE HAD USAGE IN CALL DETAIL FROM 07/27 ALL THE WAY THRU 09/  
09/2000// HE CLAIMS TO HAVE HAD NO SERVICE SOME TIME BUT I SEE A  
LOT OF USAGE // BUT THE BILL IS NOT CLEAR , WAS NOT GIVEING A CLEAR  
VIEW //

-----2000-12-04 20:02 cstff121-----

BTN 615-264-1177 //

MR RUDOLPH CLAIMS HE HAD NO SERVICE IN SEPT BUT MRS BLUE  
TALKED TO SOMEONE ON THE 11TH AND CLIAHS HE DIDN'T HAVE NO  
SERVICE THRU THE MONTH OF SEPT // GAVE HIM CRDT FOR THE MONTH  
OF SEP // TTL CRDT WAS FOR 65.58 AND FOR AUG 2000 BILL I CRDTED 21.46  
OR 18.55 PLUS 2.08 ERROR CHARGES // ADV HIM THAT IS ALL I CAN DUE  
FOR HIM //

-----2000-09-25 16:49 cstff108-----

LINE PD DISCONN.....TNF ON HOLD.....

-----2000-09-17 19:09 loadnote-----

615 264 1177 257 \*CSR\*

HDVL VR3CL E 1

LN BLUE, RUDOLPH REV  
LA 228 SANDERS FERRY RD  
SA 228 SANDERS FERRY RD,  
HENDERSONVILLE, TN  
LOC APT D-53;DES (NOTTINGHAM APTS)  
DZIP 37075

---DIR  
DDA REV RUDOLPH BLUE  
228 SANDERS FERRY RD  
APT D53  
HENDERSONVILLE TN 37075  
DEL A1, B1, C1

---TFC

---BILL

615 264 1177 257 \*CSR\*

HDVL VR3CL E 2

BN1 MINISTR RUDOLPH BLUE  
BA2 PO BOX 78153  
PO NASHVILLE TN 37207

---S&E

(LINES & STATIONS)

1 VR3CL Complete Choice Plan  
/TN 615 264-1177/PIC 0222  
/LPIC 0222/LPCA FR, 02-19-00  
/NMC/PCA FR, 02-19-00  
/ZLL 58, 01-14-97  
/SED 01-14-97/ZSER 7B1000000A  
1 ESC Three-Way Calling  
/TN 615 264-1177  
/ZSER 971000000E/SED 01-14-97

615 264 1177 257 \*CSR\*

HDVL VR3CL E 3

QTY USOC S&E J

- 1 ESM Call Forwarding  
/TN 615 264-1177  
/ZSER 9E1000000F/SED 01-14-97
- 1 ESXDC Call Waiting Deluxe  
/TN 615 264-1177  
/ZSER 3B10000010/SED 01-14-97
- 1 LNPCX FCC Local Number Portabil+  
/TN 615 264-1177/SED 05-15-99  
/ZSER 3F0199999C
- 1 NCE TouchStar Service, Prefe+  
/TN 615 264-1177  
/ZSER 4210000011/SED 01-14-97
- 1 NSK Call Selector (\*61)  
/TN 615 264-1177  
/ZSER 4910000012/SED 01-14-97
- 1 NSQ Repeat Dialing (\*66)  
/TN 615 264-1177  
/ZSER 5010000013/SED 01-14-97
- 1 NSS Call Return (\*69)  
/TN 615 264-1177

615 264 1177 257 \*CSR\*

HDVL VR3CL E 4

QTY USOC S&E J

- /ZSER 5710000014/SED 01-14-97
- 1 NST Call Tracing (\*57)  
/TN 615 264-1177 -  
/ZSER 3C10000001/SED 05-27-97
- 1 NSY Call Block (\*60)  
/TN 615 264-1177  
/ZSER 5E10000015/SED 01-14-97
- 1 NXMCR Caller ID Name and Number+  
/TN 615 264-1177  
/ZSER 6510000016/SED 01-14-97
- 1 VSB Vertical Services Billing+  
/TN 615 264-1177  
/ZSER 6C10000017/SED 01-14-97
- 1 9LM FCC Charge for Network Ac+  
/TN 615 264-1177  
/ZSER 821000000B/SED 01-14-97

(CALLING CARD SERVICE)

2 BSXUP BellSouth Calling Card

615 264 1177 257 \*CSR\*

HDVL VR3CL E 5

QTY USOC S&E

J

/ZSER 901000000D/SED 01-14-97

---RMKS

---COMPLETED ACTIVITY

-----

-----2000-09-15 14:32 cstff136-----

ORDER REJECT

UNABLE TO TNF SERVICE FROM A DISCONNECTED TN

-----2000-09-12 13:53 cstpf121-----

spoke w/Ms. Blue....she said that she had already called BS and made arrangements to switch back to them...she does not want the service any longer.....Ms. Blue would like to be reimbursed for the time that she was without dial tone...Ms. Blue says that she was without service for three weeks.

Laura Stevens

-----2000-09-11 11:07 cstff335-----

spoke to mrs. blue, requesting a transfer of service to 105 Brunswick Drive, Hendersonville, TN 37075...onebill down, filled out supervisor action request form gave to supervisor, glenn.

lar/335

**@BELLSOUTH**ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

615 264 1177 297 \*CSR\*

HDVL VR3CL

E

1

LN BLUE, RUDOLPH  
LA 105 BRUNSWICK DR  
SA 105 BRUNSWICK DR,  
HENDERSONVILLE, TN  
LOC DES (GALLATIN RD 11 MILES TURN  
R ROCKWOOD TURN R ON 1ST ST TO  
R 1 4TH MILE HARBOR TOWN  
SUBDIVISI)  
DZIP 37075

---DIR

DDA RUDOLPH REV BLUE  
105 BRUNSWICK DR  
HENDERSONVILLE TN 37075  
DEL A1, B1, C1

---BILL

BN1 RUDOLPH BLUE  
BA2 105 BRUNSWICK DR

615 264 1177 297 \*CSR\*

HDVL VR3CL

E

2

PO HNDRSNVILL TN 37075

---S&amp;E

(LINES &amp; STATIONS)

- 1 VR3CL Complete Choice Plan  
/TN 615 264-1177/PIC 0288  
/LPIC 0288/LPCA FR, 12-13-00  
/NMC/PCA FR, 12-13-00  
/SED 09-19-00/ZSER 3C10000001  
1 ESC Three-Way Calling  
/TN 615 264-1177/SED 09-19-00  
/ZSER 4310000002  
1 ESM Call Forwarding  
/TN 615 264-1177/SED 09-19-00  
/ZSER 4A10000003

615 264 1177 297 \*CSR\*

HDVL VR3CL

E

3

QTY USOC S&amp;E

1 ESXDC Call Waiting Deluxe

J

/TN 615 264-1177/SED 09-19-00  
/ZSER 5110000004  
1 FUJ1X Federal Universal Service+  
/TN 615 264-1177/SED 09-19-00  
/ZSER 5810000005  
1 LNPCX FCC Local Number Portabil+  
/TN 615 264-1177/SED 09-19-00  
/ZSER 5F10000006  
1 NSK Call Selector (\*61)  
/TN 615 264-1177/SED 09-19-00  
/ZSER 6610000007  
1 NSQ Repeat Dialing (\*66)  
/TN 615 264-1177/SED 09-19-00  
/ZSER 6D10000008  
1 NSS Call Return (\*69)  
/TN 615 264-1177/SED 09-19-00  
/ZSER 7410000009  
1 NST Call Tracing (\*57)  
/TN 615 264-1177/SED 09-19-00

615 264 1177 297 \*CSR\*

HDVL VR3CL

E 4

QTY USOC S&E J  
/ZSER 7B1000000A  
1 NSY Call Block (\*60)  
/TN 615 264-1177/SED 09-19-00  
/ZSER 821000000B  
1 NXMCR Caller ID Name and Number+  
/TN 615 264-1177/SED 09-19-00  
/ZSER 891000000C  
1 VSB Vertical Services Billing+  
/TN 615 264-1177/SED 09-19-00  
/ZSER 901000000D  
1 9LM FCC Charge for Network Ac+  
/TN 615 264-1177/SED 09-19-00  
/ZSER 971000000E

---RMKS

---COMPLETED ACTIVITY

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LENS Version 9.2.1

OPC0032

6/15/2001





: James, William # 901-527-3211: count 90

-----2001-11-29 08:36 cstp587-----

MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-06-22 14:39 cstp587-----

Loaded POA for 901-527-3211 to the v-drive and reg2 tracker and sent copy to trish  
valera/587/ph

-----2001-06-20 08:33 cstp375-----

Placed on the Do Not Call/Contact lists.

-----2001-06-12 13:42 cstp593-----

Received TNRA complaint DD 06-20-01 Jamie

-----2001-06-11 07:55 cotnp005-----

REC'D TRA COMPLAINT 01-1220 DUE 06/20/01

-----2001-04-09 18:45 cstff161-----

TT-E WILLIAM JAMES BTN 901-527 3211 NO CALL DETAIL IN OPTIS, NO SED  
TO OUR SERVICES IN LENS.PLEASE ZERO OUT ACCOUNT AND STOP  
BILLING CUSTOMER NEVER WANTED OUR SERVICES AND NEVER USED  
OUR SERVICE AND IS BEING BILLED DAY TIME #901 722 2111

#### REFERING TO BILLING

\*\*\*Referred\*\*\* by cstof095

on 2001-04-11 09:56

cust. never on service per 1- lens 2- call detail 3-one bill.....zero out both one bill and  
optis.. info. sumit to have acct. de-activated from billing closed ji 1618 netops ph

\*\*\*Closed\*\*\* by cf001618

at 2001-04-13 00:43

-----2000-11-14 08:06 CSRMgr -----

901 527 3211 346 \*CSR\*

MPMA BT2CL E 1

LN JAMES, E WILLIAM ATTY  
LA 100 N MAIN ST  
SA 100 N MAIN ST  
 , MEMPHIS  
LOC RM 2519  
 ;DES (ONE HUNDRED NORTH MAIN)  
DZIP 38103  
YPH 003660  
 ATTORNEYS  
SIC 8111  
ZAEC XXXXX

---DIR  
DDA BA  
DEL A1, B1

---BILL  
BN1 E WILLIAM JAMES  
BA2 100 N MAIN ST

901 527 3211 346 \*CSR\*

MPMA BT2CL E 2

BA3 SUIT 2519  
PO MEMPHIS TN 38103

---S&E

(OTHER)

2 NW1 Network interface-inside,+  
 /SED 03-17-99/ZSER 7A10000019  
1 NW101 Network interface-Outside+

901 527 3211 346 \*CSR\*

MPMA BT2CL E 3

QTY USOC S&E J  
/SED 03-17-99/ZSER 811000001A

(LINES & STATIONS)

- 1 BT2CL Business Line with Touch-+  
/TN 901 527-3211/PIC 0288  
/LPIC 5124/RCU TWC  
/PCA BO, 01-25-99/ZNB  
/SED 03-17-99/ZSER 9E1000000F  
/LPCA DF, 02-08-99  
/PKG COMP1-CHOICE
- 1 SMBBX MemoryCall Answering Ser+  
/TN 901 527-3211  
/MBTN 901 527-3211  
/DLNM 1-WILLIAMS E JAMES  
/SED 03-17-99/ZSER 4210000011
- 1 ESC Three-Way Calling  
/TN 901 527-3211  
/PKG COMP1-CHOICE  
/SED 09-01-00/ZSER 5D10000024

901 527 3211 346 \*CSR\*

MPMA BT2CL E 4

QTY USOC S&E J

- 1 ESF 30 Code Speed Calling  
/TN 901 527-3211  
/PKG COMP1-CHOICE  
/SED 09-01-00/ZSER 6410000025
- 1 ESX Call Waiting  
/TN 901 527-3211/SED 03-17-99  
/ZSER 5710000014  
/PKG COMP1-CHOICE
- 1 FUJ1X Federal Universal Service+  
/TN 901 527-3211/SED 09-01-00  
/ZSER 6B10000026
- 1 GCJRC Call Forwarding Don't Ans+  
/TN 901 527-3211  
/PKG COMP1-CHOICE  
/SED 09-01-00/ZSER 7210000027
- 1 GCZ Remote Activation of Call+  
/TN 901 527-3211  
/PKG COMP1-CHOICE  
/SED 09-01-00/ZSER 7910000028

1 LNPCX FCC Local Number Portabil+

901 527 3211 346 \*CSR\*

MPMA BT2CL E 5

QTY USOC S&E

J

/TN 901 527-3211/SED 05-15-99

/ZSER A41000001F

1 MWW Message Waiting - Stutter+

/TN 901 527-3211/SED 03-17-99

/ZSER 6C10000017

/PKG COMP1-CHOICE

1 NSQ Repeat Dialing (\*66)

/TN 901 527-3211

./PKG COMP1-CHOICE

/SED 09-01-00/ZSER 8010000029

1 NSS Call Return (\*69)

/TN 901 527-3211

/PKG COMP1-CHOICE

/SED 09-01-00/ZSER 871000002A

1 NSY Call Block (\*60)

/TN 901 527-3211

/PKG COMP1-CHOICE

/SED 09-01-00/ZSER 8E1000002B

1 NXMCR Caller ID Name and Number+

/TN 901 527-3211

901 527 3211 346 \*CSR\*

MPMA BT2CL E 6

QTY USOC S&E

J

/PKG COMP1-CHOICE

/SED 09-01-00/ZSER 951000002C

1 S98VM Star 98 Access to BellSou+

/TN 901 527-3211

/PKG COMP1-CHOICE

/SED 09-01-00/ZSER 9C1000002D

1 9LM FCC Charge for Network Ac+

/TN 901 527-3211/SED 09-01-00

/ZSER 7310000018

1 COMP1 Complete Choice for Busi+

/TN 901 527-3211

/PKG COMP1-CHOICE

/SED 09-01-00/ZSER A31000002E

(CALLING CARD SERVICE)

1 BSXBU BSLD Business Unrestrict+

/CCQ (A) JAMES, 1  
/SED 03-17-99/ZSER 9D1000001E  
---RELATED ACCOUNTS

---COMPLETED ACTIVITY

-----2000-08-30 13:00 cstff217-----

btn 901-527-3211 mr. james is an attorny was misled on promo wants to cancel tryed to  
save no luck.....eddie bonetti 8-30-00



ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **C**ustomer **S**ervice **R**ecord

Return to Inquiry ►

901-527-3211

Requested telephone number not found. (0073)

References |  
Cancel

Return to Inquiry ►

LENS Version 10.2  
OPC0032

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sof00279 / 3  
11/29/2001

**Gatley, Patricia # 931-729-9437: Count 91**  
**Optis Notes:**

-----2000-10-30 21:23 loadnote-----

931 729 2387 244 \*CSR\* \*F-NUM\* CNTV 1FR NP 1

NP (NON-PUB) GATLEY, PATRICIA  
LA 1909 HIGHWAY 48 S  
SA 1909 HIGHWAY 48 S,  
CENTERVILLE, TN  
DZIP 37033

---BILL

BN1 PATRICIA GATLEY  
BA2 1909 HIGHWAY 48 S  
PO CENTERVILL TN 37033

---S&E

(CHARGEABLE LISTINGS)

1 NPU Listing-Not in Directory +  
/ZSER F8099999A0/SED 08-14-00

931 729 2387 244 \*CSR\*\* \*F-NUM\* CNTV 1FR NP 2

---BILLING TRANSFERS

---COMPLETED ACTIVITY

-----2000-10-28 22:23 cstff294-----

btn931-729-9437 ms gatley was going to cancel until i got repair to ccheck the line for  
static and problem to be fixed on mon oct 30, 2000 saved!!pam

-----2000-10-28 22:16 cstff294-----



btn931-729-9437 gatley having static on her line and was put on ignore for a long time and the music got on her nerves so i call repair for customer to get assistance she wasnt able to get and was able to get aconfirmation date to fix the problem by oct 30, 00  
monday @5:00pm-pam

-----2000-10-28 21:56 cstff345-----

PATRICIA GATLEY CALL TO CANCEL . TRANSFER TO 5873

-----2000-10-26 11:07 cstff767-----

10-26-00cusrt wants to change plan to area plus plan

-----2000-09-22 22:30 cstff277-----

TT-would like to cancel all tn# under this service

RED PHONE

\*\*\*Referred\*\*\* by cstp532 on 2000-10-02 07:39

Place deactivation request in Onebill. ma//ss

\*\*\*Closed\*\*\* by cf001001 at 2000-10-13 17:23

-----2000-09-22 22:20 cstff386-----

ms. gately called to canceled her service she was transfered to saves...wt

-----2000-09-22 22:01 cstff277-----

would like to cancel cust not saved

-----2000-09-22 21:53 cstff400-----

PATRICIA GATLEY called asking if we have her for local and long distance...adv her we only have her for long distance...transfered to sales...jb/400

-----2000-08-23 07:39 cstff047-----

See below for reply

-----Original message-----

>From Jdypat@aol.com Tue Aug 22 23:07:21 2000

>Received: from imo-d08.mx.aol.com (internet.talk.com [204.151.171.1])

>by v1.talk.com (8.9.3/8.9.3) with ESMTP id XAA16860

>for <AOL.LongDistance@talk.com>; Tue, 22 Aug 2000 23:07:21 -0400 (EDT)

>From: Jdypat@aol.com  
>Received: from Jdypat@aol.com  
>by imo-d08.mx.aol.com (mail\_out\_v27.12.) id y.3f.959e9fd (8512)  
> for <AOL.LongDistance@talk.com>; Tue, 22 Aug 2000 23:15:10 -0400 (EDT)  
>Message-ID: <3f.959e9fd.26d49bbe@aol.com>  
>Date: Tue, 22 Aug 2000 23:15:10 EDT  
>Subject: 931-729-2387  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 120

>  
> this number has been changed...it is now ..... 931-729-9437....i advised  
>bell south that i wanted "the phone co" as my carrier..PLEASE note that i  
>have a plan that extends my local area and I dont want to pay twice for these  
>calls..they are 931 and 615 area codes.. please take care of this for me..  
>pat

Dear Valued Customer,

We apologize for any inconvenience. Due to the high demand for service, in some areas there may be a slight delay in e-mail response time. We recommend you contact our customer service department between the hours of 9am - 5pm EST Monday - Friday at 1-800-291-9699. So we may better service you.

If you have already had your issues addressed, please disregard this E-Mail.

Thank You

TALK.com

>

-----2000-08-15 13:07 CSRMgr -----  
931 729 9437 133 \*CSR\*                      \*FINAL\*      CNTV 1FR                      1

LN PARKER, TAMMY  
LA @ SHIPPS BEND RD  
SA @ SHIPPS BEND RD  
    , CENTERVILLE  
LOC LOT 502  
DZIP 37033  
AHN 1

---DIR  
DDA BA  
DEL A1, B0

---BILL  
BN1 TABITHA PARKER  
BA2 SHIPS BEND RD  
A3 RT 1 BOX 404  
PO CENTERVLL TN 37033

931 729 9437 133 \*CSR\*                      \*FINAL\*    CNTV 1FR                      2

---S&E  
THERE IS NO S&E

---COMPLETED ACTIVITY

-----2000-08-09 03:09 cstp855-----

See below for reply

-----Original message-----

>From Jdypat@aol.com Tue Aug 8 16:30:33 2000  
>Received: from imo-r06.mx.aol.com (internet.talk.com [204.151.171.1])  
>by v1.talk.com (8.9.3/8.9.3) with ESMTP id QAA25947  
>for <AOL.LongDistance@talk.com>; Tue, 8 Aug 2000 16:30:32 -0400 (EDT)  
>From: Jdypat@aol.com  
>Received: from Jdypat@aol.com  
>by imo-r06.mx.aol.com (mail\_out\_v27.12.) id y.33.8938ea4 (5738)  
> for <AOL.LongDistance@talk.com>; Tue, 8 Aug 2000 16:37:35 -0400 (EDT)  
>Message-ID: <33.8938ea4.26c1c98f@aol.com>  
>Date: Tue, 8 Aug 2000 16:37:35 EDT  
>Subject: bell south is refusing to connect my phone.....  
>To: AOL.LongDistance@talk.com  
>MIME-Version: 1.0  
>Content-Type: text/plain; charset="US-ASCII"  
>Content-Transfer-Encoding: 7bit  
>X-Mailer: AOL 5.0 for Windows sub 120

/PN 931 729-9437/RNP B  
 /PKG AP-WITH-CPCH  
 /SED 03-29-01/EXK 931 729  
 /ZSER 3C10000001  
 /LRN 9317290000/TTRA 931 729  
 1 DRS2X RingMaster II - Second RingMaster Number with Distinctive Ringing  
 /TN 931 729-4520  
 /PN 931 729-9437/RNP E  
 /PKG AP-WITH-CPCH/EXK 931 729  
 /ZSER 4310000002  
 /LRN 9317290000/TTRA 931 729  
 /SED 03-29-01  
 1 ATLCL Area Plus Plan (includes telephone line)  
 /TN 931 729-9437/PIC 0444  
 /LPIC 5124/LPCA BO, 12-28-00  
 /NMC/PCA BO, 12-30-00  
 /PKG AP-WITH-CPCH/PN  
 /SED 12-28-00/EXK 931 729  
 /ZSER F8099999A0  
 /LRN 9317290000/TTRA 931 729  
 1 1LS11 Mileage - Zone  
 /TN 931 729-9437  
 /ZSER 54099999AD/SED 12-28-00  
 1 ESC Three-Way Calling  
 /TN 931 729-9437  
 /PKG AP-WITH-CPCH  
 /ZSER 0E099999A3/SED 12-28-00  
 1 ESM Call Forwarding  
 /TN 931 729-9437  
 /PKG AP-WITH-CPCH  
 /ZSER 15099999A4/SED 12-28-00  
 1 ESXDC Call Waiting Deluxe  
 /TN 931 729-9437  
 /PKG AP-WITH-CPCH  
 /ZSER 1C099999A5/SED 12-28-00  
 1 FUJ1X Federal Universal Service Charge  
 /TN 931 729-9437  
 /ZSER 23099999A6/SED 12-28-00  
 1 GCE Call Forwarding Busy Line  
 /TN 931 729-9437  
 /PKG AP-WITH-CPCH  
 /SED 09-04-01/ZSER 310199999A  
 1 LNPCX FCC Local Number Portability Line Charge - Line  
 /TN 931 729-9437  
 /ZSER 2A099999A7/SED 12-28-00  
 1 NSQ Repeat Dialing (\*66)  
 /TN 931 729-9437  
 /ZSER 31099999A8  
 /PKG AP-WITH-CPCH  
 /SED 12-28-00  
 1 NSS Call Return (\*69)  
 /TN 931 729-9437  
 /ZSER 38099999A9  
 /PKG AP-WITH-CPCH  
 /SED 12-28-00  
 1 NST Call Tracing (\*57)  
 /TN 931 729-9437  
 /PKG AP-WITH-CPCH  
 /ZSER 4A10000003/SED 07-30-01  
 1 NSY Call Block (\*60)

>  
> I called bell south to make an order for a new install at the number  
>931-729-2387 (this is the number they gave me as the new number) the phone  
>was to be installed by the 8th...when they did not install it i called and  
>was told that i couldnt get service until the 8th of september... i beleive  
>it is because i changed companys... i was told they do not have enought lines  
>in that area.. i dont beleive that because a new fiber optic cable was  
>installed through my land less than five years ago.  
> what can i do? thanks// pat call me please at 615-889-2199  
>

Dear AOL Member,

Thank you for your recent e-mail regarding the AOL Long Distance Savings Plan provided by TALK.com.

Please be advised that due to high demand, some areas may experience a delay in service activation.

In the meantime, you may want to contact your local telephone company and request long distance service with "The Phone Company," ACNA TVN, Carrier identification code 6746.

We value and appreciate your business. If you have any additional questions about the AOL Long Distance Savings Plan provided by TALK.com, please [click here](#).

Sincerely,

AOL Long Distance Savings Plan  
Customer Service

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00

Local Exchange Navigation System

Inquiry **Customer Service Record**Return to Inquiry ►View Product and Services

All data available for this CSR has been displayed. (9010)

ACCT 931 729-9437 435

EXCH CNTV

BCS ATLCE

STAT OPEN

TYPE RESIDENCE

SVCC 1Z

EQIND1 18

LASTZSER 26843545

MULTLINE 1

HTGHMLCT 0

JOINTIND

JAZZIND

BREFIND

DENYIND 0

BMITIND

SENSACCT

TTRA 931 729

CENT R00

---LIST

LN GATLEY, C R

LA 1909 HIGHWAY 48 S

SA 1909 HIGHWAY 48 S,  
CENTERVILLE, TN

DZIP 37033

---DIR

DDA PATRICIA GATLEY

1909 HIGHWAY 48 S

CENTERVILL TN 37033

DEL A1

---BILL

BN1 PATRICIA GATLEY

BA2 1909 HIGHWAY 48 S

PO CENTERVILL TN 37033

---S&amp;E

(LINES &amp; STATIONS)

1 DRS1X RingMaster II - First RingMaster Number with Distinctive Ringing  
/TN 931 729-2133

/PN 931 729-9437/RNP B  
/PKG AP-WITH-CPCH  
/SED 03-29-01/EXK 931 729  
/ZSER 3C10000001  
/LRN 9317290000/TTRA 931 729

1 DRS2X RingMaster II - Second RingMaster Number with Distinctive Ringing  
/TN 931 729-4520  
/PN 931 729-9437/RNP E  
/PKG AP-WITH-CPCH/EXK 931 729  
/ZSER 4310000002  
/LRN 9317290000/TTRA 931 729  
/SED 03-29-01

1 ATLCL Area Plus Plan (includes telephone line)  
/TN 931 729-9437/PIC 0444  
/LPIC 5124/LPCA BO, 12-28-00  
/NMC/PCA BO, 12-30-00  
/PKG AP-WITH-CPCH/PN  
/SED 12-28-00/EXK 931 729  
/ZSER F8099999A0  
/LRN 9317290000/TTRA 931 729

1 1LS11 Mileage - Zone  
/TN 931 729-9437  
/ZSER 54099999AD/SED 12-28-00

1 ESC Three-Way Calling  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 0E099999A3/SED 12-28-00

1 ESM Call Forwarding  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 15099999A4/SED 12-28-00

1 ESXDC Call Waiting Deluxe  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 1C099999A5/SED 12-28-00

1 FUJ1X Federal Universal Service Charge  
/TN 931 729-9437  
/ZSER 23099999A6/SED 12-28-00

1 GCE Call Forwarding Busy Line  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/SED 09-04-01/ZSER 310199999A

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 931 729-9437  
/ZSER 2A099999A7/SED 12-28-00

1 NSQ Repeat Dialing (\*66)  
/TN 931 729-9437  
/ZSER 31099999A8  
/PKG AP-WITH-CPCH  
/SED 12-28-00

1 NSS Call Return (\*69)  
/TN 931 729-9437  
/ZSER 38099999A9  
/PKG AP-WITH-CPCH  
/SED 12-28-00

1 NST Call Tracing (\*57)  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 4A10000003/SED 07-30-01

1 NSY Call Block (\*60)  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 3F099999AA/SED 12-28-00

1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection

/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 46099999AB/SED 12-28-00  
1 VSB Vertical Services Billing for Complete Choice Plan  
/TN 931 729-9437  
/ZSER 4D099999AC  
/PKG AP-WITH-CPCH  
/SED 12-28-00  
1 9LM FCC Charge for Network Access  
/TN 931 729-9437  
/ZSER 07099999A2/SED 12-28-00  
1 ARZPK Area Plus with Complete Choice Plan  
/TN 931 729-9437  
/PKG AP-WITH-CPCH  
/ZSER 00099999A1/SED 12-28-00

---RMKS

RMKR (A) ATLCL 010301  
RMKR (B) ORDER PLACED BY BRENT SMI  
TH @ CALLWAVE, TN 805 690-  
4108 , ROAR, 09-03-01, 09-03-  
01

[References](#) | [Cancel](#)

[View Product and Services](#)

[Return to Inquiry](#) ►

LENS Version 10.2  
OPC0032

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sof00279 / 3  
11/29/2001



**: McCarthy, Dennis # 865-525-0855: Count 92**  
**Optis Notes:**

-----2001-10-08 09:17 cstp044-----

Faxed Response to the TN TRA on 10/1/01, complaint resolved by rep 175 .....TDrew

-----2001-09-28 14:02 cstp175-----

per rebuttal complaint, printed final invoice from One Bill acct & gave it to mike Andreano to overnight to complainant. paul k/ph regulatory

-----2001-09-28 11:26 cstp587-----

RECD TNRA REBUTTAL COMPLAINT CASE #01-1320 DD 9/28/01  
VP/REG

-----2001-09-27 10:10 mak -----

RECD TNRA REBUTTAL COMPLAINT 9/25/01 CASE #01-1320 DD 9/28/01

-----2001-07-06 11:37 cstnp008-----

faxed response

-----2001-07-06 10:27 cstp040-----

Spoke wiht Mr. Maccarty, explained during the conversion of his phone service to Talk.com, the two numbers on the Optis were not converted properly, therefore he was billed for each local/local toll calls. Explained we have credited out the acct and closed it. Mr. Maccarty is saitisfied with resolution.

Karmini/040/PH Reg Dept

-----2001-07-06 09:41 cstp040-----

TN Reg Complaint Resolved

**General Information:**

Complainant Name, BTN, Agency & State, Due Date: Dennis Mccarthy..865-525-0855..Reg Auth..TN..7/3/01

Name(s) listed on Optis Account if it differs: MCCARTHY&MCCARTHY.

**Additonal Number:**

865-544-7816: Number same CSR as above listed number. Calls from 5/4/00 to 4/30/01. (some calls from 5/16/00 to 4/26/01 in BM status and some calls from 5/4/00 to 12/19/00 in 33 status).

Nature of Complaint:

- 1) Member is disputing billing for Local Toll calls.
- 2) Member states he received a bill for \$443.61 and is disputing charges.
- 3) Member states he auth service for the Other Phone Co, but he is receiving bills from Access 1 and Talk.com.

POA Information:

Market Code(s): XEROXDG - The service was verbally auth, however, we do not have a copy of the POA.

Verbal, Online, DM Check or Other LOA? Verbal

Person who authorized? N/A

DOS (verbal only)? N/A

DOB (verbal only)? N/A

Verifier's Name & ID # (NY PSC ONLY): N/A

On/Off Dates-First Call Last Call Information:

Date Switched to A-1 (Local only)? Also indicate SED for PIC and LPIC on dates?

12/2/99 (AX99N10409 -MTM- AV SERVICE)

Date Switched from A-1 (Local only)? Also indicate SED for PIC and LPIC off dates?

6/20/01

OCC Confirmation (LD only): N/A

All XEROX must be checked if they were ever on our PIC? Member was converted to Talk when we took over Access 1.

First Call: 4/27/00

Last Call: 4/30/01 (some calls from 4/27/00 to 4/26/01 in BM status and some calls from 4/27/00 to 12/19/00 in 33 status).

Account Billing Information:

OneBill Account #: 21005873 (Acct deactivated on 6/20/01)

Billed in Optis: \$527.72 (10/28/00 to 6/26/01)

Credited in Optis: \$0.00

Refunded in Optis: \$0.00

Billed in OneBill: \$4,361.97 (from 12/5/99 to 6/5/01)

Credited in OneBill: \$0.00

Refunded in OneBill: \$0.00

List All Chargebacks: None

Total Amount Billed that is in Dispute: \$443.61

Provisioning:

Where there any delay's in provisioning? N/A

If yes, why? N/A

Important Optis/OneBill Notes:

Optis: 1/19/01- Lines were SB for nonpayment. 4/18/01- TT placed to credit out Optis acct because member has service in OneBill, credit was denied. 6/15/01- TT placed again for credit due member being billed for intralata calls in Optis, credit denied.  
OneBill: N/A

Resolution Section:

Attempts To Contact:

- 1) 7/3/01- Left message on voicemail.
- 2) 7/5/01- Spoke with member- said he could not talk, he is in a meeting, to call back.
- 3) 7/6/01- Left message on voicemail.

Resolution Section (cont'd):

Name of person contacted to resolve complaint: N/A

Did you play POA? No

Did complainant agree that the switch was authorized? N/A

What does the credit represent? Intralata calls.

Actual Resolution:

Requested for member to be placed on DNC list. Line blocked, changed billing address to Palm Harbor, and deactivated screen name. Filled out credit sheet to have \$527.72 issued to acct for intralata calls. Member was with Access One, when Access One merged with us, he agreed to stay with service. Member states he agreed to stay with The Other Phone Company, he states when he contact customer service after receiving invoices, he was advised of merge between Talk and Access One and that Talk.com and the Other Phone Company are the same company. When member was converted to our PIC, it appears that the two lines in question were not converted properly. Therefore creating an Optis acct and member being charged for each Local call. This is a business acct and member has several numbers, all of which are on the OneBill acct, however, it appears only 7816 and 0885 was not converted correctly. So, we are issuing a full credit for the invoices in Optis for incorrect billing for the intralata calls. Customer Satisfied: N/A - Resolving complaint no contact.

Account Closed

Karmini/040

Regulatory Dept. PH

-----2001-07-06 09:38 cstp593-----

Issued credit per regulatory floor request.. Please see note from rep. 040.. Jamie McNany  
Reg. PH

-----2001-07-05 14:44 cstp040-----

Spoke with Dennis Mccarthy, he said to call him back, he is in a meeting...Karmini/040/PH Reg Dept

-----2001-07-03 13:15 cstp040-----

Left message on answering machine this morning for Dennis McCarthy regarding Reg Auth complaint, tried again, got answering machine, did not leave message.

Karmini/040/PH Reg Dept

-----2001-06-20 13:32 cstp587-----  
REC'D A TNRA TN COMPLAINT DD 7/3

-----2001-06-19 14:08 cotnp005-----  
REC'D TRA COMPLAINT 01-1320 DUE 07/03/01

-----2001-06-19 05:36 cf002300-----  
See below for reply

-----Original message-----

>From dmmccarthy@utk.edu Mon Jun 18 11:31:31 2001  
>Received: from mx1.talk.com (mx1.talk.com [204.151.171.32])  
>by v1.talk.com (8.9.3 (PHNE\_18546)/8.9.3) with SMTP id LAA00862  
>for <cs@v1.talk.com>; Mon, 18 Jun 2001 11:31:25 -0400 (EDT)  
>Received: (qmail 24854 invoked by uid 505); 18 Jun 2001 16:26:26 -0000  
>Received: from dmmccarthy@utk.edu by qmscan-mx1 (Message is clean. Processed in 0.023219 secs); 18 Jun 2001 16:26:26 -0000  
>Delivered-To: cs@talk.com  
>Received: (qmail 24843 invoked by uid 505); 18 Jun 2001 16:26:25 -0000  
>Received: from dmmccarthy@utk.edu by qmscan-mx1 (Message is clean. Processed in 1.484424 secs); 18 Jun 2001 16:26:25 -0000  
>Received: from firewall-gw.nh.talk (HELO cheetah.mail.utk.edu) (204.151.171.1)  
> by qmail.nh.talk with SMTP; 18 Jun 2001 16:26:24 -0000  
>Received: from s9s911 (ROMANIA1.RA.UTK.EDU [198.78.202.15])  
>by cheetah.mail.utk.edu (8.11.2/8.11.2) with SMTP id f5IFYDu01822  
>for <cs@talk.com>; Mon, 18 Jun 2001 11:34:14 -0400  
>Message-ID: <005e01c0f80b\$ef80d3a0\$da03fea9@s9s911>  
>Reply-To: "Dennis McCarthy" <dmmccarthy@utk.edu>  
>From: "Dennis McCarthy" <dmmccarthy@utk.edu>  
>To: <cs@talk.com>  
>References: <200106181424.KAA15837@v1.talk.com>  
>Subject: Re: Credit REquest  
>Date: Mon, 18 Jun 2001 11:32:51 -0400  
>Organization: EERC  
>MIME-Version: 1.0  
>Content-Type: text/plain;  
>charset="iso-8859-1"  
>Content-Transfer-Encoding: 7bit

>X-Priority: 3  
>X-MSMail-Priority: Normal  
>X-Mailer: Microsoft Outlook Express 5.00.2919.6600  
>Disposition-Notification-To: "Dennis McCarthy" <dmmccarthy@utk.edu>  
>X-MimeOLE: Produced By Microsoft MimeOLE V5.00.2919.6600  
>

>Dear sir or madam:

>

>You claim that these calls you are charging me for are INTRALATA LONG  
>DISTANCE CALLS. As near as I can tell, however, you are charging me for  
>every local phone call. If not, you have an incredibly gerrymandered concept  
>of what a local long-distance region is. Take one example. The phone you are  
>charging for is in downtown Knoxville. My office is also in downtown  
>Knoxville, less than seven blocks away. And yet you charge me for every call  
>my wife makes from our phone to my office. This makes no sense and is  
>clearly illegal. By the way, did you know that McCarthy and McCarthy is a  
>law firm? I think you'd better reconsider your last response.  
>

>Dennis McCarthy

>

>----- Original Message -----

>From: <cs@talk.com>

>To: <DMMCCARTHY@utk.edu>

>Sent: Monday, June 18, 2001 10:24 AM

>Subject: Credit REquest  
>  
>  
>>  
>>  
>>  
>>  
>>

>> From: cs@talk.com

>> To: DMMCCARTHY@UTK.EDU

>> Subject: Credit REquest  
>>

>> Dear Gentlemen MCCARTHY&MCCARTHY.:

>>

>> Thank you for your recent inquiry regarding the AOL Long Distance Savings  
>Plan.  
>>

>> We have received your request for a credit. After carefully reviewing  
>your account, we have decided that a credit cannot be issued at this time.

>> We have based our decision on that charges are valid, you have not been  
>charged for local calls, you have been charged for INTRALATA LONG DISTANCE  
>CALLS.  
>>

>> If you have any further questions regarding your account, please contact

>us toll free anytime at 1-888-825-5265 or E-mail us.

>>

>> Sincerely,

>> AOL Long Distance Customer Care

>>

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Dear Valued Member,

Thank you for your recent e-mail regarding Talk America Long Distance.

Your e-mail has been forwarded to the proper department for assistance. A customer service professional will contact you if necessary within the next few business days.

If you have any additional questions, please visit us online at <http://www.talkamerica.com> or click here. You can also call us toll-free anytime at 1-888-825-5265.

We value your business and are confident you will enjoy the savings, service and convenience our customers demand.

Sincerely,

Talk America Long Distance

Customer Care

-----2001-06-18 10:17 cf001088-----

From: cs@talk.com  
To: DMMCCARTHY@UTK.EDU  
Subject: Credit REquest

Dear Gentlemen MCCARTHY&MCCARTHY.:

Thank you for your recent inquiry regarding the AOL Long Distance Savings Plan.

We have received your request for a credit. After carefully reviewing your account, we have decided that a credit cannot be issued at this time. We have based our decision on the fact that charges are valid, you have not been charged for local calls, you have been charged for INTRALATA LONG DISTANCE CALLS.

If you have any further questions regarding your account, please contact us toll free anytime at 1-888-825-5265 or E-mail us.

Sincerely,

AOL Long Distance Customer Care.

-----2001-06-15 16:28 cstff210-----

MCCARTHY. called about bill tt placed cust being charged for local calls at intralata rate.... also disputing sign up claims he is only on us for local... tnf to verifications... dt/210/inb/ftl

-----2001-06-15 16:26 cstff210-----

TT-btn 865 525 0855 cust is being charged for calls that should be local research advise and adjust account... dt/210/inb/ftl

CREDIT DENIED. Customer is being charged for INTRALATA LONG DISTANCE CALLS, not for local calls....mg1088

\*\*\*Closed\*\*\* by cf001088 at 2001-06-18 10:14

-----2001-05-30 16:04 cstof345-----

could not discuss acct..collection agency..sa/orl/coll/345

-----2001-05-04 12:32 cf002090-----

&MCCARTHY. is recieving a bill he doesnt understans has one bill acct i cant access that progrm transfered to5700 angela/coll/2090ph

-----2001-05-04 12:25 cstof290-----

customer called about an invoice he recieve trans to 5544.....dl/orl/col/290

-----2001-04-19 21:00 cstp028-----

From: cs@talk.com  
To: DMMCCARTHY@UTK.EDU  
Subject: credit

Dear Valued Customer,

Thank you for your recent inquiry regarding the Long Distance Savings Plan.

We have received your request for a credit. After carefully reviewing your account, we have decided that a credit cannot be issued at this time. We have based our decision on - all charges are for valid calls on service.

If you have any further questions regarding your account, please contact us toll free anytime at 1-888-825-5265 or E-mail us.

Sincerely,

Talk America Customer Care

-----2001-04-18 09:19 cstp653-----

TT-pleae credit out this acct he has acct with acess one onle bill #21005873... this is a invalid bill .. michel collections palm harbor 653

credit denied can not credit the call b/c they are vaild nja

\*\*\*Closed\*\*\* by cstp028 at 2001-04-19 20:58

-----2001-04-18 09:19 cstof056-----

PH CALLED ABOUT THIS ACCT CUST HAS 2 ACCTS 1BILL ACCT 21005873  
AND OPTIS ACCT 2895524 CUST OPTIS ACCT NEEDS TO BE ZERO OUT CUST  
IS BEING BILLED FOR LOCAL AND LD SERVICES IN 1BILL  
/ORL/COLL/THAYES/056

-----2001-04-17 12:13 cstp603-----

Davox spoke w/MRS MCCARTHY said will have her husband CB..dg/coll/ph

-----2001-02-06 16:13 cstff282-----

customer called to report a repair problem with her v mail I called bs and spoke with patsey she gave me a commit time of 02/07/01 6:00pm



-----2001-01-19 14:17 cstpf525-----

PAPER PROJECT SOFT BLOCKED THE LINE(S) FOR THE ACCOUNT IS PAST  
DUE. NEED PAYMENT AND CURRENT ADDRESS AND RESEND THE  
INVOICE(S)...SDYER COLLECTIONS

-----2001-01-19 13:56 cstpf525-----

PAPER PROJECT SOFT BLOCKED THE LINE(S) FOR THE ACCOUNT IS PAST  
DUE. NEED PAYMENT AND CURRENT ADDRESS AND RESEND THE  
INVOICE(S)...SDYER COLLECTIONS

...

ACCESS ONE COMMUNICATIONS EAZ 4892  
v 00**Local Exchange Navigation System**  
**Inquiry Customer Service Record****Return to Inquiry ►****View Product and Services**

865 525 0855 038 \*CSR\*

KNOX BT2

E

1

LN MCCARTHY; & MCCARTHY  
LA 304 S GAY ST, KNOXVILLE  
SA 304 S GAY ST, KNOXVILLE  
YPH 003660  
ATTORNEYS  
SIC 8111

---DIR

DDA MCCARTHY & MCCARTHY  
304 S GAY ST  
KNOXVILLE TN 37902

DEL A3

---BILL

BN1 MCARTHY & MCCARTHY  
BA2 304 S GAY ST  
O KNOXVILLE TN 37902

865 525 0855 038 \*CSR\*

KNOX BT2

E

2

---S&amp;E

HTG A 865 525-0855, 865 544-7816  
/HTY SC/EXK 865 522

(LINES &amp; STATIONS)

1 BT2 Business Line with Touch-+  
/TN 865 525-0852/PIC 0288  
/LPIC 0288/PCA BO, 06-18-01  
/LPCA BO, 06-18-01  
/PKG COMPH-CHOICE  
/TTRA 865 525/EXK 865 522

865 525 0855 038 \*CSR\*

KNOX BT2

E

3

QTY USOC S&E J  
/LRN 8655220000/SED 06-20-01

1 FUJMX /ZSER 3C10000001  
 Federal Universal Service+  
 /TN 865 525-0852/SED 06-20-01  
 /ZSER 4310000002  
 1 LNPCX FCC Local Number Portabil+  
 /TN 865 525-0852/SED 06-20-01  
 /ZSER 4A10000003  
 1 NSQ Repeat Dialing (\*66)  
 /TN 865 525-0852  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 5110000004  
 1 SEQ1X Inside Wire Maintenance S+  
 /TN 865 525-0852  
 /PKG COMP7-3LNMTN  
 /SED 06-20-01/ZSER 5810000005  
 /RMKR (A) 07-18-01  
 1 9ZR FCC Charge for Network Ac+  
 /TN 865 525-0852/SED 06-20-01  
 /ZSER 5F10000006

865 525 0855 038 \*CSR\*

KNOX BT2

E

4

QTY USOC S&E J  
 1 BT2 Business Line with Touch-+  
 /TN 865 525-0855/PIC 0288  
 /LPIC 0288/PCA BO, 06-18-01  
 /LPCA BO, 06-18-01/HTG A  
 /PKG COMPH-CHOICE  
 /TTRA 865 525/EXK 865 522  
 /LRN 8655220000/SED 06-20-01  
 /ZSER 6610000007  
 1 MBBBF MemoryCall Voice Mail Set+  
 /TN 865 525-0855  
 /MBTN 865 525-0855  
 /DLNM 1-MCCARTHY & MCCARTHY  
 /PKG COMP4-MESGNG  
 /SED 06-20-01/ZSER 6D10000008  
 1 FUJMX Federal Universal Service+  
 /TN 865 525-0855/SED 06-20-01  
 /ZSER 7410000009  
 1 GCJ Call Forwarding Don't Ans+  
 /TN 865 525-0855  
 /PKG COMPH-CHOICE/RCYC 4

865 525 0855 038 \*CSR\*

KNOX BT2

E

5

QTY USOC S&E J  
 /SED 06-20-01/ZSER 7B1000000A  
 1 HTG Hunting/Rollover Service  
 /TN 865 525-0855  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 821000000B  
 1 LNPCX FCC Local Number Portabil+  
 /TN 865 525-0855/SED 06-20-01  
 /ZSER 891000000C  
 1 MWAV Message Waiting Indicatio+  
 /TN 865 525-0855  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 901000000D  
 1 SEQ1X Inside Wire Maintenance S+  
 /TN 865 525-0855  
 /PKG COMP7-3LNMTN  
 /SED 06-20-01/ZSER 971000000E  
 /RMKR (A) 07-18-01

1 S98VM Star 98 Access to BellSou+  
 /TN 865 525-0855  
 /PKG COMPH-CHOICE

865 525 0855 038 \*CSR\*

KNOX BT2

E

6

QTY USOC S&E J  
 /SED 06-20-01/ZSER 9E1000000F  
 1 9ZR FCC Charge for Network Ac+  
 /TN 865 525-0855/SED 06-20-01  
 /ZSER 3B10000010  
 1 COMPH Complete Choice for Busi+  
 /TN 865 525-0855  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 4210000011  
 1 COMP4 Complete Choice for Busi+  
 /TN 865 525-0855  
 /PKG COMP4-MESGNG  
 /SED 06-20-01/ZSER 4910000012  
 1 COMP7 Complete Choice for Busi+  
 /TN 865 525-0855  
 /PKG COMP7-3LNMTN  
 /SED 06-20-01/ZSER 5010000013  
 1 BT2 Business Line with Touch-+  
 /TN 865 544-7816/PIC 0288  
 /LPIC 0288/PCA BO, 06-18-01  
 /LPCA BO, 06-18-01/HTG A

865 525 0855 038 \*CSR\*

KNOX BT2

E

7

QTY USOC S&E J  
 /PKG COMPH-CHOICE  
 /TTRA 865 525/EXK 865 522  
 /LRN 8655220000/SED 06-20-01  
 /ZSER 5710000014  
 1 FUJMX Federal Universal Service+  
 /TN 865 544-7816/SED 06-20-01  
 /ZSER 5E10000015  
 1 GCE Call Forwarding Busy Line  
 /TN 865 544-7816  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 6510000016  
 1 GCJ Call Forwarding Don't Ans+  
 /TN 865 544-7816/RCYC 4  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 6C10000017  
 1 HTG Hunting/Rollover Service  
 /TN 865 544-7816  
 /PKG COMPH-CHOICE  
 /SED 06-20-01/ZSER 7310000018  
 1 LNPCX FCC Local Number Portabil+

865 525 0855 038 \*CSR\*

KNOX BT2

E

8

QTY USOC S&E J  
 /TN 865 544-7816/SED 06-20-01  
 /ZSER 7A10000019  
 1 SEQ1X Inside Wire Maintenance S+  
 /TN 865 544-7816  
 /PKG COMP7-3LNMTN  
 /SED 06-20-01/ZSER 811000001A  
 /RMKR (A) 07-18-01  
 1 9ZR FCC Charge for Network Ac+  
 /TN 865 544-7816/SED 06-20-01

1 BT2 /ZSER 881000001B  
Business Line with Touch-+  
/TN 865 544-7843/PIC 0288  
/LPIC 0288/PCA BO, 06-25-01  
/LPCA BO, 06-25-01  
/EXK 865 522/LRN 8655220000  
/TTRA 865 525/SED 06-25-01  
/ZSER 8F1000001C  
1 FUJMX Federal Universal Service+  
/TN 865 544-7843/SED 06-25-01  
/ZSER 961000001D

865 525 0855 038 \*CSR\*

KNOX BT2

E

9

QTY USOC S&E J  
1 LNPCX FCC Local Number Portabil+  
/TN 865 544-7843/SED 06-25-01  
/ZSER 9D1000001E  
1 SEQ1X Inside Wire Maintenance S+  
/TN 865 544-7843/SED 06-25-01  
/ZSER A41000001F  
1 9ZR FCC Charge for Network Ac+  
/TN 865 544-7843/SED 06-25-01  
/ZSER 4110000020

---RMKS

---COMPLETED ACTIVITY

[References](#) | [Cancel](#)

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LENS Version 9.2.1

OPC0032

7/3/2001

93,94

: Spurlock, Helen # 615-746-3581: Count 92,98  
Optis notes:

-----2001-11-29 08:38 cstpf587-----  
MADE 2 COPIES OF POA AND GAVE TO KELLI  
VP/REG

-----2001-08-09 14:33 cstnp010-----  
SENT REPLY LETTER & COPY OF TPV TO LISA FOUST (CASE # 01-1539) -  
AIRBILL # 9685155874

-----2001-08-08 13:02 cotnp004-----  
RECVD POA FROM FL GV TO HANS

-----2001-08-03 08:00 cstpf044-----  
Faxed Response on 8/2/01.....TDrew

-----2001-08-01 12:54 cstpf621-----  
General Information:  
Complainant Name: Helen Spurlock  
BTN: 615-746-3581  
State: TN  
Agency: Reg Auth  
Due Date: 8/2/01  
Name(s) listed on Optis Account if it differs: Helen Spurlock

Nature of Complaint:  
This complaint has been previously resolved through the Consumer Affairs office in  
Tennessee. The previous summary and resolution is as follows:

TN Consumer Affairs Complaint Resolved

General Information:  
Complainant Name, BTN, Agency & State, Due Date: Helen Spurlock..615-746-  
3581..TN Consumer Affairs..7/16/01  
Name(s) listed on Optis Account if it differs: HELEN SPURLOCK

Nature of Complaint:  
1) Member disputes billing after cancellation.  
2) Member disputes charges stating she wants us to stop mailing invoices to her.  
3) N/A

POA Information:

Market Code(s): TPLUS73 - Local land Long Distance - Promo includes \$49.95 bundle package with 200 free minutes of domestic calling and 9.9cpm thereafter. Member also entitled to a \$25 credit to the acct after 2 months of billing.

Verbal, Online, DM Check or Other LOA? Verbal

Person who authorized? Helen Spurlock

DOS (verbal only)? 7/10/00

DOB (verbal only)? 7/2/31

Verifier's Name & ID # (NY PSC ONLY): N/A

On/Off Dates-First Call Last Call Information:

Date Switched to A-1 (Local only)? Also indicate SED for PIC and LPIC on dates? Line was not converted to us.

Date Switched from A-1 (Local only)? Also indicate SED for PIC and LPIC off dates? Line was not converted to us.

OCC Confirmation (LD only): N/A

All XEROX must be checked if they were ever on our PIC? N/A

First Call: No call detail

Last Call: No call detail

Account Billing Information:

OneBill Account #: As of 7/12/01, there is no OneBill acct.

Billed in Optis: \$732.22

Credited in Optis: \$664.61

Refunded in Optis: \$0.00

Billed in OneBill: N/A

Credited in OneBill: N/A

Refunded in OneBill: N/A

List All Chargebacks: None

Total Amount Billed that is in Dispute: Total amount billed.

Provisioning:

Where there any delay's in provisioning? No

If yes, why? N/A

Important Optis/OneBill Notes:

Optis: 12/19/00- TT placed to have acct credited out and canceled due line not being converted to our service. 4/8/01- Acct credited out again due billing error.

OneBill: N/A

Resolution Section:

Attempts To Contact:

1) 7/12/01- Spoke with member.

2) N/A

3) N/A

Resolution Section (cont'd):

Name of person contacted to resolve complaint: Helen Spurlock

Did you play POA? No

Did complainant agree that the switch was authorized? Yes

What does the credit represent? Billing after cancellation.

Actual Resolution:

Requested for member to be placed on the DNC list. Line blocked, no USOCs to delete, changed billing address to Palm HarborSpoke with member, she said she is not disputing auth, she said soon after she auth the service, she called and canceled it. She said the line was not switched to our service but she kept receiving bills. She said she called numerous times to have the billings stopped but she continued to receiving statements stating bill is past due. I apologized and explained I do that the order was not placed, I show line was not switched, and I show the majority of the bill credited out. I explained I will credit out the remaining balance and remove her address from the acct so she does not receive any further invoices. Filled out credit sheet to have \$68.61 credited to acct to close with zero balance. Customer Satisfied: Yes Account Closed

Karmini/040

Regulatory Dept. PH

Attempts To Contact:

1) 7/30/01-lmom

2) 7/31/01-lmom

3) 8/1/01-did not left message because I left two already

Actual Resolution:

I was unable to contact the complainant, but these issues were already resolved. This complaint is considers closed and the customer stated that she was satisfied in the previous resolution.

Patrick 621

Regulatory Dept. PH

-----2001-07-20 14:04 cstpf587-----

REC'D TN REGULATORY AUTHORITY COMPLAINT 01-1539. DD 8/2/01  
VALERA/PH/587

-----2001-07-19 12:46 hac -----

REC'D TN REGULATORY AUTHORITY COMPLAINT 01-1539. DD 8/2/01

-----2001-07-17 08:36 cstpf040-----

TN Consumer Affairs Complaint Resolved



General Information:

Complainant Name, BTN, Agency & State, Due Date: Helen Spurlock..615-746-3581..TN Consumer Affairs..7/16/01

Name(s) listed on Optis Account if it differs: HELEN SPURLOCK

Nature of Complaint:

- 1) Member disputes billing after cancellation.
- 2) Member disputes charges stating she wants us to stop mailing invoices to her.
- 3) N/A

POA Information:

Market Code(s): TPLUS73 - Local land Long Distance - Promo includes \$49.95 bundle package with 200 free minutes of domestic calling and 9.9cpm thereafter. Member also entitled to a \$25 credit to the acct after 2 months of billing.

Verbal, Online, DM Check or Other LOA? Verbal

Person who authorized? Helen Spurlock

DOS (verbal only)? 7/10/00

DOB (verbal only)? 7/2/31

Verifier's Name & ID # (NY PSC ONLY): N/A

On/Off Dates-First Call Last Call Information:

Date Switched to A-1 (Local only)? Also indicate SED for PIC and LPIC on dates? Line was not converted to us.

Date Switched from A-1 (Local only)? Also indicate SED for PIC and LPIC off dates? Line was not converted to us.

OCC Confirmation (LD only): N/A

All XEROX must be checked if they were ever on our PIC? N/A

First Call: No call detail

Last Call: No call detail

Account Billing Information:

OneBill Account #: As of 7/12/01, there is no OneBill acct.

Billed in Optis: \$732.22

Credited in Optis: \$664.61

Refunded in Optis: \$0.00

Billed in OneBill: N/A

Credited in OneBill: N/A

Refunded in OneBill: N/A

List All Chargebacks: None

Total Amount Billed that is in Dispute: Total amount billed.

Provisioning:

Where there any delay's in provisioning? No

If yes, why? N/A

Important Optis/OneBill Notes:

Optis: 12/19/00- TT placed to have acct credited out and canceled due line not being converted to our service. 4/8/01- Acct credited out again due billing error.  
OneBill: N/A

Resolution Section:

Attempts To Contact:

- 1) 7/12/01- Spoke with member.
- 2) N/A
- 3) N/A

Resolution Section (cont'd):

Name of person contacted to resolve complaint: Helen Spurlock

Did you play POA? No

Did complainant agree that the switch was authorized? Yes

What does the credit represent? Billing after cancellation.

Actual Resolution:

Requested for member to be placed on the DNC list. Line blocked, no USOCs to delete, changed billing address to Palm Harbor. Spoke with member, she said she is not disputing auth, she said soon after she auth the service, she called and canceled it. She said the line was not switched to our service but she kept receiving bills. She said she called numerous times to have the billings stopped but she continued to receive statements stating bill is past due. I apologized and explained I do that the order was not placed, I show line was not switched, and I show the majority of the bill credited out. I explained I will credit out the remaining balance and remove her address from the acct so she does not receive any further invoices. Filled out credit sheet to have \$68.61 credited to acct to close with zero balance. Customer Satisfied: Yes Account Closed

Karmini/040

Regulatory Dept. PH

-----2001-07-13 11:03 cstp593-----

Issued credit per regulatory floor request.. Please see note by rep.040.. Jamie McNany  
Reg. PH

-----2001-07-12 11:53 cstp040-----

Spoke with member...detail of call on summary...Karmini/040/PH Reg Dept

-----2001-07-12 11:52 cstp040-----

Saved POA to V. drive

Karmini/040/PH Reg Dept

-----2001-07-11 08:31 cstp594-----

Added to the do not call list. HLS/594/QC/PH

-----2001-07-10 17:09 cotnp004-----

recvd poa from fl

-----2001-07-09 12:45 cf001174-----

REC'D TN CONSUMER AFFAIRS COMPLAINT 01-02209 DUE 07/16/01

-----2001-07-06 11:58 cotnp005-----

REQUESTED POA FROM VALERA

-----2001-07-06 11:55 cotnp005-----

REC'D TN CONSUMER AFFAIRS COMPLAINT 01-02209 DUE 07/16/01

-----2001-04-13 19:39 cstpf172-----

recieved letter issue previously addressed

-----2001-04-08 08:18 cstff227-----

HELEN SPURLOCK called to make sure that her acc is taken care of .227/lr/ftl/inbd

-----2001-03-18 08:48 cstff220-----

TT-615-746-3581.....HELEN SPURLOCK called about still being billed, customer no longer with us per lens and call detail which is none, please credit back full amount and zero out acct.

credited \$137.22 to zero out acct. per lens sed 7-13-00 added to deact. list... KatSS/PH  
\*\*\*Closed\*\*\* by cstpf601 at 2001-03-28 07:32

-----2001-02-09 09:53 cstof122-----

REFER TO LOCAL BILLING MCARRERO

-----2000-12-29 12:10 cstff169-----

RECEIVED CORRESPONDENCE FROM MS SPURLOCK STATING THAT SHE NEVER HAD OUR SERVICE AND WILL NOT PAY ANY BILL, PER REVIEW OF ACCT, THERE IS NO CALL DETAIL AT ALL FOR CUSTOMER AND PER PREVIOUS NOTES CUSTOMER WAS NEVER WITH US, PER LENS CUSTOMER IS WITH BELL SOUTH, CREDITED ACCT TO REFLECT ZERO BALANCE.....GKHARGI

-----2000-12-19 13:22 cstof175-----

TT-please suppress invoice & bring acct to zero balance - we were never cust's carrier...aie/col/orl

Credited acct to zero balance. Customer never switched to our service and in LENS SED date was 7-13-00. Referring to BSMACD to deactivate all features. sw1296

\*\*\*Referred\*\*\* by cf001296 on 2001-02-02 08:56

REFER TO LOCAL BILLING MCARRERO

\*\*\*Referred\*\*\* by cstof122 on 2001-02-09 09:52  
Credited cust acct \$68.61... cust is not with us.. 1/8.. \$68.61... service fees only...Michele

\*\*\*Closed\*\*\* by cstpf584 at 2001-02-12 15:29

-----2000-12-19 13:21 cstof175-----  
cust called in reference to past due bill-we are not her telephone carrier-cust is with bellsouth has block so carrier can not be changed without cust's consent....aie/col/orl

-----2000-09-17 19:11 loadnote-----

615 746 3581 113 \*CSR\*

PLVW ATLCL E 1

LN SPURLOCK, CHARLES & HELEN  
LA 1013 PIN OAK DR  
SA 1013 PIN OAK DR  
, PLEASANT VIEW  
LOC DES (TK I-24 FM NSVL TWRD CLKV  
TK EXIT 24 TL GO TO PLSNTVW  
INTRCTN BR R GO ABT 1 MI \*\*  
C RMKR)  
DZIP 37146

---DIR

DDA HELEN SPURLOCK  
1013 PIN OAK DR  
PLEASNT VW TN 37146  
DEL A1

---BILL

BN1 HELEN SPURLOCK  
A2 1013 PIN OAK DR

615 746 3581 113 \*CSR\*

PLVW ATLCL E 2

PO PLEASANT V TN 37146

---S&E

(OTHER)

1 NW101 Network interface-Outside+  
/ZSER 3C10000001

(LINES & STATIONS)

1 ATLCL Area Plus Plan (includes+  
/TN 615 746-3581/TBE B  
/PIC NONE/LPIC 5124

615 746 3581 113 \*CSR\*

PLVW ATLCL E 3

QTY USOC S&E

J

/LPCA FR, 07-12-00

/PCA FR, 07-12-00

/PKG AP-WITH-CPCH

/ZSER 4310000002/SED 07-13-00

/RMKR (A) 09-17-97

1 ESC Three-Way Calling

/TN 615 746-3581

/PKG AP-WITH-CPCH

/SED 06-11-98/ZSER 9E1000000F

1 ESXDC Call Waiting Deluxe

/TN 615 746-3581

/PKG AP-WITH-CPCH

/SED 06-11-98/ZSER 3B10000010

1 LNPCX FCC Local Number Portabil+

/TN 615 746-3581/SED 05-15-99

/ZSER 3F0199999C  
1 NSS Call Return (\*69)  
/TN 615 746-3581  
/ZSER 971000000E  
/PKG AP-WITH-CPCH

615 746 3581 113 \*CSR\*

PLVW ATLCL E 4

QTY USOC S&E J  
/SED 05-07-98  
1 NXMCR Caller ID Name and Number+  
/TN 615 746-3581  
/PKG AP-WITH-CPCH  
-/ZLL 13, 04-28-98  
/SED 04-28-98/ZSER 821000000B  
1 VSB Vertical Services Billing+  
/TN 615 746-3581  
/ZSER 891000000C  
/PKG AP-WITH-CPCH  
/SED 04-28-98  
1 ARZPK Area Plus with Complete +  
/TN 615 746-3581  
/PKG AP-WITH-CPCH  
/ZSER 4210000011/SED 07-13-00  
1 SEQ1X Inside Wire Maintenance S+  
/ZSER 5810000005  
1 9LM FCC Charge for Network Ac+  
/ZSER 5F10000006

615 746 3581 113 \*CSR\*

PLVW ATLCL E 5

QTY USOC S&E J  
(CALLING CARD SERVICE)

2 BSXUP BellSouth Calling Card  
/ZSER 6610000007

---RMKS

---COMPLETED ACTIVITY

-----

ACCESS ONE COMMUNICATIONS PYP 7452  
v 00Local Exchange Navigation System  
Inquiry Customer Service Record[Return to Inquiry](#) ►[View Product and Services](#)

All data available for this CSR has been displayed. (9010)

ACCT 615 746-3581 113

EXCH PLVW  
BCS ATLCL  
STAT OPEN  
TYPE RESIDENCE  
SVCC 1Z  
EQIND1 13  
LASTZSER 26843548  
MULTLINE 1  
HTGHMLCT 0  
JOINTIND  
JAZZIND  
BREFIND  
DENYIND 0  
BMIHTIND  
SENSACCT  
CENT R00

## ---LIST

LN SPURLOCK, CHARLES & HELEN  
LA 1013 PIN OAK DR  
SA 1013 PIN OAK DR  
, PLEASANT VIEW  
LOC DES (TK I-24 FM NSVL TWRD CLKV  
TK EXIT 24 TL GO TO PLSNTVW  
INTRCTN BR R GO ABT 1 MI \*\*  
C RMKR)  
DZIP 37146

## ---DIR

DDA HELEN SPURLOCK  
1013 PIN OAK DR  
PLEASNT VW TN 37146  
DEL A1

## ---BILL

BN1 HELEN SPURLOCK  
BA2 1013 PIN OAK DR  
PO PLEASANT V TN 37146

## ---S&amp;E

(OTHER)



1 NW101 Network interface-Outside single line  
/ZSER 3C10000001

(LINES & STATIONS)

1 ATLCL Area Plus Plan (includes telephone line)  
/TN 615 746-3581/TBE B  
/PIC NONE/LPIC 5124  
/LPCA FR, 07-12-00  
/PCA FR, 07-12-00  
/PKG AP-WITH-CPCH  
/ZSER 4310000002/SED 07-13-00  
/RMKR (A) 09-17-97

1 ESC Three-Way Calling  
/TN 615 746-3581  
/PKG AP-WITH-CPCH  
/SED 06-11-98/ZSER 9E1000000F

1 ESXDC Call Waiting Deluxe  
/TN 615 746-3581  
/PKG AP-WITH-CPCH  
/SED 06-11-98/ZSER 3B10000010

1 LNPCX FCC Local Number Portability Line Charge - Line  
/TN 615 746-3581/SED 05-15-99  
/ZSER 3F01999999C

1 NSS Call Return (\*69)  
/TN 615 746-3581  
/ZSER 971000000E  
/PKG AP-WITH-CPCH  
/SED 05-07-98

1 NXMCR Caller ID Name and Number Delivery with Anonymous Call Rejection  
/TN 615 746-3581  
/PKG AP-WITH-CPCH  
/ZLL 13, 04-28-98  
/SED 04-28-98/ZSER 821000000B

1 VSB Vertical Services Billing for Complete Choice Plan  
/TN 615 746-3581  
/ZSER 891000000C  
/PKG AP-WITH-CPCH  
/SED 04-28-98

1 ARZPK Area Plus with Complete Choice Plan  
/TN 615 746-3581  
/PKG AP-WITH-CPCH  
/ZSER 4210000011/SED 07-13-00

1 FUJ1X Federal Universal Service Charge  
/ZSER 3F01999999C/SED 07-01-00

1 SEQ1X Inside Wire Maintenance Service Plan  
/ZSER 5810000005

1 9LM FCC Charge for Network Access  
/ZSER 5F10000006

---RMKS

RMKR (A) ON HWY 41-A TL BOAT FCTRY  
RD TO PIN OAK DR 3RD HS ON L)

RMKR (B) PROMO 3 LINE 1 CASH BACK  
P ROMOTION 04-27-1998

RMKR (C) VR3CL 042898

RMKR (D) AC7CL 091898

RMKR (F) ADDED LONG DISTANCE  
CARRIE R FREEZE-NO SELECTION,  
THIRD P ARTY VERIFICATION,  
CUSTOMER MS , 07-12-2000,  
C90GR961

RMKR (G) ADDED LOCAL TOLL CARRIER  
F REEZE-BELLSOUTH TELECOMM.,  
THI RD PARTY VERIFICATION,  
CUSTOME R MS, 07-12-2000,  
C90GR961  
RMKR (H) ATLCL 071300

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OPC0032

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