



BOULT • CUMMINGS
CONNERS • BERRY PLC

RECEIVED

2003 JUL 28 12:00 PM
Email: aingram@boultcummings.com

April A. Ingram
(615) 252-2302

Fax: (615) 252-6302

T.R.A. DOCKET ROOM

July 28, 2003

Joe Werner, Telecommunications Chief
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

VIA HAND DELIVERY

Re: ACN Communication Services, Inc. CLEC Application
Docket # 03-00392

Dear Mr. Werner:

In response to your June 20, 2003 Information Request, ACN is pleased to submit an original and 13 copies of its additional requested information:

1. Certificate to do business in Tennessee.
2. Detail of all complaints for 2002 and 2003 by state and type.

The following attachments contain proprietary information, are enclosed in separate envelopes, and are not to be made available for public viewing:

3. Current balance sheet and income statement for ACN Communication Services, Inc. (statement of cash flows to be provided shortly in a separate filing).
4. Three-year projected balance sheet and income statement (projected cash flows to be provided in a separate filing).
5. Audited financial statements for American Communications Network, Inc. and Subsidiaries as of December 31, 2002.

If you need other information regarding this Application, please feel free to call me at 252-2302.

Very truly yours,

BOULT, CUMMINGS, CONNERS & BERRY, PLC

By: April A. Ingram

July 28, 2003
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AAI/aai

Enclosure

cc: Monique Byrnes

Tennessee Secretary of State

**Secretary of State
Corporations Section**

**James K. Polk Building, Suite 1800
Nashville, Tennessee 37243-0306**

DATE: 11/24/99
REQUEST NUMBER: 3771-0145
TELEPHONE CONTACT: (615) 741-2286
FILE DATE/TIME: 11/24/99 1117
EFFECTIVE DATE/TIME: 11/24/99 1117
CONTROL NUMBER: 0380389

TO:
ACN COMMUNICATIONS SERVICES, INC.
32991 HAMILTON COURT
FARMINGTON HILL, MI 48334

RE:
ACN COMMUNICATION SERVICES, INC.
APPLICATION FOR CERTIFICATE OF AUTHORITY -
FOR PROFIT

WELCOME TO THE STATE OF TENNESSEE. THE ATTACHED CERTIFICATE OF
AUTHORITY HAS BEEN FILED WITH AN EFFECTIVE DATE AS INDICATED ABOVE.

A CORPORATION ANNUAL REPORT MUST BE FILED WITH THE SECRETARY OF STATE
ON OR BEFORE THE FIRST DATE OF THE FOURTH MONTH FOLLOWING THE CLOSE OF THE
CORPORATION'S FISCAL YEAR. PLEASE PROVIDE THIS OFFICE WITH WRITTEN
NOTIFICATION OF THE CORPORATION'S FISCAL YEAR. THIS OFFICE WILL MAIL THE
REPORT DURING THE LAST MONTH OF SAID FISCAL YEAR TO THE CORPORATION AT THE
ADDRESS OF ITS PRINCIPAL OFFICE OR TO A MAILING ADDRESS PROVIDED TO THIS
OFFICE IN WRITING. FAILURE TO FILE THIS REPORT OR TO MAINTAIN A REGISTERED
AGENT AND OFFICE WILL SUBJECT THE CORPORATION TO ADMINISTRATIVE REVOCATION
OF ITS CERTIFICATE OF AUTHORITY.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR
FILING, PLEASE REFER TO THE CORPORATION CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR CERTIFICATE OF AUTHORITY -
FOR PROFIT

ON DATE: 11/24/99

FROM:
C T CORPORATION SYSTEM (BINGHAM FARMS)
30600 TELGRAPH RD
SUITE 3275
BINGHAM FARMS, MI 48025-0000

	FEES	
RECEIVED:	\$600.00	\$0.00
TOTAL PAYMENT RECEIVED:		\$600.00

RECEIPT NUMBER: 00002575901
ACCOUNT NUMBER: 00187553



Riley C. Darnell

**RILEY C. DARNELL
SECRETARY OF STATE**

Secretary of State

Corporations Section

25 K. Polk Building, Suite 1800
Nashville, Tennessee 37243-0306

ISSUANCE DATE: 11/24/1999
REQUEST NUMBER: 99328110

CHARTER/QUALIFICATION DATE: 11/24/1999
STATUS: ACTIVE
CORPORATE EXPIRATION DATE: PERPETUAL
CONTROL NUMBER: 0380389
JURISDICTION: MICHIGAN

TO:
CAPITAL FILING SERVICE, INC.
7051 HIGHWAY 70 SO.
NO. 333
NASHVILLE, TN 37221

REQUESTED BY:
CAPITAL FILING SERVICE, INC.
7051 HIGHWAY 70 SO.
NO. 333
NASHVILLE, TN 37221

I, RILEY C DARNELL, SECRETARY OF STATE OF THE STATE OF TENNESSEE DO HEREBY CERTIFY THAT
"ACN COMMUNICATION SERVICES, INC."

WAS INCORPORATED OR QUALIFIED TO DO BUSINESS IN THE STATE OF TENNESSEE ON THE
ABOVE DATE, AND THAT THE ATTACHED DOCUMENT(S) WAS/WERE FILED IN OFFICE ON THE
DATE(S) AS BELOW INDICATED:

REFERENCE NUMBER	DATE FILED	FILING TYPE	FILING ACTION
3771-0145	11/24/1999	QUAL-PROFIT	NAM DUR STK PRN OFC AGT INC MAL FYC

FOR: REQUEST FOR COPIES

ON DATE: 11/24/99

FROM:
CAPITAL FILING SERVICE, INC.
PMB 333
7051 HWY 70 SOUTH
NASHVILLE, TN 37221-0000

FEES

RECEIVED: \$200.00 \$0.00

TOTAL PAYMENT RECEIVED: \$200.00

RECEIPT NUMBER: 00002576080
ACCOUNT NUMBER: 00101230



Riley C Darnell

RILEY C. DARNELL
SECRETARY OF STATE

Slamming Complaints

STATE	Date Rec'd	Date to Legal	P U C	F C C	P S C	A G S	S B C	SE LF PIC	Date CLOSED BY LEGAL	BIL LIN G	SLAM	VALID SLAM	INVALID SLAM	REP STATUS
PQ	71802	071802				X			71802		X	X		O/E ERROR
OH	52002	52002	X						053002		X	X		O/E ERROR
AR	062602	062602	X						062702		X		X	O/E ERROR
VT	100802	100802		X					103102		X	N/A	N/A	O/E ERROR
ID	041102	041102	X						041102		X		X	O/E ERROR
CT	110402	110402	X						110402		X	X		O/E ERROR
OH	80702	080702	X					X	N/A		X	X		O/E ERROR
OH	103102	110102	X					X	N/A		X		X	NO REP INFO
MI	110101	110701		X				X	N/A		X		X	NO REP INFO
CA	72402	72502	X						72502		X	X		NO REP INFO
GA	N/A	N/A		X					N/A		X		X	NO INVEST COMPLETED ACN DIRECT CUST
PA	N/A	N/A		X					N/A		X	X		SELF PIC NO REP TO INVEST
IN	12802	12902	X						42602		X	N/A	N/A	DEACTIVATED
CA	051503	051603	X						N/A	X	X		X	INVEST PENDING
AZ	N/A	N/A					X		N/A		X	N/A	N/A	RECD NORTZD LTR
CT	51402	51402	X						N/A		X		X	NO INVEST COMPLETED
IL	32202	32502		X					31402		X	X		CUST RETRACT SLAM PER CUST SERV
CA	050503	050503	X						N/A		X	N/A	N/A	DEACTIVATED
CA	041503	042903		X					N/A		X	X		INVEST PENDING
NY	71102	71102		X					71102		X	X		DEACTIVATED
MO	052903	053003					X		N/A		X	X		DEACTIVATED
CA	052203	052303					X		N/A		X	N/A	N/A	DEACTIVATED
TN	120202	120202	X						121802		X	X		INVEST PENDING
FL	82701	82701	X						N/A		X	X		DEACTIVATED
NY	N/A	N/A	X						N/A		X	X		DEACTIVATED
WA	N/A	N/A		X					N/A		X	X		NO INVEST COMPLETED DUE TO NO LOA FOUND
IN	110702	110702	X						N/A		X	X		DEACTIVATED
CA	052203	052303					X		111402		X	X		NO REP INFO PROVIDED
OH	N/A	N/A	X						N/A		X	N/A	N/A	INVEST PENDING
OH	100101	100401	X						101101		X		X	RECD NORTZD LTR
OH	N/A	N/A	X						N/A		X	N/A	N/A	SELF PIC NO REP TO INVEST
TX	051203	051303	X						N/A		X		X	CAN'T LOCATE CUST IN DATABASE NO REP INFO
VA	N/A	N/A							N/A		X	N/A	N/A	SELF PIC NO REP TO INVEST
KS	71502	071502	X						71602		X	X		N/A
CA	050503	050703	X						N/A		X	X		DEACTIVATED
AL	091801	091801		X					101101		X	X		DEACTIVATED
MO	37649	N/A	X						N/A		X	X		DEACTIVATED
MD	32202	32202	X						62402		X	X		DEACTIVATED
OH	N/A	N/A	X						N/A		X		X	DEACTIVATED
PA	82701	90501	X						N/A		X		X	SELF PIC NO REP TO INVEST
GA	N/A	N/A		X					N/A		X	N/A	N/A	CAN'T LOCATE CUST IN DATABASE NO REP INFO
OH	N/A	N/A	X						N/A		X	N/A	N/A	CAN'T LOCATE CUST IN DATABASE NO REP INFO
NV	N/A	N/A	X						N/A		X	X	X	RECD NORTZD LTR
IL	052103	052203	X						N/A		X	X		DEACTIVATED
CA	N/A	N/A					X		N/A		X	X		DEACTIVATED
PA	041801	042001	X						070702		X	X	N/A	INVEST PENDING
MD	80102	80102		X					N/A		X		X	DEACTIVATED
NY	111601	111601		X					021402		X	X		CUST RETRACT SLAM PER CUST SERV
KS	110501	110501	X						120601		X	X		DEACTIVATED
GA	N/A	N/A		X					N/A		X	N/A	N/A	DEACTIVATED
MI	051203	051303	X						051303		X	X	N/A	NO INVEST COMPLETED DUE TO NO LOA FOUND
NJ	N/A	N/A				X			N/A	X		N/A	N/A	SELF PIC NO REP TO INVEST
VA	N/A	N/A							N/A		X	X		NO INVEST COMPLETED REP ACTIVE
IL	37649	N/A	X						N/A		X		X	DEACTIVATED
IL	37586	N/A	X						N/A		X		X	SELF PIC NO REP TO INVEST
IL	37586	N/A	X						N/A		X		X	SELF PIC NO REP TO INVEST
IL	37586	N/A	X						N/A		X		X	SELF PIC NO REP TO INVEST
KS	041902	041902	X						051502		X	X		SELF PIC NO REP TO INVEST
OH	050503	050503	X						050503		X	N/A	N/A	DEACTIVATED
IN	100301	100301	X						N/A		X		X	NO RECORD OF CUST
BC	N/A	N/A			X				N/A	X		X		SELF PIC NO REP TO INVEST
KS	121701	041702		X					41702		X	X		DEACTIVATED
KS	091801	091801			X	X			120601	X		X		DEACTIVATED
MO	N/A	N/A	X						N/A		X	X		DEACTIVATED
MI	081302	081302							082602		X	X		DEACTIVATED
CA	052803	053003				X			N/A		X	N/A	N/A	NO INVEST COMPLETED PENDING INFO FROM LISA L.
AZ	0902	0902	X						090502		X	X		INVEST PENDING
TN	81601	81601							N/A		X	X		DEACTIVATED
AL	91901	091901		X					N/A		X	X		DEACTIVATED
CT	082102	082102	X						082202		X		X	DEACTIVATED
MI	N/A	N/A	X						N/A		X	X		NO INVEST COMPLETED AS THE CUST WAS THE REP
KS	N/A	N/A	X						N/A		X	X		DEACTIVATED
OH	82101	82701	X						N/A		X			NO REP INFO PROVIDED
IN	050103	050203		X					N/A		X	X		CUST RETRACT SLAM PER CUST SERV
									N/A		X	X		DEACTIVATED

STATE	Date Rec'd	Date to Legal	P U C	F C C	P S C	A G	C S	S B C	SE LF PIC	Date CLOSED BY LEGAL	BIL LIN G	SLAM	VALID SLAM	INVALID SLAM	REP STATUS
KS	N/A	N/A	X						N/A		X			X	NORTZD LTR RECD
FL	N/A	N/A	X						N/A		X		X		DEACTIVATED
MO	052903	053003						X	N/A		X		X		DEACTIVATED
CA	120401	121901	X						N/A		X		X		DEACTIVATED
WA	010603	010603	X						N/A		X				NO INVEST COMPLETED DUE TO NO LOA FOUND
IL	N/A	N/A		X					N/A		X		X	X	CUST RETRACT SLAM PER CUST SERV
NH	N/A	N/A	X						N/A		X		N/A	N/A	NO REP INFO PROVIDED
IL	N/A	N/A						X	N/A		X		X		NOT A ACN CUSTOMER NO RECORD OF CUST
KS	113001	121901			X				N/A		X		X		NO REP INFO PROVIDED
CA	N/A	N/A				X			N/A	X			N/A	N/A	DEACTIVATED
NJ	N/A	N/A	X						N/A		X		X		NO INVEST COMPLETED ON REP(WORKED BY CHRIS BLAC
MI	081402	81402	X						N/A		X		N/A	N/A	DEACTIVATED
MI	12202	012202	X						21402		X				NO RECORD OF COMPLAINT RECD
NY	10802	010802		X					21402		X		N/A	N/A	SELF-PIC /NO REP INFO
VA	N/A	N/A							N/A		X		X		INVEST PENDING
MI	50203	0500203	X						N/A		X		X		DEACTIVATED
MD	080102	080102		X					081902		X		X		DEACTIVATED
CA	121001	10402	X						21402		X		X		DEACTIVATED
CA	052903	053003						X	N/A		X			X	CUST RETRACT SLAM PER CUST SERV
CA	050803	050803	X						N/A		X				SELF-PIC
FL	N/A	N/A	X						N/A		X		X		DEACTIVATED
CA	052803	053003	X						N/A		X		X		DEACTIVATED
CO	N/A	N/A	X						N/A		X		X		DEACTIVATED
CA	10802	010802	X						21402		X			X	DEACTIVATED
TX	41002	41002	X						041502		X		X		SELF-PIC
MI	111102	111202	X						111202		X		X		DEACTIVATED
MI	111102	111202	X						111202		X		X		DEACTIVATED
MO	101601	101601		X					110702		X		X		DEACTIVATED
NY	040901	040901		X					042202		X		X		DEACTIVATED
IN	102802	102802					X		110602		X		X		DEACTIVATED
ME	032002	032002	X						032802		X		X		DEACTIVATED
MO	40902	40902		X					41702		X		X		DEACTIVATED
WA	091702	091902	X						110702		X		X		DEACTIVATED
GA	41102	41102		X					42602		X		X		DEACTIVATED
FL	111202	111302		X					111402		X		X		DEACTIVATED
OH	052003	052103					X		N/A		X		X		DEACTIVATED
CA	81502	081502	X						N/A		X		X		DEACTIVATED
NV	50902	50902		X					N/A		X		X		DEACTIVATED
KS	110202	112202					X		N/A		X		X		DEACTIVATED
OH	32202	32502	X						31402		X		X		DEACTIVATED
DE	110102	110402		X					110		X		X		DEACTIVATED
CT	41102	41102	X						42602		X		X		DEACTIVATED
CA	12402	12402	X						N/A		X		X		DEACTIVATED
CA	32202	32502	X						41702		X		X		DEACTIVATED
MO	41602	41702		X					60402		X		X		DEACTIVATED
KS	082702	082702	X						090502		X		X		DEACTIVATED
WA	102402	102402	X						N/A		X		X		DEACTIVATED
OH	100802	100902	X						N/A		X		X		DEACTIVATED
CA	052903	052903	X						N/A		X		X		DEACTIVATED
NV	082702	082702	X						N/A		X		X		DEACTIVATED
MI	032202	032202		X					032802		X		X		DEACTIVATED
AR	62602	62602		X					062702		X		X		DEACTIVATED
CA	121102	121102			X				121102		X		X		DEACTIVATED
VA	70202	70302	X						N/A		X		X		DEACTIVATED
KO	12802	12902	X						21402		X		X		DEACTIVATED
NY	102902	102902	X						112202		X		X		DEACTIVATED
KS	12802	12902	X						021402		X		X		DEACTIVATED
CA	102102	102202	X						103102		X		X		DEACTIVATED
FL	60302	60302			X				N/A		X		X		DEACTIVATED
FL	121902	121902					X		121902		X		X		DEACTIVATED
NY	43002	50102		X					51602		X		X		DEACTIVATED
CA	102402	102402				X			110502		X		X		DEACTIVATED
CA	012803	012803					X		N/A		X		X		DEACTIVATED
FL	61002	61002		X					060502		X		X		DEACTIVATED
MO	40902	40902				X			41702		X		X		DEACTIVATED
CT	120402	120402	X						121902		X		X		DEACTIVATED
FL	80602	80602	X						80602		X		X		DEACTIVATED
KS	51602	52202		X					053002		X		X		DEACTIVATED
NY	101502	101702	X						N/A		X		X		DEACTIVATED
NE	50102	50102	X						50102		X		X		DEACTIVATED
TN	121002	121202	X						12/12/02		X		X		DEACTIVATED
CA	080601	080601	X						21402		X		X		DEACTIVATED
IL	012803	012803	X						N/A		X		X		DEACTIVATED
FL	101802	102102		X					10/29/2002		X		X		DEACTIVATED

STATE	Date Rec'd	Date to Legal	P U C	F C C	P S C	A G	C S	S B C	SE LF PIC	Date CLOSED BY LEGAL	BIL LIN G	SLAM	VALID SLAM	INVALID SLAM	REP STATUS
MO	82002	082002						X		N/A		X	X		DEACTIVATED
OH	120302	010703			X					N/A		X	X		DEACTIVATED
NY	110202	112202			X					112202		X	X		DEACTIVATED
CT	37565	110602	X							11/06/2002		X	X		DEACTIVATED
KS	13002	042302	X							42302		X	X		DEACTIVATED
FL	103002	110402	X							110702		X	X		DEACTIVATED
TX	112802	112802	X							012103		X	X		DEACTIVATED
CA	032202	032502	X							041502		X	X		DEACTIVATED
PA	12202	012202	X							012202		X	X		DEACTIVATED
KY	100802	100802	X							100802		X	X		DEACTIVATED
FL	040802	040802		X						062702		X	X		DEACTIVATED
NC	32502	32502			X					41002		X	X		DEACTIVATED
MO	052903	053003	X							062702		X	X		DEACTIVATED
WA	37546	101802	X							101802		X	X		DEACTIVATED
AZ	011303	011303	X							N/A		X	X		DEACTIVATED
MO	103102	110402		X						111402		X	X		DEACTIVATED
MO	102202	102202	X							103102		X	X		DEACTIVATED
OH	102802	102802				X				103102		X	X		DEACTIVATED
IL	041503	042903	X							N/A		X	X		DEACTIVATED
MO	041602	041602			X					082202		X	X		DEACTIVATED
CA	72402	072402	X							N/A		X	X		DEACTIVATED
IN	102902	102902	X							102902		X	X		DEACTIVATED
MI	32202	32202		X						42302		X	X		DEACTIVATED
PA	110802	111102	X							111402		X	X		DEACTIVATED
LA	100502	100802		X						N/A		X	X		DEACTIVATED
PA	111102	111102	X							112102		X	X		DEACTIVATED
KS	091801	091801	X							021302		X	X		DEACTIVATED
CA	100902	100902	X							10/21/2002		X	X		DEACTIVATED
MD	12402	012402	X							21402		X	X		DEACTIVATED
AR	62602	62602		X						N/A		X	X		DEACTIVATED
TX	050203	050203	X							N/A		X	X		DEACTIVATED
NY	12202	012202		X						21402		X	X		DEACTIVATED
TX	082602	082702	X							N/A		X	X		DEACTIVATED
CA	102202	102202	X							102902		X	X		DEACTIVATED
NY	050503	050703	X							082602		X	X		DEACTIVATED
OH	30502	30502	X							31402		X	X		DEACTIVATED
MO	010802	010802	X							01/09/2003		X	X		DEACTIVATED
CA	081602	081602	X							082602		X	X		DEACTIVATED
MO	011703	11703					X			011703		X	X		DEACTIVATED
MA	10202	10402	X							120601		X	X		DEACTIVATED

Other Complaints

CS Escalations

	A	B	C	D	E	F	G
1	Date Received	Regulatory Complaint? Y / N	State (Complete Spelling)	Regulatory Agency (FCC, PSC, PUC)	Regulatory Complaint ID #	Type (Billing, Slamming, Provisioning, etc...)	Entered By
2	12/26/01	Y	Kansas	FCC	#01-G30688	Slamming/Billing	Chris Black
3	01/10/02	Y	New York	FCC	#02-W3943142	Billing	Stephanie Wellman
4	01/15/02	Y	Texas	PUC	02-p21381	Billing	Chris Black
5	01/16/02	Y	Illinois	FCC	#02G31230	Provisioning	Chris Black
6	01/23/02	Y	Hawaii	FCC	#02-N67019	Billing	Chris Black
7	01/30/02	Y	Texas	Texas Public Utility Commission	GP-20030202229	Refund	Douglas Schmidt
8	01/31/02	Y	Nevada	Public Utilities Commission of Nevada	None	Billing	Chris Black
9	02/06/02	Y	West Virginia	Commission of West Virginia	RFA#1076	Refund	Douglas Schmidt
10	02/11/02	Y	New York	New York State Public Service Commission	#203655	Billing	Douglas Schmidt
11	03/18/02	Y	New York	New York Office Of The Attorney General	RCR02A00480	Billing	Chris Black
12	03/19/02	Y	Oregon	FCC	#01-G25521	Billing	Chris Black
13	04/04/02	Y	Ohio	ATTORNEY GENERAL OF OHIO	#205083	Billing	Douglas Schmidt
14	04/09/02	Y	Georgia	Georgia Public Service Commission	#100061635	Billing	Stephanie Wellman
15	04/15/02	Y	Michigan	Attorney General Office of Michigan	#200203393	Billing	Shannon Green
16	04/17/02	Y	New York	FCC	#02-G36089	Billing	Molly Huddleston

CS Escalations

	H	I	J
	Matter in Question	Service in Question	Status (Resolved or Pending)
1			
2	The customer states that they were with ACN for 3 years and are now being billed as a casual caller because ACN is no longer with Quest. The customer requested a rerate for her original plan with ACN	Long Distance	Resolved
3	The customer was disputing calls on her May 2002 invoice. Verizon confirmed customer had crossed lines. Verizon wanted ACN to credit and ACN declined the credit.	Long Distance	Resolved
4	Customer disputed the 3.00 international plus plan was not selected.	Long Distance	Resolved
5	Customer tried to switch LD over to ACN in Oct 2001 and was still being billed by ATT at casual billing rates. She was also receiving account charges from ACN.	Long Distance	Resolved
6	The Customer is disputing the rates charged for using the calling card. The customer claimed misrepresentation.	Long Distance	Resolved
7	The customer has a credit of 14.78 that was supposed to be refunded in 6-8 weeks and never got the refund.	Long Distance	Resolved
8	Mr. Levy wanted a refund of 56.61 due to his account being closed and still billed an account charge and he was on a pre-authorized payment with credit card.	Long Distance	Resolved
9	The customer wanted a refund of 3.55 which was a credit on her acct. The refund was not sent to the customer in a timely matter.	Long Distance	Resolved
10	The customer is disputing that the dial-up # for the internet is a local call and ACN is billing local toll charges for the dial-up#.	Long Distance	Resolved
11	Ms. Kula was disputing the long distance charges on her ACN invoice. The long distance charges were mainly from an internet dial-up she used through A.O.L.	Long Distance	Resolved
12	Mr. Wilson switched his long distance to ACN, but was still being billed for local toll by Qwest. He decided to go back with Touch America for his long distance. ACN closed the account, but billed a 25.00 usage charge.	Long Distance	Resolved
13	Customer disputed calls placed to the country of Vanuatu. Customer disputed that nobody in the home called this country, and no one was home at the times of the calls.	Long Distance	Resolved
14	Mr. Turner is disputing calls on his invoice that should be a local call, not a local toll call. He claimed he has used the internet dial-up in the past and was never billed local toll for it.	Long Distance	Resolved
15	Customer disputed calls on his invoices that went to a dial-up # for his internet.	Long Distance	Resolved
16	Mr. Mohammed disputed that he did not receive his bills from ACN and did not know what he was paying for due to the fact he was on a pre-authorized payment.	Long Distance	Resolved

CS Escalations

	K	L
	Resolution	Received escalation (mail, Fax, Phone)
1		
2	As of July 1, 2000, ACN is no longer affiliated with Qwest. ACN is now a reseller of Global Crossing. ACN was unable to locate any account in the Preston name or for the phone# in question (610-669-1038). The complaint is referred back to Qwest.	
3	ACN credited the account 223.40. Account has a zero balance and RMA has been notified about taking the customer out of notification status.	Mail
4	After researching the issue we found the customer did choose the international option, but we credited acct 5.64 for courtesy.	Mail
5	After researching this complaint we acknowledge that Ms. Martinez has an active acct with ACN as of Nov 1st 2001, however we did not receive a call detail record from the local company prior to January 2002. We credited the customer account 9.54 for the account charges.	Mail
6	After investigating the issue it was determined the customer made both direct dialed and calling card calls. As a courtesy we credited 8.98 for the first invoice. The welcome kit states the calling card rates. The customer has been assigned to an agency for 304.62	Mail
7	A refund check was send to customer in the amount of 14.78. The customer called and informed ACN that she has received the check.	Mail
8	Mr. Levy's American Express card was refunded the 56.61 and an apology was given to the customer.	Mail
9	The refund check of 3.55 was mailed to customer on 2/22/02 and an explanation was given to the customer on why it took so long.	
10	The calls were placed from the computer modem and they were local toll charges, no credit for the calls. ACN referred the customer back to IP CompuServe to dispute the calls or credit them.	Fax
11	After researching the issue it was determined that it is not the responsibility of ACN to credit, as the dial-up # was supplied by the local company. A courtesy credit of 25.00 was applied to the customers account.	Fax
12	The account was researched and the minimum usage charge was credited to the account. The customer was then sent a refund check in the amount of 12.54.	Mail
13	Doug Schmidt sent Attorney General a letter stating that the calls to Vanuatu were placed from the customer's home and rerate was offered to lower international rate. The total credit issued to the acct was 44.09 and customer was unsatisfied. A copy of ACN Comm. customer service agreement was sent and section 1 was noted for customer responsibilities.	Fax
14	ACN researched the issue by calling the local company At and T broadband twice to check and see if the call was local, or local toll. At and T verified the number customer was using 706-234-7625 was in fact a local toll call. No credit was issued for the calls and the customer is responsible for all charges.	Mail
15	After researching the issue it was determined that the calls on the bill were local toll calls placed from the customer's phone line. The customer was referred to local provider.	E-mail
16	After investigating the account ACN discovered a system error. The bills were not being sent to the customer. We resent the customer copies of his December and November 2001 invoices.	Mail

CS Escalations

	M
1	Contacted Customer (mail, fax, phone)
2	Mail
3	Mail
4	Mail
5	Mail
6	Mail
7	Mail
8	Mail
9	Mail
10	Mail
11	Mail
12	Mail
13	Mail
14	Mail
15	Mail
16	Mail

CS Escalations

	N	O
1	Customer Retained Y/N	Date Resolved
2	N	1/7/2002
3	N	20-Jan-03
4	no	22-Feb-02
5	N	Jan 23 2002
6	N	7-Feb-02
7	no	5-Feb-02
8	N	7-Feb-02
9	N	13-Feb-02
10	no	3/11/2002
11	N	26-Mar-02
12	N	3/20/2002
13	no	12-Apr-02
14	N	4/9/2002
15	no	6-May-02
16	N	25-Apr-02