

TENNESSEE REGULATORY AUTHORITY




460 James Robertson Parkway
Nashville, Tennessee 37243-0505

July 30, 2009

MEMORANDUM

TO: Docket File

FROM: Lisa Foust 
Utilities Division

SUBJECT: Docket No. 09-00054, *Application of Silv Communication, Inc. for Certificate to Resell Interexchange Long Distance Services in Tennessee*

Attached is correspondence received on July 27, 2009 regarding the above application to be filed as "public comment" in this docket.

Attachment: Email Correspondence from K. Templeton

Lisa Foust - Silv Communications. Docket No. 09-000054

From: "A1 ALIGNMENT" <A1_Alignment@q.com>
To: <sharla.dillon@tn.gov>, <lisa.foust@tn.gov>
Date: 7/27/2009 5:50 PM
Subject: Silv Communications. Docket No. 09-000054

Sharla,

I have a problem with Silv Communications, and went on line to see if others have had the same problem. While I was researching I saw that they are trying to get a license from your state. (As you know this company has a history of slamming.) I am writing you to let you know that the company has fraudulent marketing, and do not want to see any of your consumers go through what I am going through. It appears that the company has resolved the slamming. But they call to get your business and represent themselves as your local phone company. And to save you money on your longdistance service. I think Lisa has read the same report as I did on (ripoffreport). This is what happen to me for the most part. It has not gone on as long as what is in the report. I got the first bill and started checking into the bill. The number that was on my bill was for USBI.(1-888-481-8724) When I called I ask what services are you providing for me. They looked up the account and told me that it was Silv Communications, and said they want to take care of their complaint calls.

I was transfered to Silv and she gave me a number to call if we got disconneted.(1-888-723-2199)

The rep. I talked to disconnected the service as I asked. She would not credit the money owed. I ask to speak with the supervisor. No luck with that. They do not save anyone any money, infact cost people money on longdistance service. They connect both of my lines to longdistance and with out making any calls they charged me \$80.23.

I thought I was going to save 50% off my already low rate of \$5.99 a month and 5 cents a min. I am lucky I caught this before it got worse than it is. some people have spent hundreds a month and have to fight with their local company to get credits. I have filed a complant with the FTC, and Sara took the complaint. (23515625), and filed a complaint with the FCC and Charlotte took the complaint.(CIMS00002163705)

I would not recommend letting this company into your state. If you have any questions please feel free to call me at (719)651-5342 cell or (719)638-5988 business.

Kirt Templeton
A-1 Alignment