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Exhibit A

Exhibit A

Summary of BOI Chapter 296 Violations

Case ID	Customer	Telephone Number	Authorized Change?		# of Days Intrastate Switched	296(3)(D) Violation?	Penalty
			Intrastate	Interstate			
2002-11965	Archer, Judith & Ronald	207-948-5338	N	N	30	Y	$110,000
2002-11980	Brackett, Judith & Dwight	207-924-6817	D	Y*	37	Y	$40,000
2002-11993	German, Laura & James	207-778-6510	D	D	6	Y	$30,000
2002-12027	Draper, Claudette & Mark	207-223-5214	D	D	25	Y	$110,000
2002-12027	Draper, Claudette & Mark	207-223-5214	Y	N	0	N	$0
2002-12031	Smith, Ida	207-324-2494	Y	Y	0	N	$0
2002-12045	Griffin, Gertrude	207-737-4173	D	D	20	Y	$100,000
2002-12063	Dodge, William & Genevieve	207-596-7054	D	D	28	Y	$110,000
2002-12063	Dodge, William & Genevieve	207-596-7054	Y	N	0	N	$0
2002-12082	Denton, Anita & Norman	207-282-1020	D	D	7	Y	$35,000
2002-12089	Kelley, Raymond & Earlene	207-989-1541	Y*	Y*	0	Y	$0
2002-12104	Bladen, John & Linda	207-582-8219	D	D	43	Y	$110,000
2002-12107	Rice, Robert & Catherine	207-549-5189	Y	Y	0	N	$0
2002-12110	Lewis, Sandra & Winwood	207-338-9932	D	D	44	Y	$110,000
2002-12111	Cox, Verna & Richard	207-658-9756	D	D	42	Y	$110,000
2002-12126	Bryant, Helen	207-439-0133	D	D	12	Y	$60,000
2002-12126	Bryant, Helen	207-439-0133	N	N	7	N	$35,000
2002-12127	Beardsley, Christina	207-827-1484	D	D	48	Y	$110,000
2002-12156	Fraser, Doris	207-824-3797	Y	Y	0	Y	$0
2002-12171	Carson, Misty	207-278-7287	Y	Y	0	N (3B3a)	$0
2002-12171	Carson, Misty	207-278-7287	N	N	7	N	$35,000
2002-12180	Grant, Nathan	207-499-0051	N	Y	39	Y	$110,000
2002-12181	Kimball, Vicki	207-876-3485	D	D	57	Y	$110,000
2002-12193	Shaw, Doris	207-282-1210	D	D	4	Y	$20,000
2002-12216	Leeman, Sally & Thurlow	207-644-8636	D	D	23	Y	$110,000
2002-12219	Hallinan, William	207-633-4156	D	D	1	Y	$5,000
2002-12219	Hallinan, William	207-633-4156	N	N	21	N	$105,000
2002-12220	Freese, Phyllis	207-866-4177	D	D	28	Y	$110,000
2002-12220	Freese, Phyllis	207-866-4177	Y	N	0	Y	$0
2002-12226	Knight, Sheila & Harold	207-827-4283	D	D	24	Y	$110,000
2002-12229	Snyder, Patricia	207-539-4429	Y	Y	0	N	$0
2002-12243	Eaton, Lisle & Eleanor	207-676-3300	Y*	D	0	Y	$0
2002-12246	Fowler, Margaret	207-879-7406	D	D	44	Y	$110,000
2002-12254	Fillmore, Lynne	207-924-5190	D	D	28	Y	$110,000
2002-12255	Foster, Norman	207-989-5666	Y*	D	0	Y	$0
2002-12255	Foster, Norman	207-989-5666	Y*	N	0	N	$0
2002-12267	Osborne, Helen	207-778-2474	D	D	28	Y	$110,000
2002-12270	Prue, Mary & Francis	207-786-3397	D	D	31	Y	$110,000
2002-12273	Fowler, Marjorie	207-799-1123	D	D	47	Y	$110,000
2002-12276	Burch, Arthur & Jane	207-288-3697	N	N	37	Y	$110,000
2002-12297	Landry, Grace	207-324-1372	D	D	6	Y	$30,000
2002-12297	Landry, Grace	207-324-1372	N	N	14	N	$70,000
2002-12297	Landry, Grace	207-324-1372	N	N	4	N	$20,000
2002-12302	Kelly, Marion	207-676-2786	D	D	41	Y	$110,000
2002-12302	Kelly, Marion	207-676-2786	Y	N	0	N	$0
2002-12315	Clark, Ruth	207-426-8848	D	D	17	Y	$85,000

N=no TPV from customer
D=TPV obtained deceptively
*No change in service due to freeze

Case 2002-11980 (Brackett) is the first offense for purposes of the penalty calculation

Exhibit A

Summary of BOI Chapter 296 Violations

Case ID	Customer	Telephone Number	Authorized Change?		# of Days Intrastate Switched	296(3)(D) Violation?	Penalty
			Intrastate	Interstate			
2002-12315	Clark, Ruth	207-426-8848	N	N	26	N	$110,000
2002-12317	Ramsey, Henry	207-454-2086	D	D	30	Y	$110,000
2002-12342	Morrison, Francis	207-767-6383	D	D	28	Y	$110,000
2002-12343	Anderson, Patricia	207-896-3019	D	D	28	Y	$110,000
2002-12343	Anderson, Patricia	207-896-3019	N	N	14	N	$70,000
2002-12344	Robar, Dorothy	207-767-2311	D	D	5	Y	$25,000
2002-12358	Morse, Jean	207-723-9234	D	D	25	Y	$110,000
2002-12363	Jones, Evelyn	207-924-5157	D	D	40	Y	$110,000
2002-12364	Nickerson, Wanda & Ora	207-827-2577	D	D	34	Y	$110,000
2002-12365	Ouellette, Paul	207-827-3714	D	D	31	Y	$110,000
2002-12383	Golden, Richard	207-438-9909	N	N	11	N	$55,000
2002-12383	Golden, Richard	207-438-9909	N	N	34	N	$110,000
2002-12395	Dunton, Goldie	207-223-3934	Y*	D	0	Y	$0
2002-12395	Dunton, Goldie	207-223-3934	Y*	N	0	N	$0
2002-12426	Hanson, Beatrice & Harold	207-453-7753	D	D	32	Y	$110,000
2002-12426	Hanson, Beatrice & Harold	207-453-7753	N	N	18	N	$90,000
2002-12429	Vance, Anita	207-725-2958	N	N	38	N	$110,000
2002-12432	Hannigan, Linda	207-532-7568	D	D	28	Y	$110,000
2002-12432	Hannigan, Linda	207-532-7568	Y	N	0	N	$0
2002-12438	Seagrave, Virginia	207-781-3254	N	N	30	N	$110,000
2002-12439	Parsons, Ruth & Harris	207-839-4071	D	D	49	Y	$110,000
2002-12442	Golder, Priscilla	207-783-1250	D	D	24	Y	$110,000
2002-12442	Golder, Priscilla	207-783-1250	N	N	56	N	$110,000
2002-12469	Warren, Shirley	207-942-6269	N	N	4	Y	$20,000
2002-12480	Brown, Pauline	207-255-3182	Y*	D	0	Y	$0
2002-12480	Brown, Pauline	207-255-3182	Y*	N	0	N	$0
2002-12480	Brown, Pauline	207-255-3182	Y*	N	0	N	$0
2002-12486	Jones, Mary	207-244-5461	Y*	Y*	0	Y	$0
2002-12489	Cookson, Lucy	207-278-4831	Y	Y	0	Y	$0
2002-12489	Cookson, Lucy	207-278-4831	Y*	Y*	0	N	$0
2002-12507	Dubois, Caroline	207/457-9156	N	Y	20	Y	$100,000
2002-12507	Dubois, Caroline	207/457-9156	Y*	N	0	N	$0
2002-12508	Gallant, Alice	207/967-9870	N	Y	55	Y	$110,000
2002-12508	Gallant, Alice	207/967-9870	N	N	36	N	$110,000
2002-12521	Kalloch, Sandra	207-582-5427	N	N	44	N	$110,000
2002-12540	Norton, Patsy	207-443-2932	D	D	37	Y	$110,000
2002-12545	Bragg, Mildred	207-938-4134	D	D	28	Y	$110,000
2002-12545	Bragg, Mildred	207-938-4134	N	N	14	N	$70,000
2002-12556	Lachance, Lillian	207-282-2426	D	D	61	Y	$110,000
2002-12569	Goff, Timothy	207-780-9978	D	D	69	Y	$110,000
2002-12571	Cloutier, Roger	207-685-3243	N	N	47	N	$110,000
2002-12571	Cloutier, Roger	207-685-3243	Y*	N	0	N	$0
2002-12571	Cloutier, Roger	207-685-3243	Y*	N	0	N	$0
2002-12581	Jackson, Maplebell	207-474-6551	D	D	65	Y	$110,000
2002-12582	Martin, Theresa/Dale Varney	207-778-9210	D	D	51	Y	$110,000
2002-12597	Small, Josephine & Mark	207-757-7416	D	D	44	Y	$110,000

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Exhibit A

Summary of BOI Chapter 296 Violations

Case ID	Customer	Telephone Number	Authorized Change?		# of Days Intrastate Switched	296(3)(D) Violation?	Penalty
			Intrastate	Interstate			
2002-12641	Trimback, Richard & Irene	207-743-8257	Y	Y	0	Y	$0
2002-12641	Trimback, Richard & Irene	207-743-8257	Y	N	0	Y	$0
2002-12685	Neveux, Bernard	207-282-0249	D	D	41	Y	$110,000
2002-12685	Neveux, Bernard	207-282-0249	Y	N	0	N	$0
2002-12692	Adams, Irene & Ronald	207-783-9538	D	Y*	110	Y	$110,000
2002-12692	Adams, Irene & Ronald	207-897-7119	D	D	222	Y	$110,000
2002-12695	Murch, Linda	207-783-1119	Y	Y	0	N (3B3a)	$0
2002-12695	Murch, Linda	207-783-1119	N	N	21	N	$105,000
2002-12696	Ray, Priscilla	207-848-3838	Y	Y	0	Y	$0
2002-12696	Ray, Priscilla	207-848-3838	N	N	21	N	$105,000
2002-12706	Guptill, Ida & Donald	207-698-1850	D	D	27	Y	$110,000
2002-12706	Guptill, Ida & Donald	207-698-1850	N	N	19	N	$95,000
2002-12724	Crowley, Norman	207-375-8155	D	D	54	Y	$110,000
2002-12724	Crowley, Norman	207-375-8155	N	N	21	N	$105,000
2002-12725	Cote, Ruth & Jean	207-284-6165	N	N	46	Y	$110,000
2002-12752	Berger, Pat	207-465-9288	D	D	5	Y	$25,000
2002-12794	McKenney, Harlan & Pauline	207-353-8393	D	D	38	Y	$110,000
2002-12794	McKenney, Harlan & Pauline	207-353-8393	Y*	N	0	N	$0
2002-12794	McKenney, Harlan & Pauline	207-353-8393	Y*	Y*	0	N	$0
2002-12797	Terrill, Sarah	207-623-6175	D	D	29	Y	$110,000
2002-12797	Terrill, Sarah	207-623-6175	N	N	28	N	$110,000
2002-12798	Stanley, Eleanor & Ralph	207-856-2785	Y*	D	0	Y	$0
2002-12809	Chadburn, Edward	207-375-4712	D	Y*	94	Y	$110,000
2002-12830	Peet, Georgia & Donald	207-885-9770	N	N	27	Y	$110,000
2002-12830	Peet, Georgia & Donald	207-885-9770	N	N	44	N	$110,000
2002-12830	Peet, Georgia & Donald	207-885-9770	Y*	N	0	N	$0
2002-12842	Roderick, Frances & Robert	207-541-4791	D	D	35	Y	$110,000
2002-12842	Roderick, Frances & Robert	207-541-4791	N	N	35	N	$110,000
2002-12842	Roderick, Frances & Robert	207-541-4791	N	N	30	N	$110,000
2002-12850	Labarge, Genevieve	207-924-7032	D	D	12	Y	$60,000
2002-12850	Labarge, Genevieve	207-924-7032	N	N	77	N	$110,000
2002-12855	Wolfe, Lorraine & Francis	207-442-8119	D	D	77	Y	$110,000
2002-12869	Joyce, Janet	207-761-0339	N	N	24	Y	$110,000
2002-12888	Taylor, James & Mary Ann	207-646-6512	D	D	25	Y	$110,000
2002-12904	Woodman, Leroy	207-778-4662	D	D	24	Y	$110,000
2002-12904	Woodman, Leroy	207-778-4662	N	N	45	N	$110,000
2002-12904	Woodman, Leroy	207-778-4662	Y	N	0	N	$0
2002-12952	Scott, Carolyn	207-827-8451	D	D	32	Y	$110,000
2002-12952	Scott, Carolyn	207-827-8451	N	N	21	N	$105,000
2002-12964	Voter, Virgil & Louise	207-562-8848	Y	Y	0	Y	$0
2002-12964	Voter, Virgil & Louise	207-562-8848	N	N	52	N	$110,000
2002-12990	Grass, Anita & Dean	207-342-5431	D	D	61	Y	$110,000
2002-12997	Cunningham, Eleanor	207-285-0106	D	D	86	Y	$110,000
2002-13001	Mitchell, Gwendolyn & Clark (Marie Sacucci)	207-473-7323	N	N	52	Y	$110,000
2002-13004	Archer, Roscoe	207-853-6269	D	D	148	Y	$110,000

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Summary of BOI Chapter 296 Violations

Case ID	Customer	Telephone Number	Authorized Change?		# of Days Intrastate Switched	296(3)(D) Violation?	Penalty
			Intrastate	Interstate			
2002-13011	Stone-Gershon, Heidi	207-439-7925	N	Y	63	Y	$110,000
2002-13011	Stone-Gershon, Heidi	207-439-7925	Y	N	0	N	$0
2002-13011	Stone-Gershon, Heidi	207-439-7925	N	N	22	N	$110,000
2002-13026	Labier, Nyla & William	207-324-5422	N	N	19	Y	$95,000
2002-13026	Labier, Nyla & William	207-324-5422	N	N	46	N	$110,000
2002-13026	Labier, Nyla & William	207-324-5422	N	N	30	N	$110,000
2002-13047	Carl, Bernard & Pearl	207-672-3935	D	D	130	Y	$110,000
2002-13067	Rogers, Gladys & Milton	207-634-2521	D	D	109	Y	$110,000
2002-13110	Violette, Beatrice & Robert	207-564-2478	D	D	46	Y	$110,000
2002-13110	Violette, Beatrice & Robert	207-564-2478	N	N	22	N	$110,000
2002-13116	Peterson, Goldie & Roland	207-854-8341	N	N	41	N	$110,000
2002-13116	Peterson, Goldie & Roland	207-854-8341	N	N	70	N	$110,000
2002-13126	Hart, Laurie	207-862-6202	D	D	49	Y	$110,000
2002-13126	Hart, Laurie	207-862-6202	N	N	35	N	$110,000
2002-13153	Merrill, Marian	207-693-6016	D	D	66	Y	$110,000
2002-13157	Brackett, Paul & Ruth	207-474-2170	D	D	123	Y	$110,000
2002-13157	Brackett, Paul & Ruth	207-474-2170	N	N	26	N	$110,000
2002-13161	Brown, Aurora & Harold	207-364-3938	D	Y*	157	Y	$110,000
2002-13172	Warden, Patricia & Thomas	207-642-2632	D	D	105	N	$110,000
2002-13210	Brown, Paula	207-454-0701	D	D	50	Y	$110,000
2002-13210	Brown, Paula	207-454-0701	Y*	N	0	N	$0
2002-13260	Cyr, Therese	207-848-5237	D	D	145	Y	$110,000
2002-13261	Merrill, Kimberlee & Eric	207-693-3189	D	D	112	Y	$110,000
2002-13285	Manchester, Russell & Carla	207-259-9768	D	D	116	Y	$110,000
2002-13285	Manchester, Russell & Carla	207-259-9768	N	N	7	N	$35,000
2002-13298	Chace, Barbara	207-633-3552	D	D	126	Y	$110,000
2002-13298	Chace, Barbara	207-633-3552	N	N	28	N	$110,000
2002-13347	Archer, Roberta	207-732-3704	Y	Y	0	Y	$0
2002-13350	Lachance, Elizabeth & John	207-872-7131	D	D	110	Y	$110,000
2002-13350	Lachance, Elizabeth & John	207-872-7131	Y	N	0	N	$0
2002-13350	Lachance, Elizabeth & John	207-872-7131	N	N	8	N	$40,000
2002-13355	Hallowell, Evelyn & Harry	207-764-6146	D	D	119	Y	$110,000
2002-13355	Hallowell, Evelyn & Harry	207-764-6146	N	N	10	N	$50,000
2002-13355	Hallowell, Evelyn & Harry	207-764-6146	N	N	6	N	$30,000
2002-13449	Barrows, Thelma & Russell	207-725-2677	D	D	157	Y	$110,000
2002-13449	Barrows, Thelma & Russell	207-725-2677	N	N	1	N	$5,000
2002-13449	Barrows, Thelma & Russell	207-725-2677	N	N	14	N	$70,000
2002-13483	Heward, Margarita & David	207-839-4691	D	D	54	Y	$110,000
2002-13547	Watson, Hilda & Donald	207-839-1481	D	D	49	Y	$110,000
2002-13561	Sprague, Lillian	207-884-6372	D	D	194	Y	$110,000
2002-13566	Coro, Tammy	207-794-9003	N	N	127	Y	$110,000
2002-13584	Polland, John & Jean	207-627-4715	D	D	33	Y	$110,000
2002-13601	Brown, Diane	207-645-2246	N	Y	76	Y	$110,000
2002-13618	Fitz, Maxine & Elwood	207-884-7006	Y	Y	205	Y	$0
2002-13618	Fitz, Maxine & Elwood	207-884-7006	Y	Y	0	N	$0
2002-13623	Knight, Terry	207-938-4966	N	N	14	N	$70,000

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Summary of BOI Chapter 296 Violations

Case ID	Customer	Telephone Number	Authorized Change?		# of Days Intrastate Switched	296(3)(D) Violation?	Penalty
			Intrastate	Interstate			
2002-13634	Morey, Marion & Donald	207-743-7664	D	D	37	Y	$110,000
2002-13726	Hayman, P. Ellen	207-698-5550	N	N	48	Y	$110,000
2002-13737	Nolan, Travis	207-487-5671	D	D	28	Y	$110,000
2002-13737	Nolan, Travis	207-487-5671	N	Y	22	N	$110,000
2002-13785	Faloon, Lucille	207-732-3019	Y	D	1	Y	$0
2002-13789	Danforth, Karen & Reginald	207-884-7639	Y	Y	0	Y	$0
2002-13790	Danforth, Eva & Reginald	207-884-7567	Y	D	0	N	$0
2002-13886	Pare, Paul	207-257-4761	D	D	46	Y	$110,000
2002-13991	Faulkingham, Eva	207-963-7946	D	D	252	Y	$110,000
2002-14033	Dyer, Mary	207-594-7646	Y	Y	0	Y	$0
2002-14033	Dyer, Mary	207-594-7646	N	N	210	N	$110,000
2002-14040	Fogg, Helen	207-732-3761	Y	N	0	N	$0
2002-14054	Whitney, Eleanor	207-257-2410	Y*	Y*	0	Y	$0
2002-14067	McGinnis, Edith	207-257-3494	N	N	85	N	$110,000
2002-14068	Hart, Mabel	207-257-4953	D	D	147	Y	$110,000
2002-14073	Parsons, Dorothy & Edwin	207-597-2175	D	D	139	Y	$110,000
2002-14100	Gagnon, Roger	207-884-7961	Y	N	0	N	$0
2002-14254	Dill, Mabel	207-732-4078	Y	D	0	Y	$0
2002-14265	Andrews, Eleanor	207-388-2735	D	D	31	Y	$110,000
2002-14297	Hodgkins, Robert	207-586-5103	Y	Y	0	Y	$0
2003-14502	Merchant, Lauren	207-597-2268	N	N	328	N	$110,000
2003-14522	Poland, Lawrence & Pam	207-674-2463	D	D	203	Y	$110,000
2003-14582	Ryerson, Helen	207-459-7103	D	D	305	Y	$110,000
2003-14616	Dingley, Jon	207-778-2591	N	N	5	Y	$0
2003-14802	Burke, Julie	207-722-3798	D	D	408	Y	$110,000
2003-14813	Brownlee, Virginia	207-528-2409	D	D	13	Y	$65,000
2003-14827	Bartlett, Ethel & Elden	207-845-2375	D	D	426	Y	$110,000
2003-14873	Linscott, Violet	207-722-3729	D	D	396	Y	$110,000
2003-14900	Fuller, Ruth	207-342-5026	D	D	427	Y	$110,000
2003-14904	Grant, Eleanor	207-463-2868	D	D	208	Y	$110,000
2003-14914	Simons, Virginia	207-547-4175	D	D	360	Y	$110,000
2003-14919	Libby, Linda & Clair	207-547-4491	D	D	417	Y	$110,000
2003-14950	Blake, Anna	207-637-2396	D	D	204	Y	$110,000
2003-15059	Houston, Homer	207-998-5468	D	D	458	Y	$110,000
2003-15075	Joy, Louise	207-483-2824	D	D	457	Y	$110,000
2003-15132	Carlson, Emil	207-589-4468	D	D	439	Y	$110,000
2003-15171	Scribner, Sherman	207-773-1378	D	Y	449	Y	$110,000
2003-15179	Cloutier, Florence	207-797-2471	Y*	Y*	0	Y	$0
2003-15183	Griffin, Shirley	207-781-4237	D	D	113	Y	$110,000
2003-15193	Knappe, Doris & Richard	207-945-0989	D	D	40	Y	$110,000
2003-15193	Knappe, Doris & Richard	207-945-0989	N	N	431	N	$110,000
2003-15195	Plaisted, Vietta	207-445-3968	D	D	29	Y	$110,000
2003-15205	Cushing, Ronald	207-469-6236	D	D	35	Y	$110,000
2003-15205	Cushing, Ronald	207-469-6236	Y	N	0	N	$0
2003-15223	Poisson, Jeffrey & Claire	207-284-5886	Y	Y	0	Y	$0
2003-15224	Pelkey, Archie	207-723-9017	D	D	472	Y	$110,000

N=no TPV from customer
D=TPV obtained deceptively
*No change in service due to freeze

Case 2002-11980 (Brackett) is the first offense for purposes of the penalty calculation

Exhibit A

Summary of BOI Chapter 296 Violations

Case ID	Customer	Telephone Number	Authorized Change?		# of Days Intrastate Switched	296(3)(D) Violation?	Penalty
			Intrastate	Interstate			
2003-15224	Pelkey, Archie	207-723-9017	Y	N	0	N	$0
2003-15224	Pelkey, Archie	207-723-9017	Y	N	0	N	$0
2003-15239	Watson, Doris & Raymond	207-443-2407	D	D	456	Y	$110,000
2003-15242	Boivin, Randall	207-897-3945	Y	Y	0	Y	$0
2003-15242	Boivin, Randall	207-897-3945	Y	N	0	N	$0
2003-15246	Gaboury, Evelyn	207-622-0617	N	N	506	N	$110,000
2003-15254	Lewis, Marilyn & Harold	207-892-8164	D	D	484	Y	$110,000
2003-15259	Larrabee, Dorothy	207-783-1224	D	Y	490	Y	$110,000
2003-15265	Howes, Phyllis	207-338-4120	D	D	490	Y	$110,000
2003-15294	Dowd, Fred	207-947-7970	D	D	130	Y	$110,000
2003-15294	Dowd, Fred	207-947-7970	N	Y	360	N	$110,000
2003-15303	Lavoie, Flora	207-786-9259	D	D	491	Y	$110,000
2003-15316	Nolette, Roland	207-283-3169	D	D	500	Y	$110,000
2003-15316	Nolette, Roland	207-283-3169	Y	N	0	N	$0
2003-15316	Nolette, Roland	207-283-3169	Y	N	0	N	$0
2003-15332	Currie, Lisa	207-439-2656	D	D	59	Y	$110,000
2003-15332	Currie, Lisa	207-439-2656	N	N	444	N	$110,000
2003-15362	Wallace, Florence	207-626-5929	D	D	486	Y	$110,000
2003-15389	Michaud, Agnes	207-365-7158	D	D	429	Y	$110,000
2003-15394	Goulette, Angela	207-724-2681	Y	Y	0	Y	$0
2003-15430	Frankenfield, Lucinda	207-968-2683	D	D	104	Y	$110,000
2003-15496	Morris, Luette	207-783-4808	D	D	476	Y	$110,000
2003-15514	Barlow, Elizabeth & Elliott	207-633-3849	D	D	515	Y	$110,000
2003-15597	Ward, Betty	207-273-2616	D	D	425	Y	$110,000
2003-15652	Frost, William & Jane	207-723-4899	D	D	558	Y	$110,000
2003-15675	Williams, Ethel	207-636-2686	D	D	41	Y	$110,000
2003-15675	Williams, Ethel	207-636-2686	N	Y	409	N	$110,000
2003-15850	Hall, Gary & Ann	207-627-6990	Y	N	0	Y	$0
		TOTAL N	**70**	**91**			**$19,430,000**
		TOTAL D	**125**	**127**			
		GRAND TOTAL	**195**	**218**			

N=no TPV from customer
D=TPV obtained deceptively
*No change in service due to freeze

Case 2002-11980 (Brackett)
is the first offense for purposes
of the penalty calculation

Exhibit B

MJ

STATE OF MAINE
PUBLIC UTILITIES COMMISSION
242 STATE STREET
18 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0018

THOMAS L. WELCH
CHAIRMAN

WILLIAM M. NUGENT
STEPHEN L. DIAMOND
COMMISSIONERS

February 27, 2002

CERTIFIED No. 7099-3400-0016-6028-9859

William Brzycki, Vice President
Business Options, Inc.
8380 Louisiana Street
Merrillville, IN 46410

Dear Mr. Brzycki:

The Maine Public Utilities Commission's Consumer Assistance Division (CAD) is investigating complaints from a number of Maine consumers who allege that Business Options, Inc. (BOI) changed their long distance telephone service without their permission. While our investigation into these complaints is in its initial stages, I wanted to let you know as soon as possible of my concern about the methods BOI may be using to market customers.

Customers who contacted the CAD for assistance described marketing calls that were very similar. Some customers stated they received a call from a person who said they were with their local phone company, and were told their bill was being reduced because they were such good customers. Other customers stated they received a call from a person who said they were contracted by their local phone company to find out if the customer was satisfied with their long distance plans. None of these customers were aware the call they received had anything to do with changing their toll service to BOI. When the customers received their next local phone bill, they were surprised to discover their toll service had been changed from their preferred carrier to BOI.

Use of the methods described above to change a customer's telephone service is deceptive. If the CAD's investigation reveals that the carrier changes were unauthorized, BOI will be in violation of Commission rules (Chapter 296—Selection of Primary Interexchange and Local Exchange Carriers). Section 7 of Chapter 296 authorizes the assessment of a penalty of up to $5,000 for each day a violation continues, up to a maximum of $40,000 for a first offense, and a maximum of $110,000 for subsequent offenses.

You will be notified when the CAD has completed its investigation and reached a decision on the alleged unauthorized changes. In the meantime, I ask that you ensure the marketing practices described above are discontinued. Please call me at 207/287-2950 if you have any questions.

Sincerely,

Mary Rudd James

Mary Rudd James
Assistant Director
Consumer Assistance Divisio

Exhibit B – Page 1

PHONE: (207) 287-3831 (VOICE)

FAX: (207) 287-1039

STATE OF MAINE
PUBLIC UTILITIES COMMISSION
242 STATE STREET
18 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0018

THOMAS L. WELCH
CHAIRMAN

WILLIAM M. NUGENT
STEPHEN L. DIAMOND
COMMISSIONERS

March 28, 2002

William Brzycki, Vice President
Business Options, Inc.
8380 Louisiana Street
Merrillville, IN 46410

Dear Mr. Brzycki:

As you know, the Maine Public Utilities Commission's Consumer Assistance Division (CAD) is investigating complaints from a number of Maine consumers who allege that Business Options, Inc. (BOI) changed their long distance telephone service without their permission. In each complaint, the CAD asked BOI to provide proof that the customer authorized the change in service. BOI has provided the CAD with copies of third party verifications (TPVs) for a number of customers. This letter is to inform you that the third party verification process used by BOI is in violation of Maine PUC rules.

Section 3(D) of Chapter 296, Selection of Primary Interexchange and Local Exchange Carriers, states:

> Where a submitting carrier is selling more than one type of telecommunications service (e.g. local exchange, intrastate toll, interstate toll, international toll), that carrier must obtain separate authorization from the customer for each service sold, although the authorizations may be made within the same solicitation. Each authorization must be verified separately from any other authorizations obtained in the same solicitation. Each authorization must be verified in accordance with the verification procedures prescribed in this section.

Most of the customers who complained to the CAD had both their in-state and out-of-state services changed to BOI. The TPVs provided by BOI show the customers were asked, "You are authorized and are giving permission to Business Options to change your long distance phone service for [telephone number], correct?" To comply with the requirements of Chapter 296, the third party verifier should have asked two separate questions to obtain two separate authorizations—one to change the interstate service and the other to change the intrastate service. WebNet violated Chapter 296(3)(D) when it failed to obtain separate authorizations for each telecommunications service sold.

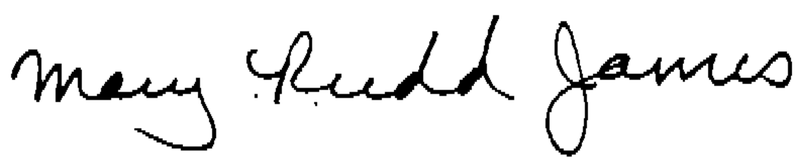
PHONE: (207) 287-3831 (VOICE)
FAX: (207) 287-1039

Please respond to this letter in writing by April 12, 2002. Your written response must include the steps that were or will be taken to prevent future violations of this nature, as well as the dates that the steps were or will be taken.

In your response, please describe the results of your investigation into the alleged use of deceptive marketing practices discussed in my February 27th letter. In addition, please describe the actions that were or will be taken, if any, to correct the deceptive marketing practices.

Please be advised that the CAD continues to investigate the consumer complaints of unauthorized changes in their telecommunications services as violations of Chapter 296. Section 7 of Chapter 296 authorizes the assessment of a penalty of up to $5,000 for each day a violation continues, up to a maximum of $40,000 for a first offense and a maximum of $110,000 for subsequent offenses.

Sincerely,



Mary Rudd James
Assistant Director
Consumer Assistance Division

STATE OF MAINE
PUBLIC UTILITIES COMMISSION
242 STATE STREET
18 STATE HOUSE STATION
AUGUSTA, MAINE
04333-0018

THOMAS L. WELCH
CHAIRMAN

WILLIAM M. NUGENT
STEPHEN L. DIAMOND
COMMISSIONERS

July 3, 2002

VIA U.S. MAIL and FACSIMILE (219-756-0718)

William Brzycki, Vice President
Business Options, Inc.
8380 Louisiana Street
Merrillville, IN 46410

Dear Mr. Brzycki:

The Maine Public Utilities Commission's Consumer Assistance Division (CAD) has received over 100 complaints from Maine consumers who allege that Business Options, Inc. (BOI) changed their long distance telephone service without their permission. We have completed our review of just over half the complaints and have identified 64 unauthorized changes of intrastate telephone service in violation of Maine PUC rules.

Violations

1. Chapter 296, Selection of Primary Interexchange Carriers, Section 3(A) states a telecommunications carrier may not submit a change in a customer's service without authorization from the customer. BOI violated Section 3(A) when it submitted 16 intrastate carrier change orders for which it failed to provide proof of the customer's authorization.

   Of particular concern is BOI's practice of resubmitting a carrier change order after it learns a customer has moved to another carrier. A customer is not required to notify a carrier that they are changing their service to another carrier, although it is in the customer's best interest to do so in order to avoid incurring monthly fees from their former carrier. If BOI learns a customer has moved to a new carrier, it must obtain a new authorization from the customer prior to submitting another carrier change order.

2. Chapter 296, Section 3(B) states a telecommunications carrier may not submit a change in a customer's preferred carrier unless the change is verified with a letter of agency, electronic authorization, or third party verification. While BOI provided the CAD with numerous copies of customer "verifications," it is our position these verifications were obtained deceptively. Customers stated they had no idea they

PHONE: (207) 287-3831 (VOICE)
FAX: (207) 287-1039

were talking with BOI about changing their telephone service. Customers advised the CAD they received a call from a person who said they were with their local phone company, and were told their bill was being reduced because they were such good customers. Other customers stated they received a call from a person who said they were contracted by their local phone company to find out if the customer was satisfied with their long distance plans. None of these customers were aware the call had anything to do with changing their toll service to BOI, nor did they intend to change their toll service to BOI.

It is clear that BOI used inappropriate methods to obtain the authorization needed to change these customers' long distance service. Chapter 296 also requires that the carrier's third party verifier inform the customer they are authorizing a change in telecommunication carriers and provide the identify of the new carrier. Since these customers had no idea they were having a conversation about changing their telephone service to BOI, they cannot be considered to have authorized a change in their service to BOI. Therefore, BOI violated Sections 3(A) and 3(B) when it submitted 48 intrastate carrier change orders for which it failed to obtain the customer's authorization.

Please be advised that the CAD continues to investigate additional consumer complaints of unauthorized changes in telecommunications service. Section 7 of Chapter 296 authorizes the assessment of a penalty of up to $5,000 for each day a violation continues, up to a maximum of $40,000 for a first offense and a maximum of $110,000 for subsequent offenses. A meeting will be scheduled with you later this month to discuss the resolution of these complaints.

Please respond to this letter in writing by July 22, 2002. Your written response must include the steps that were or will be taken to prevent future violations of this nature, as well as the dates that the steps were or will be taken. Please contact me at 207/287-2950 if you have any questions.

Sincerely,

Mary Rudd James

Mary Rudd James
Assistant Director
Consumer Assistance Division

Exhibit C

RECEIVED
2002 JUN -7 A 9:57
MAINE PUBLIC
UTIL. COMM.

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF AROOSTOOK, ss)

I, Patricia Anderson, 1157 Westmanland Road, Westmanland, Maine, 04783, telephone number 207-896-3019, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a phone call from a woman who said she was with my long distance carrier and that they had a new program for me. Since I have AT&T for my long distance, I thought that was who called me. The woman told me about the program but I can't remember the details. I have always been very, very happy with AT&T and thought that if they had a new program, I would be interested in it. The woman told me she would transfer me to a verifier, and that I could not ask the verifier any questions because it would look like she wasn't doing her job. I was transferred to the verifier.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. The conversation on the recording was similar to what I remember taking place. However, neither the first caller nor the verifier told me what the in-state toll rates would be. If I knew I would be paying 25¢/minute I certainly would not have agreed to the change. I was very happy with my in-state rates from AT&T, so why would I be foolish enough to switch to another company with higher rates? I thought I had been talking with AT&T, and that "Business Options" was a program through AT&T. It didn't sound like a telephone company, and I certainly did not want to switch to another company.

State of MAINE
Aroostook SS

Patricia Anderson
Signed: Patricia Anderson

6/5/02
Date

Subscribed and sworn to before me this 5th day of June, 2002.

Alana K. Gagnon
Notary Public

My commission expires: ALANA K. GAGNON
MY COMMISSION EXPIRES
APRIL 11, 2004

AFFIDAVIT

RECEIVED
2002 MAY 23 PM 2:19
MAINE PUBLIC
UTIL. COMM.

STATE OF MAINE)
)
COUNTY OF PENOBSCOT, ss)

I, Judith Brackett, 505 North Dexter Road, Dexter, Maine, 04930, telephone number 207-924-6817, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in early January 2002 from a woman who said she was with Verizon and that she would like to give me a better option for my long distance calling instead of receiving separate Verizon and AT&T bills. The caller asked me if I would like to receive all my charges on one bill, and I told her I would. The caller told me she was marketing a package called "Business Options," and that all my long distance calls would appear on my local phone bill. I told the caller that I was uncomfortable making any changes because I had been slammed in the past. The caller told me all the charges would appear on one bill, that there would be no additional fees, and that the rate for all my in-state and out-of-state calls would be 7 cents/minute. This made sense because that was my rate with AT&T. I asked the caller if this change would affect my Pine Tree, and she said, "Oh no, this won't affect your Verizon bill." Because the caller told me she was with Verizon, I thought the whole conversation was about a new package from Verizon called "Business Options" that would combine my Verizon and AT&T charges onto one bill.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission. I was not sure it was my voice on the recording because I seldom hear a recording of my voice, but the verifier's accent was familiar so I think this was the person who called me. The questions on the recording were similar to what I remember being asked, but my responses were based on the assumption that I was talking with Verizon about combining all my charges onto one bill.

When I received my next phone bill, I couldn't believe all the additional charges. In addition, the toll charges were higher than they used to be and I no longer had Pine Tree. I called Verizon to return to my previous carriers, which were Verizon for in-state and AT&T for out-of-state. I had no idea the call I received in January had anything to

do with changing my telephone service, and had no intention of changing my telephone service away from the carriers I had at the time of the call.

Judith Brackett
Signed: Judith Brackett

MAY 22 2002
Date

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

Lucy M. McKenzie
Notary Public

LUCY M. McKENZIE
Notary Public, State of Maine
Piscataquis County
My Comm. Expires Nov. 10, 2008

My commission expires: 11-10-2008

RECEIVED
2002 JUN -5 P 2: 1
MAINE PUBLIC
UTIL. COMM.

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF YORK, ss)

I, Helen Bryant, 30 Gray Lodge Road, Kittery, Maine, 03904, telephone number 207-439-0133, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in early February from a woman who said she was with AT&T and that she was taking a survey. She asked me if I would answer some questions. I asked her what it was about, and she repeated she was taking a survey. I agreed to answer some questions. The woman asked me about the number of toll calls I made and where I called the most. She also told me the call was being recorded.

Several weeks later, I received the same type of call from a young man about doing a survey, and I told him I had just been through it and hung up.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. However, I do not remember being asked the questions on the recording. I never had a conversation with anyone about changing my phone service, and had no intention of changing my service to something called Business Options.

Helen E Bryant
Signed: Helen Bryant

06/03/02
Date

Subscribed and sworn to before me this 3 day of June, 2002.

Gail Strong
Notary Public

E GAIL STRONG
COMMISSION EXPIRES
AUGUST 19, 2007

My commission expires: _____

RECEIVED
2002 MAY 28 A 10: 14
MAINE PUBLIC
UTIL. COMM.

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF WALDO, ss)

I, Claudette Draper, 71 Clark Road, Winterport, Maine, 04496, telephone number 207-223-5214, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in mid-January from a woman who said she was contracted with our telephone company, Verizon, to find out if we were satisfied with our long distance plans. The caller asked questions like, "Where do you normally do your calling?" and "What are your rates?" The caller told me that since we pay our bills on time, she would reduce our surcharges by about $2-$3/month. She told me her supervisor was going to come on the phone and he would ask me for my name and ask a few other questions. The caller told me to answer "yes" to the questions "so I won't lose my job and he'll know I did my job right." I next spoke with a man who had a southern accent. He spoke so fast I could hardly understand what he said. He asked me for my date of birth because he said they needed to confirm I was who I said I was.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. The voice on the recording sounded like the first caller I spoke with rather than the supervisor, because the supervisor was a man with a southern accent. The questions on the recording were not the questions I was asked, because if I had been asked these questions my response would have been to obtain more information. For example, if I had been asked the question heard on the recording, "You do understand that the Super Saver Long Distance product is provided by Business Options, and you understand that Business Options is not your local phone company, is that correct?" I would have said, "I thought you said you were with Verizon," and asked the caller about how in one sentence they said they were Verizon but in another sentence said they were not my local phone company.

The whole reason I talked with the first caller and answered the second caller's questions was because I thought I was talking with Verizon about lowering my phone

bill. I had no idea the call was about changing our phone service, and would have hung up if I had realized that's what the call was about because I was happy with our current carriers. If I am solicited by a company I don't know (like Business Options), I ask for something in writing and won't agree to anything over the phone.

This statement is to the best of my recollection since the original phone call took place so long ago.

Claudette Draper
Signed: Claudette Draper

5/23/02
Date

Subscribed and sworn to before me this 23rd day of May, 2002.

Sherian E. Ouellette
Notary Public

My commission expires: 8/20/07

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF PENOBSCOT, ss)

RECEIVED
2002 JUN -4 PM 2:37
MAINE PUBLIC
UTIL. COMM.

I, Lynne Fillmore, 931 Dexter Road, Corinna, Maine, 04928, telephone number 207-924-5190, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call on February 3, 2002, from a woman named Beatrice about a long distance plan called Business Options. Beatrice told me the call was being taped. She offered me a rate of 7¢/minute with a $4.90 monthly fee. I asked if this was through Verizon, and Beatrice said "yes." I also asked Beatrice whether the plan was for in-state long distance calls and would it replace my Pine Tree Calling, and she said "yes." Beatrice told me there would be a call from a verifier to confirm what we just discussed.

I received a call from a verifier named Ida a few minutes later. Ida asked me, "Do you understand this is not your local company." I thought she was talking about TDS, whose office is about 3½ miles away in downtown Corinna. TDS serves customers up to four houses away from me. Since I have Verizon for local and in-state, I thought Ida was confirming that the change was with Verizon rather than TDS. I asked Ida if the plan was with Verizon, but she talked right over my question with details about when the change would take place. I gave Ida my date of birth. I was very uneasy about the calls so I called Verizon to ask if they had this calling plan. The man I spoke with at Verizon told me they didn't, and suggested I write down everything so I could remember.

When I received my Verizon bill and found the charges from Business Options, I called them to listen to the conversation with Beatrice but was told it was not available.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission. However, I could not confirm that it was my voice because the responses to the verifier's questions are so faint. The questions on the recording are familiar, but some of the questions I was asked by the verifier are missing and the questions I asked about Verizon are missing.

I never had any intention of changing my phone service away from Verizon and AT&T, and thought that "Business Options" was part of Verizon.

Lynne Fillmore
Signed: Lynne Fillmore

6-3-02
Date

Subscribed and sworn to before me this 3 day of June, 2002.

Tressa Gudroe
Notary Public

Tressa Gudroe
Notary Public
My commission expires: Commission Expires April 2, 2004

AFFIDAVIT

RECEIVED
2002 MAY 24 A 9:26
MAINE PUBLIC
UTIL. COMM.

STATE OF MAINE)
)
COUNTY OF PENOBSCOT, ss)

I, Phyllis Freese, 32 College Avenue, Orono, Maine, 04473, telephone number 207-866-4177, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received several calls in January about my phone service and thought they were from AT&T. One caller spoke very fast, and gave me the impression they were talking about my service with AT&T. I asked them if they were from AT&T, but they never answered—they just started their spiel all over again. I told the caller that I wanted to be with AT&T. I then received a call from a verifier who called to confirm that I had talked with the first person.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. Since I talked about my letter from AT&T at the beginning of the conversation, it should have been clear that I was talking about AT&T. I feel Business Options snookered me, because I thought they were part of AT&T based on what they told me. I never would have changed my phone service away from AT&T because I am very satisfied with them and own stock in the company.

Phyllis Freese
Signed: Phyllis Freese

May 22, 02
Date

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

Susan I. Hart
Notary Public

My commission expires: SUSAN I. HART
MY COMMISSION EXPIRES
SEPTEMBER 24, 2006

RECEIVED
2002 JUN -3 AM 9:55
MAINE PUBLIC
UTIL. COMM.

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF FRANKLIN, ss)

I, Laura German, 352 Lane Road, New Sharon, Maine, 04955, telephone number 207-778-6510, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in early February 2002 from someone offering to lower our telephone rates because we pay our bills on time and don't make many long distance calls. I told the caller, "You can lower our in-state rates, but don't touch our out-of-state". The caller told me they could give me 7 cents/minute, which was the same as business rates. When the caller told me they were representing my local phone company, I asked, "Are you Verizon?" The caller said, "No, we're an independent company representing your local phone company." The caller told me I needed to speak with someone else to confirm that they had called me. I spoke with the second person and answered some questions.

The following week (around February 12, 2002), I received a call from MCI asking why we left MCI. I told MCI I was not aware our service had changed, and called Verizon to find out why they changed our service. I spoke with Mrs. Monagle, who told me, "Verizon didn't change your service, Qwest did."

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. While the questions on the recording are similar to the questions I was asked, I thought the sole purpose of the call was to lower my Verizon bill, not to change my telephone service.

Laura Lee German
Signed: Laura German

5-31-02
Date

Subscribed and sworn to before me this 31st. day of May, 2002.

Ellen C. Grant
Notary Public Ellen C. Grant

My commission expires: 8/12/2007

AFFIDAVIT

RECEIVED
2002 MAY 29 AM 9:32
MAINE PUBLIC
UTIL. COMM.

STATE OF MAINE)
)
COUNTY OF PENOBSCOT, ss)

I, Sheila Knight, P.O. Box 85, Bradley, Maine, 04411, telephone number 207-827-4283, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call at 10:08 a.m. on February 5, 2002, from telephone number (219) 793-1477. The caller said they were calling to save me money on long distance calls. I assumed the caller was with AT&T, although they never said they were and never admitted they weren't. I told them I rarely make long distance calls and they said, "That's why we're making you this offer." The caller explained that I would be saving from my current rate of 10¢/minute and get a lower rate of 7¢/minute. Another reason I thought I was talking with AT&T was that the caller knew my rates. The caller told me that on the bottom of my phone bill it would say "Business Super Saver Option" and would cover my long distance service only.

The caller told me that within 5-10 minutes I would receive another call to confirm that I understood what they told me, and explained that they had to do this by law. I received a call at 10:33 a.m. from telephone number (219) 793-1474. The woman asked me if I understood this was for my long distance service only, and told me I should say "yes" to the questions. The woman asked me, "Do you understand the rate is 7¢/minute not 10¢/minute," and "Do you understand that your bill will say Business Super Saver Option?" and I said "yes." The woman also asked for my mailing address and I gave it to her.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. However, I thought the call was from AT&T and that Business Options was a calling plan with AT&T. I never intended to change my phone service to Business Options.

Sheila Knight
Signed: Sheila Knight

May 28, 2002
Date

Subscribed and sworn to before me this 28th day of May, 2002.

Diane L. Lacadie
Notary Public

My commission expires: 10/31/08

AFFIDAVIT

RECEIVED
2002 JUN -3 AM 9:40
MAINE PUBLIC
UTIL. COMM.

STATE OF MAINE)
)
COUNTY OF PENOBSCOT, ss)

I, Wanda Nickerson, P.O. Box 105, Stillwater, Maine, 04489, telephone number 207-827-2577, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call from a woman who said she was with Verizon and that she was calling because the government ordered them to decrease their "line rate." I read off all the surcharges on my Verizon bill and asked if that was what she was talking about. The woman said it was. She told me that instead of receiving all the fees itemized each month I would only receive them in one block and for $4 less a month. I was very skeptical about the call and asked the woman what she was trying to sell me. The woman repeated that the government had ordered them to reduce their fees and that she was just calling to save me money. The woman commented that I was currently paying $8 a month in fees and that she could reduce this to $4 a month. I asked her, "What if I don't like this and I want to pay the $8 per month?" She told me that I could "just go back."

The woman told me someone else would be calling back in a few minutes to confirm the information, that they would not be able to answer any questions. She said that all I needed to do was give them my name and address. I received the second call about 5 minutes later, and they only asked for my name and address.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. I felt that the tape was doctored, because the first part of the conversation where the second caller asked me questions about switching to Business Options never took place. The portion of the conversation about my mailing address and the woman's allergies was accurate. The whole thing made me suspicious because why would they call me about a price decrease? I thought the conversations were about my Verizon bills. The first

caller never said anything about changing my service to Business Options so I had no idea that's what the call was about.

Wanda Nickerson
Signed: Wanda Nickerson

5-30-02
Date

Subscribed and sworn to before me this 30 day of May, 2002.

Shannon M Meister
Notary Public

SHANNON M. MEISTER
NOTARY PUBLIC MAINE
MY COMMISSION EXPIRES SEPT. 2, 2006

My commission expires: _____

AFFIDAVIT

RECEIVED
2002 JUN -3 AM 9:45
MAINE PUBLIC
UTIL. COMM.

STATE OF MAINE)
)
COUNTY OF FRANKLIN, ss)

I, Helen Osborne, 161 Osborne Road, Farmington, Maine, 04938, telephone number 207-778-2474, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call around the middle of February 2002 from a woman who said she was with Verizon. The woman told me she wanted to save me $12/month on my phone bill, and as a result I would receive only one bill rather than two. I asked her if she would guarantee this, and she said "absolutely." I told her I was happy with MCI, and she said "Don't you want to save $12?" I told her of course I would like to save on my bill, and assumed my long distance service was being changed to Verizon. The woman told me a supervisor would be calling to ask some questions, and that I should say "yes" to everything or she would lose her job. The supervisor called a few minutes later and asked if the previous caller explained everything and whether I understood it and was okay with it. The supervisor asked for my social security number, but I refused so they asked for my date of birth instead.

When I received my next bill I was very upset because it went up $11 instead of down $12. The only reason I agreed to the change was because I thought I was changing to Verizon and would be saving $12/month.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. However, the recording was much louder and clearer than the actual conversation. While the questions are similar to what the verifier asked me, but the tape doesn't include the verifier asking me for my social security number. Also, Business Options was never mentioned in the conversation I had. It was my understanding the call was from Verizon and that by changing to Verizon I would save $12 a month. I was not aware of nor did I intend to change my phone service to Business Options.

Helen P. Osborne
Signed: Helen Osborne

5-31-02
Date

Subscribed and sworn to before me this 31ST day of MAY, 2002.

Daryl Schramm
Notary Public : DARYL SCHRAMM

My commission expires: 03-18-03

RECEIVED
2002 MAY 23 A 9:34
MAINE PUBLIC
UTIL. COMM.

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF ANDROSCOGGIN, ss)

I, Mary Prue, 35 1st Street, Lewiston, Maine, 04240, telephone number 207-786-3397, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in early March from a woman who told me we had been such a good customers because we always paid on time, and asked if I would like to have one bill instead of the two bills being sent to me now. The woman also told me she could take our monthly bill and cut it in half. I thought that was too good to be true but said, "that's good" because I thought the two bills in one would be nice. Because we were talking about my phone bill, I thought the woman was with Verizon. I never heard anything about "Business Options" until I received my next phone bill. I did not realize I was changing my phone service to Business Options. I thought I would keep my same carriers (MCI for out-of-state and Verizon for in-state) and just get one bill. I never intended to change my phone service. When I received my Verizon bill, I was shocked to find it was for $34.50 instead of the usual $9.00.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. However, I do not think I was asked the questions heard on the recording, plus part of the conversation is missing. I thought the entire call was about combining my MCI and Verizon bills onto one. I never intended to change my phone service to Business Options.

Mary Prue
Mary Prue
Signed: Mary Prue

May 21, 2002
Date

Subscribed and sworn to before me this 21 day of May, 2002.

Cynthia Poulin
Notary Public

Cynthia Poulin, Notary Public
State of Maine
My Commission Expires 2/3/2003

My commission expires: _____

RECEIVED
2002 MAY 22 P 2: 25
MAINE PUBLIC
UTIL. COMM.

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF WASHINGTON, ss)

I, Henry Ramsey, 36 Lincoln Street, Calais, Maine, 04619, telephone number 207-454-2086, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call from a woman who promised me a $4 discount on our Verizon phone bill each month. A man then got on the phone and also promised me that our monthly bill would drop $4/month automatically. Neither caller ever said anything about changing our phone service to another carrier. They told me someone else would call me back to confirm our conversation. They told me to answer "yes" to every question, so I did.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. However, I had no idea the conversation would result in a change in our phone service, and I was not interested in changing to another company.

Henry L. Ramsey Sr
Signed: Henry Ramsey

5/21/02
Date

Subscribed and sworn to before me this 21st day of May, 2002.

Sharon A. Cole
Notary Public

SHARON A. COLE
Notary Public
My Commission Expires August 7, 2008

My commission expires: _____

AFFIDAVIT

RECEIVED
2002 MAY 24 A 10: 16
MAINE PUBLIC
UTIL. COMM.

STATE OF MAINE)
)
COUNTY OF YORK, ss)

I, Doris Shaw, 18 Willett Street, Biddeford, Maine, 04005, telephone number 207-282-1210, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in early March from a woman who asked for me, repeated my name and telephone number, and confirmed that I was with Verizon and AT&T for long distance service. The woman told me there was a new law in the State of Maine, and that starting in April I would no longer be receiving separate telephone bills. She said I would receive a bill with Verizon at the top of the page and my long distance provider, Business Options, at the bottom of the page. She told me the change would result in reduced rates. The woman told me that all people on a fixed income were subject to the new law requiring one phone bill. She never asked me any questions except, "Do you understand what I'm saying" and I said "yes". She asked me for my date of birth and I gave it to her. The woman told me that in about 15-20 minutes I would receive another phone call from someone verifying that she had called me.

About 10 minutes later, I received a call from the verifier, who was also a woman. She asked me if I was Doris Shaw and repeated my address and phone number. She asked if I had received a call from the first woman, and I told her "yes." She told me the call was being taped.

I listened to the recording of the third party verification that Business Options sent the Maine Public Utilities Commission, and confirm it is my voice on the recording. However, the conversation on the recording was much longer than what I remembered. When I spoke with the verifier she only asked me one or two questions, like had I gotten a call from the salesperson and did I understand what the salesperson said. The verifier told me that to verify they had spoken, she needed my date of birth. The verifier never gave me the name of the verification company heard on the recording, nor did

she mention Business Options. I never intended to change my phone service, and thought the calls were just to tell me about a change on my bill.

Doris Shaw
Signed: Doris Shaw

5/23/02
Date

Subscribed and sworn to before me this 23RD day of May, 2002.

Diane M Dorais
Notary Public

DIANE M. DORAIS
Notary Public, Maine
My Commission Expires Oct. 14, 2005

My commission expires: _____

AFFIDAVIT

STATE OF MAINE)
)
COUNTY OF YORK, ss)

RECEIVED
2002 MAY 29 P 2:52
MAINE PUBLIC
UTIL. COMM.

I, Ida Smith, 12 Sugarhill Road, Sanford, Maine, 04073, telephone number 207-324-2494, make the following sworn statement regarding the circumstances of the recent switching of my telephone service provider:

I received a call in early February 2002 from someone who said they were with a phone company. My caller ID showed the caller's number as (219) 793-1481. The caller spoke very fast so it was hard to break in, but the caller was very polite and very believable. I told the caller I did not want to make any changes in my phone service, and repeated this several times. The caller said that was not why she was calling, but that she was calling because I was spending so much on long distance calls. The caller implied the change would be a part of my current plan, as if the caller was with Verizon (my in-state carrier.) The caller said at least twice that she was being audited, and that I would receive a call from her boss. The caller said that if I did not confirm that I had spoken with her, she would get in trouble. I felt the caller was in a panic stage when she was talking about being audited.

I received the second call, which my caller ID showed was coming from (219) 793-1479. Because I felt the first caller was very stressed, I was suspicious so didn't answer the second call. I thought if I answered the second call, my service would have been changed automatically. I received at least four calls in the next hour from the same number and the phone rang about 12 times for each call, but I did not pick up. Because the call left me with a funny feeling, I called Verizon to let them know about it and they froze my service.

Ida Smith
Signed: Ida Smith

May 27, 2002
Date

Subscribed and sworn to before me this _____ day of _____, 2002.

_____
Notary Public

My commission expires: _____

Exhibit D

CORRESPONDENCE FILE

ORIGINAL

DOCKET FILE COPY ORIGINAL

1 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

2 WASHINGTON, D.C. 20554

3

4 IN THE MATTER OF: * EB DOCKET NO. 03-85

5 BUSINESS OPTIONS, INC., * FILE NO. EB-02-TC-151

6 ORDER TO SHOW CAUSE AND * NAL ACCOUNT NUMBER:

7 NOTICE OF OPPORTUNITY * 30033217002

8 FOR HEARING * FRN: 0007179054

9 * * * * *

10 DEPOSITION OF:

11 **WILLIAM BRZYCKI,**

12 was taken Friday, July 18, 2003, commencing at

13 9:05 a.m., at the LaQuinta Inn, 8210 Louisiana

14 Street, Merrillville, Indiana, before Nova

15 Hollister, Notary Public.

16 * * * * *

17

18 Court Reporters,

19 ETCetera, Inc.

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1 billing clearinghouses that you mentioned?
2 A. I don't remember how they approved
3 them. It may have been as simple as just a phone
4 call, "That's okay, go ahead and use it." I
5 don't remember specifically.
6 Q. With respect to the verification
7 companies, what verification companies were you
8 aware of that Business Options used?
9 A. Well, there were several. When I
10 started out, we were doing it internally. I
11 don't remember the girl's name that was doing it.
12 But we had a staff in there that was doing it.
13 And then when we became aware that it was
14 supposed to be a separate entity, we set up a
15 girl in business to do it for a while. And she
16 was separate from the company. And then it was
17 brought back into the building. And I think
18 Keanan ran it for a while. I think he was
19 working for Dreamquest at the time. And then
20 when he came into the Business Options, we
21 basically set up an employee in business, Tony

1 Lowe (phonetic) and his company was A&M
2 Verifications. We used them for a couple of
3 years. And then we had some trouble and they
4 left. And then we had our accountant doing it.
5 And that was F&S, maybe, Verifications. But he
6 was doing it when I left.
7 Q. I think we've seen it described as
8 F&G.
9 A. F&G.
10 Q. Or maybe F/G.
11 A. Something like that. I know
12 Furmankiewicz because that's our accountant's
13 last name, but I don't know who --
14 Q. Who the "G" is?
15 A. Yes. I don't know the other. But
16 that's how we did it. And we always had it --
17 with the exception of the girl who we set up,
18 because we set her up in a different building and
19 we were faxing orders to her. And for a while,
20 U.S. Republic did it, but that was on a separate
21 product. But they were usually in our building

1 script at the time. And I believe it was in the
2 script previously and it was taken out. And I
3 never did understand by whom. And it was
4 something as simple at that. As simple as one
5 line.
6 And you know, they were very clear,
7 "The rest of the script is fine. And it sounds
8 like the person, however, didn't do it right. So
9 they're entitled to the fee." It just wasn't a
10 good business decision for us to stay there.
11 Q. And stepping back with respect to
12 Mississippi, I think you had also suggested that
13 there was a problem with the script.
14 A. I think Mississippi was a problem with
15 the sales script more than anything else. Our
16 salespeople were not being honest with the
17 customers there.
18 Q. In what way?
19 A. I think they were misrepresenting
20 themselves as AT&T or something. And what we did
21 is, we hit Mississippi with the whole floor for a

1 couple months before we figured out that they
2 were doing that. They were making a lot of
3 sales. And the sales manager was very happy.
4 And when we discovered that we had put in a new
5 script and started taping salespeople, it was too
6 late by that time.
7 Q. Did there come a time when
8 telemarketers were taped?
9 A. Yes.
10 Q. So with respect to the Mississippi
11 situation, there was a period of time when the
12 telemarketers were not taped?
13 A. That's correct.
14 Q. When did the taping system come into
15 effect?
16 A. I don't recall exactly. Probably
17 sometime in 2001.
18 Q. Perhaps just by referencing the date
19 on the memo here or the dispatch that will place
20 it in time. Because the document that we've been
21 talking about is dated in June of the year 2000.

1 Q. Was it Global Crossing?
2 A. That may be. I contacted every
3 carrier in the book. I remember Global Crossing,
4 that may be.
5 Q. You're not positive of that?
6 A. I'm not positive of that.
7 Q. Before Quest, you had Sprint?
8 A. Yes.
9 Q. Roughly what period of time?
10 A. Probably had Quest for about a year
11 and a half before I left. And Sprint before
12 that.
13 Q. We've seen a contract between U.S.
14 Bell and Quest, a written contract.
15 A. I don't know that there was a contract
16 between U.S. Bell and Sprint. That may have
17 been Business Options. I don't think that I did
18 that deal, so I don't really recall.
19 Q. We have a document, Bate Stamp 00756.
20 And it's from VP operations dated Friday,
21 February 22, 2002. Could you tell me what this

1 is all about.
2 A. This is when we had A&M Verifications,
3 which was Anthony Lowe and Mike Norville, who
4 was, at that time, the vice-president of sales,
5 had an ego problem with Anthony Lowe. And they
6 had personal issues. And he was expressing his
7 authority by walking in and out of the door of
8 the verifications company.
9 Q. That was supposed to be some kind of
10 signal?
11 A. Some kind of personal knock against
12 Tony because he could walk in and out of his
13 door.
14 Q. As opposed to walking in and out of
15 what?
16 A. The normal door that he would walk in
17 and out of. As a policy, no salesperson was
18 allowed beyond the door of the verifications
19 room.
20 Q. Because?
21 A. Just to keep them separate so they

1 inclusion in the verification script of the need
2 to have in the verification script that the
3 customer be informed of the toll free number?
4 A. Correct.
5 Q. And that they can call that number to
6 cancel service if they wish?
7 A. That's correct.
8 Q. There's a second part to the sentence
9 following "it is a requirement." And that is
10 "And actually, one of the reasons I think it is
11 okay to do blanket reprovision was when a person
12 has not cancelled." What is a blanket
13 reprovision?
14 A. As I understand it, when somebody had
15 fallen off after being on for, I think it was
16 seven days or less, they would reprovision them.
17 They would go in and take the phone number back
18 onto our service.
19 Q. And what was the justification for
20 doing that?
21 A. We would assume that when they were

1 put on our service, their other carrier took them
2 back.
3 Q. That was an assumption as opposed to
4 actual knowledge that that had occurred?
5 A. It my case it was. It was presented
6 to me that way.
7 Q. Who, to your understanding, made the
8 decision that that was something that Business
9 Options could do?
10 A. That was something that was originally
11 presented by George Vasquez. And I remember that
12 we discussed it in the executive council, whether
13 or not we could do it. And the discussions went
14 back and forth about time lines.
15 I think that the conclusion we all
16 came to was that, if somebody had fallen off that
17 quickly, then there was a problem with either we
18 didn't provision them correctly or their previous
19 carrier had taken them back or what have you.
20 And we should reprovision them because we did not
21 want them to be without service because we would

1 got get in a lot trouble for that. So that was
2 why that decision was made.
3 Q. Was it discussed that there was --
4 also a possible reason for that to have occurred,
5 and that is that the customer him or herself had
6 actually changed the service on his or her own?
7 A. I think we discussed that, but we came
8 to the conclusion that that probably wouldn't
9 happen that quickly. They hadn't received a bill
10 yet. And would you know? I wouldn't know if
11 somebody changed my service within seven days. I
12 wouldn't know until I received a bill.
13 Q. So to reprovisioning is supposed to
14 take place only if the fall off occurs during the
15 first seven days?
16 A. I think -- yes. Somewhere in that
17 time period was my understanding of it. I wasn't
18 doing the reprovisioning, so I don't know for
19 sure. But my understanding was that it was a
20 very quick process. Because once they receive
21 the bill, if they change their service, then they

1 probably changed their service because our name
2 was on the their bill and they didn't want it.
3 Q. Would it surprise you to know that
4 that is, in fact, what happened sometimes?
5 A. No.
6 Q. That a person received a bill,
7 called -- not Business Options, but called his or
8 her own carrier and changed the long distance
9 service?
10 A. No. It wouldn't surprise me to hear
11 that.
12 Q. What justification could there be for
13 Business Options to reprovision at that point?
14 A. None. If the customer had cancelled,
15 there's no justification for it.
16 Q. Do you know whether or not it was ever
17 discussed in executive council meetings that such
18 reprovisioning was taking place? That is,
19 reprovisioning well after the seven-day period
20 that you talked about.
21 A. I don't recall. We discussed it

1 several times.
2 Q. And in terms of the "we" --
3 A. Just the members of executive council,
4 Kurtis, Keanan, George, Kim Perfetti, myself.
5 Occasionally, Gary Carter would have been in on
6 those meetings, but that wasn't a regular -- but
7 we discussed the reprovisioning several times.
8 And it was my understanding that that was the
9 conclusion that we came to. Now, that may have
10 changed without it being discussed again. But
11 that was my understanding.
12 Q. The actual reprovisioning would have
13 been done by which group of people?
14 A. It would have been done by Liz. And
15 probably her people in division four, which was
16 run by Shalanda Robinson.
17 Q. The next sentence makes reference to
18 attaching a copy of the script that we got from
19 verifications today. And unfortunately, I don't
20 have that to show you. What was happening there,
21 if you can remember, in terms of why was there a

1 to yourself.
2 (Witness Reviewing Document).
3 Q. Do you know the source of Mr.
4 Greenberg's information?
5 A. Me, more than likely.
6 Q. More than likely?
7 A. Myself or Kurtis. We're the only ones
8 who ever spoke to him.
9 Q. From what you've read there, would it
10 be your belief that the information that Mr.
11 Greenberg has stated is accurate?
12 A. Yes.
13 Q. Next is a memo dated 9-4-02. It's
14 Bate Stamp 00890. It looks like it's to COB and
15 it's from CA. What is going on here?
16 A. This is the case in Maine where they
17 had slamming complaints. And I had a conference
18 call with the representatives there basically to
19 try to step forward on sorting out the case.
20 Q. And it's -- according to this memo,
21 it's Maine's position that there are 76 clear

1 violations of whatever?
2 A. Yes.
3 Q. Toward the end, there's a reference to
4 the sales manager at the time has been dismissed
5 although Mike was actually the sales manager for
6 most of the period, I believe, that Albert had
7 blatantly allowed the staff to lie. Who is the
8 Mike referring to?
9 A. Mike Norville.
10 Q. And the reference to the sales
11 manager, who was that supposed to be?
12 A. Mike was the sales manager for a time
13 before he got promoted. Albert Peers was a sales
14 manager for a very short period of time. He was
15 promoted after Mike's indefinite suspension. And
16 he wrote his own script that he distributed to
17 the staff without our knowledge. It was just a
18 blatant, "I'm calling from AT&T" type of script.
19 And he called Maine -- I think it was just Maine,
20 possibly Maine and Vermont -- for a couple of
21 weeks. We discovered the script and fired him.

1 Q. Who is the "we"?
2 A. Somebody from verifications brought it
3 to, I think, they brought it to Gene's attention.
4 And he came and asked me if I had approved any
5 changes to the script. I said no. They went in
6 and discussed it with Albert. And Albert felt
7 that he had the right to change the script to
8 anything he wanted to get sales numbers. He
9 wasn't. So he was dismissed.
10 Q. Do you have any knowledge as to
11 whether the sales script in question came to
12 anybody else's attention besides Gene and
13 yourself?
14 A. I know that it came to Kurtis and
15 Keanan's attention after we discovered it. I
16 think Kurtis was actually the person who fired
17 the guy. As far as I know, nobody in any
18 managerial position besides Albert and
19 potentially Kathy Olive had any knowledge of it
20 until we found out.
21 Q. And the person that you were talking

1 about being fired, that's Albert?
2 A. Albert Peers, P-E-E-R-S.
3 Q. This is a real long shot here, do you
4 happen to know if he's still in the area?
5 A. I have no idea.
6 Q. He's the not a guy you've kept up
7 with?
8 A. No. He was with us probably for a
9 two-month period. And he was high sales. And we
10 were looking for somebody who was an older guy
11 probably in his mid or late 30s compared to the
12 rest of our sales staff. And he had constantly
13 been asking to be put in a managerial position.
14 And they elected to do so.
15 Q. And "they" is whom?
16 A. Kurtis and Keanan.
17 Q. From what you're telling me, I'm
18 drawing the inference that you and Gene did not
19 find out about the problematic sales script until
20 after the State of Maine brought it to the
21 attention of the company?

1 A. Correct. Well, no. I think we found
2 out before they brought it to our attention, but
3 just before. I think that we were going through
4 the internal turmoil, figuring out what to do
5 when they called and said, "Hey, we got a bunch
6 of complaints." And then we had to deal with
7 that also.
8 Q. Did you actually see the sales script
9 that made the reference to AT&T?
10 A. I don't remember if it was
11 specifically AT&T. But they were claiming that
12 they were one of the big three. I saw a copy of
13 it. Basically what he did is, he had made a lot
14 of sales. And people would come up and say,
15 "Hey, what are you doing that you can make these
16 sales?" He'd say, "Well, let me write something
17 down for you." So he'd write out the script for
18 them and give it to them. And then someone to
19 come to them and say, "Hey, why as you doing
20 this?" So in that way, it got disseminated to
21 most of the staff. There were certain staff

1 members who had been with us for a while who
2 said, "I'm not going to use that script" because
3 they knew better. But salespeople, especially
4 telemarketers, are not a very disciplined group
5 to begin with. So if we were on them constantly,
6 it was very easy for things to get out of hand
7 very quickly.
8 Q. And this activity with respect to
9 Albert occurred under Gene's watch?
10 A. I don't think Gene was there when he
11 got started. This is -- Albert worked as the
12 sales manager. He worked for Kurtis. Kurtis
13 would have then been the VP of sales just because
14 there was no person in that slot.
15 Q. Did this take place during the period
16 of time after you were no longer VP of
17 administration?
18 A. Correct.
19 Q. But before Gene came on the scene?
20 A. I think it started before Gene. He
21 may have gotten there right as we were sorting it

Exhibit E

03-85

ORIGINAL DOCKET FILE COPY ORIGINAL

1 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

2 WASHINGTON, D.C. 20554

3 IN THE MATTER OF: * EB DOCKET NO. 08-85

4 BUSINESS OPTIONS, INC., * FILE NO. EB-02-TC-151

5 ORDER TO SHOW CAUSE AND * NAL ACCOUNT NUMBER:

6 NOTICE OF OPPORTUNITY * 30033217002

7 FOR HEARING * FRN: 0007179054

8 * * * * *

9 DEPOSITION OF:

10 **KURTIS KINTZEL,**

11 was taken July 14, 2003, commencing at 9:30 a.m.,

12 at the LaQuinta Inn, 8210 Louisiana Street,

13 Merrillville, Indiana, before Donna J. Hannah,

14 Notary Public.

15 * * * * *

16

17

18 Court Reporters, ETCetera, Inc.

19 Maryland: 410-653-1115
Washington: 202-628-DEPO (3376)
Fax: 410-653-9641
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21 1-800-947-DEPO (3376)

1 Q. Okay. Had you ever heard of an entity
2 by the name of Great Lakes Verification Company?
3 A. Yes.
4 Q. Do you know where Great Lakes
5 Verification Company is located?
6 A. It doesn't exist at this time.
7 Q. When it did exist, to your knowledge,
8 where was it located?
9 A. Right next door to where Buzz Telecom
10 currently is. I think the address is 8385
11 Louisiana.
12 Q. What kind of physical separation
13 existed between the office of Buzz Telecom and
14 Great Lakes Verification Company?
15 A. Great Lakes had its own entranceway to
16 the street. If you can picture a long office,
17 Buzz Telecom had an entrance, and Great Lakes had
18 its own entrance. There was a -- Inside of Great
19 Lakes Verification, once you got in, there was a
20 common door that would allow access into Buzz
21 Telecom and also for use of the restrooms.

1 our verifications.
2 Q. And what is the name of that company?
3 A. The Verification Company.
4 Q. So approximately when did the business
5 relationship with Great Lakes Verification
6 Company and Business Options cease --
7 A. I think probably in 1996.
8 Q. -- and you didn't use Great Lakes?
9 A. In 1996.
10 Q. Okay.
11 A. Now the verification script went
12 along. Any time we hired these other company,
13 the verification script went. They used the same
14 verification script; they never put their own
15 name into it until Keanan uncovered maybe five
16 months when F&G Verification was still using the
17 script with the name Great Lakes Verification.
18 Q. How long has that situation been going
19 on that you mentioned -- was it F&G?
20 A. F&G Verifications.
21 Q. F&G Verifications, how long did they

1 have a business relationship with Business
2 Options?
3 A. Two years.
4 Q. From approximately when to when?
5 A. I am guessing it was early 2001 until
6 June of 2003. We just recently -- As part of an
7 overhaul of making sure that we were doing
8 everything we were supposed to be doing and doing
9 everything exactly as I felt it should be done, I
10 just recently elected to get rid of that whole
11 relationship.
12 Q. So there was -- We have received some
13 verification scripts --
14 A. Yes.
15 Q. -- that were used in 2002 --
16 A. Yes.
17 Q. -- that makes reference to Great Lakes
18 Verification Company.
19 A. Yes.
20 Q. Are you telling us that at that point
21 in time, Great Lakes Verification Company didn't

1 even exist?
2 A. Yes.
3 Q. And that instead of Great Lakes
4 Verification, we should read in that "F&G?"
5 A. F&G Verifications, yes.
6 Q. So then to follow up on that, for
7 roughly a two-- year period of time you mentioned
8 that Business Options had a working
9 relationship -- a business relationship with F&G
10 Verifications, to your knowledge?
11 A. Well, his name is Alan Furmankiewicz.
12 Q. So he was the accountant?
13 A. Yes.
14 MR. HAWA: I may have the spelling of
15 his name.
16 MR. SHOOK: That would probably help.
17 MR. HAWA: I have
18 F-U-R-M-A-N-K-I-E-W-I-C-Z.
19 MR. SHOOK: Thank you.
20 BY MR. SHOOK:
21 Q. Has Mr. Furmankiewicz provided any

1 service to Business Options other than being the
2 head of this F&G Verification?
3 A. Yes.
4 Q. What services have those been?
5 A. Accounting services.
6 Q. Such as preparation of tax returns?
7 A. Yes.
8 Q. Financial statements of some kind?
9 A. Um --
10 Q. I can be more specific. Income
11 statements?
12 A. I don't know that we have had to file
13 any income statements. I don't believe that he
14 prepared any income statements that were being
15 sent out by Mr. Brzycki. No, not that I know of,
16 has he done any financial statements. Primarily,
17 just tax work for us.
18 Q. Balance statements?
19 A. I don't think so, but I am not
20 certain.
21 Q. Your recollection is tax returns?

1 A. Yes.
2 Q. Would those have been federal tax
3 returns only?
4 A. No, federal and state.
5 Q. And that would be for Business
6 Options?
7 A. Any company that we are associated
8 with.
9 Q. Business Options, U.S. Bell?
10 A. Uh-huh.
11 Q. Buzz Telecom?
12 A. Yeah.
13 Q. Did Business Options have a written
14 contract of some kind with F&G Verification?
15 A. Yes.
16 Q. To your understanding, has that
17 contract been made available to us?
18 A. Yes.
19 Q. And so that's different from the
20 contract that we were talking about earlier
21 between Business Options and Great Lakes

1 Verification?
2 A. Yes.
3 Q. Do you have any recollection who
4 executed the contract on behalf of Business
5 Options?
6 A. I think it was on behalf of U.S. Bell.
7 I am not certain, but I believe Mr. Brzycki
8 and -- well, Mr. Brzycki.
9 Q. And then your recollection is Mr.
10 Furmankiewicz executed on behalf of F&G?
11 A. Yes.
12 Q. And you are saying now that as of June
13 of 2003, F&G no longer provides verification
14 services for Business Options --
15 A. That's correct.
16 Q. -- or Buzz Telecom?
17 A. That's correct.
18 Q. You had mentioned that there was a
19 time when there was some kind of employee sharing
20 between Buzz Telecom and F&G --
21 A. Uh-huh.

1 Q. -- Verification. Did I get that
2 right -- that there was some kind of sharing of
3 employees?
4 A. Uh-huh.
5 Q. Do you have any recollection as to
6 which employees they were?
7 A. Ida Irizarry comes to mind. And I
8 don't know the other employees. I don't know the
9 other people in the verification company.
10 Q. Approximately how many Buzz Telecom
11 employees were involved in this sharing
12 arrangement?
13 A. Well, they left Buzz Telecom to go to
14 work inside The Verification -- I want to use the
15 name, "The Verification Company," because that's
16 the new one. But they went inside F&G
17 Verifications. When I say "share," they didn't
18 do some verifications and some cleaning of the
19 bathrooms or anything like that. They went and
20 worked for F&G Verifications. And I don't
21 know -- it may have been four people. Those

1 people may have been turned over. Some may have
2 quit or been fired or been replaced, I don't
3 know. But I think they had roughly four people
4 in there at our highest production time period
5 and maybe one at our lowest.
6 Q. With respect to the script that was
7 used by F&G Verification to determine that a
8 consumer had talked to a telemarketer from Buzz
9 Telecom or from Business Options, what role, if
10 any, did you have in determining what the
11 verification script looked like?
12 A. I had a role in it. I had to make
13 sure that it was satisfactory. Well, let me back
14 up. Before third-party verifications became
15 popular, we used to, as part of our telemarketing
16 arrangement, the way that it used to be is you
17 take their order and then sent them out a letter
18 describing the products they bought. And they
19 had a postcard to send back, which they had 14
20 days to respond, which is the way most
21 telemarketers operate, and we did as well. But

1 that answers your question. We found, actually,
2 in this proceeding issues that were -- I think
3 some of our questions -- the verification
4 questions had two questions in them.
5 Q. That was us.
6 A. Okay. You guys.
7 Q. Okay. So --
8 A. Anyway, the verification script that
9 we resent to The Verification Company, we made
10 sure every question being asked was only one
11 question at a time. But if this other company
12 wanted to take out something that was pertinent,
13 we would be opposed to it. If they wanted to add
14 things so the consumer understood more of what
15 they were getting, that would be fine with us. I
16 don't know contractually what the contract says.
17 But I think in the real world, that's how a
18 working relationship should be.
19 Q. With respect to F&G employees -- we
20 had already talked about a number of employees
21 having come from Buzz Telecom or Business Options

1 or U.S. Bell to work for F&G.
2 A. Yes.
3 Q. At any one time, how many employees
4 worked for F&G, to your knowledge?
5 A. Four.
6 Q. And do you know who it was that
7 actually hired those employees at F&G?
8 A. It would be Mr. Furmankiewicz. Now,
9 to fully give you the understanding, these
10 people's paychecks always was either a Buzz
11 Telecom paycheck or U.S. Bell paycheck.
12 Q. Even though the individuals worked for
13 F&G Verification Company, the individual's
14 paycheck came directly from U.S. Bell or Buzz
15 Telecom or Business Options, Inc.?
16 A. Yes. And that wasn't the case with
17 the processor, which was Tony Lowe, for
18 verification. He paid them, and then Mr.
19 Furmankiewicz -- maybe I was confused on his
20 definition of what employee leasing was, the term
21 he was using. Anyway, I hope I gave you the full

1 understanding that they received their paychecks
2 from Buzz Telecom, even though they worked for
3 Furmankiewicz.
4 Q. So Mr. Furmankiewicz was the person
5 who could hire or fire those employees?
6 A. Yes. If he did not want them working
7 for him, he would send them back to us, and we
8 would terminate them. I don't know if that ever
9 happened, but --
10 Q. Where did Mr. Furmankiewicz -- where
11 does he have his offices?
12 A. The verification office is right next
13 to our office, and he has got another office 20
14 or 25 minutes away. Mr. Furmankiewicz has an
15 accounting practice a little different than most.
16 He is not somebody that sits in his office. He
17 procured our account by coming out and visiting
18 us, and he developed a relationship where he
19 would visit us once a week at our offices. And
20 if we were busy, it was kind of nice. He did
21 work for the government for about 20 years; he

1 that detailed. It was more direct. If you want
2 to cancel your service, with us, you need to call
3 this phone number.
4 Q. By "this phone number," a phone number
5 at Business Options?
6 A. Yes.
7 Q. Or Buzz Telecom, or whatever?
8 A. Yes.
9 Q. And the individual was told this?
10 A. They were supposed to be told that.
11 And, again, it was to be reiterated in the
12 verification script. And in reviewing the
13 documentation and also in reviewing the taped
14 authorizations, I don't know if the phone number
15 was given out at that time or not.
16 Q. Well, let me tell you that with
17 respect to the five verification scripts that I
18 have seen, I do not recall seeing any reference
19 to the policy that you mentioned by the verifier.
20 I cannot tell you one way or the other whether I
21 have seen or heard anything like that relative to

1 the telemarketer --
2 A. Right.
3 Q. -- but certainly I did not see that
4 with respect to the verifier.
5 A. Right. Neither did I. At least, I
6 don't recall seeing anything, so -- I mean,
7 that's the way -- that's the short history of it,
8 and that's how it was supposed to work. The
9 consumer was supposed to be communicated to that
10 if they wanted to cancel our service, they needed
11 to contact us. Otherwise, we would service them
12 by just putting them back on our service. We
13 have a very competitive rate and have a good
14 product. And the response, when we were calling
15 people up and offering them a pick-freeze, was
16 just about unanimous that they wanted that.
17 And what was to be done compared to
18 what was actually done with these five
19 customers -- or eight customers, I think there
20 are -- I am not sure that they were handled
21 exactly correct. This is one of our procedures

1 that we reviewed with our counsel, and they
2 recommend that we cease that pick-freeze process
3 altogether, which we have done so.
4 Q. So roughly how long was this
5 pick-freeze policy in place?
6 A. I would guess two years.
7 Q. And so for a customer to effect a
8 change to another company, the customer was
9 required to call Business Options --
10 A. Yes.
11 Q. -- and notify Business Options, "Yes,
12 in fact I am changing my long-distance service
13 from Business Options to whatever."
14 A. Right. They had to say, "We don't
15 want you anymore." Our number was the phone
16 number on the telephone bill that they had. So
17 typically, if they were going to call anybody,
18 they would wind up calling us.
19 Q. So that number was there for purposes
20 not only of questions or comments, but also if
21 they wanted to effect a change in service from

1 Business Options to another entity?
2 A. Yes.
3 MR. SHOOK: Off the record. Well,
4 let's take a five-minute break.
5 (A short break was taken.)
6 Q. All right. With respect to the pick
7 freeze process that you've described, you
8 indicated that you certainly were aware of that.
9 Do you know whether your brother Keanan was aware
10 that was the policy that the company had?
11 A. Yes.
12 Q. And do you know if Mr. Brzycki was
13 aware that was the policy the company had?
14 A. Yes.
15 Q. And considering that the policy
16 apparently carried over until sometime this year,
17 from discussions that we've had, do you know
18 whether Miss Green was aware of the pick-freeze
19 policy?
20 A. I don't know.
21 Q. Do you know whether Shannon Dennie was

Exhibit F

DOCKET FILE COPY ORIGINAL

ORIGINAL

03-85

1 BEFORE THE FEDERAL COMMUNICATIONS COMMISSION

2 WASHINGTON, D.C. 20554

3 IN THE MATTER OF: * EB DOCKET NO. 08-85

4 BUSINESS OPTIONS, INC., * FILE NO. EB-02-TC-151

5 ORDER TO SHOW CAUSE AND * NAL ACCOUNT NUMBER:

6 NOTICE OF OPPORTUNITY * 30033217002

7 FOR HEARING * FRN: 0007179054

8 * * * * *

9 DEPOSITION OF:

10 **ELIZABETH ROSAS,**

11 was taken July 15, 2003, commencing at 3:45 p.m.,

12 at the LaQuinta Inn, 8210 Louisiana Street,

13 Merrillville, Indiana, before Donna J. Hannah,

14 Notary Public.

15 * * * * *

16

17

18

19

20

21

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1 Q. Do you have any role in the
2 preparation of the verification scripts?
3 A. To an extent.
4 Q. What role is that?
5 A. I just basically revise them for
6 typos, to make sure they make sense, and I hand
7 them out. Because I was in charge of handing
8 them out to the director of verifications.
9 Q. Who is the director of verifications?
10 A. Currently, there is nobody. It's an
11 outside company that does our verifications.
12 Q. We understand that the current
13 verification company that is being used is called
14 "The Verification Company?"
15 A. The Verification Company, yes.
16 Q. Prior to use of The Verification
17 Company, do you know what verification company
18 was used?
19 A. F&G Verification.
20 Q. I'm sorry?
21 A. F&G Verification.

1 Q. Do you know what the "F" stands for?
2 A. No.
3 Q. Do you know what the "G" stands for?
4 A. No.
5 Q. Where was that entity located?
6 A. 8375 Louisiana Street, I believe.
7 Q. Would it be fair to say that the
8 office was adjacent to that of Buzz Telecom?
9 A. Yes.
10 Q. Do you know whether or not Buzz
11 Telecom and F&G had common employees?
12 A. Why they did?
13 Q. No. No, if they did.
14 A. Yes.
15 Q. And do you know who those employees
16 were?
17 A. Ida Irizarry, and there were others.
18 But she was the director.
19 Q. And then you led me to the my next
20 question of why. Why were there common employees
21 between Buzz Telecom and F&G?

1 A. That, I don't know.
2 Q. Does the name William Brzycki mean
3 anything to you?
4 A. Yes.
5 Q. And how is it that you are familiar
6 with that name?
7 A. When I started, he was the vice
8 president of administration for Business Options.
9 Q. Did there come a time when he was no
10 longer vice president of administration?
11 A. Yes.
12 Q. Do you know how that came about?
13 A. No.
14 Q. Do you know why that came about?
15 A. No.
16 Q. Do you know who, if anyone, became
17 vice president of administration after Mr.
18 Brzycki?
19 A. There was a gap, and then Gene Chill.
20 Q. Is he still the vice president of
21 administration?

Exhibit G

Exhibit G

Penalty Calculation

Case ID	Customer	Telephone Number	Authorized Intrastate Change?	# of Days Intrastate Switched	Maximum Penalty
Deceptive Changes					
2002-11980	Brackett, Judith & Dwight	207-924-6817	D	37	$40,000
2002-11993	German, Laura & James	207-778-6510	D	6	$30,000
2002-12193	Shaw, Doris	207-282-1210	D	4	$20,000
2002-12267	Osborne, Helen	207-778-2474	D	28	$110,000
2002-12343	Anderson, Patricia	207-896-3019	D	28	$110,000
2002-12343	Anderson, Patricia	207-896-3019	N	14	$70,000
2002-12364	Nickerson, Wanda & Ora	207-827-2577	D	34	$110,000
No TPV					
2002-12521	Kalloch, Sandra	207-582-5427	N	44	$110,000
2002-12571	Cloutier, Roger	207-685-3243	N	47	$110,000
2002-13623	Knight, Terry	207-938-4966	N	14	$70,000
2002-14067	McGinnis, Edith	207-257-3494	N	85	$110,000
		TOTAL N	**5**		**$890,000**
		TOTAL D	**6**		
		GRAND TOTAL	**11**		

N=no TPV from customer
D=TPV obtained deceptively

Case 2002-11980 (Brackett) is the first offense for purposes of the penalty calculation

Exhibit H

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 09-15-2003 02:50 PM

Case Identification: 2002-12571

Status: CLOSED Status Date: 10-07-2002

Staff Member Contact: MARY RUDD JAMES

Date Opened: 04-16-2002 Deadline Date: 05-16-2002

Case Type - Open: CMI COMPLAINT - MISCELLANEOUS - SLAMMING/INTERSTATE - REGULATORY

Case Type - Corrected: CMJ COMPLAINT - MISCELLANEOUS - SLAMMING/BOTH INTER-INTRA - REGULATORY

Case Linkage Indicator: No

Customer Name: ROGER CLOUTIER

Primary Phone: (207) 685 - 3243

E-Mail:

Caller Name: ROGER CLOUTIER

Primary Phone: (207) 685 - 3243

E-Mail:

Method of Contact: TELEPHONE - LIVE

Service Location Address: RR 2 BOX 1262 , KENNEBEC, ME 04349

Geocode Town Name: KENTS HILL

Utility Account Number: 207-685-3243 Date Account Opened:

Utility Type: COMMUNICATIONS Short Name: BOI

Utility Name: BUSINESS OPTIONS, INC.

Utility Contact Name:

Utility Division Name:

Issue Type: M7E CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount: Issue Notes Indicator: YES

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 09-15-2003 02:50 PM

Case Identification: 2002-12571

Financial Information: (Optional)

Medical Emergency Declared? NO

Household Size:

Own or Rent Home? UNKNOWN

Low Income Program Participant? UNKNOWN

Income/Assistance/Expense? NO

Payment Arrangement Notes? NO

Financial & Low Income Closure Information? NO

Winter Request for Disconnection Information? NO

Number of Dispositions: 1

Transferred From:

Case Id:

Date:

Authorization:

Transferred To:

Case Id:

Date:

Authorization:

Notes for Working the Case: YES

Case Participant Listing: YES

Last Change By: MARY RUDD JAMES

Last Change Date and Time: 09-15-2003 02:50 PM

Date Surveyed:

Date & Time Record Created: 04-16-2002 04:02 PM

Archival Retention Override Indicator: NO

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification:2002 - 12571

Disposition Information:

Disposition Type: CAD CASE - MISCELLANEOUS - SLAMMING

Disposition Description: CUSTOMER SLAMMED BY CARRIER

Disposition Date: 10-07-2002

Amount Abated: $102.86

Mediated Case: NO

Appealed: NO Docketed Case ID: Appeal Date:

Disposition Notes:

Roger Cloutier
RR 2, Box 1262
Kents Hill, ME 04349

Re: CAD No. 2002-12571 - Business Options, Inc. - Acct. No. (207) 685-3243

Dear Mr. Cloutier:

On April 16, 2002, you contacted the Maine Public Utilities Commission's Consumer Assistance Division (CAD) for assistance because you felt your intrastate and interstate telephone service was changed to Qwest without your permission.

As a result of our investigation, we determined that the change in your service was actually initiated by Business Options, a reseller of Qwest services. Your intrastate and interstate telephone service was changed to Business Options on February 1, 2002. On March 20, your intrastate service was returned to Verizon and your interstate service returned to AT&T. Your interstate telephone service was changed to Business Options on April 2 and returned to AT&T on April 16, and changed again to Business Options on April 30 and returned to AT&T on July 2. You intrastate service was not affected in April due to a preferred carrier freeze.

Commission rules require carriers to obtain authorization from the customer for changes in telephone service. The "customer" is the person listed on the account, or their spouse or legal guardian. In its response to the CAD's investigation of your dispute, Business Options stated it was unable to provide proof that you authorized a change in your intrastate and interstate telephone service.

Based on this information, I find that Business Options failed to comply with Commission rules (Chapter 296, Sections 3(A) and 1(B)(2)) when it submitted orders resulting in the change of your intrastate and interstate telephone service without your authorization on February 1, April 2, and April 30, 2002. Because you did not authorize a change of carrier, you are not liable for any of the charges billed by Business Options.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Business Options apologized for its error and reimbursed you $56.13. Your local carrier (Verizon) removed the remaining Business Options charges from your local phone bill, and credited you $15.85 for three carrier change fees.

You are not liable to anyone for any calls made during the first 30 days of service with Business Options. However, Verizon and AT&T, the carriers providing you service before the unauthorized change took place, are authorized to bill you at the rates you were receiving from them for all calls that were made 31 or more days after the unauthorized change.

Both the customer and the utility have the right to appeal this decision. Appeal requests must be made in writing to Dennis L. Keschl, Administrative Director, Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018, within 5 business days of the date of this letter. The written appeal must state the specific reasons why the CAD decision should be overturned.

Upon receipt of an appeal, the Commission will review the file. If the Commission decides that the CAD decision is correct, the Commission will issue a letter or order denying the appeal. If it decides the CAD decision was incorrect, the Commission will investigate the CAD decision further. Until the Commission issues its decision, the utility may not disconnect service for a disputed amount unless it asks the Commission in writing for permission to disconnect service. However, the customer must pay the undisputed portion and continue to pay undisputed amounts while an appeal is reviewed.

If you would like to speak with me, please call me at 800/452-4699, Monday through Friday between 8:00 a.m. to 5:00 p.m. If you prefer, you can reach me either by mail at: Maine Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018; or by e-mail at: mary.r.james@state.me.us.

Sincerely,

Mary Rudd James
Assistant Director
Consumer Assistance Division

cc: Amy Dixon, Business Options, Inc.
AT&T
Verna Chamberlain, Verizon

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification: 2002 - 12571

Issue Type: CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount:

Issue Notes:

4-16-02
cust says he was slammed to "Qwest"
he got a call in October last year to switch service
the caller said they were part of VZ, they would offer 5cpm for all calls
the customer thought he was getting service from VZ for interstate calls
he didn't realize his carrier had been changed until his bills started increasing dramatically
he called VZ and learned he had been switched and had them change his service back to ATT for inter LD

see event notes for slamming ?'s
he has VZ for intrastate LD

cust states he had a freeze on the line but Qwest still came in and took service
he says he has put a new freeze on his line

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Notes for Working the Case:

4-16-02 email to Jon at Qwest to determine which carrier involved
4-17-02 email from Jon, carrier was BOI
sent investigation letters to Business Options and VZ
4/17/02 E-mail from BOI--unable to provide TPV. Will rerate calls if provided with bill copies.
4-22-02 Rec'd written response from BOI. Unable to provide TPV because verifier did not tape the call. Wants bill copies so calls can be re-rated to the rates he had prior to BOI taking over the service.
5/06/02 E-mail from Amy Dixon @ BOI asking for copies of bills so she could re-rate calls.
5/07/02 Advised BOI since no proof of change, they cannot charge customer anything.
5/08/02 Rec'd copy of BOI's 5/2/02 letter to customer stating they are waiting for info from us.
6/06/02 Rec'd copy of BOI's 6/6/02 letter to customer enclosing refund check for $56.13.
6/20/02 PIC history from Verizon. See event notes.
6-24-02 Rec'd dup bills from VZ, contain BOI charges - JFH.
6/30/02 E-mail to Jon Mann @ Qwest--customer's interstate service changed to LGT 0432 several times in 2002, the last on 4/30/02. Was the change at the end of April by BOI, or was it another Qwest reseller?
7/01/02 E-mail from Jon Mann @ Qwest--see event notes. All three changes were BOI.
7/02/02 Called Mr. Cloutier to let him know his interstate service was still w/BOI because AT&T order and his freeze crossed in the system. He will call AT&T today to make change. I suggested he wait to re-freeze until Monday to ensure orders don't cross again.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Case Participant History:

Participant Type	Status	Status Date	Participant Name	Participant Address
Representative Name:				Representative Type:
CUSTOMER	A	04-16-2002	ROGER CLOUTIER	RR 2 BOX 1262 , ME 04349
CALLER	A	04-16-2002	ROGER CLOUTIER	RR 2 BOX 1262 , ME 04349
UTILITY	I	04-17-2002	QWEST COMMUNICATIONS CORPORATION	4250 N. FAIRFAX DRIVE , 13TH FLOOR , VA 22203
UTILITY	A	04-17-2002	BUSINESS OPTIONS, INC.	8380 LOUISIANA STREET , IN 46410

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Staff History:

Role Type	Status	Status Date	Division Name	Staff Name
STAFF MEMBER CONTACT	A	04-17-2002	CONSUMER ASSISTANCE DIVISION	MARY RUDD JAMES
STAFF MEMBER CONTACT	I	04-17-2002	CONSUMER ASSISTANCE DIVISION	KRISTINE FOURNIER

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification: 2002 - 12571

Number of Events for this case: 8

Event Listing:

Event Type: SUM - CASE SUMMARY - CASE SUMMARY

Event Description: SPECIALIST SUMMARIZES CASE

Event Addendum: SLAMMING ?'S

Effective Date: 04-16-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

ast Change By: KRISTINE FOURNIER

Last Change Date & Time: 04-16-2002 04:16 PM

Date & Time Record Created: 04-16-2002 04:16 PM

Event Notes:

1. Who was the customer slammed to? In other words who is the unauthorized carrier?
2. When did the slamming occur? October 2001
3. What was slammed (local, intra-state, inter-state)? interstate LD
4. Who was the carrier before slamming occurred? ATT
5. Have you paid the charges billed by the slamming carrier? yes
a. If yes, include a statement that the carrier was paid in your event notes.
b. If not, tell the customer NOT TO PAY any carrier (neither the authorized or unauthorized carrier) for the charges billed by the slamming carrier until the dispute is resolved. Make sure to tell the customer to pay the undisputed portion of the bill.
6. Who is your local service provider? VZ
7. Ask the customer to provide the date, name, and response from each carrier the customer contacted concerning this dispute. Label each contact as:
a. Slamming carrier,
b. Local service provider, or
Carrier before slamming occurred.
c. Did the slamming carrier bill you directly or is the bill included on your local service provider's bill? billed on VZ bill
a. If billed directly, include a statement of that fact in your event notes.
b. If billed by local service provider, ask: Is your local service provider aware that the charges billed by the slamming carrier are disputed? yes, cust. called VZ to change back to ATT and put freeze on the line

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Notes:

i. If answer is yes, include a statement of that fact in your event notes.
ii. If no, take the initiative and call the local provider yourself and advise the provider of amount that is disputed.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: T2 - TELEPHONE CALL - CALL TO/FROM UTILITY

Event Description: SPECIALIST HAS TEL. CONTACT WITH UTILITY

Event Addendum: PIC HISTORY FROM VERNA @ VERIZON

Effective Date: 04-17-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: MARY RUDD JAMES

Last Change Date & Time: 03-13-2003 11:28 AM

Date & Time Record Created: 04-18-2002 08:47 AM

Event Notes:

Spoke w/Verna about PIC history:

Inter		Intra
7-20-99	AT&T	7-20-99 - VZ
2-01-02	LGT (CN)	2-01-02- LGT (CN)
3-20-02	AT&T (FN)	3-20-02 - VZ (FN)

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: L2 - LETTER - LETTER TO/FROM UTILITY

Event Description: SPECIALIST HAS LETTER CONTACT WITH UTILITY

Event Addendum: E-MAIL FROM AMY DIXON @ BOI

Effective Date: 04-17-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: MARY RUDD JAMES

Last Change Date & Time: 06-30-2002 01:46 PM

Date & Time Record Created: 06-30-2002 01:46 PM

Event Notes:

Mary,
I just wanted to let you know that with BTN# 207-685-3243, this perticular sale could not be located. I wrote you a letter and it will be in the mail in the morning. I just maybe wanted to expedite the process so that we can get this case closed sooner. In the letter, I requested several pieces of information from you or the customer. I will rerate all the previous bills, but I do need to know what the instate and state to state rates were with the prior long distance company. I did also ask if you could maybe get the past bills from Mr. Cloutier. In my system I can pull up some bills but not all and I just want to make sure that the credit the customer receives is at the correct rate. If you have any questions and or comments on this case, please contact me.

Thanks.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: L3 - LETTER - OTHER CORRESPONDENCE

Event Description: SPECIALIST RECEIVES/SENDS OTHER CORRESPONDENCE

Event Addendum: EMAIL FROM JON AT QWEST

Effective Date: 04-17-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: KRISTINE FOURNIER

Last Change Date & Time: 04-17-2002 10:04 AM

Date & Time Record Created: 04-17-2002 10:04 AM

Event Notes:

4-17-02
The ANI: 207-685-3243 was provisioned for the reseller: US Bell (Business Options) for InterLATA and IntraLATA jurisdictions.
According to CARE the switch was ordered on: 1/30/02
There were CARE disconnects from the LEC on: 3/22 and 3/23/02

The ANI was provisioned again by US Bell on 4/1/02 for InterLATA and IntraLATA jurisdictions. The InterLATA was confirmed by the LEC and appears to still be pointed to 0432. The IntraLATA PIC was rejected by the LEC due to the presence of a PIC freeze.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: T2 - TELEPHONE CALL - CALL TO/FROM UTILITY

Event Description: SPECIALIST HAS TEL. CONTACT WITH UTILITY

Event Addendum: SPOKE TO AMY AT BOI - (JFH)

Effective Date: 04-18-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: JULIE HAEFELE

Last Change Date & Time: 04-18-2002 10:03 AM

Date & Time Record Created: 04-18-2002 10:03 AM

Event Notes:

4-18-02, I advised Amy that we do not have copies of the bills yet and that we have requested them. She stated the the verification company messed up the tape, therefore, BOI will just re-rate the customer's calls to the rate they were receiving prior the changing of service to BOI.

I advised Amy that we will notify her of the rate when we receive the dup bills.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: ST1 - REVIEW CASE - DISCUSS CASE WITH OTHER STAFF

Event Description: SPECIALIST REVIEWS CASE WITH OTHER COMM. STAFF

Event Addendum: E-MAIL FROM JUDY - JFH

Effective Date: 04-18-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: JULIE HAEFELE

Last Change Date & Time: 04-18-2002 10:03 AM

Date & Time Record Created: 04-18-2002 10:03 AM

Event Notes:

Hello Julie. Would you kindly follow up on this message for me? Amy of BOI tried to leave a message for MJ. However, because she won't be back until May, she wanted to know if we could handle it? Could you please let her know 1) what the instate and out of state rates are, and 2) send copies of the customer's bills? They apparently cannot find the verification tapes and will rerate bills. Anything I can do for you to help? thanks,

Judy

Judy Hills
Consumer Assistance Supervisor
MPUC

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: L2 - LETTER - LETTER TO/FROM UTILITY

Event Description: SPECIALIST HAS LETTER CONTACT WITH UTILITY

Event Addendum: PIC HISTORY FROM VERIZON

Effective Date: 06-20-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: MARY RUDD JAMES

Last Change Date & Time: 06-30-2002 01:43 PM

Date & Time Record Created: 06-30-2002 01:43 PM

Event Notes:

Verna, Mary,

The lpic/pic history is as follows.

02-01-02 chngd lpic NYC to LGT carrier notification
chngd pic ATX to LGT carrier notification NRC billed $5.00, adjusted 06-20-02

03-20-02 chngd lpic LGT to NYC freeze
chngd pic LGT to ATX freeze NRC waived

03-22-02 No changes in lpic stayed NYC freeze
No changes in pic stayed ATX added carrier notification NRC waived

04-02-02 No changes in lpic stayed NYC freeze
chngd pic ATX to LGT carrier notification NRC billed $5.00 adjusted 06-20-02

04-16-02 No changes in lpic stayed NYC freeze
chngd pic LGT to ATX freeze NRC waived

04-18-02 No changes in lpic stayed NYC freeze

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Notes:

No changes in pic stayed ATX added carrier notification NRC waived

04-30-02 No changes in lpic stayed NYC freeze
chngd pic ATX to LGT carrier notification NRC billed $5.00 adjusted 06-20-02

To date USBI/Business Options has billed $87.01. $87.01 was recoursed on 06-20-02
Duplicate bills sent February through June 2002

Cliff

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12571

Event Listing:

Event Type: L2 - LETTER - LETTER TO/FROM UTILITY

Event Description: SPECIALIST HAS LETTER CONTACT WITH UTILITY

Event Addendum: E-MAIL FROM JON MANN @ QWEST

Effective Date: 07-01-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

.st Change By: MARY RUDD JAMES

Last Change Date & Time: 07-13-2002 01:14 PM

Date & Time Record Created: 07-13-2002 01:14 PM

Event Notes:

The ANI 2076853243 was actually provisioned by the reseller US Bell (Business Options) three times for InterLATA and IntraLATA jurisdictions. The number has not moved off that account.

According to CARE, switch #1 was ordered on 1/30/02. Confirmed by the LEC for both on 2/1/02. There was a CARE disconnect from the LEC on 3/20/02.

Switch #2 was ordered on 04/01/02. Confirmed by the LEC for Inter on 4/2/02. Intra was rejected due to a PIC freeze. There was a CARE disconnect from the LEC on 4/16/02.

Switch #3 was ordered on 04/29/02. Confirmed by the LEC for Inter on 4/30/02. Intra was rejected due to a freeze. I do not see any LEC disconnect at this time, so I think it is still on 0432, unless the order hasn't posted yet.

Please let me know if you need any additional information.

Exhibit I

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 01-22-2004 07:50 AM

Case Identification: 2002-12521

Status: CLOSED Status Date: 10-07-2002

Staff Member Contact: MARY RUDD JAMES

Date Opened: 04-10-2002 Deadline Date: 05-10-2002

Case Type - Open: CM7 COMPLAINT - MISCELLANEOUS - SLAMMING/INTRASTATE - REGULATORY

Case Type - Corrected: CMJ COMPLAINT - MISCELLANEOUS - SLAMMING/BOTH INTER-INTRA - REGULATORY

Case Linkage Indicator: No

Customer Name: SANDRA KALLOCH

Primary Phone: (207) 582 - 5427

E-Mail:

Caller Name:

Primary Phone:

E-Mail:

Method of Contact: LETTER

Service Location Address: RR 7 BOX 4766 , KENNEBEC, ME 04344

Geocode Town Name: FARMINGDALE

Utility Account Number: 207-582-5427 Date Account Opened:

Utility Type: COMMUNICATIONS Short Name: BOI

Utility Name: BUSINESS OPTIONS, INC.

Utility Contact Name:

Utility Division Name:

Issue Type: M7E CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount: $40.95 Issue Notes Indicator: YES

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 01-22-2004 07:50 AM

Case Identification: 2002-12521

Financial Information: (Optional)

Medical Emergency Declared? NO

Household Size:

Own or Rent Home? UNKNOWN

Low Income Program Participant? UNKNOWN

Income/Assistance/Expense? NO

Payment Arrangement Notes? NO

Financial & Low Income Closure Information? NO

Winter Request for Disconnection Information? NO

Number of Dispositions: 1

Transferred From:

Case Id:

Date:

Authorization:

Transferred To:

Case Id:

Date:

Authorization:

Notes for Working the Case: YES

Case Participant Listing: YES

Last Change By: MARY RUDD JAMES

Last Change Date and Time: 05-12-2003 12:56 PM

Date Surveyed:

Date & Time Record Created: 04-10-2002 11:44 AM

Archival Retention Override Indicator: NO

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

TS820

CAD Case File Report

Case Identification:2002 - 12521

Disposition Information:

Disposition Type: CAD CASE - MISCELLANEOUS - SLAMMING

Disposition Description: CUSTOMER SLAMMED BY CARRIER

Disposition Date: 10-07-2002

Amount Abated: $89.33

Mediated Case: NO

Appealed: NO Docketed Case ID: Appeal Date:

Disposition Notes:

On April 9, 2002, the Maine Public Utilities Commission's Consumer Assistance Division (CAD) received a copy of the complaint you filed with the Maine Attorney General's office. In your complaint, you stated your telephone service was changed to Qwest without your permission.

As a result of our investigation, we determined that the change in your service was actually initiated by Business Options, a reseller of Qwest services. Commission rules require carriers to obtain authorization from the customer for changes in telephone service. The "customer" is the person listed on the account, or their spouse or legal guardian. In its response to the CAD's investigation of your dispute, Business Options stated it was unable to provide proof that you authorized a change in your intrastate and interstate telephone service.

Based on this information, I find that Business Options failed to comply with Commission rules (Chapter 296, Sections 3(A) and 1(B)(2)) when it submitted an order resulting in a change of your telephone service without your authorization on February 6, 2002. Because you did not authorize a change of carrier, you are not liable for any of the charges billed by Business Options.

Business Options apologized for its error and reimbursed you $83.72. Your service was returned to Verizon for intrastate and AT&T for interstate on March 22, 2002. Your local carrier (Verizon) has credited you $5.25 for one carrier change fee.

You are not liable to anyone for any calls made during the first 30 days of service with Business Options. However, Verizon and AT&T, the carriers providing you service before the unauthorized change took place, are authorized to bill you at the rates you were receiving from them for all calls that were made 31 or more days after the unauthorized change.

Both the customer and the utility have the right to appeal this decision.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Issue Type: CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount: $40.95

Issue Notes:

Received letter from customer forwarded by Attorney General's Office. Customer enclosed VZ bill showing Business Options charges. Customer states she was in the hospital at the time of the change and does not feel she should have to pay for something she did not order.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Notes for Working the Case:

4/10/02 SKM rec'd complaint form from AG. Customer thought she was slammed by Qwest because that is what Verizon told her. She contacted Qwest, who told her the change in service was verified 2/6/02. She said she did not agree to change her service, she was in the hospital between 1/28/02 and 2/6/02 5pm due to leg amputation. Customer's 3/12/02 Verizon bill contains $40.95 in BOI charges: instate toll for 2/8 to 3/4/02, 2/22/02 monthly fee & USF, and 3/4/02 monthly fee & USF.
4/10/02 SKM: I spoke with the customer and went over the slamming questions. She does not remember a phone call from a telemarketer. She says she was in the hospital and there was not anyone else at her home. She switched back to AT&T inter and Vz intra in March. Also called AT&T to get back on her rate plan. Sent ack letter to customer (see event notes)
4/11/02 Sent slam investigation letters (unauth to THLG, exec to Verizon)
4/15/02 E-mail from Cathy Gorfida @ THLG re unauth ltr--company mentioned is Business Options, who is not a client of theirs.
4/17/02 SKM: I accidentally send the unauthorized carrier letter to the Helein Group. Sent one to Amy Dixon of Business Options today.
4/22/02 Rec'd fax from AG's, ltr from Qwest stating customer is with Qwest reseller US Bell dba Business Options.
4/26/02 Customer calls to state BO called her today and told her if she sent them her bills they would remove all the charges. SKM.
4-29-02 Rec'd fax from AG's office: customer writes AG that she is still being billed by "quest" and that she didn't order their service. She contacted BOI and they are going to get back to her in 5 days.
4-29-02 Rec'd 4/23/02 written response from BOI, no TPV - see event note - JFH
5-02-02 Rec'd packet and dup bills from VZ - see event note for details - JFH
5/06/02 E-mail from Amy Dixon @ BOI asking for copies of customer's bills.
5/07/02 Rec'd copy of 5/2/02 ltr from BOI to customer, they are waiting for info from PUC.
5/17/02 Rec'd copy of 5/10/02 ltr from BOI to customer w/copy of refund check #4044 for $83.72 enclosed.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

CAD Case File Report

ATS820

Case Identification: 2002 - 12521

Case Participant History:

Participant Type	Status	Status Date	Participant Name	Participant Address
Representative Name:				Representative Type:
CUSTOMER	A	04-10-2002	SANDRA KALLOCH	RR 7, BOX 4766 , ME 04344
UTILITY	A	04-10-2002	BUSINESS OPTIONS, INC.	8380 LOUISIANA STREET , IN 46410

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Staff History:

Role Type	Status	Status Date	Division Name	Staff Name
STAFF MEMBER CONTACT	A	04-10-2002	CONSUMER ASSISTANCE DIVISION	MARY RUDD JAMES
STAFF MEMBER CONTACT	I	04-10-2002	CONSUMER ASSISTANCE DIVISION	SHANNON MACE

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Number of Events for this case: 4

Event Listing:

Event Type: T1 - TELEPHONE CALL - CALL TO/FROM CUSTOMER

Event Description: SPECIALIST HAS TEL. CONTACT WITH CUSTOMER

Event Addendum: 4/10 ANS TO SLAM QUESTIONS-SKM

Effective Date: 04-10-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

;t Change By: SHANNON MACE

Last Change Date & Time: 04-10-2002 01:43 PM

Date & Time Record Created: 04-10-2002 01:43 PM

Event Notes:

1. Who was the customer slammed to? BUSINESS OPTIONS
2. When did the slamming occur? JANUARY OR FEBRUARY
3. What was slammed (local, intra-state, inter-state)? INTRASTATE AND INTERSTATE
4. Who was the carrier before slamming occurred? VZ AND ATT
5. Have you paid the charges billed by the slamming carrier? NO
a. If yes, include a statement that the carrier was paid in your event notes.
b. If not, tell the customer NOT TO PAY any carrier (neither the authorized or unauthorized carrier) for the charges billed by the slamming carrier until the dispute is resolved. Make sure to tell the customer to pay the undisputed portion of the bill. I DID
6. Who is your local service provider? VERIZON
7. Ask the customer to provide the date, name, and response from each carrier the customer contacted concerning this dispute. Label each contact as:
a. Slamming carrier, IN FEBRUARY. THEY TOLD HER THEY WERE AUTHORIZED. NO CREDIT.
b. Local service provider, or VERIZON IN FEBRUARY ALSO. GOT CHANGED BACK TO VZ AND ATT. WILL CALL BACK TODAY FOR A PIC FREEZE.
Carrier before slamming occurred. ATT IN FEBRUARY ALSO. GOT BACK ON RATE PLAN.
8. Did the slamming carrier bill you directly or is the bill included on your local service provider's bill? ON VERIZON BILL
a. If billed directly, include a statement of that fact in your event notes.
b. If billed by local service provider, ask: Is your local service provider aware that the charges billed by the

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Event Notes:

slamming carrier are disputed? YES
i. If answer is yes, include a statement of that fact in your event notes.
ii. If no, take the initiative and call the local provider yourself and advise the provider of amount that is disputed.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Event Listing:

Event Type: L1 - LETTER - LETTER TO/FROM CUSTOMER

Event Description: SPECIALIST HAS LETTER CONTACT WITH CUSTOMER

Event Addendum: ACK LETTER SENT TO CUSTOMER BY SKM

Effective Date: 04-10-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

st Change By: MARY RUDD JAMES

Last Change Date & Time: 01-24-2003 09:52 AM

Date & Time Record Created: 04-10-2002 11:48 AM

Event Notes:

April 10, 2002

Sandra Kalloch
RR 7 Box 4766
Farmingdale, ME 04344

Re: CAD No. 2002-12521 - Business Options Inc. - Acct. No. (207) 582-5427

Dear Ms. Kalloch:

The Maine Public Utilities Commission's Consumer Assistance Division (CAD) received your letter addressed to the Office of the Attorney General on April 9, 2002. I have requested information from Business Options Inc. to investigate your dispute. After the information is received, I will review it and contact you before issuing a decision.

If you have additional information or need to talk with me about this investigation, I am usually available by telephone weekdays between 8 a.m. and 5 p.m. at 800/452-4699. If I am on the telephone or away from my desk, you will be transferred to my voice mail. Please leave your name, CAD Number shown above, and the reason for your call.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Event Notes:

If you prefer, you can reach me either by mail at: Maine Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018, or by e-mail at mary.r.james@state.me.us.

Sincerely,

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Event Listing:

Event Type: R2 - RESPONSE FROM UTILITY - WRITTEN RESPONSE FROM UTILITY

Event Description: SPECIALIST RECEIVES WRITTEN RESPONSE FROM UTILITY

Event Addendum: RESPONSE FROM BOI - JFH

Effective Date: 04-29-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

;t Change By: JULIE HAEFELE

Last Change Date & Time: 05-02-2002 05:47 AM

Date & Time Record Created: 05-02-2002 05:47 AM

Event Notes:

4-29-02 BOI writes:

This letter is in response to the aboved reference complaint dated April 22, 2002. I had started the investigation process and ran into a slight problem. The verifier that was at station two that particular day, did not record anything on her second tape. The first tape of the day for her was fine, but when I got to the one that I had needed both sides were completely blank. I understand that everyone makes mistakes, but there will be a report written about this incident. If you would like to gather up the bills on this customers account, we would be more than happy to refund her all of her money. We are truly sorry about this mistake.

Please accept our apologies for any inconvenience this situation may have caused Ms. Kalloch or her family. Please contact us if we can be of any further assistance in handling this situation to the satisfaction of the Kalloch family.

Sincerely,

Amy Dixon

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 12521

Event Listing:

Event Type: L3 - LETTER - OTHER CORRESPONDENCE

Event Description: SPECIALIST RECEIVES/SENDS OTHER CORRESPONDENCE

Event Addendum: PACKET AND DUPS FROM VZ - JFH

Effective Date: 05-02-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

st Change By: JULIE HAEFELE

Last Change Date & Time: 05-02-2002 05:50 AM

Date & Time Record Created: 05-02-2002 05:50 AM

Event Notes:

LPIC PIC
2-6-02 from NYC to LGT (CN) from ATX to LGT (CN) $5 fee adjusted
3-22-02 from LGT to NYC (FN) from LGT to ATX (FN) - $5 fee waived
3-22-02 from NYC to ATX (CN) No changes - added CN - $5 fee waived
3-29-02 ATN (CN) no changes ATX (CN) no changes

Per VZ, BOI has billed $84.08 and VZ has recoursed the $84.08 on 4-25-02.

Duplicate bills:

The Jan 13, 2002 bill contains carrier changes to Qwest for both on 2-7-02 with a $5 change charge. This bill contains one BOI toll charge.

The Feb 13, 2002 bill contains BOI toll charges and two monthly fees.

e March 13, 2002 bill contains carrier change to AT&T and VZ on 3-22-02 - No charge. Then another carrier change to AT&T for instate on 3-25-02 - no charge. This bill also contains BOI toll charges.

Exhibit J

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 03-13-2003 12:35 PM

Case Identification: 2002-14067

Status: CLOSED Status Date: 01-15-2003

Staff Member Contact: MARY RUDD JAMES

Date Opened: 10-23-2002 Deadline Date: 11-22-2002

Case Type - Open: CMJ COMPLAINT - MISCELLANEOUS - SLAMMING/BOTH INTER-INTRA - REGULATORY

Case Type - Corrected:

Case Linkage Indicator: No

Customer Name: EDITH MCGINNIS

Primary Phone: (207) 257 - 3494

E-Mail:

Caller Name: EDITH MCGINNIS

Primary Phone: (207) 257 - 3494

E-Mail:

Method of Contact: TELEPHONE - LIVE

Service Location Address: 430 TROY ROAD , SOMERSET, ME 04929

Geocode Town Name: DETROIT

Utility Account Number: 207-257-3494 Date Account Opened:

Utility Type: COMMUNICATIONS Short Name: BOI

Utility Name: BUSINESS OPTIONS, INC.

Utility Contact Name: LISA GREENE

Utility Division Name:

Issue Type: M7E CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount: $34.60 Issue Notes Indicator: YES

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 03-13-2003 12:35 PM

Case Identification: 2002-14067

Financial Information: (Optional)

Medical Emergency Declared? NO

Household Size:

Own or Rent Home? UNKNOWN

Low Income Program Participant? UNKNOWN

Income/Assistance/Expense? NO

Payment Arrangement Notes? NO

Financial & Low Income Closure Information? NO

Winter Request for Disconnection Information? NO

Number of Dispositions: 1

Transferred From:

Case Id:

Date:

Authorization:

Transferred To:

Case Id:

Date:

Authorization:

Notes for Working the Case: YES

Case Participant Listing: YES

Last Change By: MARY RUDD JAMES

Last Change Date and Time: 01-27-2003 01:42 PM

Date Surveyed:

Date & Time Record Created: 10-23-2002 03:53 PM

Archival Retention Override Indicator: NO

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

.TS820

CAD Case File Report

Case Identification:2002 - 14067

Disposition Information:

Disposition Type: CAD CASE - MISCELLANEOUS - SLAMMING

Disposition Description: CUSTOMER SLAMMED BY CARRIER

Disposition Date: 01-15-2003

Amount Abated: $44.00

Mediated Case: NO

Appealed: NO Docketed Case ID: Appeal Date:

Disposition Notes:
January 15, 2003

Edith McGinnis
30 Troy Road
Detroit, ME 04929

Re: CAD No. 2002-14067 - Business Options, Inc. - Acct. No. 207-257-3494

Dear Ms. McGinnis:

On October 23, 2002, you contacted the Maine Public Utilities Commission's Consumer Assistance Division (CAD) for assistance because you felt your intrastate and interstate telephone service was changed to Business Options without your permission. This is to let you know the results of my investigation.

Commission rules require carriers to obtain authorization from the customer for changes in telephone service. For residential accounts, the "customer" is the person listed on the account, or their spouse or legal guardian. As part of my investigation into your complaint, I asked Business Options to submit proof they obtained proper authorization to change your telephone service. Business Options informed me that it was unable to provide proof you authorized a change in your intrastate and interstate telephone service.

Based on this information, I find that Business Options failed to comply with Commission rules (Chapter 296, Sections 3(A) and 1(B)(2)) when it submitted an order resulting in a change of your telephone service without your authorization on February 18, 2002. Because you did not authorize a change of carrier, you are not liable for any of the charges billed by Business Options.

On May 14, 2002, your intrastate service was returned to Verizon and your interstate service was returned to Mid-Maine Long Distance. Your local carrier (Mid-Maine Communications)

credited you $9.40 for change fees. Business Options has cleared all charges from your account, and will be sending you a refund check for $8.65.

You are not liable to anyone for any calls made during the first 30 days of service with Business Options. However, Verizon and Mid-Maine Long Distance, the carriers providing you service before the unauthorized change took place, are authorized to bill you at the rates you were receiving from them for all calls that were made 31 or more days after the unauthorized change.

Both the customer and the utility have the right to appeal this decision. Appeal requests must be made in writing to Dennis L. Keschl, Administrative Director, Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018, within 5 business days of the date of this letter. The written appeal must state the specific reasons why the CAD decision should be overturned.

Upon receipt of an appeal, the Commission will review the file. If the Commission decides that the CAD decision is correct, the Commission will issue a letter or order denying the appeal. If it decides the CAD decision was incorrect, the Commission will investigate the CAD decision further. Until the Commission issues its decision, the utility may not disconnect service for a disputed amount unless it asks the Commission in writing for permission to disconnect service. However, the customer must pay the undisputed portion and continue to pay undisputed amounts while an appeal is reviewed.

If you would like to speak with me about this decision, please call me at 800/452-4699, Monday through Friday between 8:00 a.m. to 5:00 p.m. If you prefer, you can reach me either by mail at: Maine Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018; or by e-mail at: mary.r.james@state.me.us.

Sincerely,

Mary Rudd James
Assistant Director
Consumer Assistance Division

cc: Megan Truesdale, Business Options, Inc. (via e-mail)
Verna Chamberlain, Verizon (via e-mail)
Suzanne Banis, Mid-Maine Long Distance (via e-mail)

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 14067

Issue Type: CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount: $34.60

Issue Notes:

Customer received a bill beginning in July from Business Options. She stated she had not agreed to change her phone service. She called BOI and they told her she did not say "no" on the phone, so they have begun billing her. She asked them to cancel the service but they have continued to bill her. She called her LEC (Mid-Maine) and switched her back to them for intrastate. She does not make long distance calls out of state. Customer is 70 yrs old and she is upset about the slam.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 14067

Notes for Working the Case:

10/23/02 Investigation letters sent to Mid-Maine and BOI
10/28/02 Rec'd from customer: copy of ltr dated 7/11/02 from customer to BOI--she stated she never asked to be changed over, even if they have her birthdate, enclosed a check for $8.65. Also included bill copies: 8/6/02 bill shows $8.65 charges for USF and pmt of $8.65; 9/9/02 and 10/8/02 bills show $8.65 charge for USF and monthly fee.
10/29/02 Rec'd 10/24/02 ltr from BOI, no TPV available. Will credit customer in full.
11/05/02 mrj spoke w/Mrs. McGinnis. She remembers the phones calls from two women, one calling to verify the other. The first woman told her the out of state rate and she responded that she doesn't make out of state calls. She said she asked what the offer was all about, but said she never agreed to change service. Mrs. McGinnis was not aware of the name of the company the callers represented, but insists she never gave them permission to change her phone service.
11/12/02 Rec'd 11/5/02 ltr from BOI that account was credited $34.60, balance now zero.
11/25/02 Rec'd response from Mid-Maine: customer had Vz intra and MMLD inter prior to CN PIC change 2/18/02 to Qwest. In effect until 5/14/02, when returned to Vz/MMLD. $9.40 in carrier change fees credited.
11/29/02 E-mail to Megan Truesdale @ BOI re customer needs $8.65 refund.
01/08/03 E-mail from Megan @ BOI re $8.65 credit issued to customer's LEC account. See event for complete letter.
01/14/03 Left msg for Suzanne Banis @ Mid-Maine: how is it possible for BOI to credit customer's LEC account if BOI direct-billed customer?
01/15/03 Asked Megan @ BOI how credit would be issued if customer direct billed? She will have a check for $8.65 issued to customer. Total credit to customer is $34.60 (most was written off her BOI account since it was not paid).
01/15/03 Left phone message for Mrs. McGinnis about check being issued, and that I would confirm in writing.
01/17/03 Rec'd e-mail from Suzanne Banis @ Mid-Maine: "This is in response to your voicemail of January 15 regarding the Business Options letter to Edith McGinnis offering to credit her local telephone bill. Mid-Maine does not have a billing and collection agreement with Business Options; therefore, a credit memo/LEC Memorandum would have no effect. Any credit would have to be in the form of a check."
01/27/03 Mrs. McGinnis called, she just received BOI's 1/7/03 ltr saying she would see a credit on her next local phone bill. She wanted to know what this meant, and I explained they would actually be sending her a check for $8.65 since they don't have a billing agreement with Mid-Maine. She will let me know if the check doesn't arrive in a few week.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

CAD Case File Report

ATS820

Case Identification: 2002 - 14067

Case Participant History:

Participant Type	Status	Status Date	Participant Name	Participant Address
Representative Name:				Representative Type:
CUSTOMER	A	10-23-2002	EDITH MCGINNIS	430 TROY ROAD , ME 04929
CALLER	A	10-23-2002	EDITH MCGINNIS	430 TROY ROAD , ME 04929
UTILITY	A	10-23-2002	BUSINESS OPTIONS, INC.	8380 LOUISIANA STREET , IN 46410

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 14067

Staff History:

Role Type	Status	Status Date	Division Name	Staff Name
STAFF MEMBER CONTACT	A	10-23-2002	CONSUMER ASSISTANCE DIVISION	MARY RUDD JAMES
STAFF MEMBER CONTACT	I	10-23-2002	CONSUMER ASSISTANCE DIVISION	PATRICIA WRIGHT

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 14067

Number of Events for this case: 2

Event Listing:

Event Type: T1 - TELEPHONE CALL - CALL TO/FROM CUSTOMER

Event Description: SPECIALIST HAS TEL. CONTACT WITH CUSTOMER

Event Addendum: SLAMMER QUESTIONS

Effective Date: 10-23-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

..st Change By: PATRICIA WRIGHT

Last Change Date & Time: 10-23-2002 04:03 PM

Date & Time Record Created: 10-23-2002 04:03 PM

Event Notes:

1. Who was the customer slammed to? In other words who is the unauthorized carrier? Business Options
2. When did the slamming occur? July
3. What was slammed (local, intra-state, inter-state)? Inter & intra
4. Who was the carrier before slamming occurred? Mid-Maine
5. Have you paid the charges billed by the slamming carrier? Some
a. If yes, include a statement that the carrier was paid in your event notes.
b. If not, tell the customer NOT TO PAY any carrier (neither the authorized or unauthorized carrier) for the charges billed by the slamming carrier until the dispute is resolved. Make sure to tell the customer to pay the undisputed portion of the bill. Customer will not pay any more
6. Who is your local service provider? Mid-Maine
7. Ask the customer to provide the date, name, and response from each carrier the customer contacted concerning this dispute. Label each contact as:
a. Slamming carrier,
b. Local service provider, or
Carrier before slamming occurred.
.. Did the slamming carrier bill you directly or is the bill included on your local service provider's bill? Billed direct
directly, include a statement of that fact in your event notes.
b. If billed by local service provider, ask: Is your local service provider aware that the charges billed by the slamming carrier are disputed?

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 14067

Event Notes:

i. If answer is yes, include a statement of that fact in your event notes.
ii. If no, take the initiative and call the local provider yourself and advise the provider of amount that is disputed.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification: 2002 - 14067

Event Listing:

Event Type: L2 - LETTER - LETTER TO/FROM UTILITY

Event Description: SPECIALIST HAS LETTER CONTACT WITH UTILITY

Event Addendum: E-MAIL FROM MEGAN TRUESDALE @ BOI

Effective Date: 01-08-2003 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

Last Change By: MARY RUDD JAMES

Last Change Date & Time: 01-14-2003 04:21 PM

Date & Time Record Created: 01-14-2003 04:21 PM

Event Notes:

Business Options, Inc.
8380 Louisiana Street
Merrillville, Indiana 46410-6312

January 7, 2003

Edith McGinnis
Box 430
Detroit, ME 04929

Dear E. McGinnis:

I am just letting you know that we did place a credit on your local bill on January 6, 2003 in the amount of $8.65. It should appear on your next local ', but depending on your billing cycle it may be seen the following month.

I hope that we have handled this situation in a timely manner and to your expectations. I am sorry for any inconvenience we may have caused you or your family. If you have any questions regarding this credit, please feel

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 14067

Event Notes:

free to contact me at 219-756-5320, or fax any questions to 219-756-0718.

Thank you,

Megan Truesdale
Regulatory Affairs
Business Options, Inc.

Cc: Mary James

Phone 219-756-5320 FAX 219-756-0718

Exhibit K

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 03-13-2003 12:20 PM

Case Identification: 2002-13623

Status: CLOSED Status Date: 10-07-2002

Staff Member Contact: MARY RUDD JAMES

Date Opened: 08-22-2002 Deadline Date: 09-23-2002

Case Type - Open: CMJ COMPLAINT - MISCELLANEOUS - SLAMMING/BOTH INTER-INTRA - REGULATORY

Case Type - Corrected:

Case Linkage Indicator: No

Customer Name: TERRY KNIGHT

Primary Phone: (207) 938 - 4996

E-Mail:

Caller Name: TERRY KNIGHT

Primary Phone: (207) 938 - 4996

E-Mail:

Method of Contact: TELEPHONE - LIVE

Service Location Address: 154 MAIN STREET , SOMERSET, ME 04965

Geocode Town Name: PALMYRA

Utility Account Number: 207-938-2829 Date Account Opened:

Utility Type: COMMUNICATIONS Short Name: BOI

Utility Name: BUSINESS OPTIONS, INC.

Utility Contact Name:

Utility Division Name:

Issue Type: M7E CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount: Issue Notes Indicator: YES

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report 03-13-2003 12:20 PM

Case Identification: 2002-13623

Financial Information: (Optional)

Medical Emergency Declared? NO

Household Size:

Own or Rent Home? UNKNOWN

Low Income Program Participant? UNKNOWN

Income/Assistance/Expense? NO

Payment Arrangement Notes? NO

Financial & Low Income Closure Information? NO

Winter Request for Disconnection Information? NO

Number of Dispositions: 1

Transferred From:

Case Id:

Date:

Authorization:

Transferred To:

Case Id:

Date:

Authorization:

Notes for Working the Case: YES

Case Participant Listing: YES

Last Change By: MARY RUDD JAMES

Last Change Date and Time: 03-13-2003 12:19 PM

Date Surveyed:

Date & Time Record Created: 08-22-2002 01:14 PM

Archival Retention Override Indicator: NO

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification:2002 - 13623

Disposition Information:

Disposition Type: CAD CASE - MISCELLANEOUS - SLAMMING

Disposition Description: CUSTOMER SLAMMED BY CARRIER

Disposition Date: 10-07-2002

Amount Abated: $103.35

Mediated Case: NO

Appealed: NO Docketed Case ID: Appeal Date:

Disposition Notes:
October 7, 2002

Terry Knight
54 Main Street
Palmyra, ME 04965-4003

Re: CAD No. 2002-13623 - Business Options, Inc. - Acct. No. (207) 938-4996

Dear Ms. Knight:

On January 25, 2002, you contacted the Maine Public Utilities Commission's Consumer Assistance Division (CAD) for assistance because you felt your intrastate and interstate telephone service was changed without your permission.

During the course of our investigation into an unauthorized change that occurred in 2001, we learned that your intrastate and interstate telephone service was changed to Business Options without your authorization on February 11, 2002. On February 25, your intrastate and interstate service was returned to TDS.

Commission rules require carriers to obtain authorization from the customer for changes in telephone service. The "customer" is the person listed on the account, or their spouse or legal guardian. In its response to the CAD's investigation of your dispute, Business Options stated it was unable to provide proof that you authorized a change in your intrastate and interstate telephone service.

ased on this information, I find that Business Options failed to comply with Commission rules (Chapter 296, Sections 3(A) and 1(B)(2)) when it submitted orders resulting in the change of your intrastate and interstate telephone service on February 11, 2002. Because Business Options failed to provide proof you authorized the change, you are not liable for any of the charges billed by Business Options.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

.TS820

CAD Case File Report

Business Options apologized for its error and reimbursed you $97.95. Your local carrier (TDS) credited you $5.40 for one carrier change fee.

Both the customer and the utility have the right to appeal this decision. Appeal requests must be made in writing to Dennis L. Keschl, Administrative Director, Public Utilities Commission, 18 State House Station, Augusta, ME 04333-0018, within 5 business days of the date of this letter. The written appeal must state the specific reasons why the CAD decision should be overturned.

Upon receipt of an appeal, the Commission will review the file. If the Commission decides that the CAD decision is correct, the Commission will issue a letter or order denying the appeal. If it decides the CAD decision was incorrect, the Commission will investigate the CAD decision further. Until the Commission issues its decision, the utility may not disconnect service for a disputed amount unless it asks the Commission in writing for permission to disconnect service. However, the customer must pay the undisputed portion and continue to pay undisputed amounts while an appeal is reviewed.

If you would like to speak with me, please call me at 800/452-4699, Monday through Friday between 8:00 a.m. to 5:00 p.m. If you prefer, you can reach me either by mail at: Maine ublic Utilities Commission, 18 State House Station, Augusta, ME 04333-0018; or by e-mail at: mary.r.james@state.me.us.

Sincerely,

Mary Rudd James
Assistant Director
Consumer Assistance Division

cc: Amy Dixon, Business Options, Inc.
Rosalie Perkins, TDS

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 13623

Issue Type: CAD CASE - COMPLAINT - SLAMMING/BOTH

Issue Description: CHANGE OF CARRIER W/O CUST. OK

Disputed Amount:

Issue Notes:

While investigating slamming case 2002-11873 against WCSS, we found that the customer also had charges from another carrier on her TDS bill. Ms. Knight said she never agreed to change her service at all in the past year. We will investigate possibility of slam by unknown carrier.

Note: customer's PIC history per info collected from TDS and Qwest
9/17/01 - 10/2/01 WCSS
2/11/02 - 2/25/02 Business Options

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820 CAD Case File Report

Case Identification: 2002 - 13623

Notes for Working the Case:

1/25/02 Lft msg for Reggie at TDS in Hartland to give me a call about cust's bill
3/11/02 Spoke to TDS - credit applied to cust's acct
3/22/02 Need to find out who billed cust since she does not have the bill
7/22/02 Left msg for Reggie to give me a call - what were the credits for? True Talk Advantage Plus?
8/02/02 Spoke to Rosalie at TDS - True Talk is their long distance plan. Cust was changed to Qwest 9/17/01, changed back to TDS True Talk on 10/2/01. TDS sent cust letter for in/out freezes - cust never returned ltr. Cust changed again on 2/2/02 to Qwest for in/out - changed back to TDS for in-state and AT&T for out of state on 2/25/02.
8/05/02 Attempted to reach cust - no answer or machine - sent 10 day response ltr. Cust has a new tel # 938-4996, old tel # that the case was opened for is 938-2829.
8/12/02 E-mail to Jon Mann @ Qwest for info on customer's account history. Jon replied that there were two separate PIC code changes to two different carriers. WCSS: switch ordered 9/4/01 for intra & inter, confirmed by LEC 9/17/01, CARE disconnect from LEC 10/02/01. BOI: intra/inter switch ordered 2/5/02, confirmed by LEC 2/11/02, LEC disconnect on 2/25/02.
8/19/02 Lft voicemail for Rosalie @ TDS to call re carrier changes.
8/22/02 Spoke to Rosalie - their notes indicate customer called TDS on 10/2/01 to cancel service w/WCSS, said it was not authorized. Customer called TDS on 2/24/02 to cancel BOI service, again said not authorized. Rosalie is sending the packet showing carrier change. Cust has not responded to 10 day letter, unable to reach by phone. Acct finaled and written off per Rosalie at TDS.
8/22/02 Slamming invest. ltr sent to BOI, unauth ltr to TDS.
8/22/02 E-mail from BOI--unable to locate sale. System shows a total billed of $89.30, account cancelled as of today with Qwest. Will confirm amount billed and issue credit.
8/26/02 Rec'd 8/22/02 BOI response, unable to locate verification of sale. Could be due to data entry error. Verification date 1/3/02, disconnect date 8/22/02.
9/05/02 E-mail from BOI--issued credit for $97.95.
9/23/02 Rec'd 9/17/02 BOI letter to customer about credit placed on LEC bill.

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

CAD Case File Report

ATS820

Case Identification: 2002 - 13623

Case Participant History:

Participant Type	Status	Status Date	Participant Name	Participant Address
Representative Name:				Representative Type:
CUSTOMER	A	08-22-2002	TERRY KNIGHT	154 MAIN STREET , ME 04965
CALLER	A	08-22-2002	TERRY KNIGHT	154 MAIN STREET , ME 04965
UTILITY	A	08-22-2002	BUSINESS OPTIONS, INC.	8380 LOUISIANA STREET , IN 46410

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 13623

Staff History:

Role Type	Status	Status Date	Division Name	Staff Name
STAFF MEMBER CONTACT	A	08-22-2002	CONSUMER ASSISTANCE DIVISION	MARY RUDD JAMES
STAFF MEMBER CONTACT	I	08-22-2002	CONSUMER ASSISTANCE DIVISION	PAMELA PORTER

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 13623

Number of Events for this case: 2

Event Listing:

Event Type: L1 - LETTER - LETTER TO/FROM CUSTOMER

Event Description: SPECIALIST HAS LETTER CONTACT WITH CUSTOMER

Event Addendum: 10 DAY LTR TO CUST TO HAVE HER CONTACT ME

Effective Date: 08-02-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

.st Change By: PAMELA PORTER

Last Change Date & Time: 08-22-2002 02:15 PM

Date & Time Record Created: 08-22-2002 02:15 PM

MAINE PUBLIC UTILITIES COMMISSION
ADMINISTRATIVE TRACKING SYSTEM
Consumer Assistance Division

ATS820

CAD Case File Report

Case Identification: 2002 - 13623

Event Listing:

Event Type: T2 - TELEPHONE CALL - CALL TO/FROM UTILITY

Event Description: SPECIALIST HAS TEL..CONTACT WITH UTILITY

Event Addendum: REVIEW OF SLAMMING ?'S W/ROSALIE AT TDS

Effective Date: 08-22-2002 Deadline Date: Response Due Date:

Recurring Event NO

Meeting: NO

st Change By: PAMELA PORTER

Last Change Date & Time: 08-22-2002 02:12 PM

Date & Time Record Created: 08-22-2002 02:12 PM

Event Notes:

8/22/02: 8/22/02: 1. Who was the customer slammed to? (BOI)
2. When did the slamming occur? (2/2/02))
3. What was slammed (INTERSTATE, INTRASTAE)
4. Who was the carrier before slamming occurred? (TDS FOR INTRA & AT&T FOR INTER)
5. Have you paid the charges billed by the slamming carrier? (NO)
a. TOLD customer NOT TO PAY any carrier (neither the authorized or unauthorized carrier) for the charges billed by the slamming carrier until the dispute is resolved. TOLD customer to pay the undisputed portion of the bill.
6. Who is your local service provider? (TDS)
7. Ask the customer to provide the date, name, and response from each carrier the customer contacted concerning this dispute. Label each contact as:
a. Slamming carrier, (NO CONTACT)
b. Local service provider, (SPOKE TO TDS ON 2/25 TO CANCEL BOI & SWITCH BACK TO TDS & AT&T-TDS SENT THE CUST LETTER TO SIGN TO HAVE FREEZES PUT ON HER ACCT - CUST DIDN'T RETURN THE FORM)
Carrier before slamming occurred. (CUST WAS PLACED BACK TO AT&T BY TDS)
8. Did the slamming carrier bill you directly or is the bill included on your local service provider's bill?
a. (CUST WAS BILLED THRU TDS -THEY RECOURSED ALL CHARGES BACK TO BOI)