



filed electronically in docket office on 09/04/07

2600 Maitland Center Pkwy.  
Suite 300  
Maitland, FL 32751  
P.O. Drawer 200  
Winter Park, FL  
32790-0200  
Tel: 407-740-8575  
Fax: 407-740-0613  
www.tminc.com

August 30, 2007  
**Via E-mail and Overnight Delivery**

Sharla Dillon, Dockets and Records Manager  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

RE: Request to Amend Local Authority for **AmeriMex Communications Corp.**  
Docket No. 07-00056  
Supplementary Information

Dear Ms. Dillon:

Enclosed for filing is supplementary information, as requested by TN Staff in a letter dated March 22, 2007, in connection with the request to amend resale local authority to facilities-based authority submitted on behalf of AmeriMex Communications Corp. Responses to questions 1, 2, 4, 6, 7, and 11 are attached. Other responses are below.

3. Yes.

5. Amerimex offers what is typically described as prepaid local exchange service. No deposits are required.

8. Amerimex primarily offers feature-rich local exchange service to residential customers utilizing resale or UNE-P. It may seek to offer true facilities-based services at a future date. Amerimex may offer resold interexchange services.

9. Both parties can respond to TRA inquiries, but Dezi Farah should be the initial contact for the TRA.

10. Since the company operates on a resale and UNE-P basis, and as customers are added, their incremental costs are immediately covered by incremental revenues, no capital budget is warranted at this time.

Please acknowledge receipt of this filing by returning, file-stamped the extra copy of this cover letter in the self-addressed, stamped envelope enclosed for this purpose.

Any questions you may have regarding this filing may be directed to my attention at (407) 740-3006 or via email to croesel@tminc.com. Thank you for your assistance.

Sincerely,

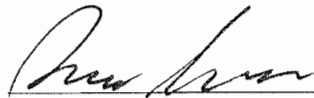
Carey Roesel  
Consultant to AmeriMex Communications Corp.

Enclosure

file: AmeriMex - TN Local  
tns: TNL0700X

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a copy of AmeriMex Communications Corp. local application upon the enclosed listing of incumbent LECs operating in the State of Tennessee, by mailing such copy by first class mail, postage prepaid or equivalent service.



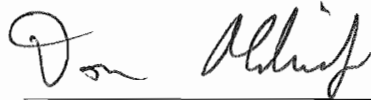
Shipping Department  
Technologies Management, Inc.

This \_\_\_\_\_ day of February, 2007

**VERIFICATION**

STATE OF GEORGIA            )  
                                          ) : ss  
COUNTY OF FULTON        )

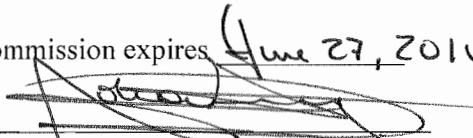
I, Don Aldridge, hereby declare under penalty of perjury, that I am President of AmeriMex Communications Corp., the Petitioner in this proceeding; that I am authorized to make this verification on behalf of AmeriMex Communications Corp.; that I have read the foregoing Petition and exhibits; and that the facts stated therein are true and correct to the best of my knowledge, information and belief.



Don Aldridge  
President  
AmeriMex Communications Corp.

Sworn and subscribed before me this 13<sup>th</sup> day of July, 2007.

My Commission expires June 27, 2010

  
\_\_\_\_\_  
Signature of official administering oath

**JOHANNY DESIREE VASQUEZ**  
**My Commission Expires June 27, 2010**  
**Notary Public, Cherokee County, Georgia**

# AmeriMex Fax

20 Mansell Court East, Suite 200  
Roswell, GA 30076

---

**To:** Public Service Commission

**FROM:** Customer Service Manager

Attn. Loyda Lopez

Dezi Farah

---

**Fax:** 1-850-413-7168

**PAGES:** 6

---

**Phone:**

**Date:** 02/21/2005

---

**Re:** Request 642485T

**CC:**

---

☐ **Urgent**    ☐ **For Review**    ☐ **Please Comment**    ☐ **Please Reply**    ☐ **Please Recycle**

---

Order

1 Cover page

2 pages "Public Service Commission"

1 page AmeriMex Response to PSC

2 pages confirmation AmeriMex has contact the customer

Total of 6 pages.

STATE OF FLORIDA



**PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850

---

**TO:** Dezi Farah642485T  
**Fax #:** 61,678-290-1504

**FROM:** LOYDA LOPEZ

**RE:**

**Note:**

"Please contact Consumer Affairs at (850) 413-6100 if you have any fax problems. If you have any questions regarding complaints, please contact the assigned analyst. If you have received this fax in error, please contact Consumer Affairs as soon as possible.

Thank you."

☐

Request No. 642485T

Name

CASTAÑO, CONSUELO MRS

Business Name

## Consumer Information

Name: CONSUELO CASTAÑO

Business Name:

Svc Address: 356 LAKE DORA DRIVE

County: Palm Beach Phone: (561)-683-3331

City/Zip: West Palm Beach / 33411-

Account Number: 5616833331

Coller's Name: CONSUELO CASTAÑO

Mailing Address: 356 LAKE DORA DRIVE

City/Zip: WEST PALM BEACH, FL 33411-

Can Be Reached: (561)-683-3331

E-Tracking Number:

## PSC Information

Assigned To: LLOYDA LOPEZ

Entered By: XMK

Date: 02/17/2005

Time: 16:09

Via: PHONE

Prelim Type: QUALITY OF SERVICE

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: / /

Closeout Type:

Apparent Rule Violation: N

## Florida Public Service

Commission - Consumer Request

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399

850-413-6100

## Utility Information

Company: AMERIMEX COMMUNICATIONS CORP.

Attn: Dezi Farah642485T

Response Needed From Company? Y

Date Due: 03/10/2005

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late:

Informal Conf.: N

Preclose type - Quality of Service

Customer Comments: Customer states that since last week she has been trying to port her line over to another phone company. She says that on Monday the new company called and inform her that her line had a freeze and could not port it over. Customer says that she called her current company Amerimex and requested the freeze be removed, however the representative told her that the only way to remove the freeze will be by cancelling her service completely. Customer says that she does not want to cancel her service and expected her line to be ported without any interruption of service. In addition she is paid to the end of the month.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the

Request No. 642485T

Name

CASTAÑO, CONSUELO MRS

Business Name

PAGE NO: 1

complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

3. The response should include the following:

- a) the cause of the problem
  - b) actions taken to resolve the customer's complaint
  - c) the company's proposed resolution to the complaint
  - d) answers to any questions raised by staff in the complaint
  - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - [pscreply@psc.state.fl.us](mailto:pscreply@psc.state.fl.us)

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Case taken by XKerr

Request No. 642485T

Name

CASTAÑO, CONSUELO MRS

Business Name

PAGE NO: 2

1. We are unable to explain with any reasonable cause how this problem came about. Since we have often received this type of calls asking us to remove the freeze of any given telephone line, and no concerns or misunderstanding have occurred in the past. We understand that our client has the ability and freedom to choose with whom they want their service with, and we cannot force them to stay with our company, it is something that does not happen in our company. The freeze is always removed at our client's request. Nevertheless the only possible explanation that is reasonable that could have happened is that Mrs. Consuelo's case could have been handled by one of our new representatives who may be still in training, and did not have the precaution or information to inform Mrs. Consuelo well with the respects of how this system works. The reason being that in our system there is no way to access any client's records to see if they had asked for a freeze to be removed specifically.
2. AmeriMex called Mrs. Consuelo on Thursday, the 17<sup>th</sup> of February, during the time of 4:45pm. During this time, I talked directly to Mrs. Consuelo, and first of all apologized on the behalf of our company for the misunderstanding and the error that had occurred. In the same manner we assured her that on February 18<sup>th</sup> no later than 6:00pm the order to remove the freeze would be completed, and without a problem she could resume with the process of changing companies. We clearly explained to her that AmeriMex would always be willing to provide her our services if for any reason her new company did not meet her expectations, as she seemed fit. We assured her that without a doubt she could give our company a second chance and give us a call.
3. We have already send a memo to all the representatives of Customer Service reminding and explaining them all the necessary steps to follow when this type service is asked for. This memo is to mentor our new representatives in how to deal with such cases without question and efficiently so that such errors will not happened again.
4. To Mrs. Consuelo we have sent her a letter through the mail with our apology because of the misunderstanding and a confirmation explaining her that the freeze has been removed

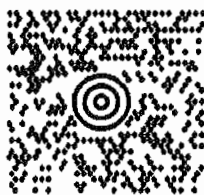
I hope that the information above is clearly understood, and it gives an explanation of how this problem happened. If you need more information or explanation, please do not hesitate to contact me so that I may offer my assistance.

AmeriMex Communication  
Dezi Farah  
Customer Service Manager  
Direct 678-832-6230  
Toll free. 1-888-224-2922 Ext.105



**FROM:**  
DON ALDRIDGE  
(678) 290-1500  
AMERIMEX  
20 MANSELL CT E  
ROSWELL GA 30076-4821

1 LBS 1 OF 1



**FL 334 0-04**

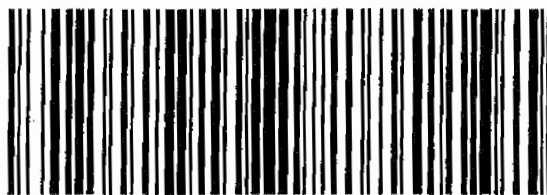


**SHIP TO:**

CONSUELO CASTANO  
356 LAKE DORA DR.  
**WEST PALM BCH FL 33411**

**UPS GROUND**

TRACKING #: 1Z E48 W28 03 4037 2932



BILLING: P/P

LOW 6.0.27 HP LaserJet 2 39.0A 01/2005

Fold here and place in label pouch



# AmeriMex Communications <sup>sm</sup>

---

Febrero 18, 2004

Señora  
Consuelo Castaño  
356 Lake Dora Dr  
West Palm Beach, FL 33411

Estimada Sra. Consuelo Castaño,

Despues de nuestra conversación telefónica el dia Jueves Febrero 17 en las horas de la tarde atendiendo a su reclamo, AmeriMex inmediatamente proceso la orden para remover el freeze que tenia de su linea telefónica. Esta orden esta para completarse Febrero 18 del presente año y el numero de orden si por alguna razon su nueva compañía llegara a necesitarlo es CRCJDR69, usted le podria suministrar esa confirmación si ellos le llegaran a informar que tienen algun inconveniente.

Una vez mas queremos que entienda que usted es un cliente muy importante para nosotros y el cual ha tenido un excelente comportamiento hasta la fecha, no hay ningun motivo para negarle a usted el servicio requerido y entendemos que si alguno de nuestros representantes dio la información incorrecta a usted admitimos nuestro error y esperamos que algo asi no suceda nuevamente con ningun cliente.

Sin embargo, agradecemos de antemano el llamado de atención para nosotros detectar que habia algo que no se estaba haciendo bien. Por favor, no dude en darnos una segunda oportunidad si algun dia requiere nuevamente de nuestros servicios.

Con todo lo anterior esperamos que lo sucedido no cambie la imagen de AmeriMex que tenia usted para habernos mantenido por tanto tiempo como su compañía de teléfono local.

Cualquier pregunta adicional al respecto tenga la confianza de llamarnos a nuestro numero de servicio al cliente 1-888-224-2922 porque AmeriMex siempre estara dispuesto a servirle.

Sinceramente,

Dezi Farah

Supervisora de Servicio al Cliente



**NORTH CAROLINA  
PUBLIC STAFF  
UTILITIES COMMISSION**

*For Deni  
Franklin  
4/16/05*

April 11, 2005

P834-05-CSL-3134  
Terrence C. Slade

Amerimex Communications  
20 Mansell Court East, Suite 200  
Roswell, Georgia 30076

Dear Amerimex Communications:

Our office has received a complaint concerning an alleged unauthorized conversion of local and/or long distance service to your company without the informed consent of a consumer.

North Carolina has agreed to accept the responsibility to investigate all slamming complaints expressed by citizens of this state. This posture covers intraLATA long distance, interLATA long distance and local exchange service. By opting into the FCC's program to allow states to handle all slamming complaints, it adopted the provisions in the FCC's slamming regulations (FCC Rules 64.1100 -.1195).

To determine whether or not a "slam" has occurred, we are requesting that your office investigate the allegation and provide us with a written report of your findings. Attached please find an instruction sheet containing the guidelines for the contents of the report.

The report should be clear and concise. We prefer an original and one copy via mail service; however, we will accept a fax or an e-mail. If the report will not arrive by the due date of **May 9, 2005**, please contact our office to request an extension.

Sincerely,

Nicholas Jeffries, Complaint Analyst  
Consumer Services Division

NJ/lp

See attachments

cc: Terrence C. Slade

rev. 02/3/05

Executive Director  
733-2435

Communications  
733-2810

Economic Research  
733-2902

Legal  
733-6110

Transportation  
733-7766

Accounting  
733-4279

Consumer Services  
733-9277

Electric  
733-2267

Natural Gas  
733-4326

Water  
733-5610



**REPORT GUIDELINES FOR RESPONDING TO  
SLAMMING ALLEGATIONS**

(Company may attach its own report to this document provided that the following points are covered.)

1. Date complaint received by alleged unauthorized carrier (AUC)
2. Date complaint closed (including dates of any interim reports).
3. Date account installed.
4. Date account canceled.
5. Date(s) and results of customer contacts to confirm issues and resolve complaint:
6. Source of the conversion (Direct mail marketing, In-bound telephone call, Out-bound telephone solicitation, Sweepstakes entry, Endorsed check, LEC advisory)
7. Name of person allegedly authorizing the conversion.
8. Copy of corroborating evidence supporting any reasons given for the conversion (LOA, endorsed check, TPV w/ transcript, sweepstakes entry, etc.)
9. Details of calculations of any credit adjustments offered, including itemization of calls, switching fees, rates used, etc.
10. Date adjustments issued
11. Balance due on the account at the time of report.
12. Statement as to whether direct billed or LEC billed.
13. Company's position as to whether or not this subscriber's service was converted with his/her full knowledge and understanding (yes or no).

PLEASE NOTE: If the alleged unauthorized carrier does not respond in a timely manner, the Utilities Commission may find in favor of the customer and assign appropriate penalties.

rev. 02/16/01

04/07/2005 11:58

DEPT OF COMMERCE...PUBLIC STAFF → 913363755921

NO.560 002

**NORTH CAROLINA UTILITIES COMMISSION-PUBLIC STAFF  
CONSUMER SERVICES DIVISION  
4326 Mail Service Center, Raleigh, NC 27699-4326  
919/733-9277; fax 919/733-4744  
Consumer.Services@ncmail.net**

**SLAMMING COMPLAINT FORM**

(For use when a customer alleges that a long distance service or local service has been converted to another provider without the customer's full knowledge and consent.)

**PLEASE NOTE:** Copies of any documents pertaining to this allegation should be attached to this form. These items include copies of bill pages showing disputed charges (long distance calls, switching fees, installation charges, late charges, monthly fees, etc.), disconnect notices regarding these charges, copies of sample bill page from the preferred carrier showing the appropriate ratings for calls, etc.

**PLEASE PRINT. PLEASE USE DARK INK TO ALLOW GOOD QUALITY COPYING.**

Customer's Name (PRINTED as it appears on the statement):

Terrence C. Slade  
Complainant/Relationship to customer: Wife Slade - spouse  
Customer's Mailing Address: 5506 Pearbriar Drive  
City: Greensboro State: NC Zip Code: 27405  
Customer's Service Address: 5506 Pearbriar Drive  
City: Greensboro State: NC Zip Code: 27405  
Complainant's Daytime Telephone Number: (336) 375-5920  
Complainant's Fax Number (if available): -(336) 375-5921  
Complainant's e-mail address (if available): 004237 @ allstate.com

Name of Company that switched the service (Alleged Unauthorized Carrier -AUC):

AmeriMex Communications

Name of Company that should have been providing the service (Authorized Carrier):

BellSouth

List all telephone numbers claimed were slammed (including area code):

(336) 621-7650

Class of service involved in this complaint:

(Residential)

Business/Commercial

Type of Service Converted (Circle all that apply):

InterLATA Long Distance

IntraLATA Long Distance

(Local Service)

If Long Distance, provide the name of the local service provider:

Date customer's service was switched (refer to bill if available):

4/4/05

If unknown, date the customer first noticed the service was switched:

Has the service been restored to the preferred carrier?

(Yes)

No

If yes, date the correction took place (even if approximate):

04/07/2005

11:58

DEPT OF COMMERCE PUBLIC STAFF → 913363755921

NO. 560 003

## Page Two

What resolution is the customer seeking: I want this company to be fined  
or levied an infraction for violation my consumer  
protection rights

If you are disputing charges on the bills, provide the following information:

Estimated amount of money in dispute: \$ Nil

How were charges billed? (Circle) Direct from company On local company bill

Dates of the statements attached which support the charges in dispute:

_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____

Have you paid the disputed charges? (Circle) Yes, in full. Some of them. No  
If "yes, in full" or "some of them", state amounts paid and description of which charges were paid: \_\_\_\_\_

Have any adjustments already been given? If yes, please give amount and any detail as to which charges were adjusted. \_\_\_\_\_

Has customer/complainant contacted any of the parties to correct the situation? Yes No  
If yes, please provide the following information for each company:

Name of company contacted: Bell South Date: 4/7/05  
Number used to reach company: 888-757-6500  
Representative's name: Ms. Allen  
Outcome of that contact: Service will be switched back within 24 hrs.

Name of company contacted: Amerity Date: 4/7/05  
Number used to reach company: 888-224-2922  
Representative's name: Peggy  
Outcome of that contact: NO resolution

Name of company contacted: \_\_\_\_\_ Date: \_\_\_\_\_  
Number used to reach company: \_\_\_\_\_  
Representative's name: \_\_\_\_\_  
Outcome of that contact: \_\_\_\_\_

Additional information: \_\_\_\_\_



## South Carolina Office of Regulatory Staff

☒ COMPLAINT      ☐ INQUIRY

---

DATE: 3/19/07

CONSUMER SERVICES FILE NUMBER: 07-C-0757

**DATE RESPONSE DUE TO ORS: 3/26/07**

CUSTOMER: Desiree Spikings

CUSTOMER'S TELEPHONE NUMBER: 864-458-2088



ADDRESS: 203 Pawleys Drive, Simpsonville, SC 29681

UTILITY COMPANY: AmeriMex Communications Corp.

REGULATORY CONTACT NAME: Dezi Farah

CONSUMER ISSUE: Ms. Spikings can be reached at 864-286-9136. Ms. Spikings discovered on 3/15/07 that her local and long distance service had been switched from BellSouth to AmeriMex without her authorization. Please confirm whether Ms. Spikings' service is currently with AmeriMex and provide the authorization used for this switch.

ORS CONTACT: Megan Hicks

AT 03120702 CV

**DATE COMPANY REPLIED TO OFFICE OF REGULATORY STAFF:**

COMPANY'S RESPONSE:

864 288 7112

03-14

### Notice:

Failure to respond by the due date may result in a violation of 26 S.C. Code Ann. Regs. 103-616.2 of the PSC's Rules and Regulations governing Telecommunications Companies.

26 S.C. Code Ann. Regs. 103-616.2 provides as follows: "Oral complaints, including inquiries, shall be processed as soon as possible after being received. All complaints of this nature will be investigated and disposed of within 7 days, unless the complaint is of an extraordinary nature."

Failure to comply with 26 S.C. Code Ann. Regs. 103-616.2 may result in the Office of Regulatory Staff instituting an investigation of the Company or initiating an action before the PSC for noncompliance with and possible violation of the PSC's Rules and Regulations. In addition, the Office of Regulatory Staff will issue a letter informing the Complainant of the status of the complaint and of the availability of requesting a hearing before the PSC.

---

Megan Hicks  
Consumer Services Department • PO Box 11263, Columbia, SC 29211  
TELEPHONE: 803-737-5265 • FAX: 803-737-4750 • E-MAIL: mhicks@regstaff.sc.gov

## Dezi Farah

**From:** Dezi Farah [dezi@amerimex.biz] on behalf of Dezi Farah  
**Sent:** Wednesday, March 28, 2007 3:19 PM  
**To:** 'Hicks, Megan'  
**Subject:** RE: D Spikings 07-C-0757 \*Second Follow-up

Good afternoon,

I hope that the information attach is clearly understood, and it gives an explanation of how this problem happened. But, if you need more information or explanation, please do not hesitate to contact me so that I will offer more assistance.

Thank you,

Dezi Farah

Customer Service Manager  
AmeriMex Communications  
Tel. 1-888-224-2922 Ext 105

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

**From:** Hicks, Megan [mailto:mhicks@regstaff.sc.gov]  
**Sent:** Wednesday, March 28, 2007 9:37 AM  
**To:** Don Aldridge  
**Cc:** Dezi Farah  
**Subject:** D Spikings 07-C-0757 \*Second Follow-up

A response to this consumer issue was due 3/26/07. Do you have any information regarding this issue?

Thanks,  
Megan

Megan Hicks  
South Carolina Office of Regulatory Staff  
Consumer Services Division  
[mhicks@regstaff.sc.gov](mailto:mhicks@regstaff.sc.gov)  
Phone: (803) 737-5265  
Fax: (803) 737-4750

7/17/2007





## South Carolina Office of Regulatory Staff

☒ COMPLAINT      ☐ INQUIRY

---

DATE: 3/19/07

CONSUMER SERVICES FILE NUMBER: 07-C-0757

**DATE RESPONSE DUE TO ORS: 3/26/07**

CUSTOMER: Desiree Spikings

CUSTOMER'S TELEPHONE NUMBER: 864-458-2088

ADDRESS: 203 Pawleys Drive, Simpsonville, SC 29681

UTILITY COMPANY: AmeriMex Communications Corp.

REGULATORY CONTACT NAME: Dezi Farah

CONSUMER ISSUE: Ms. Spikings can be reached at 864-286-9136. Ms. Spikings discovered on 3/15/07 that her local and long distance service had been switched from BellSouth to AmeriMex without her authorization. Please confirm whether Ms. Spikings' service is currently with AmeriMex and provide the authorization used for this switch.

ORS CONTACT: **Megan Hicks**

**DATE COMPANY REPLIED TO OFFICE OF REGULATORY STAFF: 03/28/2007**

### COMPANY'S RESPONSE:

Ms Desiree called on March 19<sup>th</sup> about this issue and at the beginning We didn't have clear what was the problem exactly because in our billing system the telephone number was under different name and address, so Mrs. Lesly the customer service representative that spoke with Ms Desiree told her that we didn't have record of her name or address and she explained her that the authorization to switch that line was gave by Mr. **Tomas Morales** with address **3500 Pelham Rd APT 179 Greenville SC**. Lesly told Ms Desiree to call back Bellsouth because It wasn't possible that two person has the same number. Then, Mrs. Lesly reported this issue to me that I am her supervisor to clarify or find out what was wrong because she notice that Ms Desiree was very upset and definitely there was a mistake. Ms Desiree though that We switch his line using Her personal information without authorization but the order was under Tomas Morales, We never use her name definitely was a mistake from our customer and also from the employee of the provisioning department that process this order because She didn't notice that the address that Mr. Tomas Morales gave us didn't match with the one that Bellsouth LENS shows that it is the address where that telephone number is actually working. After that, Mrs. Lesly called back Ms Desiree on March 20<sup>th</sup> to apologize for this inconvenience and explained her that it was our mistake and also she clarified that we had never use her information and advice Ms Desiree to call back Bellsouth to Switch back her line.

I looked in Bellsouth LENS and it is showing that Ms Desiree's line was switched back to Bellsouth since March 20<sup>th</sup>. Also, Mr. Tomas Morales fill out a new authorization letter to switch his line with the correct

telephone number that is 864-288-7112. Sorry, the number as you see is very different and I just can't justify where He brought the other telephone number from.

I have called today March 28<sup>th</sup> Ms Desiree to her cell phone and to the house telephone number to make sure that everything was clear, but I got the voice mail. Anyway, I left her a message and if she returns the called I will be glad to talk to her and apologize for all this inconvenience.

Also, Excuse me for the late response at this E-mail but for some reason I didn't get the first E-mail or maybe I deleted by mistake really I just don't know how that happen. But, I know this is very important and I had sent a memo to the employee that processed this order to be more carefully from now on with this type of orders.

Thank you for the attention,

Dezi Farah

Customer Service Manager

#### **Notice:**

Failure to respond by the due date may result in a violation of 26 S.C. Code Ann. Regs. 103-616.2 of the PSC's Rules and Regulations governing Telecommunications Companies.

26 S.C. Code Ann. Regs. 103-616.2 provides as follows: "Oral complaints, including inquiries, shall be processed as soon as possible after being received. All complaints of this nature will be investigated and disposed of within 7 days, unless the complaint is of an extraordinary nature."

Failure to comply with 26 S.C. Code Ann. Regs. 103-616.2 may result in the Office of Regulatory Staff instituting an investigation of the Company or initiating an action before the PSC for noncompliance with and possible violation of the PSC's Rules and Regulations. In addition, the Office of Regulatory Staff will issue a letter informing the Complainant of the status of the complaint and of the availability of requesting a hearing before the PSC.

---

Megan Hicks  
Consumer Services Department • PO Box 11263, Columbia, SC 29211  
TELEPHONE: 803-737-5265 • FAX: 803-737-4750 • E-MAIL: mhicks@regstaff.sc.gov



**AmeriMex Communications Corp.**

April 18, 2005

North Carolina Public Staff Utilities Commission  
Attn. Nicholas Jeffries, Complaint Analyst  
Consumer Service Division.

On the day of 04/16/05 we received, by mail, a copy of the complaint that was put by Mrs. Judy Slade in reference to her telephone number 336-621-7650. AmeriMex investigated the cause of the complaint and we found the following:

1. On the date of 04/07/05 Peggy, our Customer service representative, received a telephone call from Mrs. Judy where the customer was reporting that AmeriMex, without her permission, had taken away her telephone service. When we enter the customer's telephone number 336-621-7650 into our database, it showed that the telephone service was under our client Mr. Antonio Salazar and as we found out the address did not match with the one that Mrs. Judy was given us.
2. When seeing the inconsistency in our files, Peggy asked her for a contact number in which Mrs. Judy gave her 336-375-5921 and 336-686-2079. We asked for these numbers so that we may be able to investigate the situation further and we committed to call her within one hour, to see what we had found out.
3. We found out that the error had been in the telephone number. Our client, Mr. Antonio Salazar telephone number is 336-621-2650. As we put the number in our database, we made the mistake of putting the incorrect telephone number. Let us explain, instead of putting the 2 we put 7. We also noticed that the request form in which our client requested their change is not very clear or visible as you can see in the copy that we send to you. As we process the order, it is our duty to verify the information given by our clients "their address and telephone number" to match it with the one that our system LENS of Bellsouth gives us, they must be the same, so that we do not make these sorts of mistakes. It is here where the err is found, the person in charge of processing these types of orders did not detect the problem and created an order of switch for Mr. Antonio Salazar under the telephone number of Mrs. Judy.
4. Our representative Peggy called Mrs. Judy an hour later after finding out what had happened the same day of 04/07/05, and explained that it had been an error in which we accepted and took complete responsibility, offering our sincerest apologies. We indicated that she must call her telephone service provider to report the inconvenience as soon as possible, so that they may process a switch back to her local provider. If the company decided to charge an additional sum, we would assume those charges and pay them in full, although during such cases there are no additional charges to the end users when it is verified that it was not done by the end user's permission. Afterwards, we took



AmeriMex Communications Corp.

the time to verify that Bellsouth had already processed the order of switch, in which we thought that the problem had been resolved.

5. A copy has been sent of the contract or letter in which Mr. Antonio Salazar authorized his line to be switched to AmeriMex through one of our agencies " La Mexicana-

Greensboro." In the same manner a copy of the order that we sent to Bellsouth on the 04/04/05 ordering a change of company for the line of our client Antonio Salazar, has been sent for you inspection and convenience.

6. Our Customer Service Department of Amerimex reported this case to the Department of Provisioning where they are in charge of processing the orders, advising them to pay close attention to the orders and explaining how delicate these types or errors can be so that we may not commit the same mistake in the future.

I hope that the information above is clearly understood, and gives an explanation of how the problem happened. If you need further information or explanation, please do not hesitate to contact me so that I may offer my assistance.

AmeriMex Communication  
Dezi Farah  
Customer Service Manager  
Direct 678-832-6230  
Toll Free. 1-888-224-2922 Ext. 105

## AmeriMex Communications Corp.

Phone 888-224-2922

FAX 888-224-3404

*Switch*

### Carta de Autorización para Cambio de Proveedor de Teléfono Residencial

Nombre: Antonio Salazar  
Dirección: 1513 Ewest st  
Ciudad, Estado, Zip Code: Greensboro NC 27405  
Número de Teléfono: (336) 621-2650

El firmante autoriza a 121 - LA MEXICANA, GREENSBORO, para cambiar su Compañía de Teléfono Residencial a AmeriMex Communications Corp. El firmante entiende que recibirá cargos por el cambio de proveedor y posiblemente recibirá cargos por regresar a la compañía anterior de teléfono.

Yo autorizo a realizar el cambio de la Línea de Teléfono arriba mencionada.

Firma

*[Signature]*  
Esta firma respalda el cambio de su Proveedor de Teléfono Residencial

Fecha:

04-01-05

Si la línea actualmente tiene algun servicio adicional por favor marque con un círculo cual, y si no lo tiene y desea agregarlo se le cobrará un cargo por la conexión.

#### Servicios Adicionales

- |                                                                |                                                              |
|----------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Identificador de Llamadas (Caller ID) | <input type="checkbox"/> Comunicación entre 3 líneas (3 way) |
| <input type="checkbox"/> Llamada en Espera (Call Waiting)      | <input type="checkbox"/> Privado (Private Number)            |
| <input type="checkbox"/> *69 (Call Return)                     |                                                              |
| - Identificador de la última llamada recibida.                 |                                                              |



19AB0404 v 00

Local Exchange Navigation System

**View LSR**

RSS0000 : Query Successful

PON: 19AB0404

[LSR Admin](#) [LSR Bill](#) [LSR Contact](#) [EU Admin](#) [EU Location/Access](#) [EU Bill](#) [PS Admin](#)  
[PS Service Details](#)

[↑ TOP](#)**LSR Admin Section**[BOTTOM](#) [↓](#)

CCNA : HAR

PON : 19AB0404

Version : 00

Location Quantity : 001

Hunting Quantity : 00

Account Telephone Number : 3366217650

Service Center : LCSC

Date Sent : 20050404

Desired Due Date : 20050404

Request Type : MB

Activity Type : V

Migration Indicator : C

Company Code : 8191

Port Type : L

Type of Service : 2BM-

Carrier Identification Code : 0000

Customer Name : AMERIMEX

[↑ TOP](#)**LSR Bill Section**[BOTTOM](#) [↓](#)

Billing Account Number Identifier 1 : M

Billing Account Number 1 : 704Q958573573

Access Customer Name Abbreviation : HAR

Billing Name : AMERIMEX

Billing Name Street Address : 20 MANSELL COURT EAST

Billing Name Room : 200

Billing Name City : ROSWELL

Billing Name State : GA

Billing Name Zip Code : 30076

Billing Contact : DON ALDRIDGE

[↑ TOP](#)**LSR Contact Section**[BOTTOM](#) [↓](#)

Initiator Identification : ALBA BARAONA

Initiator Telephone Number : 8668674522

Initiator Fax Number : 6782901504

Implementation Contact : DON ALDRIDGE

Implementation Contact Telephone Number : 8668674522

Alternate Implementation Contact : BETTY ORZO

Alternate Implementation Contact Telephone Number : 8668674522

Design/Engineering Contact : DON ALDRIDGE  
Design/Engineering Contact Telephone Number : 8668674522  
Design/Engineering Contact Fax : 6782901504  
Design/Engineering Contact Street Address : 20 MANSELL COURT EAST  
Design/Engineering Contact Room/Mail Stop : 200  
Design/Engineering Contact City : ROSWELL  
Design/Engineering Contact State : GA  
Design/Engineering Contact Zip Code : 30076

[⬆ TOP](#)**EU (End User) Admin Section**[BOTTOM ⬇](#)

Disconnect Qty : 00000

[⬆ TOP](#)**EU (End User) Location and Access Section**[BOTTOM ⬇](#)**Header Location and Access Entry # : 1**

Location Number : 000  
End User Name : SALAZAR, ANTONIO  
House Number : 5506  
Street Name : PEARVIEW  
Thoroughfare : DR  
City : GREENSBORO  
State : NC  
Zip Code : 27405  
End User Retaining Listing : A

[⬆ TOP](#)**EU (End User) Bill Section**[BOTTOM ⬇](#)

Existing Account Telephone Number : 3366217650

[⬆ TOP](#)**PS (Port) Admin Section**[BOTTOM ⬇](#)

Port Qty : 001

[⬆ TOP](#)**PS (Port) Service Details Section**[BOTTOM ⬇](#)**Service Details for PS #1****Blocking Activity Info #1**

Blocking Activity : A  
Block : AH

Line Level Class of Service : UEPRL

**Feature Info #1**

Feature Activity : N  
Feature : BRD

**Feature Info #2**

Feature Activity : N  
Feature : CREX4


**Feature Info #3**

Feature Activity : N  
Feature : BCR

**Feature Info #4**

Feature Activity : N  
Feature : UEPRL  
Feature Detail : /RCU TWC

Freeze PIC Indicator : B  
Line Activity : G  
Line Number : 00001  
Location Number : 000  
IntraLATA Presubscription Indicator Code : 5124  
InterLATA Presubscription Indicator Code : NONE  
Telephone Number : 3366217650


 [TOP](#)


[References](#) | [Cancel](#)

[Return To Pon Detail](#)

[Return to View LSR/Order Info Main](#) ►

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LENS Version 18.0.2  


  
4/19/2005



04/07/2005

11:58

DEPT OF COMMERCE...PUBLIC STAFF + 913363755921

NO. 560 002

**NORTH CAROLINA UTILITIES COMMISSION-PUBLIC STAFF  
CONSUMER SERVICES DIVISION  
4326 Mall Service Center, Raleigh, NC 27699-4326  
919/733-9277; fax 919/733-4744  
Consumer.Services@ncmail.net**

**SLAMMING COMPLAINT FORM**

(For use when a customer alleges that a long distance service or local service has been converted to another provider without the customer's full knowledge and consent.)

**PLEASE NOTE:** Copies of any documents pertaining to this allegation should be attached to this form. These items include copies of bill pages showing disputed charges (long distance calls, switching fees, installation charges, late charges, monthly fees, etc.), disconnect notices regarding these charges, copies of sample bill page from the preferred carrier showing the appropriate ratings for calls, etc.

**PLEASE PRINT. PLEASE USE DARK INK TO ALLOW GOOD QUALITY COPYING.**

Customer's Name (PRINTED as it appears on the statement):

Terrence C. Slade  
Complainant/Relationship to customer: Wife Slade Spouse  
Customer's Mailing Address: 5506 Pearlview Drive  
City: Greensboro State: NC Zip Code: 27405  
Customer's Service Address: 5506 Pearlview Drive  
City: Greensboro State: NC Zip Code: 27403  
Complainant's Daytime Telephone Number: (336) 375-5920  
Complainant's Fax Number (if available): -(336) 375-5921  
Complainant's e-mail address (if available): 004297@allstate.com

Name of Company that switched the service (Alleged Unauthorized Carrier -AUC):

AmeriMex Communications

Name of Company that should have been providing the service (Authorized Carrier):

BellSouth

List all telephone numbers claimed were slammed (including area code):

(336) 621-7650

Class of service involved in this complaint:

(Residential)

Business/Commercial

Type of Service Converted (Circle all that apply):

InterLATA Long Distance

IntraLATA Long Distance

(Local Service)

If Long Distance, provide the name of the local service provider:

Date customer's service was switched (refer to bill if available):

4/4/05

If unknown, date the customer first noticed the service was switched:

Has the service been restored to the preferred carrier?

(Yes)

No

If yes, date the correction took place (even if approximate):

04/07/2005

11:58

DEPT OF COMMERCE PUBLIC STAFF → 913363755921

NO. 560 003

## Page Two

What resolution is the customer seeking: I want this company to be forced  
or levied an injunction for violation my consumer  
protection rights.

If you are disputing charges on the bills, provide the following information:

Estimated amount of money in dispute: \$ n/p

How were charges billed? (Circle) Direct from company On local company bill

Dates of the statements attached which support the charges in dispute:

_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____

Have you paid the disputed charges? (Circle) Yes, in full. Some of them. No  
If "yes, in full" or "some of them", state amounts paid and description of which charges  
were paid: \_\_\_\_\_

Have any adjustments already been given? If yes, please give amount and any detail as  
to which charges were adjusted. \_\_\_\_\_

Has customer/complainant contacted any of the parties to correct the situation? Yes No  
If yes, please provide the following information for each company:

Name of company contacted: Bell South Date: 4/7/05  
Number used to reach company: 888-757-6500  
Representative's name: Ms. Allen  
Outcome of that contact: Service will be switched back w/in 24 hrs.

Name of company contacted: Ameritex Date: 4/7/05  
Number used to reach company: 888-224-2922  
Representative's name: Peggy  
Outcome of that contact: No resolution

Name of company contacted: \_\_\_\_\_ Date: \_\_\_\_\_  
Number used to reach company: \_\_\_\_\_  
Representative's name: \_\_\_\_\_  
Outcome of that contact: \_\_\_\_\_

Additional information: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Management Profiles

**Don Aldridge**, Founder and CEO of AmeriMex. Mr. Aldridge is the immediate past president of NALA, a trade association representing mostly prepaid residential telephone carriers. Mr. Aldridge has an undergraduate degree in accounting and an MBA from Virginia Tech. Mr. Aldridge is also a CPA. Prior to founding AmeriMex in 1998, Mr. Aldridge served as CFO of several companies.

**Alejandro Caipa**, IT Manager of AmeriMex. Mr. Caipa has been with AmeriMex since 2001. Mr. Caipa previously worked for ETB telephone company in Bogotá, Colombia. Mr. Caipa has an undergraduate degree in electrical engineering from Universidad Javeriana and a masters degree in Technology Management from Georgia Tech.

**Dezi Farah**, Customer Service Manager. Mrs. Farah has been with AmeriMex since 2000. Mrs. Farah previously worked for Almacén BC. Mrs. Farah has an undergraduate degree in industrial engineering from Corporación Universitaria Tecnológica de Bolívar.

The above individuals have contributed to Amerimex's successful operation for several years. Amerimex has successfully operated in all of the BellSouth region states as it is currently structured. Consequently, the company has demonstrated that it has the managerial and technical competency to provide similar services in TN.

AMERIMEX COMMUNICATIONS CORP.  
(AN S CORPORATION)

FINANCIAL STATEMENTS  
AND  
ACCOUNTANTS' COMPILATION REPORT  
FOR THE YEARS ENDED  
DECEMBER 31, 2006 AND 2005



TRIPP, CHAFIN & CAUSEY, LLC

Certified Public Accountants

1225 Johnson Ferry Road • Suite 200 Regency Park • Marietta, Georgia 30068  
phone 770.565.2422 • fax 770.565.2462

To the Shareholder  
AmeriMex Communications Corp.

We have compiled the accompanying Balance Sheets of AmeriMex Communications Corp. (an S corporation) as of December 31, 2006 and 2005 and the related Statements of Income and Shareholders' Equity for the years then ended, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants.

A compilation is limited to presenting in the form of financial statements information that is the representation of management. We have not audited or reviewed the accompanying financial statements and accordingly, do not express an opinion or any other form of assurance on them.

Management has elected to omit substantially all of the disclosures and the statement of cash flows required by generally accepted accounting principles. If the omitted disclosures and statement of cash flows were included in the financial statements, they might influence the user's conclusions about the Company's financial position, results of operations and cash flows. Accordingly, these financial statements are not designed for those who are not informed about such matters.

The Company, with the consent of its shareholders, has elected under the Internal Revenue Code to be an S corporation. In lieu of corporation income taxes, the shareholders of an S corporation are taxed on their proportionate share of the Company's taxable income. Therefore, no provision or liability for income taxes has been included in these financial statements.

*Tripp, Chafin & Causey, LLC*

March 1, 2007

AmeriMex Communications Corp.  
(An S Corporation)  
Balance Sheets  
As of December 31, 2006 and 2005

ASSETS	2006	2005
Current Assets		
Cash	\$ 198,842	\$ 1,250,895
Accounts receivable	228,748	490,670
Advances to employees	19,601	16,225
Deposits	17,045	16,601
Total Current Assets	464,236	1,774,391
Property and Equipment, at cost, net of accumulated depreciation of \$288,585 and \$163,773	714,996	236,009
Total Assets	<u>\$ 1,179,232</u>	<u>\$ 2,010,400</u>
LIABILITIES AND SHAREHOLDERS' EQUITY		
Current Liabilities		
Accounts payable	\$ 107,644	\$ 144,430
Accrued salaries	37,584	39,117
Accrued expenses	-	230,000
Sales and excise tax liability	99,157	108,784
Current portion of notes payable	160,397	61,911
Total Current Liabilities	404,782	584,242
Long-Term Liabilities		
Notes payable , net of current portion	441,831	94,292
Shareholders' Equity		
Common Stock, \$0.01 par value, authorized 1,000,000 shares, 216,100 shares issued and outstanding	2,161	2,161
Paid in capital in excess of par	143,389	143,389
Retained Earnings	187,069	1,186,316
Total Shareholders' Equity	332,619	1,331,866
Total Liabilities and Shareholders' Equity	<u>\$ 1,179,232</u>	<u>\$ 2,010,400</u>

See Accountant's Compilation Report.

AmeriMex Communications Corp.  
(An S Corporation)  
Statements of Income  
For the Years Ended December 31, 2006 and 2005

	<u>2006</u>	<u>2005</u>
Revenues	\$13,144,071	\$13,466,694
Cost of services sold	<u>(9,067,895)</u>	<u>(7,269,892)</u>
Gross Profit	<u>4,076,176</u>	<u>6,196,802</u>
Operating Expenses		
Salaries and payroll taxes	2,461,607	2,652,678
Consultants	417,076	162,887
Rent expense	255,488	194,026
Advertising	195,365	264,951
Travel, meals and entertainment	189,502	214,387
Office expense	188,741	159,340
Telephone	142,287	132,671
Depreciation expense	135,478	49,949
Taxes and licenses	106,936	87,455
Postage and delivery	69,642	82,995
Legal and accounting	69,351	65,105
Insurance	40,591	120,843
Training and seminars	26,585	84,228
Charitable contributions	22,315	44,410
Dues and subscriptions	<u>19,894</u>	<u>42,493</u>
Total Operating Expenses	<u>4,340,858</u>	<u>4,358,418</u>
Income from Operations	(264,682)	1,838,384
Other Income (expense)		
Interest Income	16,786	11,795
Interest Expense	(25,767)	(23,960)
Loss on disposition of assets	<u>(10,584)</u>	<u>-</u>
Net Income (loss)	<u>\$ (284,247)</u>	<u>\$ 1,826,219</u>

See Accountants' Compilation Report.

AmeriMex Communications Corp.  
(An S Corporation)  
Statements of Shareholders' Equity  
For the Years Ended December 31, 2006 and 2005

	Common Stock	Paid in Capital In Excess	Retained Earnings
Balance, December 31, 2004	\$ 2,161	\$ 143,389	\$ 510,097
Net Income (loss)	-	-	1,826,219
Distributions to shareholder	-	-	(1,150,000)
Balance, December 31, 2005	2,161	143,389	1,186,316
Net Income (loss)	-	-	(284,247)
Distributions to shareholder	-	-	(715,000)
Balance, December 31, 2006	<u>\$ 2,161</u>	<u>\$ 143,389</u>	<u>\$187,069</u>

See Accountants' Compilation Report.





20 Mansell Court East, Suite 200 - Roswell, GA 30076  
www.amerimex.biz

Destinatario:

FELIPE PITA  
610 WHISPERING OAKS PL  
NASHVILLE TN 37211-1435



## Información de la Factura

El pago debe ser recibido:	7/12/2007	Cantidad a pagar:	50.00
No. de Teléfono:	(615) 7810935	No. de Cuenta:	10079

☐ Muestre el pago de su factura en línea. Si desea el servicio, visite la página de inicio de AmeriMex.

Remitente:

M0012205

17

CUST. REF: 10079

AmeriMex Communications  
20 Mansell CT E Ste 200  
Roswell, GA 30076-4814



Refiera un amigo y reciba \$20.00 de Larga Distancia Nacional e Internacional.

### INFORMACION IMPORTANTE:

Si no ha pagado su cuenta antes de la fecha de vencimiento, se considerará tarde y podrá ser suspendido o desconectado. Se cobrará un recargo de \$5.00 si su pago es recibido después de la fecha. El costo para reconectar una línea es de \$25.00.

Ahora te ofrecemos "Mi País Llama". Recibe llamadas de tus familiares ILIMITADAMENTE sin que ellos paguen nada. Tenemos ciudades disponibles en tu país y las llamadas las puedes recibir a tu teléfono de casa o a tu celular. Pregunta por este servicio HOY MISMO!

### Resumen de la Cuenta

Nombre del cliente Felipe Pita	Página 1
No. de Telefono (615) 7810935	Resumen
Fecha de Factura	6/27/2007
No. de factura	115785
Pague antes del	7/12/2007
Facturación anterior	50.00
Pago anterior recibido	50.00
Cargo mensual	36.56
Cargos e Impuestos Reglamentarios	13.44
Usted debe	50.00

### Formas de Pago

Ahora usted puede decidir como realizar sus pagos de la forma que mas le agrada:

- Directamente a AmeriMex por medio de un cheque, Money Order o tarjeta de crédito.
- Por medio de Western Union®
- Por medio de MoneyGram®
- Por medio de nuestra página de Internet www.amerimex.biz
- Por medio de GreenDot

A partir del 2/1/07 el cargo por enviar su pago a través de MoneyGram o Western Union será de \$5.00.

Atención al Cliente / Customer Service Billing Inquiries

**1.866.867.4524**

AmeriMex Communications  
20 Mansell Ct E, Suite 200 Roswell, GA 30076

Horario de Atención

Lunes a Viernes de 9:00 a.m. - 6:00 p.m. Sábado de 10:00 a.m. - 5:00 p.m. EST

### Important Messages:

YOUR WESTERN UNION SWIFTPAY NUMBER IS: 0000000618007826YOU CAN USE THIS NUMBER TO PAY YOUR BILL AT ANY WESTERN UNION LOCATION.

### Recurring Charges: (615) 781-0935

#### Description

Basic Plan	07/12/2007 to 08/11/2007	36.56
------------	--------------------------	-------

### Total Recurring Charges

36.56

### Miscellaneous Activity:

#### Description

Refiera un amigo y reciba \$20.00 de Larga Distancia Nacional e Internacional.



20 Mansell Court East, Suite 200 - Roswell, GA 30076  
www.amerimex.biz

Account No. 10079	Customer Name Felipe Pita	Page 2
-------------------	---------------------------	--------

=====		
Payment - Thank you	06/10/2007	-50.00

Total Miscellaneous Activity	-50.00
------------------------------	--------

**Regulatory Taxes and Surcharges:**

Description	
=====	
E911 Tax	0.65
FCC Authorized Fee for Network Access	6.50
FCC Regulatory Fee (Wireline)	0.02
Fed Universal Service Fund	0.76
Federal Excise Tax	1.34
Telecommunications Sales Tax	4.17

Total Regulatory Taxes and Surcharges	13.44
---------------------------------------	-------