

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

Initiation of Show Cause Proceeding )  
Against GTE Communications )  
Corporation. for Apparent Violation )  
of Rule 25-4.118, F.A.C., Local, )  
Local Toll, of Toll Provider )  
Selection. )  
\_\_\_\_\_ )

Docket No. 990362-TI  
Filed: March 5, 2001

REBUTTAL TESTIMONY

OF

R. EARL POUCHER

On Behalf of the Citizens of the State of Florida

<sup>MR 5-7-01</sup>  
**CONFIDENTIAL**

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02885 MAR-50

FPSC-RECORDS/REPORTING

**REBUTTAL TESTIMONY**  
**R. EARL POUCHER**  
**FOR**  
**THE OFFICE OF PUBLIC COUNSEL**  
**BEFORE THE**  
**FLORIDA PUBLIC SERVICE COMMISSION**  
**DOCKET NO. 990362-TL**

1   **Q.   Please state your name, business address and title.**

2   **A.   My name is R. Earl Poucher. My business address is 111 West Madison St., Room**  
3       812, Tallahassee, Florida 32399-1400. My title is Legislative Analyst.

4   **Q.   Are you the same R. Earl Poucher who filed direct testimony in this docket on**  
5       **behalf of Public Counsel?**

6   **A.   Yes I am.**

7   **Q.   What is the purpose of your testimony?**

8   **A.   The purpose of my testimony is to rebut the testimony filed by GTE witnesses**  
9       Christopher D. Owens and Joseph P Caliro on behalf of Verizon Select Services Inc.  
10      (Verizon)

11

12      I will start first with Mr. Owens.

13   **Q.   What is your response to Mr. Owens testimony?**

14   **A.   Mr. Owens was in charge of Verizon overall operations between January and May of**  
15       1998 when he was succeeded by Pam Jacobson who no longer works for the  
16       company. While he was ultimately responsible for the performance of all his  
17       subordinates and their operations, it is the operational managers who were explicitly  
18       charged with the responsibility of dealing with fraudulent sales practices, such as Mr.

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02885 MAR-56

FPSC-RECORDS/REPORTING

1        Caliro. Mr. Caliro was responsible and fully aware of what was happening in the day-  
2        to-day operations of the company. Mr. Owens describes the initial steps taken to  
3        reduce fraudulent LOA's and he states that he was surprised that by early May  
4        complaints went up in Florida, as opposed to his expectation that complaints would  
5        decline. Soon after his initial surprise in May, Mr. Owens left to take another  
6        position. Mr. Owens states that Verizon "does not deny that some customers were  
7        slammed, and it has not disputed the Staff's finding of 209 violations." While Mr.  
8        Owens, as president of the company, was responsible for its operations, it was the  
9        responsibility of his management team to have identified the early signals of fraud and  
10       forgeries committed by Snyder Communications on behalf of Verizon, to have alerted  
11       the president, and to have taken swift and decisive action. It does not appear that any  
12       of these actions had been taken prior to Mr. Owens departure, other than some  
13       procedural remedies and a request for an audit. While Mr. Owens takes the position  
14       that the company acted appropriately prior to his departure, it is my position that an  
15       audit is not an adequate method to deal with fraudulent violations by employees or  
16       agents.

17    **Q.    Mr. Owens states that "in the absence of any documents or other evidence**  
18       **showing VSSI deliberately slammed customers, he's (Poucher's) obliged to**  
19       **create a willfulness theory from unsupported assumptions that lead him to draw**  
20       **unjustified conclusions." What is your response?**

21    **A.    Both Mr. Owens and Mr. Caliro do not dispute that the staff's 209 cases constituted**  
22       **unauthorized carrier changes. Both of them maintain that the unauthorized carrier**  
23       **changes they admit to were not willful. Neither Mr. Owens nor Mr. Caliro deny that**  
24       **some portion of the unauthorized carrier changes were fraudulent or forgeries. Yet**  
25       **both of the witnesses maintain that the rule violations were not willful. What they are**  
26       **telling this Commission is that because the violations were committed by its agent,**

1 Verizon is not responsible for willful forgeries and fraudulent LOA's that were  
2 submitted by their agent. The Snyder employees were wearing GTE shirts and  
3 carrying GTE identification cards, and GTE frequently referred to Snyder as its  
4 "partner". The forgeries and fraudulent LOA's were willful. Verizon is responsible.  
5 There were thousands more frauds and forgeries that Verizon never told the PSC  
6 about.

7  
8 I will provide later rebuttal testimony showing that Verizon's corporate responses  
9 were indecisive and inadequate compared with the seriousness of the rules violations  
10 and I will show that the company was more concerned about the revenue it hoped to  
11 achieve than in stopping the fraudulent LOAs and forgeries committed on its behalf  
12 by its agent. Even if the company had taken proper steps, it cannot avoid  
13 responsibility for the fraud and forgeries committed on its behalf.

14 **Q. You make a distinction between fraudulent LOA's and forgeries. What do you**  
15 **mean by fraudulent LOA's?**

16 **A.** Exhibit REP-19 is Snyder's definition of a fraudulent LOA used to train its sales  
17 personnel. The second bullet in this document states it is fraud to sign an LOA on  
18 behalf of the customer. Most of the frauds committed on behalf of Verizon can be  
19 attributed to a signature on the LOA that is other than the customer name. In my  
20 review of the documents I am not aware of any case where the company investigation  
21 revealed that a third party had been authorized to sign for the PIC change. The files  
22 are filled with LOA's signed by a person other than the customer.

23 **Q. Is there evidence of willful fraud and forgery committed on behalf of Verizon?**

24 **A.** Yes. Exhibit REP-20 is a listing of all investigations conducted by Verizon involving  
25 Florida customers who complained to regulators or higher management because of  
26 unauthorized switching. I would add that these records involved only escalated



1           complaints in which the cases were investigated and the records were furnished to  
2           Public Counsel as a discovery request. Verizon simply failed to document or  
3           investigate the much larger number of slamming complaints that were not escalated.

4   **Q.   What does this analysis indicate in terms of the number of willful fraud and**  
5           **forgeries?**

6   A.   The analysis contained in Exhibit REP-20 was developed from six boxes of slamming  
7           complaints furnished to Public Counsel by Verizon, including over 20,000 pages of  
8           documents. We determined that the files contained 445 Florida slamming complaints,  
9           61 of which involved inconclusive results. Of the remaining 381 cases, I found 129  
10          cases of forgery and 112 cases of fraud. There were six boxes of complaints because  
11          of multiple copies of the same complaints that were distributed throughout the six  
12          boxes. The 242 Florida forgeries and fraud cases exceed the number of slams  
13          contained in the files of the Commission. I would attribute this to a failure of the  
14          company to fully inform the Commission Staff regarding the results of its  
15          investigations as well as inclusion of several executive complaints that were fully  
16          investigated. Forgery and fraud accounts for over sixty percent of the slamming  
17          complaints that were fully investigated by the company or the PSC.

18   **Q.   What constitutes a forged LOA?**

19   A.   My review of LOA's we obtained in discovery showed that the company's employees,  
20          in many cases, determined that the LOA was a forgery. In many of the cases there  
21          were multiple LOA's with different signatures and different social security numbers  
22          for the same customer. In other cases, the customer was sent the LOA and the  
23          customer stated it was not their signature. In other cases the customer's signature  
24          was improperly spelled. In many cases, the Verizon employees did not send the LOA  
25          to the customer for review when it was clear to them that the document was a  
26          forgery. In some cases, the PSC staff pursued the issue and determined that the

1 signature was a forgery. Exhibit REP-20 provides a list of all customer slamming  
2 complaints that were escalated and investigated by the company.

3 **Q. Are these the only investigations made by the company of fraudulent and forged**  
4 **LOA's?**

5 A. I would emphasize that these are the only investigations furnished to us as a result of  
6 our discovery requests. There is no evidence of any other investigations furnished to  
7 us by the company other than what is contained in Exhibit REP-18, primarily one  
8 page summaries of approximately 1500 Florida slamming complaints. In addition,  
9 Exhibit REP-21 shows an additional summary of 1,165 nationwide Verizon slamming  
10 complaints, 687 that are classified as fraudulent by Verizon, including 330 fraudulent  
11 slams in Florida. Neither of these lists are all-inclusive since the monitoring, tracking  
12 and investigations of slamming appeared to be relegated to those complaints escalated  
13 to higher management and regulatory complaints.

14 **Q. What is your response to Mr. Caliro's testimony?**

15 A. I start by referring to his first paragraph found on Page 3, line 10. Mr. Caliro states  
16 that there is absolutely no evidence that VSSI deliberately or intentionally slammed  
17 customers. Mr. Caliro, apparently, is telling the Commission that Verizon itself never  
18 willfully violated the Commission's rules by switching customer's long distance  
19 carriers without their consent. However, the evidence that has already been submitted  
20 into this case, including the 209 slamming cases contained in the Commission's files,  
21 are replete with examples of fraud and forgeries committed by the agent of Verizon  
22 on behalf of Verizon and for the benefit of Verizon. It is the position of Public  
23 Counsel that the unauthorized switching of customers through fraud and forgery by  
24 Verizon's agent was known to the company and that the company failed to take swift  
25 and decisive action to protect consumers and eliminate the fraud and forgeries.

26

1 Acting on behalf of Verizon, Snyder Communications committed extensive fraudulent  
2 switching of customers throughout the nation and in Florida. As Exhibit REP-21  
3 shows, it was Verizon's own people who concluded that customers were switched  
4 without their authorization. It was Verizon's own employees who labeled the  
5 complaints as fraudulent. This exhibit includes 124 pages of printouts from Verizon  
6 Customer Relations that were used to process complaints. I have included only those  
7 pages that reflect an indication of unauthorized switching due to fraud. There are 687  
8 notations of fraud in these documents, 330 of which are from Florida. This data is  
9 from a single source within GTE and it does not represent all of the fraud and  
10 forgeries committed on behalf of the company.

11  
12 On page 10, line 18-21 of Mr. Caliro's testimony, he states that "Snyder apparently  
13 did forge some LOAs and VSSI management did begin to learn about this problem  
14 in February", but he concludes that this doesn't constitute willful slamming by VSSI.  
15 We're simply engaging in semantics here, because it would be difficult for me to  
16 envision a forgery or a fraud event that was not intentional. I've never heard of an  
17 accidental forgery.

18 **Q. Please discuss how it can be determined that a fraud or forgery had occurred?**

19 In some cases, the company investigation resulted in a conclusion of fraud or forgery  
20 and the forms were so noted. In others, where the customer was deceased, it was  
21 fairly easy to conclude that a forgery had occurred when the deceased person's name  
22 was signed on the LOA. In other cases, it was possible to conclude that a forgery had  
23 occurred when the customer spelled his own name wrong on the signature line, or  
24 when the LOA was filled out for an address that they hadn't lived at for several years.  
25 In many other cases, the company found multiple LOA's for the same customer with  
26 different signatures and different Social Security numbers. A good example of an

1 unauthorized carrier change that I classified as a forgery is contained in Exhibit REP-  
2 22. The Verizon investigation revealed 5 LOA's, five signatures that all look  
3 different, three different social security numbers, two different zip codes and two  
4 different addresses. I concluded that this slam was a forgery. Verizon's response to  
5 the PSC is shown on page one of this document. It mentions only one LOA and none  
6 of the other forged documents, and it states that the company has high ethical  
7 standards and apologizes for any inconvenience the customer may have experienced.  
8 The company told the PSC that the customer signed the LOA and refused to make  
9 an adjustment on the bill. The most common fraudulent LOA I found was when a  
10 third party signed the LOA for the customer and the customer denied knowing the  
11 third party. (Exhibit REP-23)

12 **Q. How did you classify slamming complaints when you were able to review the**  
13 **entire investigation?**

14 As I reviewed individual customer complaints, I categorized complaints as forgeries,  
15 fraudulent LOA's, slamming complaints and miscellaneous complaints. For those  
16 complaints where no conclusions were reached by the investigation, I classified them  
17 as slamming complaints, because the company did not determine the facts surrounding  
18 the slam. When the company did not agree with the customer claim, the complaints  
19 were classified as miscellaneous.

20 **Q. Mr. Caliro takes exception about concluding from employee notations about**  
21 **fraud that the unauthorized switch was fraudulent. Is that true?**

22 **A.** As I have stated, Verizon did not complete full investigations to determine that a  
23 fraud or forgery occurred. However, I would be very surprised to find that company  
24 employees were entering fraud notations on documents without some confirming  
25 data. Some of these complaints were pure errors where the wrong telephone number  
26 was entered on the LOA. I know, and Verizon employees know, that these mistakes

1 happened and I have eliminated those kind of errors from all of my data. It is only  
2 through additional investigation that it is possible to determine if fraud existed. For  
3 example, Exhibit REP-24 is a printout of a complaint from Jan Zielewicz regarding  
4 an unauthorized carrier change. This form shows that the root cause of the error was  
5 "FRAUDULENT". Exhibit REP-24 describes the investigation that allowed the  
6 company to determine that it was a fraudulent slam. The notes read "4/20/99 - called  
7 customer - says Last name spelled wrong, apt # wrong on 1st bill/ltr. Neither one of  
8 Mr/Mrs SS# begins with 591. not his signature." I assumed that this was fraudulent  
9 and a forgery.

10 **Q. Did Verizon investigate customer complaints to determine the root cause?**

11 A. The only complete investigations that the company furnished in response to our  
12 requests were those involving regulatory agencies and those escalated to top  
13 management.

14 **Q. Is that a problem?**

15 A. It certainly is. As Mr. Caliro points out in his testimony (Page 8, L8-13), it is my  
16 position that Verizon failed to take decisive action to stop slamming when it  
17 encountered the initial complaints of forgery and fraud starting in February 1998.  
18 Verizon never really investigated the vast majority of slamming complaints it received  
19 and this was Mr. Caliro's specific responsibility. (Exhibit REP-25) According to Mr.  
20 Caliro, this responsibility was entrusted to Snyder.

21 **Q. What should the company have done?**

22 A. The first step the company should have taken, in my opinion, would have been to  
23 thoroughly investigate every single slamming complaint. Second, the company should  
24 have referred every case where there was a suspicion of fraud or forgery to its  
25 Security Department for investigation. The third thing the company should have done  
26 was to prosecute any employee or agent that engaged in fraud or forgery under the

1 Verizon name by referring the case to the local State Attorney. The fourth thing the  
2 company should have done was to require positive verification of every order by  
3 reputable third parties or Verizon personnel. The company failed to take the types  
4 of decisive action that could have stopped the forgeries and fraud immediately.  
5 Finally, well beyond the time that the company was fully aware it could not trust the  
6 validity of the contracts it was processing for Snyder, the company continued to flow  
7 orders through the system without additional verification.

8 **Q. Please discuss the inadequacies of the company's slamming investigations.**

9 A. First, the company did an excellent job of investigating its regulatory complaints. A  
10 review of those complaints shows that there was a fairly consistent effort to obtain  
11 copies of LOA's and to interview customers. However, it would appear that the  
12 company could have done a better job of contacting the customers had they scheduled  
13 personnel to work in the evening hours when customers were more likely to be at  
14 home. Many of the investigations were not completed because of the inability to  
15 contact customers.

16  
17 The major problem with the company's investigations is that there were too few of  
18 them. Verizon failed to investigate the thousands of complaints they received directly  
19 from customers and the thousands of No-Fault switches that were handled by local  
20 exchange companies. While Mr. Caliro maintains that Verizon took appropriate  
21 action, the failure to investigate every single slamming complaint and No-Fault switch  
22 indicates that the company's response to fraud and forgery was inadequate. They did  
23 the very least that they could do. That would indicate to me that the company  
24 assumed that slamming, forgery's and fraud were simply a part of doing business.

25 **Q. Were there other problems with the company's investigations?**

26 A. One major problem was the withholding of information from the Commission that

1 was an integral part of the investigation. In some cases, the withholding of data did  
2 not allow the Commission Staff to make a proper determination of a rule violation.  
3 In other words, the 209 cases would have been greater, had Verizon been more  
4 forthright in its reports to the Commission. A good example of the failure to provide  
5 information to the PSC Staff is seen in REP Exhibit-26. The Verizon letter to the  
6 Commission states that "GTELD can neither confirm nor deny Ms. Heusneaud-  
7 Metellus' claim she did not authorize the orders that were purportedly, verified by its  
8 sales agent, Snyder Communications and because of the misunderstanding, GTELD  
9 has issued credits totaling \$411.25, representing 100% reimbursement for the GTELD  
10 charges." This explanation significantly understates the real facts involving this case.  
11 Pages 2 and 3 of the exhibit includes 2 different LOA's with different signatures.  
12 Page 4 reveals that the customer was slammed twice and that Snyder had produces  
13 5 LOA's. Pages 5, 6 and 7 contain the three additional LOA's. The five LOA's  
14 reveal with 5 different signatures, 3 different driver's license numbers and 2 different  
15 Social Security numbers. Needless to say, we would call this a case of forgery. The  
16 amazing thing is that Verizon knew it and was able to characterize the results of its  
17 investigation as a misunderstanding between the customer and the company. This  
18 case was not one of the violations charged against the company by the PSC staff.

19 **Q. Is there further evidence regarding the inadequacies of the investigations?**

20 **A.** Yes. There is clear evidence that the company took forgeries and fraud very lightly  
21 in its day to day operation. Mr. Caliro was responsible for quality control efforts  
22 within Verizon Long Distance during the period in question. When asked in his  
23 deposition whether the company had ever called in its Security Department to  
24 investigate, Mr. Caliro stated that he had asked security to look at a couple of cases  
25 so that he could understand how a person could falsify the LOA information. Mr.  
26 Caliro stated in his deposition that he thought forgery was a crime. (Page 77, L19-

1 L22) Mr. Caliro stated that when he suspected fraud, he did not use Security to  
2 investigate it "because that wasn't part of the process." (Page 77 L16-L18) Mr. Caliro  
3 stated that Snyder was responsible for determining fraud and for prosecuting the  
4 individuals. (Page 79, L16-Page 80, L12) When asked if he was aware of any single  
5 instance of Snyder seeking to prosecute an individual, Mr. Caliro stated, "No, I  
6 wouldn't be privy to that." (Page 80, L13-L16) When asked again to confirm that  
7 neither he, personally, nor the company pursued the issue of prosecuting, he stated,  
8 "That's not my responsibility." (Page 80, L23-Page 81, L11)

9  
10 Mr. Caliro's job description found in Exhibit REP-23, Page 1, shows that he was  
11 responsible for internal and external customer quality involving escalated complaints,  
12 root cause complaints, and reported complaints. It shows that he was responsible for  
13 customer performance, including the validation of customer impact and complaint  
14 data tracking, including the responsibility to report and call to action the GTECC  
15 operational entities.. It was Mr. Caliro's job to track all complaints, to identify all of  
16 the fraud and forgeries, and to recommend the "call to action" to the GTECC  
17 operational entities to solve the problem.

18 **Q. Why should the company have called in its security organization in this case?**

19 **A.** One of the first things I learned when I went to work for BellSouth was that if I  
20 encountered theft, fraud, falsification of company records, or any other activity that  
21 could be considered to be criminal I was to notify the Security Department. It was  
22 Security's responsibility to handle any improper activities that were beyond normal  
23 expectations of the job. Our Security organization did not report to operational  
24 management. The lines of reporting were directly to Company Headquarters top  
25 management. Security investigations were, therefore, conducted by third party  
26 investigators from outside the organization who were not concerned about



1 performance results or embarrassments. Our investigators were trained to conduct  
2 appropriate criminal investigations to develop all of the relevant facts in a case. These  
3 types of investigations, including depositions and interviews, are beyond the training  
4 capabilities of normal, operational employees, including the auditors. Security  
5 worked closely with local law enforcement agencies and because of their expertise,  
6 Security was able to move cases from the investigation stage to the prosecution stage  
7 with solid documentation.

8  
9 By allowing Snyder and GTE Long Distance to monitor and investigate their own  
10 fraud and forgeries within their organizations, GTE put the fox right in the middle of  
11 the hen house. Verizon Long Distance had substantial revenues to gain by continuing  
12 to do business with Snyder, and Snyder, obviously, made money only when it  
13 generated new sales. Any effort to stop or slow down the process would have been  
14 detrimental to the basic goals of Verizon Long Distance Marketing and Snyder.

15  
16 Verizon failed to investigate the vast majority of the slamming complaints it received.

17 Verizon failed to fully investigate all of the frauds and forgeries committed on its  
18 behalf. Verizon failed to call in Security to deal with criminal activities committed  
19 in its name by its agent. Mr. Caliro states that this was not the business process,  
20 however, it was his responsibility.

21 **Q. What about the company's claim that it was taking appropriate action to deal**  
22 **with the fraud and forgeries being committed by Snyder?**

23 **A.** Mr. Caliro states that the company implemented reasonable and timely measures to  
24 respond to Snyder-related problems; and that it rejected revenues from asserted  
25 unauthorized sales. (Page 3, L12-15)

1 I would like to take this last thought first. Although Mr. Caliro was unaware of the  
2 company's policies, the records in Public Counsel's possession show clearly that the  
3 company's policy during the time in question was to refund all of the revenue included  
4 in a slamming complaint received from a regulatory agency and to simply rerate the  
5 calls on all other complaints received directly from customers that did not come from  
6 regulatory agencies. Therefore, it would appear to the PSC Staff that Verizon was  
7 refunding all billing rendered due to its fraud and forgeries. That was simply not the  
8 case.

9 **Q. Did the company implement reasonable and timely measures to respond to**  
10 **Snyder-related problems?**

11 A. Mr. Caliro points out that in May, 1998, VSSI was separately tracking all types of  
12 escalated Snyder-related complaints at a national level. (Page 3, L22-24) What this  
13 tells you is that they were ignoring the thousands of complaints that were received  
14 that were not escalated and they were ignoring the thousands of No-Fault PIC  
15 Changes processed by the LECs that returned Verizon Long Distance customers  
16 back to their carrier of choice. The No-Fault process is part of the contract between  
17 companies that allows customers to be switched back to their carrier of choice  
18 without an investigation and at a lower cost for the long distance company responsible  
19 for the unauthorized change. BellSouth-Florida alone processed 1721 No-Fault PIC  
20 changes for GTE during 1998 and 1999 (Exhibit REP-27) Mr. Caliro admits in most  
21 cases, customers will instead call the LEC. Mr. Caliro admits that in 1998, the  
22 company was following the No-Fault policy, and that the company did not take time  
23 to investigate the complaint before resolving it. (Page 12, L1-9)

24  
25 Mr. Caliro also maintains that the company investigated No-Fault complaints later.  
26 It would appear that the Company investigated cases where they thought customers

1 had committed some fraud, but no evidence was produced to indicate that the  
2 company investigated any of its No-Fault orders to determine the amount of fraud and  
3 forgeries that were committed on behalf of the company. It is somewhat amusing to  
4 consider the "customer fraud" that was being investigated by the company.  
5 Customers were switched with a promise of up to 360 free minutes. After using the  
6 free minutes, customers were free to switch to another carrier. The cost of switching  
7 carriers in Florida is around \$5.00. The company was apparently investigating these  
8 \$5.00 "customer frauds", while it was ignoring the forgeries and fraudulent carrier  
9 changes committed on its behalf by Snyder.

10  
11 Public Counsel requested all documents regarding complaints and investigations  
12 numerous times in this docket. The only complete investigations we received were  
13 generated because the complaints were sent to regulators or because they were  
14 escalated to higher management.

15  
16 Mr. Caliro points out a litany of process changes that were implemented by the  
17 company. My review of these process changes indicates that the company was  
18 extremely interested in processing a higher percentage of Snyder orders without  
19 rejects, so that the sales numbers would achieve the goals of the organization. In  
20 other words, this is a marketing organization, and you can assume that these people  
21 are motivated by increased sales and increased revenues.

22 **Q. What evidence do you have to support your conclusions that Verizon Long**  
23 **Distance was interested in the revenue and not stopping the fraud and**  
24 **forgeries?**

25 **A.** Two documents come to mind. In April, the company conducted an extensive audit  
26 of the Snyder process to evaluate the operational controls over sales order processing

1 and related functions. (Page 5, L1-3) My review of the audit shows that it  
2 concentrated on operational issues that blocked or slowed the efficient and timely  
3 flow of orders through the system. There was no evidence that the audit attacked the  
4 primary problem that Verizon was aware of--fraud and forgeries in the processing of  
5 LOA's from Snyder. And the audit was done by auditors, not security personnel. If  
6 the problem was fraud and forgery, then the company used the wrong people to root  
7 it out. The audit report also recommended that the company implement third party  
8 verification in all areas, as it was using in California at the time, where slamming was  
9 minimal. The company failed to implement this change at that time. Today, however,  
10 Verizon uses third party verification to assure that it is processing a valid order.

11  
12 The second document is a "must read" document, Exhibit REP-28, that is titled  
13 "Strategic Partners - GTE/Snyder". I apologize for its length, but this is the record  
14 of a three-day meeting between Snyder and Verizon held in Irving, Texas on August  
15 3,4 and 5, 1998. This meeting was the GTE/Snyder Quarterly Review. Included are  
16 the presentations made at this meeting. I was surprised that there was not one  
17 reference to fraud, forgery, slamming or unauthorized carrier changes in this entire  
18 document. There was no presentation regarding the number of forgeries, frauds,  
19 commission complaints, business office complaints or No-Fault PIC changes that were  
20 caused by Snyder's marketing process.

21 What is clear, as you read these documents, is that as of August, 1998, Snyder and  
22 Verizon were working closely together as a team to market long distance services  
23 throughout the country to minority markets in a massive joint venture that was  
24 essential to the future growth of long distance revenues within Verizon Long  
25 Distance.

1 It is also clear that Verizon was glossing over the problems of fraud and forgeries,  
2 while concentrating on revenue growth and market strategies. There are references  
3 to "defects" in order processing that slowed down the revenue growth and the  
4 projections of the marketing organization, so that was a problem for the organization.

5  
6 If Verizon was addressing the fraud and forgeries being committed by Snyder on its  
7 behalf, it is not at all obvious in this meeting of top level management of both  
8 companies in early August.

9 **Q. Why do you think Verizon failed to stop the fraudulent and forged LOA's?**

10 A. I can only speculate, however, the Snyder project was a critical effort to expand the  
11 market into ethnic customer groups who were historically higher than average long  
12 distance users. Reputations were at stake. Failure of this project would have  
13 reflected badly on those who hatched it and those who approved it.

14  
15 Mr. Caliro, in his deposition, confirmed that company goals were the major  
16 consideration in the annual bonuses and that customer growth and revenue growth  
17 were part of the calculations used to determine the bonuses.

18  
19 The revenue growth produced by Snyder was so large that it overshadowed the risk  
20 involved with the processing of forgeries and fraud on Verizon's behalf. If you will  
21 refer back to my Exhibit REP-15, page 1, you will see that Snyder produced 69,353  
22 sales and was paid \$5,307,585 for January, February and March 1998 sales. That  
23 amounts to \$72.52 per sale that Snyder was receiving.

24 **Q. How much revenue was at stake?**

25 A. The GTE/Snyder partnership goal in 1998 was to produce over 836,000 new sales,  
26 with a gain of 590,000 customers who would produce average revenues of \$75.30 per

1 month. That adds up to an increase of \$444 million in annual revenues. This data is  
2 contained in the Ethnic Market sales objectives for 1998 for Pam S. Jacobson, who  
3 replaced Chris Owens as the Verizon LD president in May 1998. These are the  
4 objectives that are used to calculate company bonuses for top management (Exhibit  
5 REP-29).

6 **Q. Did Verizon act with reasonable speed in addressing the problems with Snyder?**

7 **A.** Absolutely not. Mr. Caliro maintains that the company acted promptly and properly,  
8 that in hindsight it may have made mistakes, but that is no reason to penalize the  
9 company (Pages 8-9). Our position is that if the company had been truly interested  
10 in stopping fraud and forgeries, it would have immediately stopped processing orders  
11 through its system that were not verified, either internally or by third parties. To  
12 condone the continuation of fraud and forgeries from their initial alert in February  
13 until late November is unpardonable. When it dawned on the company early in the  
14 process that Snyder employees were committing fraud and forgeries, the company  
15 should have immediately stopped processing any orders until it verified with the  
16 customer that the order was valid.

17  
18 It is highly relevant that when Verizon was meeting with Snyder to terminate the  
19 contract, Verizon was still accepting orders without third party or internal  
20 verification and processing those orders through the system. The company continued  
21 to process orders through late November, and Snyder continued to forward LOA's  
22 that were either forgeries or fraudulent. Because of this late rash of fraudulent  
23 LOA's, Verizon employees were still processing slamming complaints well into 1999.  
24 Mr. Caliro states that Verizon decisively rejected the intentional slamming of  
25 customers by Snyder (Page 11, L10-11) However, even when they knew it, Verizon  
26 continued to process the orders.

1     **Q.     Mr. Caliro states that your calculations that produced an estimated number of**  
2     **total slams and forgeries in Florida “is utterly lacking any factual foundation.”**  
3     **Do you agree with his conclusions?**

4     A.     I would agree that the calculations lack the precision that I would like to have in  
5     order to nail down the exact amount of rule violations that were committed by  
6     Verizon. We both appear to agree that we will never know the total number of  
7     slamming complaints, forgeries and fraudulent carrier changes that were committed  
8     in Florida by Snyder on behalf of Verizon. However, the number of violations of the  
9     Commission’s rules during this time frame is an issue in this case. Using a variety of  
10    reports that were furnished to us by Verizon, I did the best I could to reach a  
11    reasonable conclusion. The more I look at the Verizon documents, the more  
12    convinced I am that my numbers are extremely conservative and that the actual  
13    numbers would be much higher.

14   **Q.     Do you still maintain that the company committed at least 4,000 slamming**  
15   **violations and at least 3,000 forgeries during the time at issue in this docket?**

16   A.     After further review, I believe the 3,000 number to be conservative with the proviso  
17   that it includes all fraudulent LOA’s, including those cases involving forgery. I would  
18   not be uncomfortable with a number that was greater than my estimates. As I  
19   attempted to determine the total number of violations the company had committed,  
20   I was comforted by the fact that if it was an issue in the case, Verizon would have a  
21   study that would respond to my estimate. The Commission should be aware that  
22   Verizon’s witnesses have not presented any evidence responsive to the issue, other  
23   than to complain that my calculations are without merit. It is my conclusion after  
24   reading their testimony and listening to their depositions that they don’t really know.

25   **Q.     Is there additional evidence not obtained from Verizon that provide an**  
26   **indication of the total number of slams?**

1 A. I have already covered 230 forgeries and frauds included in the regulatory  
2 investigations, plus approximately 1500 Florida slamming complaints and 304  
3 fraudulent slams obtained from nationwide data. In addition, the BellSouth report  
4 shows that BellSouth processed 1761 No-Fault PIC changes involving Verizon during  
5 1998 and 1999. I believe the estimates contained in my direct testimony are  
6 conservative.

7  
8 The heart of my testimony is that the company never took the time to investigate its  
9 violations other than to respond to the PSC. If the company had investigated and  
10 tracked all its violations, it would be able to respond to this issue. It's failure to  
11 investigate and take decisive action should clearly indicate to the Commission that the  
12 company valued its marketing programs and its revenue projections higher than it  
13 valued compliance with Commission rules and protection of consumers.

14 **Q. Mr. Caliro indicates that you recommended a fine of \$75 million and he**  
15 **characterizes your recommended penalties are absurd. (Page 29, L1-3) What**  
16 **was your recommendation?**

17 A. My recommendation was that the actions of the company justified cancellation of their  
18 certificate or a multi-million dollar fine. I calculated that if you multiplied a  
19 maximum of \$25,000 per violation against my estimate of 3,000 rule violations, that  
20 the total would amount to \$75 million. I would compare that number to the \$444  
21 million in annual revenue that the company planned to gain from its Snyder venture.

22  
23  
24 Unlike Mr. Caliro, I would assume that the company is liable for any willful violation  
25 of PSC rules regarding carrier changes that occurred during the period at issue in this  
26 docket. Clearly, the company was on notice that the total number of violations



1 committed by the company would be at issue in this case. I would also want to point  
2 out that I have concentrated on fraud and forgeries in my testimony because I  
3 consider these actions to be egregious.

4 **Q. Should the Commission estimate the number of total violations in this case?**

5 A. Verizon's failure to pursue violations of PSC rules, to investigate them fully, to track  
6 those violations and to take decisive action leaves this Commission with little choice.  
7 I would ask, if you were a business person with a serious problem, would you not  
8 track the problem if you really wanted to solve it?

9  
10 After reviewing the recalcitrant position of Verizon in this case, I would strongly  
11 recommend that the Commission consider the maximum penalty it can justify for the  
12 209 violations the company does not contest, taking into account that the goal of  
13 Verizon's partnership with Snyder was to generate \$444 million per year in annual  
14 revenue. I would reiterate the recommendation in my direct testimony that the  
15 Commission should seriously consider revoking Verizon's long distance certificate.

16 **Q. If the Commission chooses not to cancel the company's long distance certificate,**  
17 **what do you recommend?**

18 A. Now that the Commission is more fully aware of the full facts in this case, it can more  
19 readily understand that a \$209,000 fine that would absolve Verizon from any further  
20 liability for its slamming violations in Florida is an insignificant deterrent.

21  
22 In view of Verizon's position that it does not dispute the 209 unauthorized PIC  
23 changes that were included in the Show Cause order (Testimony of Christopher D.  
24 Owens, Page 7, L8-10) (Deposition of Joseph Paul Caliro, Feb. 5, 2001, Page 7, L1-  
25 L19), and the evidence we have submitted that shows there were thousands more, my  
26 recommendation is that the Commission should fine the company the maximum

1           \$5,225,000 for the 209 violations that the company does not contest.

2   **Q.     Does this conclude your rebuttal testimony?**

3   **A.     Yes it does.**

4

5

1 forgeries, for other slamming activities that harmed consumers, and for failure to  
2 fully inform the Commission of the extent of the rule violations. My testimony  
3 substantiates a determination that Verizon committed at least 4,000 slamming  
4 violations and at least 3,000 forgeries in the Florida market alone. If there were  
5 3,000 forgeries, the math works out to a \$75 million fine.

6

7 Anything less than a multi-million dollar fine would be insufficient as a deterrent to  
8 future violations. With a company as large as Verizon, one of the largest  
9 telecommunications companies in the nation, it is important that this Commission  
10 establish a penalty that will hurt, in order to establish a clear deterrent to other  
11 companies who might be inclined to follow suit.

12 **Q. Does this complete your testimony?**

13 **A.** Yes it does.



**INDEX OF EXHIBITS**  
**REBUTTAL TESTIMONY--R. EARL POUCHER**

**DOCKET NO. 990362-TI**

<b>EXHIBIT NAME</b>	<b>EXH. NO.</b>	
WHAT CONSTITUTES FRAUD	<u>REP-19</u>	_____
VERIZON INVESTIGATION	<u>REP-20</u>	_____
VERIZON FRADULENT SLAMS	<u>REP-21</u>	_____
FORGERY - 5 LOA's	<u>REP-22</u>	_____
FRAUD WITH DECEASED CUSTOMERS	<u>REP-23</u>	_____
ZIELEWICZ FORGERY	<u>REP-24</u>	_____
CALIRO JOB DESCRIPTION	<u>REP-25</u>	_____
WITHHOLDING INFORMATION FROM COMMISSION	<u>REP-26</u>	_____
BELLSOUTH NO FAULT PIC CHANGES	<u>REP-27</u>	_____
STRATEGIC PARTNERS - GTE/SNYDER AUGUST 1998 REVIEW	<u>REP-28</u>	_____
SALES OBJECTIVES FOR ETHNIC MARKETING PROJECT	<u>REP-29</u>	_____



Exhibit REP-19  
Docket No. 990362-TI

## **WHAT CONSTITUTES FRAUD**

# *What constitutes fraud?*



- Switching a customer without authorization.
- Signing an LOA on behalf of the customer.
- Using customer information authorization.
- Filling out or pre-checking an LOA prior to the customer's interest in GTE.
- Changing or altering information after the customer signs up.





Exhibit REP-20  
Docket No. 990362-TI

## VERIZON INVESTIGATION

}  
{

## ANALYSIS OF INVESTIGATED SLAMMING COMPLAINTS

<b>Total Slamming Complaints Investigated</b> [Includes all documented investigations by Verizon & PSC]	445
<b>Slamming Complaints Not Verified</b> [Investigation incomplete—unable to determine cause of unauthorized switch]	64
<b>Total Slamming Complaints Verified</b> [Records show forgery, fraud, customer error, or other problem]	381
<b>Forgery</b> [Records support customer's complaint through forgery of customer's name]	129
<b>Fraud</b> [Records support customer's complaint through fraud]	112
<b>Total Forgeries and Fraud</b>	241
<b>Percent Forgery or Fraud</b> [% of Total Slamming Complaints Verified as Forgery or Fraud]	63.3%
<b>Miscellaneous</b> [Customer error, non-slamming problem, billing, etc.]	140
<b>Percent Miscellaneous</b> [% of investigated complaints not verified as Forgery or Fraud]	36.8%

	Source	Name	Slammed	Forgery	Fraud	Misc.
	Box D	Abad, Rodolfo		Yes		
	Box B	Abbatiello, Thomas		Yes		
	Box D	Abramovici, Lidya		Yes		
	Box A	Acord, Maralyn				Yes
	Box E	Agnacian, George		Yes		
		Aguilar, San Juanita				Yes
	PSC	Albouy, Gisilla	Yes			
	Box D	Aldred, Timothy		Yes		
	Box D	Alejandro, Jose & Celina			Yes	
	D	Algor, Nelson & Maureen		Yes(PSC)		
	Box F	Allen, Frances				Yes
	D	Allman, William			Yes	
	Box F	Alvarez, Celia				Yes
	Box D	Alvey, Judy	Yes			
	Box F	Anastase, Gallus				Yes
	PSC	Anderson, Arthur		Yes(PSC)		
	E	Anderson, Carol			Yes	
	D	Anderson, Diane		Yes		
	D	Anderson, Greg		Yes		
	C	Aredi, Alex & Eva		yes		
	D	Armijo, Antonio		Yes		
	PSC	Auerbach, Ernie	Yes			
	D	Austin, Beatrice		Yes		
	Box C	Avila, Rolando		Yes		
	Box E	Babl, Robert		Yes		
	Box D	Babouri, Maurice		Yes		

Source	Name	Slammed	Forgery	Fraud	Misc.
D	Bacchus, Rabiah		Yes		
D	Baker, Lee A. (Agnes)		Yes		
D	Barbauri, Maurice		Yes		
Box A	Barker, Anthony	Yes			
Box A	Barr, Wanda A.			Yes	
	Beaucage, Donald		Yes(PSC)		
Box A	Beaudin, Marie J.		Yes		
Box C	Becker, John		Yes		
Box F	Bello, Fermin				Yes
Box C	Benitez, Maria		Yes		
Box C	Benoit, Judith		yes		
Box C	Bernal, maria L. & Julio	Yes			
Box C	Betancourt, Pascacia				
Box D	Bilco, Arthur	Yes			
PSC	Black, Keith				Yes(PSC)
Box C	Blanchard, Richard B.			Yes(PSC)	
Box C	Blanco, Juan	Yes			
Box C	Blanco, Maria & Roberto	Yes			
Box D	Blue Water Plumbing Co.			yes	
Box C	Bolter, Sam & Goldie	Yes			
D	Boul, Dan				YES
Box A	Bourg, Marilyn				Yes
Box E	Brannan, Calvin				Yes
Box C	Braswell, Willie & Debbie	Yes			
PSC	Briceno, Ramon A.			Yes(PSC)	
Box E	Brown, Alice			YES	

Source	Name	Slammed	Forgery	Fraud	Misc.
D	Brown, James	Yes			
E	Brumby, Ed & Chia			YES	
Box D	Bruneau, Roger	Yes			
D	Buckingham, Doris				YES
PSC	Buckley, H				Yes(PSC)
Box A	Buffington, Patricia				Yes
Box A	Bulnes, Evaristo	Yes			
Box D	Buol, Dan	Yes			
Box D	Caballero, Hector				Yes
PSC	Cabrera, Rene				Yes(PSC)
Box C	Calcines, Raul		yes		
Box E	Callejas, Oscar		Yes		
Box F	Camejo, Rolando				Yes
Box F	Cao, Liz				Yes
D	Carballo, Erbio		YES		
Box F	Cardenas, Darwin				Yes
D	Cardinal, Gisselle		YES		
E	Carvelli, John			YES	
D	Cass, Alexander & Irene			YES	
D	Castillo, Elsa			YES	
Box F	Castillo, Leticia				Yes
Box D	Castillo, Luis			YES	
D	Cervera, Sergio		YES		
Box A	Charite, Herbert	Yes			
D	Chavarrea, Clara		yes		
Box F	Cheung, Danielle				Yes

Source	Name	Slammed	Forgery	Fraud	Misc.
D	Chiusano, Anthony		Yes		
Box C	Cifuentes, Maria	Yes			
Box E	Cimeus, Annette		Yes		
Box E	Cintron, Angel				YES
Box E	Clouser, Tim			Yes	
Box D	Coleman, Kenneth	Yes			
Box E	Colella, Joseph		Yes		
PSC	Collejas, Oscar		Yes(PSC)		
Box D	Colon, Raul				Yes
Box D	Columbo, Juan Jose			Yes	
Box E	Compel, Joseph	Yes			
PSC	Conboy, Anthony				Yes(PSC)
Box E	Condon, Daniel J.			YES	
Box F	Contreras, Domitilia				Yes
Box A	Cook, Luther				Yes
D	Cordell, Diana				Yes
Box E	Cortina, Armando			Yes	
Box E	Croiter, Elias				YES
Box C	Crosman, Melissa				Yes
Box A	Croxton, Fred				Yes
Box F	Cuevas, Lopez				YES
Box E	Currin, Henriette		yes		
Box E	Curry, David			Yes(PSC)	
Box D	Dam+B197es, Dora			Yes	
Box C	Daley, James R.	Yes			
Box C	Dauray, Joseph	Yes			

Source	Name	Slammed	Forgery	Fraud	Misc.
Box C	Davalos, Gloria			yes	
	Davarona, Martina			Yes(PSC)	
Box C	Davis, Benita		Yes(PSC)		
Box D	Davis, Diane			Yes	
PSC	Davis, John			Yes(PSC)	
Box D	Davis, Paul		Yes(PSC)		
Box D	De Cespedes, Pedro			Yes	
Box E	Debono, Thomas			YES	
Box E	Degenhart, William			YES	
Box D	Delahoz, Janice		Yes		
Box C	Delgado, Armando	Yes			
D	Delgado, Dorothy		Yes		
Box E	Delgado, Francisco			YES	
Box E	Delgado, Jose			YES	
Box D	Dempsey, Mark				Yes
D	Detwiler, Flores and Charles			Yes	
Box D	Devarona, Martina		Yes		
Box D	Dexter, Elizabeth A.		Yes(PSC)		
Box D	Diego, Herman	Yes			
Box C	Dieguez, Manuel	Yes			
Box C	Dominguez, Orlando & Anabel	Yes			
Box C	Driver, Noel			Yes(PSC)	
Box C	Dubbs, Gus				Yes
PSC	Ebenger, John			Yes(PSC)	
Box D	Edsall, Walter				Yes
PSC	Ellis, Janifer				Yes(PSC)



Source	Name	Slammed	Forgery	Fraud	Misc.
Box D	Errol, Charles		Yes		
Box D	Escoto, Angel			Yes	
Box D	Factor, Edward	Yes			
Box D	Falk, Myrna Lee	Yes			
Box D	Farrell, Raymond		Yes		
Box D	Fatolitis, Jennifer				YES
Box D	Fazio, Chris		Yes		
Box D	Felix, Gilbert & Barbara		Yes		
Box D	Fenelus, Marc	Yes			
Box E	Ferdinand, Betty		Yes		
Box A	Fernandez, Alberto			Yes	
Box D	Fernandez, Margarita		Yes		
Box D	Ficca, Gail and Phillip Fidda				Yes
Box D	Figueira, Georgio & Georgina			Yes	
Box A	Filerino, John				Yes
PSC	First Southeast Insurance				Yes(PSC)
Box D	Fisher, Jim & Barbara			Yes	
Box D	Fitzgerald, Debbie		Yes		
Box E	Fjare, Peder				Yes
Box D	Flint, Harry				Yes
Box D	Flores, Julio & Charles Detwiler	Yes			
Box C	Floyd, Patrick	Yes			
Box A	Fontaine, Louise				Yes
Box F	Fook Yuen, Chan				YES
Box D	Fornes, Randy				Yes
Box D	Forrest, Ralph & Audry	Yes			
Box D	Franceus, Nicole	Yes			

Source	Name	Slammed	Forgery	Fraud	Misc.
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Box D	Francillon, Nancy	Yes			
Box D	Frankel, Joe		yes		
Box D	Freeman, Michael	Yes			
Box A	Freeman, Walter D.				
Box D	Fresin, Nadine		Yes		
Box E	Fuentes, Maria C.			Yes	
Box F	Gabidia, Pedro				Yes
Box F	Gaby, Dieugrand				Yes
Box C	Gandara, Mirta			Yes(PSC)	
Box E	Gans, Eli		Yes		
Box E	Garcia, Edward		Yes		
E	Garcia, Fabian		Yes		
PSC	Garcia, Jose		Yes(PSC)		
Box F	Garza, Elazar				Yes
Box C	Gaynor, Leo E. & Alice	Yes			
Box C	Gerace, Vincent	Yes			
PSC	Gerardi, Carmela		Yes(PSC)		
Box C	Glasser, Terri				Yes
Box D	Kasper, Martin L.			Yes	
Box C	Goldman, Jason		Yes(PSC)		
Box C	Goldsmith, Mark			Yes(PSC)	
Box F	Gonzales, Juan Antonio				Yes
Box C	Gonzalez, Carmen	Yes			
Box C	Gonzalez, Edelia	Yes			
Box C	Gonzalez, Jose		Yes(PSC)		
Box C	Gonzalez, Juan			Yes(PSC)	
Box F	Gonzalez, Rogilio				Yes

Source	Name	Slammed	Forgery	Fraud	Misc.
--------	------	---------	---------	-------	-------

Box C	Gonzalo, Noda	Yes			
Box C	Graf, David & Linda			Yes(PSC)	
Box C	Graulich, James			Yes(PSC)	
Box C	Grigg, Lindell				YES
Box C	Grossman, Herman			Yes(PSC)	
Box C	Guami, Lucinda (Guani ?)			Yes(PSC)	
PSC	Gumpf, Rachel			Yes(PSC)	
PSC	Guillermo, Grenier			Yes(PSC)	
Box C	Gulf Coast Respiratory Service				Yes
Box F	Guo, Yi				Yes
PSC	Hack, Nizam			Yes(PSC)	
Box D	Hardy, Thomas E.			Yes	
Box A	Hellmann, Luis				
PSC	Hernandez, Carol			Yes(PSC)	
PSC	Hernandez, Santiago		Yes(PSC)		
Box D	Herrera, Milagros			Yes	
Box D	Herrera, Luis		Yes		
Box E	Heusneaud-Metellus, Myrtha		Yes		
Box C	Higgins, Ronald				Yes
G	Hochman, Robert				yes
Box C	Hofstede, Donna				yes
PSC	Holton, Don	Yes(PSC)			
G	Home Companions				Yes
Box F	Hosfman, Cathy				Yes
Box E	Hurtado, Jorge			Yes	
PSC	Impact Promotions				Yes(PSC)
Box D	Intrevado, Concettina		Yes		

Source	Name	Slammed	Forgery	Fraud	Misc.
Box F	Ishaq, Khalid				Yes
Box C	Ivie, Mary Barbara (Harvey Glen)		Yes(PSC)		
Box C	Jackman, Kirk			Yes	
Box C	Jackson, Johnny	Yes			
Box D	James, Dora			Yes	
Box C	Jerome, JoAnn & Lewis		Yes		
Box A	Jocelyn, Vinette				
G	Johnson, Myrielle		yes		
Box C	Jones, Howard		Yes(PSC)		
Box F	Juarez, Juana				Yes
PSC	Kelly, Charles		Yes(PSC)		
Box E	Kennedy, Gerald				Yes
Box A	Ketchum, Frank				Yes
Box E	Kile, Gordon				Yes
Box E	Kinky, Cynthia			Yes(PSC)	
Box E	Kirkland, Dewey				Yes
Box E	Knighton, Robert			Yes	
Box E	Korros, David		Yes		
Box E	Kousourou, George S.		Yes		
PSC	Krieger, Dayle				Yes(PSC)
PSC	Labrit, Mario			Yes(PSC)	
Box A	Lafleur, Ronald L.		Yes		
PSC	Laliberte, Suzan				Yes(PSC)
Box D	Lam, Shuiwah				Yes
Box D	Lamar, Donald			Yes	
Box D	Laroche, Roland			Yes	
Box D	Larsson, Sievert				

Source	Name	Slammed	Forgery	Fraud	Misc.
--------	------	---------	---------	-------	-------

Box E	Lavalle, Louis & Irene Corrillo		Yes		
Box D	Lax, George		Yes		
Box D	Lazar, Ronnie		Yes(PSC)		
Box D	Lee, Randall & Arlaene			Yes(PSC)	
Box F	Lennon, Sherri				Yes
Box D	Leon, Carmen		Yes		
Box E	Leon, Jose J. & Carlota		Yes		
Box E	Levine, Carol			Yes	
Box E	Lewis, Daisy				Yes
Box E	Liberman, David	Yes			
Box E	Long, Mary			Yes	
Box E	Longuera, Manuel		Yes		
Box F	Lopez, Blanca				Yes
Box D	Lopez, Ligia	Yes			
Box E	Lopez, Manuel Quinones		Yes		
Box D	Lopez, Peter			Yes	
C	Losteorto, E.				Yes
Box D	Lowry, Paul & Alice			Yes	
Box F	Lu, Richard				Yes
Box D	Lucas, George		Yes		
Box E	Luker, James & Charlene			Yes(PSC)	
PSC	Lundquist, Robert				Yes(PSC)
Box C	MacNeill, Joseph				Yes
Box D	Maciaf, Daphney (Macias ?)		Yes		
Box C	Maclean, Donald				
PSC	Madak, Andrew				Yes(PSC)
Box D	Maharaj, Gloria				Yes

Source	Name	Slammed	Forgery	Fraud	Misc.
Box D	Maiville, John				Yes
Box D	Malek, Sandra		Yes		
D	Marmol, Gisela		Yes		
D	Marple, Ruth				Yes
D	Marquez, C			Yes	
Box D	Marquez, Edwardo		Yes		
Box D	Martinez, Carlos			Yes	
Box E	Martone, Anne		Yes		
Box D	Maslowski, Kevin				Yes
Box F	Massipe, Daisy				Yes
Box D	Mathena, Shalon				Yes
Box E	Mathiew, Roland		Yes		
Box E	May, John & Brenda		Yes		
Box E	Mayor, Nelson			Yes	
Box D	Mederos, Nestor & Iraida	Yes			
Box D	Medina, William			Yes	
Box D	Mendez, Paul			Yes	
PSC	Menendez, Ramon			Yes(PSC)	
Box D	Merkel, Teresa				Yes
D	Michaud, Juselle		Yes		
Box D	Miller, Belle			Yes	
Box D	Miller, Frank & Rosemary			Yes	
Box D	Mills, Roberta	Yes			
Box D	Miranda, Carlos		Yes		
Box D	Miron, Elia		Yes		
Box D	Molnar, Roger				Yes
Box D	Mondi, Frank & Nealie			Yes(PSC)	

Source	Name	Slammed	Forgery	Fraud	Misc.
Box D	Monroe, Marty		Yes(PSC)		
Box D	Montalvo, Orlando			Yes	
Box F	Montano, Joel Mateo				Yes
Box D	Montoya, Juan			Yes	
Box D	Moore, Eric	Yes			
Box D	Moore, Herbert		Yes		
Box D	Morales, Leyia				Yes
Box F	Morales, Leticia				Yes
	Moriarty, Edward				Yes
Box E	Morrison, Leroy & Marjorie				Yes
Box E	Moser, Anthony		Yes		
Box D	Mountrakis, George				Yes
Box F	Moya, Erasmo				Yes
Box A	Murray, Debra & Martin				Yes
Box D	Murray, Elizabeth J.				Yes
PSC	Naples Auto Exchange				
Box E	Napolitano, William F. & Monica		Yes		
Box F	Naser, Jad				yes
Box C	Nelson, Christine				yes
Box E	Nelson, David		Yes		
PSC	Nemore, David			Yes(PSC)	
PSC	Nesselt, Rich			Yes(PSC)	
Box E	Nieto, Fabianna				Yes
Box A	Nieves, Abraham				
Box E	Nurhusen, Daniel		Yes		
Box D	Oberlin, Darrell				Yes

Source	Name	Slammed	Forgery	Fraud	Misc.
Box E	O'Connor, Marie				Yes
PSC	Odam, Jorge	Yes(PSC)			
PSC	O'Keefe, John				Yes(PSC)
Box A	Oritz, Alycia M.			Yes	
Box F	Orozco, Juan Luis				yes
PSC	Ortega, Nicolas			Yes(PSC)	
Box F	Paez, Rene & Mary				yes
PSC	Pagan, Oscar		Yes(PSC)		
PSC	Palacio, Cris		Yes(PSC)		
PSC	Pallot, Ann & Norman			Yes(PSC)	
Box D	Paloge, Conrad			Yes	
Box F	Pelaiz, Flor				yes
E	Pelayo, S.				Yes
PSC	Perry, J. Henry	Yes(PSC)			
Box D	Peter, Beverly				Yes
PSC	Peters, Marie	Yes(PSC)			
PSC	Piedra, Alfonso			Yes(PSC)	
Box E	Piedra, Juan				Yes
Box E	Pierre, Charles		Yes		
Box E	Poehling, John (Dreschler, Margaret)				Yes
Box D	Polk, Donald L.				Yes
C	Proctor, Trevor				yes
Box F	Quezada, Vivian				yes
Box E	Quick, David		Yes		
Box E	Quintanilla, Ileana			Yes	
E	Quintela, Edward	Yes			
C	Quintero, Claudia		Yes		



Source	Name	Slammed	Forgery	Fraud	Misc.
Box E	Quintiana, Jorge		Yes(PSC)		
Box C	Rebholz, Rod				yes
PSC	Reaveley, Peter			Yes(PSC)	
PSC	Revuelta, Angelica	Yes(PSC)			
PSC	Reinhardt, Robert	Yes(PSC)			
PSC	Renaut, Theresa		Yes(PSC)		
Box F	Rios, Josefina				yes
Box F	Rivera, Mayra				yes
Box F	Robersos, Leanna				yes
PSC	Robertson, James	Yes(PSC)			
PSC	Rodriguez, Angel			Yes(PSC)	
PSC	Rodrigue, Josefina		Yes(PSC)		
Box C	Rodriguez, Nathaniel & April Gentile		Yes(PSC)		
PSC	Rodriguez, Raquel	Yes(PSC)			
Box D	Rogers, Doub				Yes
PSC	Rosenthal, Allen		Yes(PSC)		
Box D	Rosell, Terry			Yes	
Box C	Roth, Audrey			yes	
Box E	Roucher, Jerry		Yes(PSC)		
Box E	Ruibal, Luis & Thelma	Yes			
Box E	Ryan, Robert G.			Yes	
Box E	Saks, Eugene				Yes
Box F	Saldana, Misael				yes
Box E	Samuel, Marie		Yes		
Box E	Samuels, Sylvia		Yes		

Source	Name	Slammed	Forgery	Fraud	Misc.
PSC	Sanchez, Dionisia	Yes(PSC)			
Box E	Sanchez, Eugene		Yes		
PSC	Sanchez, Joe		Yes(PSC)		
Box E	Sanchez, Marie		Yes		
G	Sanchez, Rigoberto			Yes	
Box E	Santa, Victor	Yes			
PSC	Santiago, Manuel		Yes(PSC)		
PSC	Santoyo, Alfredo			Yes(PSC)	
Box C	Sarmiento, Dalia			Yes	
Box E	Sastre, Domingo			Yes(PSC)	
C	Savadel, Dan		Yes		
Box E	Savage, Robert & Mary		Yes		
Box F	Serna, Mel				yes
Box E	Shaw, Michael			Yes	
Box E	Sherlock Machine Company				Yes
Box E	Siegel, Howard		Yes		
PSC	Silva, Sergio			Yes(PSC)	
Box E	Silvano, Daniel				Yes
Box E	Silverio, Pelayo			yes	
Box E	Simmon, Mariann		yes		
Box E	Simon, Helen		yes		
Box C	Simpson, Marne				Yes
C	Simpson, Tony				yes
Box E	Sinhan, Niranjan			Yes	
Box E	Sisselman, Murray			Yes	
G	Slaughter, M.				Yes
PSC	Smith Chemicals				Yes

Source	Name	Slammed	Forgery	Fraud	Misc.
Box E	Smith, Gary				Yes
Box D	Smith, Odias	Yes			
PSC	Smith, Richard		Yes(PSC)		
Box E	Smith, Zaid				Yes
Box E	Smitherman, Harold		Yes		
E	Socol, Siri		yes		
PSC	Spencer, Hertha				Yes(PSC)
D	Soto, Mercedes		Yes		
D	Stack, Kevin		Yes(PSC)		
D	Stack, Vincent & Geraldine		Yes		
Box E	Stambaugh, Steven				Yes
Box A	Stanko, Connie				Yes
D	Stiles, Jason				Yes
E	Stine, Clifford		Yes		
Box E	Striplin, Donald				Yes
PSC	Suarez, Aldo	Yes			
Box E	Suman, Michael	Yes			
Box E	Summey, Mary		Yes		
Box E	Swan, George				Yes
Box E	Tamayo, Eugenio			Yes	
Box E	Tatarfky, Herbert		Yes(PSC)		
Box A	Taylor, Darla				
G	Templer, David	Yes			
PSC	Teague, John		Yes(PSC)		
G	Teller, Wayne				Yes
PSC	Thivierge, Clement				Yes(PSC)
PSC	Thomas, Margaret				Yes(PSC)

Source	Name	Slammed	Forgery	Fraud	Misc.
PSC	Tootle, Nick		Yes(PSC)		
PSC	Tovar, Rafael		Yes(PSC)		
Box F	Tran, Tan C.				Yes
Box F	Tsang, Betty				Yes
PSC	Twigg, David		Yes(PSC)		
PSC	Usher, Paul			Yes(PSC)	
PSC	Vaughn, Mary				Yes(PSC)
Box F	Vargas, Santiago				Yes
Box A	Viadero, Jorge			Yes	
PSC	Walker, Paul			Yes(PSC)	
Box E	Walker, Timothy	Yes			
PSC	Wayne Frier Homes				Yes(PSC)
PSC	Webb, Willis	Yes(PSC)			
Box E	Wehking, Michael			Yes	
Box E	Williams, Ann			Yes	
Box E	Williams, Jeffery				Yes
	Williams, Melton			Yes	
Box F	Williams, Reanae				Yes
Box C	Wilson, Andria		Yes		
Box C	Wilson, Frances			Yes(PSC)	
Box C	Wilson, George				Yes
Box C	Witzke, Ralph		Yes		
Box C	Zaichick, Gerald	Yes			
Box E	Zamdra, Marisel		Yes		
	Zamora, Marisela		Yes(PSC)		
Box C	Zerivitz, Elliott			Yes	

Source	Name	Slammed	Forgery	Fraud	Misc.
PSC	Zimmerman, Ellen				Yes(PSC)
Box E	Zielewicz, Jan			Yes	
Box E	Zock, Mouhamad			Yes	
Box E	Zuniga, Jaime			Yes	



Exhibit REP-21  
Docket No. 990362-TI

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## VERIZON FRADULENT SLAMS

		FLORES, DAVID	9155844188	Marl	4/27/98	602	Sitel	Cust was switched to GTELD without authorization.
	IF	KRUEGER, C. G.	5624302895	Phyll	4/30/98	602	Fax Sitel	Cust switched to GTELD without authorization.
		FRIGENIO, ANTONIO	3055341296	Davi	4/27/98	602	Fax Sitel	Cust was switched to GTELD without authorization.
05	R	KIMBRELL, LEON	3346754260	Phyll	4/27/98	4/30/98 602	Fax Sitel	Cust was switched to GTELD without authorization.
05	R	TAVERAS, MIRYA	7188921164	Davi	4/27/98	602	Fax Sitel	Cust was switched to GTELD without authorization.
05	R IF	SIXTON, THOMAS	8138691764	Mar	4/27/98	602	Fax Sitel	Cust was switched to GTELD without authorization.
05	R	JUSTICE, ERIC	7405933726	Bett	4/30/98	602	Fax Sitel	Cust switched to GTELD without authorization.
MIS	R IF	WALCH, MARTY	8137267745	Bett	4/30/98	5/1/98 602	Fax Sitel	Cust switched to GTELD without authorization.
11	R	ROBIN, MICHAEL	7138741007	Davi	4/30/98	602	Fax Susan Robinson	Cust was switched to GTELD without permission.
02	R IF	STUBBS, GEHREN	7022663182	Davi	4/30/98	4/30/98 602	Email Karen Curelon / HOT	Cust was switched to GTELD without authorization.
11	R	PULIDO, MARTHA	6262808559	Davi	5/1/98	602	Fax CA Cust Rel	Cust told lma to send information in writing because didn't understand English very well, lma signed cust up anyway.
02	R	ALIZADEH, JANET	9733769176	Davi	4/30/98	602	Fax Karen Curelon	Cust was switched to GTELD without authorization.
02	R	SPRINGER, STEPHEN R.	7036074912	Davi	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.
02	R	RAJA, ABDOUL	8167655065	Davi	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.
02	R	ALI, MIR S.	4192257741	Davi	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.
02	R	RAFFERTY, J	9999999999	Davi	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.
02	R IF	INGERSOLL, JIM	5628643309	Davi	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.
11	R I	POLAK, DOUGLAS	2128758502	Davi	4/29/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.
02	R	LAZARUS, CECILIA A.	7186570278	Davi	4/27/98	602	Tel Susan Robinson/Cust	Cust was switched to GTELD without authorization.

Advised cust Least Cost routing is reseller and is separate from any company. They only use GTELD network are not part of GTE. Cust advised, contacted FCC.

Rpms shows CLEC account. Referred to Jennifer by fax.

NetScaped deactivation of anl. Order to switch back to original carrier. Credit issued.

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		ONTRERAS, MARCELA	5164880117	Davi	5/6/98	602	Commons/Letter	Cust was switched to GTELD without authorization.	<i>fraud</i>
		CHEN, ANDREW	7184630938	Bell	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	<i>fraud</i>
		CHEN, JYUN H.	2032884837	Mart	5/4/98	602	Email Xavier Castro/Snyder	Cust was switched to GTELD without authorization.	<i>cust MIS under 5</i>
		ELLIOTT, KEN	9152354436	Phyll	5/6/98	5/7/98 602	Sitel	Cust switched to GTELD without authorization.	Advised cust Least Cost Routing switched the cust and cust would have to contact them. Gave cust their in.
05	R	NASIBA, ABDUL-GHANI	6094011265	Dell	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	<i>cust MIS under</i>
05	R	MARTINEZ, CARLOS	3053628987	Mart	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization. Name on account is Ana Hernandez.	<i>fraud</i>
05	R	NO NAME PROVIDED	2127372335	Phyll	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>fraud</i>
05	R	NO NAME PROVIDED	7702797049	Phyll	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>rep error</i>
05	R	NIEVES, DANIELLA	5165612097	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>fraud</i>
05	R	IF NGUYEN, JOSEPH	5628033970	Bell	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization.	<i>LOA exists</i>
05	R	PITTS, PAULA	4045243833	Phyll	5/5/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants to know who did it.	<i>LOA exists</i>
05	R	KAISER, PAULO	2125017229	Bell	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization. Cust wants something done about it.	Snyder has loa. NO asn or 602 dia. Called cust left message.
07	R	IF ROBBINS, HEIDI	5625946556	Phyll	5/4/98	5/4/98 602	Fax Ray Strait/Survey	Cust switched to GTELD without authorization. Still has some lines that have not been changed back, wants contract showing that cust has GTE lines.	Only name on account is California Western Financial Investments. Emailed Ray Strait, Larry Commons and Connie Swain.
05	R	FLORIDO, LIBRADA	3058581805	Dell	5/6/98	602	Snyder	Switched without authorization.	<i>cust. signed but not</i>
07	R	IF MORRIS, HOWARD	6167447555	Mart	5/6/98	602	Larry Commons/Letter	Cust was switched to GTELD without authorization. Received fulfillment letter and never agreed to switch.	
05	R	MONTROS, JACQUELINE	3057591887	Mar	5/7/98	602	Larry Commons/HOT	Cust was switched to GTELD without authorization.	<i>fraud</i>
05	R	MONTEZ, MAYRA	3058892021	Phyll	5/5/98	602	Snyder	Cust switched to GTELD without authorization.	<i>rep error</i>
MIS	R	MIXOU, GLORIA	3019670713	Bell	5/6/98	5/7/98 602	Sitel	Cust switched to GTELD without authorization.	Not GTELD issue. Referred cust of Least Cost Routing, they had made the change.

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			IARTINEZ, LEWIS	3058872309	Phyll	5/5/98	602	er	Cust switched to GTELD without authorization. Cust Spanish speaking, was contacted by Spanish speaking rep.	✓ <i>frank</i>
			NEDERVELD, FARRAH	6163533347	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	
			THOMAS, AUDREY	6102843858	Bett	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>-frank</i>
05	R	F	ZAMORA, GILBERTO	2098751039	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>cust - misund...</i>
05	R		WOODLAND, SABAT	9544381916	Mart	5/5/98	602	Snyder	Cust switched to GTELD without authorization.	<i>frank</i>
05	R		WILSON, CARLA	2025268588	Eliza	5/5/98	602	Snyder	Cust switched to GTELD without authorization.	<i>100 credits</i>
05	R		WILLIAMS, JOYCE	2813674588	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>frank</i>
05	R		WILLENKEN, CHRISTOPHER	2128747601	Phyll	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	<i>frank</i>
05	R		O'NEAL, MICHAEL	3057565039	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants credit for charge to change back to previous carrier.	<i>frank</i>
05	R		VARGAS, CARLOS	2135840306	Dell	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>LOA</i>
05	R	IF	MROALES, MARIA	5034927843	Dell	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	
INQ	R	IF	TALARICO, PETER	2194899804	Bett	5/4/98	5/6/98 602	Email Ray Strall	Cust switched to GTELD without authorization.	Issued \$5 credit to cust. The cust never had GTELD. 602
05	R		SHARP, MARIE	2025466549	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>frank</i>
06	R	IF	SANCHEZ, JOSE	8138800250	Davi	5/7/98	602	Bob Robinson/Regulatory Affairs	Follow up on cust switched without authorization.	
05	R		SAMPSON, JOSEPH	7189192685	Dell	5/5/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants to be called back and informed why switched.	<i>LOA exists</i>
MIS	R		SAEED, ASAD	3146476982	Davi	5/4/98	5/4/98 602	Fax Karen Cureton	Cust was switched to GTELD without authorization.	This is a BFC account, not a GTELD issue. 699
05	R		ROSA-RAMIREZ, CARMEN	7186397025	Dell	5/6/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants to be credited for calls.	<i>100 credits</i>
05	R		WANG, SHELIN	6262844398	Dell	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	<i>cust - mis</i>
05	R		GUTIERREZ, GLORIA	2815869820	Mart	5/5/98	602	Snyder	Cust switched to GTELD without authorization.	<i>frank</i>

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		BRAHIM, JOHN	6144789643	Davi	5/4/98	5/4/98 602	Karen Cureton	Cust switched to GTELD without authorization.	This is a BFIC account, not a GTELD issue.
		MARTINDALE, LARYSSA	7188594949	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Branch
		KANHUN, CHAN	7185077848	Phyll	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization.	Fr
		HERBIG, MARK	7856281432	Dell	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	
07	R	ZINN, REINALDO	3052524656	Mart	5/6/98	602	Ray Strail / Internet	Cust was switched to GTELD without authorization. Was told by Flavio ext 2944 was taken care of, now cust has received a bill.	Fr
05	R	H\$U, TONY	6262823148	Mart	5/4/98	602	Email Xavier Castro/Snyder	Cust was switched to GTELD without authorization.	Fr
05	R	GUZMAN, MERCEDES	4078894366	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization March 29. Cust has already switched back to preferred carrier, but lost some rewards and points.	Fr
05	R	IF JACKSON, ROSE LEE	8037739472	Mart	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	
05	R	KWAN, POK	9163876945	Dell	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Cust misw.
05	R	LOPEZ, JOSE CARLOS	3018689109	Bett	5/6/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants bill re-rated.	fr
05	R	IF MARQUES, PRIMITIVO CURZ	8054968923	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	LOA ext
05	R	MANDARA, ANNETTE	4402437589	Phyll	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	rep error
05	R	MALDONADO, FRANK	9155321378	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Branch
05	R	LIM, WILLIAM	6264467635	Dell	5/5/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants credit on upcoming GTELD bill.	rep error
05	R	LEAK, D.	2152235502	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	fr
05	R	IF GERSTNER, RENEE	8133600402	Mar	5/8/98	5/8/98 602	Larry Commons	Customer claims changed to GTELD without authorization.	SSN on LOA was customer's sons; was probably trying to change his service (Bus not Res). Had customer call her LEC to have service switched back to OCC.
05	R	GUTIERREZZ, NADA	7185337368	Mart	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	fr
02	R	IF HARTWEG, LARRY	3103720155	Davi	5/6/98	602	Karen Cureton	Cust was switched to GTELD without authorization. Wants credit for calls.	
02	R	CHAN, WAI C.	7184921199	Davi	5/6/98	602	Karen Cureton	Cust was switched to GTELD without	LOA ext

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JAVIS, JOE	7188983660	Bell	5/14/98	602	Iomer	Switched to GTELD without authorization.
WHITMARSH, DAVID	7342692723	Davi	5/11/98	602	Karen Curelon	Switched to GTELD without authorization.
HERMAN, MICHAEL E.	2025443035	Davi	5/15/98	602	Karen Curelon	Switched to GTELD without authorization.
OBRYNE-BERERLY, DEBORAH L.	5407863805	Davi	5/15/98	602	Karen Curelon	Switched to GTELD without authorization.

FR  
FR

MARINO, BARBARA	5168686180	Davi	5/11/98	602	Karen Curelon	Cust switched to GTELD without authorization.
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Lot exists.

01 R	HADDAD, DONNA V.	6153580362	Davi	5/15/98	602	Karen Curelon	Switched to GTELD without authorization. New In 615/333-2838.
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MIS B IF	SCHIFFER, DOUGLAS J.	3108211895	Mar	5/14/98	5/14/98 602	Larry Commons / Letter	Switched to GTELD without authorization.
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CLEC Account Forwarded to Ray Strail. 602

05 B	NILL BROTHERS SPORTING GOODS	9133844242	Dell	5/13/98	602	Sitel	Switched to GTELD without authorization. 913/438-9300, 913/764-1488, 913/345-8655.
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07 R IF	HANLEY, JOSEPH	8135966501	Mar	5/13/98	Total Reason: 33 603	Robert Taylor/HOT	Switched FROM GTELD by another carrier.
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Total Reason: 1  
Business: 5 Regulatory: 6

Billing

20

In Franchise: 15

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
08 R	IF	SHIELDS, JUNE	9095976000	Bell	5/14/98	701	Ray Strait/Survey	Being billed by MCI.			
04 R	IF	LANGLEY'S WRECKER SERVICE	6185448109	Phyl	5/11/98	701	NE Cust Rel	Being billed by Integretal.			
08 R	IF	FLOWER, EARL	4028874427	Phyl	5/11/98	701	MW Cust Rel	Billed by OAN.			
02 R	IF	MAY, EDWARD S.	5036491284	Davi	5/14/98	701	NW Cust Rel	Plc line monthly charge by Hold Billing who is billing for Ameritel. Cust has GTELD.			
02 R	IF	DUNCAN, JOE	4192572982	Davi	5/13/98	701	NE Cust Rel	Being billed by OAN for Minimum Rate Pricing.			
04 B	IF	J. D. KAISER, INC	6069282744	Phyl	5/13/98	701	VA Cust Rel	Being billed by LDDS, wants adjustment.			
02 B	IF	RC COMMUNICATIONS	8183529599	Davi	5/15/98	701	Karen Curelon	Cust being billed by other carrier.			
08 R		PENDLETON, SYLVIA	9042614524	Dell	5/13/98	Total Reason: 7 799	Ray Strait	Being billed for old In doesn't have any longer. John Haven's sister-in-law.			
EM R		LEONG, JEANETTE	8174394402	Dell	5/15/98	799	Robert Taylor	Billed by GTELD for long distance rates on local call.			
03 R		FINLEY, MARGARET N.	8432724103	Phyl	5/13/98	5/14/98 799	James Badder	Being billed for FX access overseas charge. Wants to know what it is.	Overnighted all copies of bills to Barbara/Cust Rel to handle from her end.	808	
MIS R	IF	Tandy, Marlon	5026924122		5/13/98	5/13/98 799	Customer wrote letter to GTE South	Customer being billed for 800 charges by another company	Sent to VA Customer Relations	799	
MIS R	IF	LINEHAN, DAVID	9413629415	Davi	5/13/98	5/13/98 799	Karen Curelon	Billed for calls didn't make to Connecticut and New York.	This is not, nor has ever been, a GTELD cust under this BTN. This is not a GTELD issue.	799	
08 R		COPPOLA, NICHOLAS	9724819219	Ellz	5/11/98	799	Ray Strait / Internet	Being billed for calls on account that didn't make.			

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3	In Franchise:	0	Business:	Regulatory:	1	Complaint Issue	Corrective Action	DISP
Fran CUSTOMER NAME	BTN	WHO RECEIVED	CLOSED CALL Source	Business:	Regulatory:	Complaint Issue	Corrective Action	DISP
Gonzalez, Irving	No telephone	5/18/98	5/18/98 501	Letter from customer	Customer does not want any more info	Customer doesn't have a telephone	Worley to add to DNS list	501

	R	JOLLY, JAMES	9318522576	Davi	5/19/98	Total Reason:	501 Ray Strall      2	Add to DNS list as well as 414/264-4882.	Place on DNS list. Told GTE reps didn't want to change long distance service, keep calling.	reps
F A U X F A R I S , L E A N N E	E l i z	4142645369	5/19/98							

DISP	Corrective Action	Complaint Issue	Source	CLOSED	RECEIVED	WHO	BTN	CUSTOMER NAME	TYPE B/R	Fran
		Regulatory: 7	Business: 3		5	In Franchisee:		13	Unauth Chg	

Accession Number	Date	Name	Relationship	Status
07 R	5/20/98	CAUBELL, MILDRED	Lamy Commons	Switched to GTELD without authorization.
07 R	5/19/96	YANG, SUN	Lamy Commons	Switched to GTELD without authorization.
03 R	5/20/98	HEBERT, GLADYS	Executive Cust	Stockholder switched to GTELD without authorization.

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07	B	IF	HOME MOTORS	9156531793	Mar	5/20/98	5/21/98	603	Larry Commons	Can't dial long distance.	Called Everett, Called	603
02	B	IF	BOATERS MARINE	7042820967	Davi	5/18/98		602	Karen Curreton	Switched to GTELD without authorization.		
01	R	MIS	TOTAL GRAPHICS	9317284487	Davi	5/19/98.	5/21/98	602	Karen Curreton	Switched to GTELD without authorization.	Local Cost Routing, not a	602
02	R	IF	BUCHANAN, EVA	502932489	Davi	5/22/98	5/19/98	602	Susan Robinson	Switched to GTELD without authorization.		
07	R		GREEN, CHARLES D.	8702465743	Davi	5/20/98	5/20/98	602	Karen Curreton	Switched to GTELD without authorization.		
02	R		WALKER, WANDA	2562333410	Davi	5/20/98	5/20/98	602	Karen Curreton	Switched to GTELD without authorization.		
02	R	IF	JUPITER, WILLIAM F.	7144944505	Davi	5/22/98	5/22/98	602	Susan Robinson	Switched to GTELD without authorization.	CLEC account/dispute.	602
05	R		GARZA, JAVIER	2122376851	Dai	5/20/98	5/20/98	602	Sue	Switched to GTELD without authorization.		
<b>Total Reason: 11</b>												
07	B	IF	HOME MOTORS	9156531793	Mar	5/20/98	5/21/98	603	Larry Commons	Can't dial long distance.	Called Everett, Called	603

02	R	IF	COHEN, HELENE M.	3104716106	Davi	5/19/98	699	Susan Robinson	Tried to sign up for GTELD, billed by both
							Total Reason:	1	
									on GTELD.
									cust. working. cust tested
									working shortly. Called
									inputting now, should be
									escalation desk. Margie

Billing									
12									
in Franchise: 8									
Business: 2									
Regulatory: 2									
Complaint Issue									
Corrective Action									
DISP									
TYPE B/R	Fr	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	SOURCE	Complaint Issue
04	R	WILEY, ARDEN A.	3307235021	Eliz	5/20/98	701	NE	Cust Rel	Being billed by Integral for LDC Telecom.
04	R	FENNIMORE, JAYMA	7659352785	Dell	5/20/98	701	NE	Cust Rel	Dials 700# and says GTE.
04	R	FENNIMORE, JAYMA	7659352785	Dell	5/20/98	701	NE	Cust Rel	Billed by OAN for Minimum rate Pchng.
08	R	LAM, RICHARD	5402989197	Dell	5/19/98	701	Ray	Strall	Has GTELD.
08	R	LAM, RICHARD	5402989197	Dell	5/19/98	701	Ray	Strall	Billed by OAN, Minimum Rate Pchng.

15756

IF DOBLER, CARL 3104779862 Chr 5/26/98

Total Reason: 499 Robert Taylor Customer has received 43 Welcome Letters from GTELD. Three to five each week. We are killing this customer with kindness.

# DNS

1 In Franchise: 0  
TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED  
3 R Miller, Richard 303-745-5292 5/28/98

Total Reason: 1  
Business: 0 Regulatory: 0

CLOSED CALL Source Complaint Issue Corrective Action DISP  
5/28/98 504 Customer called executive customer relations (Kerri Pitts) Customer has received multiple TMA calls from Snyder and wants them to stop immediately (he is a very ill cancer patient and doesn't want to be disturbed) Send e-mail to Edward Boddy, Michael Lyons, Carole Bonilla, Elliot Glover. Informed them that customer them that customer wants written notification from Snyder that this has been taken care of.

Unauth Chg 16 In Franchise: 5

Total Reason: 1  
Business: 2 Regulatory: 10

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
02 R		COMPEL, JOSEPH	3052614428	Davi	5/29/98	601		Karen Curelon	Received fulfillment letter, didn't order GTELD.	LOA exists	
02 R		CYPRESS, LORI	2129799445	Davi	5/29/98	601		Karen Curelon	Received fulfillment letter. Didn't choose GTELD.	FR	
07 R		CHAN, SAUMAN <i>ex</i>	7185750698	Dell	5/28/98	602		Ray Strail / Internet	Switched to GTELD without authorization. Wants to be re-imbursed for switching fee.	FR	
09 R		VELASCO <i>ex</i>	2135872395	Eliz	5/29/98	602		Wentzville Service Bureau	Switched to GTELD without authorization.	LOA	
07 R		TOLEDO, JESUS <i>ex</i>	3058581656	Chr	5/29/98	602		Ray Strail / Internet	Switched to GTELD without authorization.	FR	
09 R	IF	HEINRICHS, BRUCE <i>ex</i>	9159477196	Davi	5/27/98	602		GTE Security	Switched to GTELD without authorization.	rep error	
04 R	IF	CAVE, ERNEST <i>ex</i>	9413779504	Eliz	5/27/98	602		FL Cust Rel	Switched to GTELD without authorization.	rep error	
01 R		LEUNG, Y. J.	3022344023	Davi	5/29/98	602		Karen Curelon	Switched to GTELD without authorization.	rep error	
02 R	IF	MAHARAJ, GLORIA	8139337016	Davi	5/28/98	602		Karen Curelon	Switched to GTELD without authorization.	rep error	
01 R		HAAS, KARL	2152955074	Davi	5/29/98	602		Karen Curelon	Switched to GTELD without authorization.	FR	
02 R		DELUCA, GERALDINE	7189412835	Davi	5/27/98	602		Susan Robinson	Switched to GTELD without authorization.	LOA	
01 R		SALERNO, THOMAS	7184579273	Davi	5/29/98	602		Karen Curelon	Switched to GTELD without authorization.		
02 R	IF	REISBERG, RUDOLPH	8137258804	Davi	5/28/98	602		Karen Curelon	Switched to GTELD without authorization.		
01 B		CELPA HEALTH CENTER	9999999999	Davi	5/29/98	602		Karen Curelon	Switched to GTELD without permission.		
02 B	IF	US EPPERSON UNDERWRT CO.	8138864479	Davi	5/28/98	602		Karen Curelon	Switched to GTELD without authorization.		
03 R		TAUBEL, STUART	2127693605	Mar	5/27/98	603		Larry Commons / HOT	Switched away from GTELD without authorization.		

Total Reason: 13  
Business: 1 Regulatory: 2

# Billing

9 In Franchise: 5  
TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED  
1

Total Reason: 1  
Business: 1 Regulatory: 2

CLOSED CALL Source Complaint Issue Corrective Action DISP

2

In Franchise: 0

Total Reason:

Business: 0

Regulatory: 1

Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL Source	Complaint Issue	Corrective Action	DISP
	NEGRIN, DOUGLAS	9146272240	Bell	6/17/98	502	Larry Commons	Called by GTELD rep 4 times in 1 day. Add to DNS list. Theresa Worthy has been contacted.		

10 R PEREZ, LORENZO 3059948112 Davl 6/16/98

Total Reason: 1

599

Karen Curelon

Contacted by Monica Arias, rep selling GTELD, cust is on DSN list.

Unauth Chg 15

In Franchise: 5

Total Reason: 1

Business: 2

Regulatory: 3

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL Source	Complaint Issue	Corrective Action	DISP
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07 R HO, DAN & JUDY 4089969485 Mart 6/16/98

601

Larry Commons / Letter

Ordered GTELD, wants to cancel, said never was switched from AT&T. Wants billing and service stopped.

07 R AGGARWAL, SARWAN 6038884361 Mart 6/15/98

601

Larry Commons

Received fulfillment letter, wrote, "Please undo anything you did. Not Interested."

07 R VASQUES, VICTOR *ex* 2134653279 Eliz 6/15/98

Total Reason: 2

602

Larry Commons / Letter

Switched to GTELD without authorization.

*fraud*

07 R PENSO, HILDA *ex* 9544573856 Chol 6/16/98

602

Larry Commons / Letter

Switched to GTELD without authorization.

*other*

07 R PINA, GUADALUPE *ex* 5129939490 Bell 6/16/98

602

Larry Commons / Letter

Switched to GTELD without authorization.

*cust mis*

07 R IF MARTINEX, ARMANDO 9724242165 Mart 6/16/98

602

Ray Strait

Switched to GTELD without authorization.

04 R IF HOLLAND, REUEL 5019963739 Dell 6/15/98

602

MW Cust Rel

Switched to GTELD without authorization.

07 R IF JONES, JESSE *ex* 9413490551 Dell 6/15/98

602

Larry Commons / Letter

Switched to GTELD without authorization.

*LOT*

07 R REICHELT, FRANK 3026537353 Dell 6/17/98

602

Ray Strait

Switched to GTELD without authorization. Ray Strait will issue \$10 check to cust for pic change charges. Wants to know how got switched.

09 R ARNOLD, BERNADETTE *Q* 6104499932 Mar 6/15/98

602

Liz Smith / HOT

Switched to GTELD without authorization.

*rep error*

02 R TRAN, THAI 7139371127 Davl 6/16/98

602

Karen Curelon

Switched to GTELD without authorization.

*rep error*

05 R BARABOLAK, ROMAN 8135229945 Davl 6/17/98

602

Karen Curelon

Switched to GTELD without authorization.

05 B TAYLOR MORGAN INC 9043780422 Chol 6/15/98 6/16/98

602

Silal

Switched to GTELD without authorization.

Cust changed back to carrier of choice. Advised cust now has Least Cost Routing. Advised cust about pic restriction.

07 B BRISON AIRCRAFT 9722419152 Dell 6/15/98

602

Larry Commons / Letter

Switched to GTELD without authorization, wants credit. Add to DNS/DNM list, threatened to contact attorney.

Total Reason: 12

02 R IF SEGARINI, CAROL J. 5734429927 Davl 6/15/98 6/16/98

699

Customer /

Switched to GTELD without authorization. Copy of letter sent to Missouri PSC. Cust had requested to be changed to AT&T.

This was an FYI, cust copied Phyllis Flowers/PSF on her letter the Missouri PSC. Copy sent to Karen Curelon.

Total Reason: 1

15766

15768

			OHREY, ANN	5056308021	Mar	6/25/98	301	M Cust Rel	Didn't receive 50% discount originally stated when signed up, wants to get credits when return back to New Mexico.
			LIVINGSTON, JEFF	9728222861	Mar	6/26/98	301	Larry Commons	Not being billed rates signed up for.
			KELLY, SHERRY	5129928115	Mar	6/25/98	301	Stiel	Promised .08/min 24 hours a day, 360 free instate minutes weekend calling and 1000 free state to state minutes.
04	X	IF	KEHOE, CAROL	2082453070	Mar	6/26/98	301	NW Cust Rel	Signed up for .14/min, being charged .27/min.
02	R	IF	HINSHAW, THERION	5734427765	David	6/24/98	301	Susan Robinson	Not receiving free minutes as promised, has to call each month to get credit.
08	B	IF	JIM'S CAN-AM SPECIALITIES	2194712469	Chr	6/23/98	301	Ray Strall	Didn't receive free minutes or quoted rates.
08	B	IF	BUTTON UP GRAPHIC DESIGN	3178670387	Mar	6/23/98	301	Ray Strall / HOT	Didn't receive credits was promised.
Total Reason: 14									
09	R	IF	CYPERT, WILLIAM	5018437424	Mar	6/23/98	303	Susan Prinsler / Cust Rel	Wants to know the rates for the calling card is using.
07	R		SMITH-MICHAEL, SHARMAINE	7168811132	Chr	6/23/98	6/25/98 303	Donna Hegdahl	Hasn't received welcome letter with plan, wants to know when it will come, when calling cards will come and when toll free number will be working.
04	R	IF	HERRINGTON, ARTHUR	9156512636	Bett	6/23/98	6/25/98 303	TXNM Cust Rel	Wants to know if cust can still get free minutes for 3 months.
Total Reason: 3									
Cust's loc has order pending from another id carrier. Donna Hegdahl will contact cust and advise need to contact local loc to resolve.									
All AT&T calls after 1/12 have been credited. Advised cust. Carolyn Sartori decided re-start promo for cust.									

TMA		2		In Franchise:		2		Total Reason: 3		Business: 0		Regulatory: 0	
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP		
07	R	IF	GALLAGHER, GREGORY	4256403828	Ellz	6/23/98	404	Ray Strall	Rep didn't tell cust was switching carriers, only told was signing up for free minutes.				
Total Reason: 1													
08	R	IF	HINOSTROZA, VICTOR	9727905843	Bett	6/23/98	405	Ray Strall	Cust quoted comparable rates to Peru, but was charged \$1.70/min. Wants credit for calls made. Has switched carriers.				

Unauth Chg		22		In Franchise:		6		Total Reason: 1		Business: 1		Regulatory: 12	
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP		
07	R	ANDERSON, MARVIN M. <i>EX</i>	4092333620	Dell	6/24/98	601		Larry Commons / Letter	Cust received fulfillment letter, didn't request change.	Cust mis			
07	R	WILCOX, RODNEY	7122661048	Dell	6/25/98	601		Larry Commons	Received fulfillment letter, didn't order GTELD.				
						Total Reason: 2							
07	R	ROACH, EUGENE H. <i>EX</i>	5055236338	Mar	6/23/98	602		Larry Commons / Letter	Switched to GTELD without authorization.	Franch			
07	R	LERMA, JESUS <i>EX</i>	9158513484	Ellz	6/23/98	602		Larry Commons	Switched to GTELD without authorization. RPMS shows Snyder sale.	LCF			



[illegible]

IF	RODELA, RODOLFO	7036400862	Davi	7/2/98	501	Cust Rel	Add to DNS list. Cust was switched to GTELD without authorization. Has now switched to carrier of choice wants to be added to DNS list. Do not contact cust.
IF	LENZ, MARY	5175314264	Davi	7/2/98	502	Karen Cureton	Add to DNS list, cust feels harassed. Remove from list and send letter that has been done.

Total Reason: 1  
Business: 2

Unauth Chg

9

In Franchise: 5

Total Reason: 1  
Business: 2 Regulatory: 2

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
07	R	IF	YOUN, CHRISTINE	8157588214	Mar	7/2/98	602	Ray Stralt		Switched to GTELD without authorization. Ray Striat committed that cust wouldn't receive any billing.		
07	R		MONTGOMERY, LINDA	7737228069	Chr	7/2/98	602	Karen Cureton		Switched to GTELD without authorization. Check to see if cust will receive bill, if credit.	sher	
07	R		TROSEN, JUDITH	7088487115	Davi	6/30/98	602	Larry Commons		Switched to GTELD without authorization. Cust also wrote to FCC.	Lot	
03	R		RAYMOND, CHARLES	2129774002	Bell	6/30/98	7/1/98 602	Exec Cust Rel		Switched to GTELD without authorization, received bill.	Issued credit. This is closing statement. Rpm shows cust with acc. Called cust advised of credit and that TMA has been dealt with. Larry Commons will send	602 F.R.
07	R		HIDALGO, OLIVIA	7188560425	Mar	7/2/98	602	Larry Commons		Switched to GTELD without authorization.	FR	
02	R	IF	CORAM, ROBERT	8138373840	Davi	6/29/98	602	Karen Cureton		Switched to GTELD without authorization.		
02	R	IF	LEWIS, DAISY	8135955202	Davi	6/29/98	602	Karen Cureton		Switched to GTELD without authorization.		
07	B	IF	TRAIL NURSERIES	7172925187	Ellz	6/29/98	602	Larry Commons		Switched to GTELD without authorization.		
07	B	IF	T E PITMAN FUNERAL HOME	3143276600	Mar	7/2/98	603	Larry Commons		Customer changed from GTELD without authorization by Sprint; PIC restricted; can't dial LD, 2nd time happened.		

Total Reason: 1  
Business: 0 Regulatory: 5

Billing

14

In Franchise: 8

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
04	R	IF	HARRIS, MICHAEL & LINDA	2174328054	Ellz	7/1/98	701	NE Cust Rel		Being billed by OAN.		
08	R	IF	FORBES, JOHN	2088837758	Ellz	7/2/98	701	Larry Commons		Being billed by USBI. Cust has GTELD.		
08	R	IF	OREBAUGH, RICHARD	5408792101	Mar	6/30/98	701	Larry Commons		Being billed by OAN.		
08	R	IF	GARRISON, KENNETH	7042893830	Ellz	6/30/98	701	Larry Commons		Being billed by OAN.		
05	R		HYLTON, JONAS	5094489716	Ellz	6/30/98	701	Sitel		Being billed by US West. Wants GTELD. Sitel has placed 2 orders for cust. Wants credit for calls.		
02	R	IF	DALEY, JAMES	6065482425	Davi	7/2/98	701	Karen Cureton		Being billed by Worldcom Network Services, Inc.		

Total Reason: 6

15771

LOA was mailed by cust and order entered as inbound by Silel. Out order issued. Cust didn't receive bill due to address. Final Four NCAA. Order submitted by another cust, was

FR

Misdirect - Not GTELD. 699  
GTELD has never provided service to this customer. No customer contact.

other  
FR  
LC+

			SALAN, FRANCES	2104322196	Davi	7/6/98	7/10/98	602	in Cureton	Customer Slammed
02	R		KARBER, MURIEL (MRS.)	2813515356	Davi	7/9/98		602	TX PUC/Susan Robinson	Customer alleges that the long distance carrier was switched to GTE Communications Corp. without proper authorization.
02	R		HUFF, MARY	7138959750	Davi	7/6/98		602	Karen Cureton	Customer slammed
02	R		FIERRO, YLOANDA	9155917128	Davi	7/6/98		602	KAREN CURETON	Customer Slammed
02	R	IF	HART, THOMAS	9039833666	Davi	7/6/98	7/10/98	602	Karen Cureton	Customer Slammed
11	R		MULACK, KEVIN & CAROL	2562333634	Davi	7/8/98		602	Better Business Bureau	Son had signed an LOA. Son is only 16 years old.
02	R		CARRILLO, MIGUEL	7139215103	Davi	7/6/98		602	Karen Cureton	Customer Slammed
02	R		SUMAN, MICHAEL	3057592521	Davi	7/7/98		602	FL PSC	Customer long distance was switched without his knowledge.
Total Reason: 9										
04	R		HADDAD, HIKMAT	7145500999	Chrl	7/6/98		603	Ca Action Line	Slammed away from GTE LD
07	R	IF	SERNIOTTI, S. A. TONY	5036664967	Mar	7/9/98		603	LDCR/Larry Commons	Customer has been changed from GTELD without authorization, can't dial LD
07	B	IF	BALLOON FAIR INC.	5036618987	Mar	7/9/98		603	LDCR/Larry Commons	Customer has been changed from GTELD without authorization, can't dial LD.
02	B		CITY AUTO PARTS & ELEC	2563965418	Mar	7/8/98		603	LDCR/Karen Cureton	AL PUC called to advise customer had been "slammed" for the second time and wants changed back to GTELD.
Total Reason: 4										

# Billing

10

In Franchise: 8

Business: 1

Regulatory: 2

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
04	R	IF	MALINOWSKI, JOE	3099652105	Chrl	7/9/98		701	NE Cust Rel/Vedna Davidson	Cust billed by OAN for Minimum Rate Pricing. He is not receiving free calls promised by GTELD.		
04	R	IF	ALLEN, MARY L.	3304356751	Ellz	7/7/98		701	NE Cust Rel - Edna Davidson	Customer has requested GTELD but is billed by OAN who says this is GTE's fault as they have canceled service months ago. OAN is billing for Minimum Rate Pricing.		
04	R	IF	MIERS, JAMES	8155382556	Mar	7/8/98		701	NE Cust Rel	Current June 16 bill includes calls billed by OAN billing for MRP that need to be re-rated to GTELD rates and credit issued.		
08	R	IF	WAGNER, TONY (MRS.)	4198368218	Chol	7/10/98		701	Larry Commons	Has two "monthly service charges" by OAN on her bill for a total of \$10.80. The long distance calls themselves appear to be billing correctly by GTELD.		

08	R	IF	WU, CHHSIEN	3104785178	Mart	7/21/98	405	Larry Commons	Quoted rate to Taiwan/China around .29/min, 50% off international calls after 60 free minutes of international calls were to receive for 6 months.
<p>Total Reason: 2 405 Larry Commons</p>									

# DNS

3

In Franchise: 1

Total Reason: 1

Business: 0

Regulatory: 1

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
04	R		SHIRLEY, LOIS	3192333690	Mart	7/24/98	501	MW Cust Rel		Add to DNS list only.		
<p>Total Reason: 1 502 NE Cust Rel</p>									<p>Add to DNS list, cust was called at 8:30 a.m., after telling rep wasn't allowed to call until 9:00 a.m., rep hung up. Please check to see if really was GTELD.</p>			
10	R		SANSONE, ANNETTE	9416270982	Ellz	7/22/98	599	Sitel		Claims contacted by a rep named Carlos Munoz. Cust is on the DNS list as of 4/21/98.		
<p>Total Reason: 1 599 Sitel</p>												

# Unauth Chg

11

In Franchise: 5

Total Reason: 1

Business: 0

Regulatory: 4

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
05	R	IF	CHEN, RAYMOND	3103785167	Chrl	7/20/98	602	CCC		Customer claims to have been slammed by GTELD	lot exists	
04	R		TARANGO, ANA	9155989124	Chrl	7/21/98	602	TXNM Cust Rel		Switched to GTELD without authorization.	<del>lot exists</del> firm. d	
05	R		BELLO, BARBARA	2127241209	Mart	7/23/98	602	Sitel		Switched to GTELD without authorization. Being charged \$4.10 for international calling plan. Cust doesn't make international calls.	FIR	
04	R	IF	BELLEZZA, JO	9413836089	Chrl	7/23/98	602	FL Cust Rel		Switched to GTELD without authorization. Signed a mailer for free tickets for soccer and said it never stated would change id carrier. Mailer was for father, Nicholas, 941-972-1072.	other	
05	R	IF	SHIPMAN, KENNY	9408885153	Chol	7/24/98	602	Sitel		Switched from GTELD without permission to Willtel. Willtel told cust his local company GTE authorized the switch. Sent cust pic restriction form.		
04	R	IF	HARPER, ELTON	9036286150	Yvon	7/21/98	602	TXNM Cust Rel		Switched to GTELD without authorization. Claims carrier of choice faxed form to cust with husband's signature.		
07	R	IF	KATZ, IRIS	7602511005	Chrl	7/20/98	602	LD Cust Rel - Larry Commons		Customer switched without permission		

15793

WHITTLE, RICHARD  
KILE, GORDON

7275398755  
7277865739

Eliz  
Eliz

7/24/98  
7/21/98

602  
7/24/98 602

an Curelon  
an Curelon

Switched to GTELD without authorization.  
Switched to GTELD without authorization.

Misdirect - Rpm shows  
CLEC account. Not  
GTELD issue.

SAVAGE, ROBERT  
GARCIA, MARIA

5612728043  
9155905068

Eliz  
Eliz

7/21/98  
7/21/98

602  
602

Karen Curelon  
Karen Curelon

Switched to GTELD without authorization.  
Switched to GTELD without authorization.

FK  
FK

Total Reason: 11  
Business: 2

Regulatory: 6

Billing

20

In Franchise: 13

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Source	Complaint Issue	Corrective Action	DISP
03	R	IF	TOMPKINS, DW	9155243073	Mar	7/22/98	701		TXNM Cust Rel	Being billed by NBC/Worldcom. Problem has been corrected in switch to GTELD.		
04	R		PORTER, DAVID	7405983708	Dell	7/23/98	701		NE Cust Rel	Billed by OAN for Minimum Rate Pricing since February 1998. Suppose to have GTELD for Interlata.		
04	R	IF	MILHOUS, NICK & BRIGITEE	5153823724	Mar	7/24/98	701		MW Cust Rel	Billed by AT&T. Didn't receive free minutes. Quoted .10/min for In state, .14/min out of state Id service.		
04	R	IF	AHMED, SYED	3105429643	Yvon	7/22/98	701		CA Cust Rel	Billed by AOL long distance. Cust has offered \$9.00 credit, was told was mistake. Cust wants credit for all AOL calls and adjusted to GTELD rates.		
04	R	IF	BOSINGHAM, RONALD	2177328477	Choi	7/24/98	701		NE Cust Rel	Billed by OAN/MRP.		
04	R	IF	RHODE, ERMA	6188632288	Dell	7/23/98	701		NE Cust Rel	Billed by OAN/Minimum Rate Pricing. Should have GTELD. Referred by IL-ICC.		
03	R	IF	HARTKE, LEONARD	2178953142	Mar	7/22/98	701		NE Cust Rel	Being billed by OAN/Minimum Rate Pricing. OAN has issued a credit, therefore no adjustments are needed.		
08	R	IF	REEVES, LARRY & BEVERLY	4253564215	Yvon	7/20/98	701		Goodwill - Donna Crays	Unsuccessful in getting her billing corrected through the Billing Dept. She's a GTELD customer but her bill, for the past three months, is showing OAN.		
02	R	IF	MILLER, GEORGE	7172352704	Ellz	7/23/98	701		NE Cust Rel	Billed by Wiltel. Cust has had GTELD Interlata and IntraLata.		
08	R		BAILEY, RACHEL	2066342722	Chrl	7/23/98	799		Karen Curelon / Internet	Several calls on 7/4 bill which cust doesn't recognize. Said number was to an AT&T wireless pager in Oregon. Cust doesn't know anyone in Oregon.		
08	R	IF	FREDERICKS, ELLEN R.	8133603773	Yvon	7/20/98	799		Customer letter	billed for unanswered calls. See more details in customer's letter.		
03	R		DICKENS, CHARLES T.	8175455113	Mar	7/20/98	799		LD CR - Larry Commons	Relocated from Euless, TX to Texarkana, AR service should have been disconnected, but still receiving a bill for \$.60.		
08	R	IF	BENGIN, SLAVKO	7148423412	Chrl	7/23/98	799		Karen Curelon / Internet	Over charged on long distance calls.		
02	R	IF	SCHWEMLER, RICK	7603282483	Ellz	7/21/98	799		Karen Curelon	Disputing calls on phone bill.		
02	R	IF	HEFNER, MARION	9184735331	Ellz	7/24/98	799		Karen Curelon	Upset because Id services were disconnected for non-pay.		
02	R		PEREZ, RICKY	9566181372	Ellz	7/22/98	799		Karen Curelon	Being billed for GTELD and doesn't have GTELD for Id service.		

15794

Docket No. 99C Exhibit REP-2 Page 15												
02	R	LAX GEORGE	3056671541	DLK	8/17/98	602	02	- Switched to GTELD without authorization	Customer called back	OF		
01	R	MOTE LARRY	8139687029	DLK	8/18/98	602	01	- Switched to GTELD without authorization		FL		
02	R	FELICIANO CECILIA	7184245765	DLK	8/18/98	602	02	- Switched to GTELD without authorization		OF		
02	R	EDWARDS DAVID	3138384367	DLK	8/17/98	602	02	- Switched to GTELD without authorization		OF		
02	R	FACTOR EDWARD	4072987218	DLK	8/17/98	602	02	- Switched to GTELD without authorization		OF		
02	R	NELSON DAVID	3052292810	DLK	8/17/98	602	02	- Switched to GTELD without authorization		OF		
08	R	LAMMERTS SARA	4097641774	LY	8/20/98	699	08	- Has had ongoing billing troubles since		TX		
Billing												
12												
In Franchise: 6												
Business: 0												
Regulatory: 1												
Call Description												
Corrective Action												
DISP												
Region												
JEROME LOUIS												
9545832534												
DLK												
8/17/98												
8/17/98												
602												
2												
02												
- Switched to GTELD without authorization												
Customer called back												
advised customer of LOA												
information she stated												
nothing was right on the												
LOA, the son is not hers												
or her husband's the first												
name Lewis is suppose												
to be Louis the signature												
GTELD												
Shyler 5-21												
Shyler 7-29												
GTELD												
TX												
Corrective Action												
DISP												
Region												
MIS												
IF												
EVONNE MCCONNELL												
2194854394												
LY												
8/18/98												
8/19/98												
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701												
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8/20/98												
ME												
7153596248												
IF												
LOIS JAKAL												
7603406654												
MP												
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8/20/98												
701												
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8/20/98												
EG												
8157894601												
IF												
THOMAS & ACKERMAN												
5036512348												
ME												
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701												
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5036512348												
IF												
DWAYNE MOORE												
5157243766												
CLM												
8/18/98												
8/19/98												
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8/19/98												
MIS												
- Being billed by AT&T. Changed 3												
- Being billed by another carrier. Cus												
- Being billed by another company. We												
- Being billed by OAN for Minimum Rate												
08												
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8/18/98												

IF JARSON ROBERT & DOROTHY 0099400210 DLK 8/24/98 405 02 - Not receiving benefits promised for s

CA

Total Reason: 6  
Business 1

Regulatory: 13

th Chg 18

In Franchise: 6

J/R	Fr	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
03	R	COHEN JAY	2154829011	MP	8/28/98	602			03 - Switched to GTELD without authorizall	Snyder 5-4		OF
03	R	SHMUELI MR.	9545842757	MP	8/25/98	602			03 - Switched to GTELD without authorizall	Snyder 6-21		OF
07	R	CHEN ALBERT	6265743072	DLK	8/28/98	602			07 - Switched to GTELD without authorizall	Snyder 4-28		OF
01	R	BJARNASON SIGURDUR	2535293546	DLK	8/28/98	602			01 - Switched to GTELD without authorizall	Snyder 1-24		OF
01	R	IF FCC AGNACIAN GEORGE	9413716236	DLK	8/28/98	602			01 - Switched to GTELD without authorizall	Snyder 6-22		FL
02	R	FL ANDERSON CAROL	9544246846	DLK	8/28/98	602			02 - Switched to GTELD without authorizall	GTELD 4-23		OF
02	R	IF A PEKAR MICHAEL & DEBRA	5626977373	DLK	8/24/98	602			02 - Switched to GTELD without authorizall	Snyder 7-2 (WA)		OF
10	R	WAT BELKHOLM DANA-JOEL	2063295392	DLK	8/24/98	602			10 - Switched to GTELD without authorizall	BAFC 9-07		OF
02	R	CH BINA JAMES	6148535540	DLK	8/24/98	602			02 - Switched to GTELD without authorizall	Snyder 2-19 (CA)		OF
02	R	CA BORRELLO MIKE	7607295453	DLK	8/24/98	602			02 - Switched to GTELD without authorizall	Snyder		OF
02	R	FL MEDEROS NESTOR	3059333908	DLK	8/24/98	602			02 - Switched to GTELD without authorizall	Snyder		OF
02	R	FL PALLOTT NORMAN & ANNE	3055985214	DLK	8/25/98	602			02 - Switched to GTELD without authorizall	Snyder		OF
01	R	IF FL MANZELLA ANTHONY	9419234163	DLK	8/28/98	602			01 - Switched to GTELD without authorizall	Snyder		FL
02	R	FL CAMPBELL JOY	9042699301	DLK	8/24/98	602			02 - Switched to GTELD without authorizall	GTELD 7-2		OF
02	R	FL GARCIA FABIAN	3058654536	DLK	8/24/98	602			02 - Switched to GTELD without authorizall	Snyder 6-11 (FL)		OF
02	R	IF VI PORTZEN ROBERT	6087424837	DLK	8/28/98	603			02 - Switched from GTELD without authoriza	GTELD 8-2		NO
07	R	IF WAGNER GEORGE	8146622551	MP	8/28/98	699			07 - Repeatedly switched from GTELD	GTELD		NE
07	B	IF BOB KISLING AUTO PARTS	2095621373	MEM	8/25/98	699			07 - Received letter from GTELD stating sw	GTELD		CA

Total Reason: 2  
Business 0

Regulatory: 3

In Franchise: 8

13

## Billing

TYPE B/R	Fr	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
08	R	IF LEIDY GLEN & SUE	3307223496	LY	8/24/98	701			08 - Being billed by OAN for Minimum Rate	GTELD		NE
04	R	IF OVERBAY CLEON	8124481637	CMR	8/25/98	701			04 - Being billed by OAN for Minimum Rate	"		NO
04	R	IF GORMAN LINDA	3302392922	DR	8/24/98	701			04 - Being billed by Telco for LD Wholesal	"		NE
04	R	MAZALIC DANIEL H.	7406583947	CMR	8/26/98	701			04 - Customer is not being billed by GTELD	"		NE
02	R	IF STEVENS LOUISE	7153562988	DLK	8/24/98	701			02 - Being billed from OAN for Minimum Rat	"		NO
05	R	PATEL AMRUTBHAI	9723129214	CMR	8/28/98	702			05 - Has not received a bill. There was a			OF
02	R	TAYLOR'S WAX COMPANY	8774263521	DLK	8/25/98	703			02 - MI PSC Major billing problems. The			OF

Total Reason: 5  
Total Reason: 1

15833

15841

Shyder S-1 OF  
Shyder S-2 FL

Snyder 8-17 OF

Snyder 1-13

Customer switched to STELD without permission	602	OF

unable to reach customer

Customer still doesn't know  $\int_{-\infty}^{\infty} f(x) dx$  OF who could have sloned

CUSTOMER STATES	602	FL
UNAUTHORIZED		

Other

frail

CUSTOMER STATES  
UNAUTHORIZED  
CHANGE TO GTELD. He  
was out of town. Customer  
does not want GTELD.  
Was very upset that GTE  
hires Snyder and allows  
this to happen. He stated  
He will bad mouth GTE and  
bo

602 FL  
Snyder  
S. I. S.

- Switched to GTELD without authorization

7

Frank

Customer switched without permission by Snyder & customer has rec'd bill of 1.22. O order never issued. Issued O order with Michelle (AFN) & cr. for 1.28.

• Switched to GTELD without authorization

- Switched to GTED without authorization

- Customer service was slammed.

- Sitched to GTED without authorization

- Received a bill for \$1.60 from GTE for

- Switched to GTTEL without authorization

- Switched to GTELD without authorization

Snyder 7-2-3	OF
Snyder 7-1	OF
<del>Snyder</del>	OF
Snyder 5-3	OF



REESE CHAO HUA	7175845379	DLK	9/4/98
BENOIT JUDITH A	9547256688	DLK	9/4/98
BAKER LEE & AGNES	4076450625	DLK	8/31/98
ABLE DENISE A	7858233850	DLK	8/31/98
SILVANO DANIEL	9413696217	DLK	8/31/98
PALACIO CRIS	3052380853	DLK	8/31/98
LAVALLE LOUIS	9549433693	DLK	8/31/98
FITZGERALD SHELDA	9725176523	DLK	9/4/98
FITZGERALD ESTER	9724911529	DLK	9/1/98
FERNANDEZ MARGARITA	3053819844	DLK	9/1/98
FISCHER ALLEN	7186431718	DLK	9/2/98

Total Reason: 32

07	R	IF	S & G Services	8068946425	MP	9/2/98
03	B	IF	HUNT'S MAINTENANCE & NO	2197852333	MP	8/31/98

Switched from GTELD without authoriza

*exists - customer refused to listen to it*

602	01	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without consent. R
602	10	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	01	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	01	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati
602	02	- Switched to GTELD without authorizati

*Snyder 1-1 OF*  
*Snyder 8-19 OF*  
*Snyder 8-18 OF*  
*LCR OF*  
*gteld OF*  
*Snyder OF*  
*Snyder OF*  
*gteld TX*  
*gteld TX*  
*Snyder 7-13 OF*  
*Snyder 6-23 OF*

15842

Billing		15		In Franchise: 11		Business 3		Regulatory: 2		Total Reason: 2		
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
08	R	GUILLEN SANDRA	9044476491	EG	9/3/98		701	08	- Being billed by AT&T. We received a			OF
04	R	IF JABLECKI REBA	3347742811	LY	9/3/98		701	07	- Billed by OAN. Chose GTE as Inter an	gteld		SO
04	R	IF WILLIAMS DAVID	7607704113	EG	9/1/98		701	04	- Billed by US Billing. Switch reflect	ii		CA
08	R	IF PATTERSON LYNN	6164837191	EG	8/31/98		701	08	- Being billed by MCI. Cust switched t	"		NE
02	R	IF MYERS KATHY	8123543567	DLK	9/1/98		701	02	- Being billed by MCI. Has been told t	ii		NO
01	R	IF SHEBBY TERRY	5178738033	DLK	9/1/98		701	01	- Being billed by OAN for Minimum Rate	"		NE
04	B	BECKY'S VIDEO	7403326024	LY	9/1/98		701	04	- Intertata billing by MCI/HBS/National	"		NE
04	B	IF BENSON WELDING	5175693344	EG	9/1/98		701	04	- Being billed by AT&T. Switched to GT	LCR		NE
Total Reason: 8												
08	R	IF WHITE LINDA	4095843538	MP	8/31/98		799	08	- Billed for 800# calls that aren't cus	gteld		TX
08	R	TRAN TAM	7607249845	DR	8/31/98		799	08	- Being billed for GTELD services. Dis	Snyder.		OF
07	R	IF HERD KELLY	9404849049	LY	9/1/98		799	07	- Wants to know how much charged for	gteld		TX

IF MCPHEARSON 4173341463 DR 9/11/98 303 07 - Ordered 800x and wants to know when I  
HEADHUNTER  
ENTERTAINMENT  
DIAZ RICARDO 2127953676 LY 9/8/98 399 04 - Received letter 8/27/98 stating chose

Total Reason (1) 399

Was able to stop the process of switching customer. Received copy of 103's & advised customer of the signed 103's. Said he hadn't signed anything to authorize switching of his long distance. Advised

07 R PATEL DILLIP 3013900810 DR 9/9/98 399 07 - Wants GTE International Plan #2. Cus  
04 R IF ANDREWS JACKIE 8059879634 ME 9/11/98 399 04 - Discount calling plan removed. Recei

Snyder  
qte 1d  
OF CA

Total Reason 3

TMA 3 In Franchise: 1 Business: 0 Regulatory: 0  
TYPE B/R From CUSTOMER NAME BTN WHO RECEIVED CLOSED CALL Compln Issue Call Description Corrective Action DISP Note

07 R KUU VINH 9706671239 LY 9/11/98 401 07 - Treated rudely by customer service. Snyder AFN1 OF

Total Reason (1) 403

07 R IF ESTRADA JOSEPH 2194649596 MP 9/11/98 405 07 - Reps are harassing cust and using pr Snyder sales rep OF

Total Reason (1) 405

07 R CAIGA MYRA 4106761532 DR 9/10/98 405 07 - Was told calls would be .07/min state Snyder sales rep OF

Total Reason (1) 405

Unauth Chg 12 In Franchise: 2 Business: 0 Regulatory: 8  
TYPE B/R From CUSTOMER NAME BTN WHO RECEIVED CLOSED CALL Compln Issue Call Description Corrective Action DISP Note

03 R GORDON ROBERT 2124771694 MP 9/9/98 602 03 - Switched to GTELD without authorizati Snyder qte 1d OF

07 R ANG MICHAEL 4152924699 LY 9/9/98 602 07 - Switched to GTELD without authorizati Snyder qte 1d OF

05 R SANDMAN DAVID 7182372113 DLK 9/9/98 602 FRUD 05 - Customer called in to Snyder and spok Snyder S-13 OF

02 R WHITAKER DOUGLAS 3103933831 DLK 9/8/98 602 L04 4:15:15 02 - Switched to GTELD without authorizati Snyder S-17 OF

02 R BERNIE DAVID 7186276527 DLK 9/8/98 602 FRUD 02 - Switched to GTELD without authorizati Snyder 2.17 OF

02 R CHAN BICK FONG 7184455527 DLK 9/11/98 602 FRUD 02 - Switched to GTELD without authorizati Snyder 2.17 OF

02 R GERALD KEVIN T 7183996998 DLK 9/11/98 602 FRUD 02 - Switched to GTELD without authorizati Snyder 2.17 OF

02 R MEDSOURCE INC. 5026516825 DLK 9/8/98 602 FRUD 02 - Switched to GTELD without authorizati Snyder S-17 OF

02 R IF LEKHAWIWAT 3059478003 DLK 9/11/98 602 FRUD 02 - Switched to GTELD without authorizati Snyder S-17 OF

Still open (on 9-23)

LAZAR RONNIE ✓ 9544574201 DLK  
MARTIN HEATHER ✓ 7184930790 DLK  
IF MULLER PATTY 8123671447 DR

9/8/98 FRAUD 602  
9/8/98 FRAUD 602  
Total Reason (11)  
9/9/98 699

02 - Switched to GTELD without authorizat  
02 - Switched to GTELD without authorizat  
07 - Always getting changed to a different

Snyder 8-3 OF  
Snyder 8-17 OF fraud  
gteld NO

Total Reason (1)

Billing 9 ✓ In Franchise: 3 Business: 0 Regulatory: 2

TYPE	B/R	From	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complain Issue	Call Description	Corrective Action	DISP	Regio
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08	R		HANSON FRANK	5414463394	DR	9/10/98		702		08 - Hasn't received any bills from GTELD.			OF
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04	R		ROBICHAUD JOHN	7158398929	AFB	9/8/98		706	706	04 - Mr. Robichaud referred to Long dista	Records still show customer PICCd to GTELD but only receiving charges for Primary Carrier Charge for \$.60. Advised customer will credit him for the charge and make sure service is cancelled. Sent EM	706	PS
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Total Reason (1)

Total Reason (1)

08	R		REED BILL	9727129555	MP	9/11/98		799		08 - Has paid bill but still is getting n			OF
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08	R		BELLVER RAFAEL	3052614180	CL	9/9/98		799		08 - Billed for a previous bill. Billed \$			OF
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08	R		NOISEUX GEORGETTE	3059407398	LY	9/10/98		799		08 - Being billed by GTE for long distance			OF
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08	R	IF	BURKETT JERRI	9159283608	EG	9/9/98		799		08 - Overcharged repeatedly for long dista			TX
----	---	----	---------------	------------	----	--------	--	-----	--	--	--	--	----

08	R		AHMAD SYED	8102324354	DR	9/9/98		799		08 - Received notice of toll block warnin			OF
----	---	--	------------	------------	----	--------	--	-----	--	---	--	--	----

02	R	IF	KLEMME STANLEY H	5734454882	DLK	9/11/98		799		02 - Being billed for calls to Hawaii that			MW
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02	R	IF	HOAG CHARLENE	8133720048	DLK	9/9/98		799		02 - Being billed for long distance calls			FL
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Total Reason (7)

Other 7 ✓ In Franchise: 2 Business: 0 Regulatory: 1

TYPE	B/R	From	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complain Issue	Call Description	Corrective Action	DISP	Regio
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07	R		POTTEPALEM SIVA	7325484822	EG	9/10/98		801		07 - Called 888/483-1143 three times and			OF
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INO	R	IF	CRANLEY COLLEEN	9725391381	CL	9/8/98		801		INO - Unknown concern. Received e-mail fro			TX
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Total Reason (2)

07	R		ROWE JOHN	9724090288	MP	9/8/98		899		07 - Remove GTELD from account and issue			OF
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07	R		FAULCONER PHILLIP	8048450250	LY	9/9/98		899		07 - Discontinue long distance service and			OF
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Snyder AFNI OF

gteld

15849

TYPE B/R	Franchisee	CUSTOMER NAME	BTN	WHO RECEIVED	CLOSED CALL	Complain Issue	Call Description	Corrective Action	DISP	Region
Billing	16	In Franchisee: 11	Business 0	Regulatory: 4						
02 R	1	ZAICHICK GERALD	3052745528	DLK	9/15/98	Total Reason: 24 699	- Received 'negative action' letter fro		OF	
02 R		KOUSOUROU GEORGE S.	3052661266	DLK	9/14/98	602	- Switched from AT&T to GTE without aut		OF	
10 R	IF	ROWE PATTY	6125832337	DLK	9/15/98	602	- Switched to GTELD without authorizati		MW	
01 R	IF	ADAMS JESSE	5409721769	DLK	9/14/98	602	- Letter to Consumers Protest Branch -		VA	
01 R	IF	LEE CHEN	5628667745	DLK	9/14/98	602	- July 14 1997 GTE phone company	gtdld	CA	
02 R		MONROE MARTY	3058686470	DLK	9/15/98	602	- Switched to GTELD without authorizati		OF	
02 R		LOWRY PAUL	5617327188	DLK	9/14/98	602	- Switched from AT&T to GTE without aut		OF	
02 R		GRIGGS WINIFRED	3134912791	DLK	9/14/98	602	- Was slammed by GTELD. Called them and		OF	
11 R		WANG QIAO-LING (DIANA)	9204679012	DLK	9/14/98	602	- One day in January a sales represent		OF	
02 R		CURRLIN HENRIETTE	9544560751	DLK	9/15/98	LOA 4/5/98	- Switched to GTELD without authorizati		OF	
02 R	IF	JOSEPH Collier	9419242848	DLK	9/16/98	FRUD 602/5/98	- Switched to GTELD without authorizati		FL	
01 R		HARASYM JOHN	4077881393	DLK	9/14/98	FRUD LOA 4/5/98	- Letter to FCC dated 7/27/98 from cust		OF	
02 R		RENAULT THERESE	9547648956	DLK	9/18/98	LOA 4/5/98	- Switched to GTELD without authorizati		OF	
02 R		PALATNEK BLOSSOM	7183778356	DLK	9/15/98	FRUD LOA 4/5/98	- Switched to GTELD without authorizati		OF	
02 R		SUMMEY MARY E.	3058936768	DLK	9/18/98	LOA 4/5/98	- Switched to GTELD without authorizati		OF	
07 R		PRINCE RENE	2125348118	EG	9/17/98	602	- Switched to GTELD without authorizati		OF	
07 R		MARDELL MARY	3058529599	LY	9/17/98	LOA 4/5/98	- Switched to GTELD without authorizati		OF	
05 R		JOHNSON BETTIE	7186048110	DR	9/18/98	LOA 4/5/98	- Switched to GTELD without authorizati		OF	
07 R	IF	KINGSLAND HERB	8183664463	EG	9/18/98	602	- Switched to GTELD without authorizati		CA	
05 R		NEVES RAFAEL A.	3013847828	DR	9/15/98	9/21/98 602	- Switched to GTELD without authorizati		OF	

Switched without  
authorization. Sale made  
thru Snyder. Listen to tape  
customer agreed to sign  
with GTELD and plans.  
Called Mr. Neves to  
advise. Mr. Neves listen  
to tape and said that was  
not his vo

Snyder  
8-17-

15864

TYPE B/R Fran CUSTOMER NAME

BTN

WHO

RECEIVED

CLOSED

CALL

Complaint  
Issue

Call Description

Corrective Action

DISP Regl

(30)

15878

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complaint Issue	Call Description	Corrective Action	DISP	Regl
			POSVAR CHARLES	7147721044	AFB	EX 9/22/98		602		07 - Switched to GTELD without authorizati	GTELD	OF	
			TRASK MICHAEL	9155857478	LY	EX 9/24/98		602	fraud. LoA	07 - Switched to GTELD without authorizati	Snyder (9-16)	OF	
			MARTENS BRUCE	3058683311	ME	EX 9/21/98	9/23/98	602	602 fraud LoA	07 - I just received a phone call from a v	Customer received a negative option letter, but he was not switched. The order was cancelled due to a disputed sale. The signature looks like a forgery. I do not know at this time if the rep had ha	602	OF
07	R		ABEND ZACH	7182533983	LY	EX 9/22/98		602	fraud LoA	07 - Switched to GTELD without authorizati	Snyder (8-10)	OF	
07	R		OVERTURE DEBORAH	2122061116	MP	0 9/21/98		602	LoA exists	07 - From the desk of Liz Smlh : ).....	Snyder	OF	
07	R		GEBBIE ANNA	2129951642	CL	EX 9/21/98	9/24/98	602	602 fraud LoA	07 - SHE SAID SHE NEVER SIGNED UP FOR GTE	Customer slammed by Snyder. Requested investigation from Snyder. Called customer & apologized. I also let her know that because she had a PIC Restrict on her line she had not been switched. The	602	OF
07	R		HENRY TIM C	4076575441	EG	EX 9/23/98		602	fraud LoA	07 - Switched to GTELD without authorizati	Snyder (9-20)	OF	
07	R		ROSALES JOSE	3058547208	CL	EX 9/22/98		602	fraud LoA	07 - Switched to GTELD without authorizati	Snyder (9-14)	OF	
02	R		GOLDMAN JASON	3055471644	DLK	9/23/98	LoA exists	602		02 - Switched to GTELD without authorizati	Snyder (9-9)	FL	OF
02	R		CHIUSANO ANTHONY	5614987502	DLK	9/23/98	fraud LoA	602		02 - Switched to GTELD without authorizati	Snyder	OF	
02	R		VIGIL MANUEL	3052643055	DLK	9/21/98		602	LoA exists	02 - Customer is being billed for services	Snyder (6-7)	FL	OF
02	R	IF	CASS ALEXANDER	9413884161	DLK	9/23/98	FRAUD	602		02 - Switched to GTELD without authorizati	Snyder (9-10)	FL	FL
02	R		BRUMBY ED & CHIA	5613368581	DLK	9/21/98	didn't want to change info	02		02 - Unauthorized change of Long Distance	Snyder (9-15)	FL	OF
02	R		MARTONE ANNE D	9547641443	DLK	9/23/98	LoA exists	602		02 - Switched to GTELD without authorizati	Snyder	FL	OF
02	R		BLACK LEONARD	7185831234	DLK	9/22/98	FRAUD	602		02 - Switched to GTELD without authorizati	Snyder (6-14)	NY	OF
02	R		MOORE HERBERT	3057588040	DLK	9/25/98	FRAUD	602		02 - Switched to GTELD without authorizati	Snyder	FL	OF
11	R		MULLEN STEVE PH.D.	8172958860	DLK	9/21/98	FRAUD	602		11 - Beller Business Bureau - Letter from	Snyder TX	OF	
02	R		ABDELLA EDMOND	5617456824	DLK	9/25/98	LoA exists	602		02 - Switched to GTELD without authorizati	Snyder (9-16)	FL	OF
02	R		JACKMAN KIRK	3052555934	DLK	9/21/98	FRAUD	602		02 - Unauthorized change of long distance	Snyder (8-27)	FL	OF
02	R		DOMINGUEZ ORLANDO	3052265452	DLK	9/25/98	FRAUD	602		02 - Switched to GTELD without authorizati	Snyder (7-13)	FL	OF

			GISSELE CARDINAL	9544570032	DLK	9/23/98	FRAUD	602	02	- Switched to GTELD without authorizat	Snyder (6-23)	OF
			GIBSON ANTHONY	7184692876	DLK	9/22/98	FRAUD	602	02	- Switched to GTELD without authorizat	Snyder (4-19) NY	OF
	IF		ENSIGN MARY & ROBERT	9064843292	DLK	9/21/98		602	02	- Upsel with <u>unauthorized charges</u> from	GTELD	OF
			TOOTLE NICK	3055699532	DLK	9/22/98	FRAUD	602	02	- Switched to GTELD without authorizat	Snyder (8-26) FL	OF
Total Reason: 24												
02	R	IF	SMITH JENNIFER	6065485089	DLK	9/24/98		603	02	- Switched from <u>GTELD</u> without authoriza		SO
Total Reason: 1												
07	R		ARREDONDO TOMAS	5613683428	ME	EX 9/24/98		699	07	- Received 'negative option' letter di	Snyder	OF
07	R		GILL MARTIN	3055541981	CL	EX 9/22/98		699	07	- Received 'negative option' letter. M	Customer slammed by Snyder. Called customer & spoke w/Mrs. I told her I was investigating the inquiry & would get back w/her. She told me that she had recv. a letter which I asked her if she could	699 OF
07	R		RICHARDSON HENRY	3018391066	MP	EX 9/23/98		699	07	- Received 'Welcome' to GTELD letter m	Snyder (9-8) MD	OF
11	R		RANDALLE YOLANDE	5615856838	DLK	9/24/98	FRAUD	699	11	- Received 'negative option' letter da	Snyder FL	OF
11	R	IF	WILLIAMS ANITA	9419247391	DLK	9/24/98	FRAUD	699	11	- Received 'negative option' letter cu	Snyder FL	FL
02	R		LEVINE NORMAN	7182581525	DLK	9/24/98	FRAUD	699 602	02	- Received 2 negative option letters ac	Snyder (9-1) NY	OF
02	R		MOSER ANTHONY	9544731475	DLK	9/23/98	FRAUD	699	02	- Received 'negative option' letter. D	Snyder FL	OF
02	R		LIBOU BERNARD	7187635469	DLK	9/23/98	Lox exist	699	02	- Received 'negative option' letter adv	Snyder NY	OF
02	R	IF	MOORE DENISE & DUKE	9099430346	DLK	9/23/98		699	02	- Switched to MCI without authorization	CLEC	CA
Total Reason: 9												

Billing 19		In Franchise: 9		Business: 1		Regulatory: 3						
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complaint Issue	Call Description	Corrective Action	DISP Region
09	R	IF	SWANN ARRYBELLA	8044938541	AFB	9/23/98		701	09	- Being billed by <u>OAN</u> for several month	GTELD	VA
08	R	IF	SANDERS WILLIAM SCOTT	3346776221	CM	9/23/98		701	08	- Billed by <u>OAN/MRP</u> . I received a call	//	SO
04	R	IF	RADEL CHERYL	6167771579	CM	9/23/98		701	04	- Being billed by <u>OAN/MRP</u> . Switched in	//	NE
09	R		CORNELISON KENNETH	2565876954	CL	9/24/98		701	09	- Being billed by <u>OAN</u> . Received phone	//	SO
07	R	IF	DUTT LISA	2196226069	CL	9/24/98		701	07	- Being billed by <u>AT&amp;T</u> and <u>GTELD</u> . Swit	//	NO

Called customer & apologized for the switch. I called GTEEA (Sally) w/customer conf. on line to have him switched back to sprint. Sally switched customer back per his request. I apologized again.

02	R	BONO THOMAS	5617462453	DLK	10/1/98	602	02	FL	Received fax from Karen Cureton Flor	OF
02	R	QUICK DAVID	3052328467	DLK	10/1/98	602	02	FL	Received fax from Karen Cureton Flor	OF
02	R	SHAW MICHAEL	4076788310	DLK	9/28/98	602	02	FL	Customer is being billed for unauthor	OF
02	R	CALLEJAS OSCAR B	3052217171	DLK	9/29/98	602	02	FL	Switched to GTELD without authorizall	OF
02	R	IF STILES JASON	8138480955	DLK	9/29/98	602	02	FL	Switched to GTELD without authorizall	FL
02	R	SOUTH DAL MABRY	8168316955	DLK	10/1/98	602	02	FL	Received fax from Karen Cureton Flor	OF
02	R	FINANCIAL CONS INC								
02	R	HACK NIZAM	3052527754	DLK	9/29/98	602	02	FL	Switched to GTELD without authorizall	OF
02	R	GENTILE APRIL	3056549150	DLK	9/28/98	602	02	FL	EL PSC - States that she was switched	OF
10	R	IF HADIL YASAR	5734427034	DLK	10/1/98	602	10	MC	Switched without authorization by GTE	MW
11	R	AMOS ELAINE	3128423075	DLK	9/29/98	602	11	EL	Switched to GTELD without authorizati	OF
02	R	HERNANDEZ SANTIAGO	5618839494	DLK	9/29/98	602	02	FL	Switched to GTELD without authorizall	OF

	IF	SAHALIS GEORGIA	7182521026	DLK	9/29/98	Lot exist 5	602
		GONZALEZ HOMEROM	3055950184	DLK	9/29/98		602
	IF	MASLOWSKI KEVIN J.	8139962828	DLK	9/28/98		602
		MAY JOHN	3054487867	DLK	9/29/98	fraud	602
		MOORE ERIC (already)	3056611622	DLK	9/29/98		602
		FORREST RALPH & AUDREY	4078765676	DLK	9/29/98		602
		FRANKEL JOE	5614873878	DLK	10/1/98	Lot exist 5	602
		GONZALEZ JOSE	3058544180	DLK	10/2/98	Lot exist 5	602
	IF	WAUSAU TITLE COMPANY	7153593121	MEM	9/30/98		602
	B	RADIATION SERVICES INC.	8136853796	DLK	9/28/98		602
	B	STORM STAN	8157587426	DLK	9/29/98		602
	R	CALLAHAN MARY ANN	7158823814	AFB	9/29/98		603
	R	SALE ERIC & ANNALEE	6167517170	DLK	9/30/98		603
	B	REFLECTIONS HAIR STUDIO	6182436556	EG	10/2/98		603

Total Reason: 33

Total Reason: 3

Total Reason: 3

Billing 16 In Franchise: 10 Business 3 Regulatory: 3

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complain t Issue	Call Description	Corrective Action	DISP	Region
08 R	IF	ALICUBEN KURT	8089593764	EG	9/30/98		701		08 - Was billed by MCI/Sprint for a call t	GTELD		HI
08 R	IF	OCKSE CELIA & LOREN	5093343272	CMR	9/28/98		701	701	08 - Tried since MARCH to get customer on	"	701	NW
04 R	IF	JENKINS SHAVONNA	6186626010	EG	10/2/98		701		04 - Being billed by OAN for Minimum Rate	"		NO
11 R		NICHOLS WILLIAM A.	6158322028	DLK	9/30/98		701		11 TN Billed by Willel. Customer responded	"		OF
11 R	IF	BARRETT JOHN THOMAS	2179876921	DLK	10/2/98		701		11 IL Being billed by OAN for Minimum Rate	"		NO

02 NY	- Switched to GTELD without authorizall	
02 FL	- Switched to GTELD without authorizall	
02 FL	- FL PSC - States that his long distance	FL
02 FL	- Switched to GTELD without authorizall	
02 FL	- Switched to GTELD without authorizall	
02 FL	- Switched to GTELD without authorizall	
02 FL	- Received fax from Karen Curelon Flor	
02 FL	- Switched to GTELD without authorizall	
07	- Switched to GTELD without authorizall	
02 FL	- FL PSC - Customer's long distance ser	FL
11 IL	- Switched to GTELD without authorizall	NO
05	- Switched from GTELD by Minimum Rate P	NO
02	- Switched from GTELD to Willel. Custo	NE
07	- Switched from GTELD without authoriza	NO

05 TX	Received 'negative' option letter. D
05 FL	Received fax from Snyder.
07 NY	Received 'negative option' letter. D

Snyder 9-1 OF

Snyder 9-10 OF

Snyder 9-8 OF

Snyder 8-2.8 OF

Snyder 9-20 OF

Snyder 9-29 OF

Snyder 9-9 OF

GTELD NO

GTELD NO

Snyder 8-2.6 OF

Snyder 9-14 OF

Snyder OF

15887



4	In Franchise:	3	Business	Regulatory:	0
IF	BIGGS MICHAEL	3096636929	MP	10/6/98	502
IF	FINCHUM JAN	8127392140	DR	10/7/98	502

Corrective Action

DISP Region

NO

Wants to be placed on Do Not Solicit list. Elder

Not Solicit list. Fixed customer number to do not solicit list and e-mailed all TMA's to add the do no solicit list.

CUSIMC

5	R	ALEXANDER JACQUELYN	7275848104	AFB	10/7/98	503	05	- Place on Do Not Solicit list. Receiv	FL
Total Reason: 2									

6	R	IF	DELANEY DAN	6062771959	AFB	10/8/98	503	04	- Requests name taken off GTELD	SO
Total Reason: 2										

Unauth Chg 33

In Franchise: 6

Business: 1

Regulatory: 14

Call Description

Corrective Action

DISP Region

7	R	TOMPKINS RONALD	EX7184460690	LY	10/9/98	601	07	- Received negative option letter. Swi	OF
7	R	FRIED DAVID	EX3052743415	LY	10/9/98	601	07	- Received negative option letter. Cus	OF

8	R	IF	GIANONE FRANK	EX9419558065	CMR	10/5/98	601	04	- Received confirmation letter 10/2. M	FL
Total Reason: 2										

9	R	LEONARD STEPHEN	EX2128776712	DR	10/6/98	601	07	- Received welcome letter from Snyder.	OF	
Total Reason: 2										

Corrective Action

DISP Region

NO

Wants to be placed on Do Not Solicit list. Elder

Not Solicit list. Fixed customer number to do not solicit list and e-mailed all TMA's to add the do no solicit list.

CUSIMC

10	R	DESANTIS THOMAS	9544311059	CMR	10/7/98	601	05	- Received negative option letter from	OF
10	R <td>PEREZ ADOLFO A.</td> <td>EX9419232051</td> <td>DR</td> <td>10/9/98</td> <td>601</td> <td>07 <td>- Received a negative option letter. D</td> <td>FL</td> </td>	PEREZ ADOLFO A.	EX9419232051	DR	10/9/98	601	07 <td>- Received a negative option letter. D</td> <td>FL</td>	- Received a negative option letter. D	FL

11	R	ZORRILLA JORGE	EX4078895087	LY <th>10/6/98</th> <th>602</th> <th>08</th> <th>- Switched to GTELD without authorizati</th> <th>OF</th>	10/6/98	602	08	- Switched to GTELD without authorizati	OF
11	R <td>PARABOO ZOBENA</td> <td>EX3055526072</td> <td>LY</td> <td>10/8/98</td> <td>602 <td>07 <td>- Switched to GTELD without authorizati</td> <td>OF</td> </td></td>	PARABOO ZOBENA	EX3055526072	LY	10/8/98	602 <td>07 <td>- Switched to GTELD without authorizati</td> <td>OF</td> </td>	07 <td>- Switched to GTELD without authorizati</td> <td>OF</td>	- Switched to GTELD without authorizati	OF

Corrective Action

DISP Region

NO

Wants to be placed on Do Not Solicit list. Elder

Not Solicit list. Fixed customer number to do not solicit list and e-mailed all TMA's to add the do no solicit list.

CUSIMC

SC

Of

30.

7.

Customer switched by 602 Of

Customer switched by Snyder without autho.  
Recy. LOA from Snyder Snyder

Customer switched by 602 O  
 Snyder without author.  
 Rec'd LOA from Snyder  
 with a different customer  
 name however, the  
 number was the same.  
 Called customer several  
 times & left several  
 messages with my name

Snyder  
 9.16

Snyder: U-2-602 ON

1000

1000

Switched without	602	01
1	1	1
2	1	1
3	1	1
4	1	1
5	1	1
6	1	1
7	1	1
8	1	1
9	1	1
10	1	1
11	1	1
12	1	1
13	1	1
14	1	1
15	1	1
16	1	1
17	1	1
18	1	1
19	1	1
20	1	1
21	1	1
22	1	1
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93	1	1
94	1	1
95	1	1
96	1	1
97	1	1
98	1	1
99	1	1
100	1	1

Should be  
authorized. Reviewed  
transaction history

B/28/78. Customer had

contacted and to have this

called hi

215

[illegible]

Shirley A. 3-1 CA

Snider  
9-16  
OFF

OF 9-13 Snyder

of Snyder 2-8

1-6-2017

✓

3-1-1

...

Snyder  
9-24

10

02	R		APOLITANO WILLIAM F	4073482049	DLK	10/8/98	602	L	02	- Switched to GTELD without authorizati	Snyder 9-2.	OF
05	R	IF	JOHNSON LORETTA	7086813269	DLK	10/9/98	602	EL	11	- Switched to GTELD without authorizati	Snyder 9-24	OF
03	B	IF	PIVAWER ISIDOR	7188245358	DLK	10/9/98	602	NY	11	- Switched to GTELD without authorizati	Snyder 8-19	OF
			HELLER SUSANNA	7183839280	DLK	10/9/98	602	NY	02	- Switched to GTELD without authorizati	Snyder 9-20	OF
			SCHRODT ROGER & NANCY	3094622647	CMR	10/5/98	603	IL	05	- Customer claims his service was swic from ATC	GTELD	NO
			RETAIL MERCHANTS CREDIT ASSN.	9155972143	MP	10/7/98	603	TX	03	- Switched from GTELD without authoriza	GTELD	TX
Billing 22 In Franchise: 14 Business 2 Regulatory: 3												
Total Reason: 2												
04	R	IF	BEHM RODNEY	6187244174	DR	10/9/98	701		04	- Being billed by National Billing Exch	GTELD	NO
07	R	IF	CRUZ VALERIE	4175892110	CLM	10/8/98	701		07	- Being billed by AT&T. Keith Mark	"	MW
08	R		CHE TAL ARADHNA	4252049199	MEM	10/6/98	701	WA	08	- Not receiving bill from GTE. Custom	Snyder	OF
04	R	IF	JACKSON RICKEY L.	9158843202	MEM	10/7/98	701		04	- Being billed by AT&T. Requested GTEL	GTELD	TX
08	R	IF	LAMB VICKY	8174883542	AFB	10/5/98	701	TX	EMP	- Vicky wants GTELD for both of her	"	TX
08	R	IF	THOMAS DOROTHY	3347925416	MEM	10/8/98	701		08	- Being billed by OAN. We received an	"	SO
04	B	IF	RODNEY BEHM FRONT WHEEL	6187247878	DR	10/9/98	701		04	- Being billed by National Billing Exch	"	NO
Total Reason: 7												
08	R	IF	ARVIN PAUL	7659623003	LY	10/6/98	799		08	- Wants to know about the Universal Ser	Explained fees to customer said he appreciated me calling.	799 NO
08	R		BASS DONNA	7578750638	DR	10/8/98	799		08	- Continues to receive statements. Thi	Continue to receive a statement no longer has this phone number. I reviewed rpts transaction history shows customer moved with a lcal code 2202 712298. No order was generated thru solar to have ser	799 OF
00	R	IF	BAUTISTA TED	6269198778	AFB	10/8/98	799		08	- Still being billed by GTELD Mrs. Te	GTELD	CA
08	R	IF	RICE RUEBEN	9723152989	MEM	10/8/98	799		08	- Has 1 minute calls charged on calling	GTELD	TX
08	R	1	CHEN WENJIE	4082538366	MEM	10/8/98	799		08	- Never received promised transfer cr	GTELD	OF

2		In Franchise: 0 Business					Regulatory: 2				
Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
11 R	FL SMITH PERRIN	9042897798	DLK	10/14/98		599		11 - Solicited by GTELD after being placed			OF
	FL ZAVITZ JOHN	4078845645	DLK	10/14/98		599		11 - Solicited by GTELD after being placed			OF

Total Reason: 2

Unauth Chg		32	In Franchise:		8	Business		0	Regulatory:		18		
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n	

07	R	DAVIS MYRA	3138617865	MP EX	10/14/98	fraud	601		07	- Received 'negative option' letter. S	Snyder 9-15	OF
07	R	FORMAN MIKE	4077886709	DR EX	10/13/98	Lot exists	601		07	- Received 'negative option' letter. N	(Snyder)	OF
05	R	ZURER ROBERT	7186430878	DR	10/15/98	fraud	601		05	- Received 'negative option' letter. N	(Snyder)	OF
07	R	JANSSEN MARK	3058196733	EG EX	10/15/98	Lot	601		07	- Received 'negative option' letter. D	(Snyder)	OF
02	R	COOPER ROBERT NY	7184546604	DLK	10/16/98		601	Lot exists	02	- Received 'negative option' letter. D	(Snyder)	OF
02	R	FRATTA ANTHONY N. NY	7162355646	DLK	10/14/98		601	cust. did order (TAFE exists)	02	- Received 'negative option' letter wel		OF
Total Reason: 6												
07	R	SCHWARTZ	4083788781	MP	10/13/98		602		07	- Switched to GTELD without authorizati	CLEC	OF
07	R	ROSZEL SAMUEL	3052528729	AFB EX	10/13/98	no Lot	602	error	07	- Switched to GTELD without authorizati	Snyder 10-1	OF
07	R	ST. JAMES JAMES A.	5737753028	MEM	10/14/98		602		07	- Switched to GTELD without authorizati		OF
07	R IF	MORRIS DREW	9419228364	LY	10/13/98		602		07	- Switched to GTELD without authorizati	GTELD	FL
07	R	HAYES ZOLA	3132729308	AFB EX	10/15/98	Lot exists	602		07	- Switched to GTELD without authorizati	Snyder 9-20	OF
07	R	MEHTA DR. JAYESH M.	5137937349	LY EX	10/15/98	felt like "tricked"	602		07	- Switched to GTELD without authorizati	Snyder 9-23	OF
11	R IF	BULL W.W. II	8157723610	DLK	10/14/98		602		11	- Switched to GTELD without authorizati		NO
02	R IF	TULL ROGER & DEBRA	3606794140	DLK	10/13/98		602		02	- Long distance service stopped working	CLEC	NW
02	R	STACK KEVIN FL	4073329469	DLK	10/13/98		602	FRAUD	02	- Switched to GTELD without authorizati	Snyder 9-28	OF
02	R	VITAGLIANO JOSEPH FL	3057569429	DLK	10/14/98		602	info on Lot lost + match	02	- Switched to GTELD without authorizati	Snyder 9-15	OF
11	R	BETANCOURT JAIRO FL	3056632659	DLK	10/16/98		602	FRAUD	11	- Switched to GTELD without authorizati	Snyder 7-5	OF
02	R	MILLER FRANK P. FL	3056617021	DLK	10/14/98		602	FRAUD	02	- Switched to GTELD without authorizati	Snyder 9-3	OF
02	R	BEAUCAGE DONALD FL	4073211053	DLK	10/12/98		602	FRAUD	02	- Customer states that he was switched	Snyder 9-23	OF
02	R	MALEK THOMAS FL	3052555771	DLK	10/15/98		602	FRAUD	02	- Switched to GTELD without authorizati	Snyder 8-27	OF
02	R	DAVALOS FILIBERTO FL	3058271690	DLK	10/15/98		602	FRAUD	02	- Switched to GTELD without authorizati	Snyder 8-18	OF

15910

(22)

IVIE MARY BARBARA FL 3057584023 DLK  
FORNES RANDY FL 4073443997 DLK  
BAJAJ SURINBER NY 7163345675 DLK  
BABOURI MAURICE FL 3059475842 DLK  
FIGUEIRA GREGORIO FL 9549221071 DLK  
PEPPITONI FRANK FL 9417278389 DLK  
PENNINGTON CHRISTY 4072777222 DLK  
A. FL

10/12/98 FRAUD 602  
10/14/98 FRAUD 602  
10/16/98 no complaint  
10/16/98 FRAUD 602  
10/16/98 FRAUD 602  
10/12/98 602  
10/14/98 FRAUD 602

Total Reason: 22  
603

Total Reason: 1  
699

699

699

Total Reason: 3  
Business 1

Regulatory: 2

02 - Customer states that she was switched  
02 - Switched to GTELD without authorizat  
02 - Switched to GTELD without authorizat  
02 - Switched to GTELD without authorizat  
02 - Switched to GTELD without authorizat  
02 - Customer recently switched his long d  
02 - Switched to GTELD without authorizat

Snyder 10-... OF  
Snyder 8-31 OF  
Snyder 8-25 OF  
Snyder 8-20 OF  
Snyder 9-8 OF  
Kobiline FL  
Snyder 10-1 OF

15911

04 R IF HUR JUNGIM 4097645934 AFB 10/13/98  
04 R IF WILLIS NORMA 5628693778 LY 10/14/98  
07 R IF ONER MAE 9416868205 MP 10/13/98  
07 R IF BURDICK JANICE 4257757191 EG 10/16/98

04 - Switched from GTELD without authoriza  
04 - Signed up for 380 free minutes of lon  
07 - When dials 700 test number to find ou  
07 - Wants to switch Interlata long distan

TX  
CA  
FL  
NW

# Billing

24

In Franchise: 14

TYPE	B/R	Franch	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
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INQ	R	IF	RUSSELL JASON & VERONICA	8144678653	APB	10/12/98	10/15/98	701	701	INQ - I have already investigated this comp	This inquiry has been closed and forwarded to David Kemp for resolution as a PA PUC complaint. No customer contact.	701	NE
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04	R	IF	WEBSTER LARRY	6168612753	LY	10/14/98		701		04 - Being billed by OAN for Minimum Rate	11	NE
08	R	IF	KING WILLIAM	3347921372	MP	10/12/98		701		08 - Being billed by USBI although she is	11	SO
08	R	IF	NGUYEN ANDY	2814998632	DR	10/16/98		701		08 - Being billed by AT&T. Was switched b	11	TX
04	R	IF	JOHNSON KATHY	6062932143	EG	10/14/98		701		04 - Being billed by Sprint. Customer say	11	SO
04	R	IF	SWARTZ ROGER	6166469789	MEM	10/13/98		701		04 - Being billed by OAN for Minimum Rate	11	NE
04	R		MCFADDEN TRACY	7275389362	LY	10/13/98		701		04 - Being billed by AT&T when has GTELD	11	FL
08	R		SLAUGENHOUP T JAMES	7273922883	DR	10/14/98		701	Bill by OAN	08 - Being billed by OAN Services Inc. N	Snyder	FL
04	R	#	TATE KENNETH & JEAN ANN	2174359261	AFB	10/13/98		701		04 - Being billed by OAN for Minimum Rate	GTELD	NO
02	R	IF	RUSSELL JASON & VERONICA	8144678653	DLK	10/15/98		701		02 - Being billed by OAN for Minimum Rate	11	NE

(2)

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IF	3ILCO ARTHUR	EY	9413519203	CLM	10/19/98	10/26/98	602	2	04	- Received letter indicating they were	Snyder, Signed LOA signed by unknown person. Mrs. returned my call & was very upset w/the letter that she recv. stating that she had recently selected GTELD & that this was not a true statement. She	FL
05 R	BETZ MICHAEL	EY	2143274015	EG	10/23/98		602	602	05	- Switched to GTELD without authorizati	Snyder 10-15	OF
04 R	SANDER JUDY	EY	7187689812	MEM	10/22/98		602		04	- Switched to GTELD without authorizati	Snyder 9-27	OF
04 R	IF WILSON THEODORE	EY	9413834086	AFB	10/19/98		602		04	- States he was slammed by GTELD.	Snyder 9-24	FL
05 R	DELGADO ARMANDO	EY	3054424224	DLK	10/21/98		602	602	05	- Switched to GTELD without authorizati	Snyder 8-27	OF
03 R	GENDZIER NATHAN	EY	7188754796	MP	10/19/98		602		03	- GTELD provisioning - States on 10/9/9	Snyder 9-29	OF
07 R	FRANSES GARCIA	EY	2124275018	MP	10/20/98		602		07	- Switched to GTELD without authorizati	Snyder 10-8	OF
05 R	YUE TIAN-LI	Q	6104496051	MEM	10/20/98		602		05	- Switched to GTELD without authorizati	Snyder 7-15	OF
07 R	SPENCER MARK	EX	7186430626	DR	10/23/98		602		07	- Switched to GTELD without authorizati	Snyder 10-1	OF
02 R	CORTINA ARMANDO		3058547469	DLK	10/19/98		602		FL 02	- FL PSC - Switched from MCI to GTE	Snyder 8-25	OF
02 R	CIFUENTES MARIA		3052645435	DLK	10/23/98		602		FL 02	- Switched to GTELD without authorizati	Snyder 8-18	OF
02 R	BROWN CAROLE		2815570234	DLK	10/19/98		602		TX 02	- TX PUC - Carrier was switched to GTE		TX
11 R	HODGE GLORIA		7087992444	DLK	10/23/98		602		11	- Switched to GTELD without authorizati	Snyder 9-27	OF
02 R	REZOLA FRANCISCO		3056667405	DLK	10/21/98		602		FL 02	- Switched to GTELD without authorizati		OF
02 R	FLORES RAYMOND		8302788414	DLK	10/19/98		602		TX 02	- TX PUC - Carrier was switched to GTE	Snyder 6-23	OF
02 R	FLORES RAYMOND		8302788414	DLK	10/19/98		602		02	- TX PUC - Carrier was switched to GTE	<del>Snyder 6-23</del>	OF
02 R	WALCOTT VIOLA		7188544591	DLK	10/22/98		602		NY 02	- Received letter welcoming to GTELD.	Snyder 10-6	OF
02 R	LEON JOSE J. & CARLOTA P.		3052276698	DLK	10/20/98		602		FL 02	- Switched to GTELD without authorizati	Snyder 8-23	OF
02 R	JIA YIMIN		4024710238	DLK	10/23/98		602		NEB 02	- Switched to GTELD without authorizati	Snyder	OF
02 R	FRANCEUS NICOLE		5613694714	DLK	10/20/98		602		FL 02	- Switched to GTELD without authorizati	Snyder 8-18	OF
02 R	WITZKE RALPH		9547230664	DLK	10/19/98		602		FL 02	- FL PSC - Customer said that his long	Snyder	OF
02 R	IF VU THUA		9722767023	DLK	10/19/98		602		TX 02	- TX PUC - Carrier was switched to GTE	Snyder 3-3	TX
02 R	GOODFRIEND ROBERT		7137290623	DLK	10/19/98		602		TX 02	- TX PUC - Carrier was switched to GTE	Snyder 9-16	OF
02 R	SAMUEL MARIE L.		3058939872	DLK	10/20/98		602		FL 02	- Switched to GTELD without authorizati	Snyder 7-55	OF
02 R	RAFIECK MOHAMED		7184562412	DLK	10/22/98		602		NY 02	- Switched to GTELD without authorizati	Snyder 9-17	OF

Total Reason: 27

15921

ZIMMERLI PATTIE	9408552713	DLK	10/27/98	TX	504	02	- Add to Do Not Solicit List The PUC
CAMARA DAWN M.	9413531355	DLK	10/29/98	FL	504	11	- On Do Not Solicit list and claims was
LEWIS JUDY	9047780170	DLK	10/29/98	FL	504	11	- On Do Not Solicit list claims was co

Total Reason: 3

In Franchise: 5 Business 3 Regulatory: 25

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain Issue	Call Description	Corrective Action	DIS P	Regio n
07	R	IF	TARBET ROBERT M. JR	8306936598	MEM	10/26/98		601		- Return my long distance service	GTELD		TX
02	R		CONDON DANIEL J.	3052334284	DLK	10/26/98	FL	601	fraud	- FL PSC - Customer states that his lon	Snyder 9-16		OF
09	R		CURRAN BARRY	4076797326	LY	10/27/98	FL	602	fraud	- Switched to GTELD without authorizati	Snyder 10-1		OF
05	R		GONZALES ENRIQUE	3056345024	DR	10/30/98		602	not GTELD	- Switched to GTELD without authorizati	<del>Snyder</del>		OF
04	R		HAWTHORNE CHERYL	9095870061	AFB	10/27/98	CA	602	LOA exists	- Switched to GTELD without authorizati	Snyder 8-12		CA
05	R		STACK VINCENT	4073326895	DLK	10/27/98	FL	602	602 fraud	- Customer switched without authorizati	Snyder LOA customer did not sign and did not authorize switch to GTELD. Issued credit for \$9.90 issued out order and intercepted billing. OOF Customer Satisfied		OF
05	R		JACOBS SHELLY	9725529161	CLM	10/29/98	TX	602	602	- Switched to GTELD without authorizati	Snyder Sale. Called customer & apologized for her being switched. I told her that I just recv. & I would be investigating & getting back with her. She demanded to know how this could have happened		OF
05	R		MORRIS ADRIENNE C.	2129740650	CMR	10/27/98		602	FRAUD	- Switched to GTELD without authorizati	Snyder		OF
07	R		DESROCHES MICHAEL	9549238345	MEM	10/29/98	FL	602	LOA exists	- Switched to GTELD without authorizati	Snyder 7-12		OF
05	R		CARBONELL INEIDA	9549624279	DLK	10/30/98	FL	602	602 Fraud	- While speaking with Georgina Figueira	Snyder 8-10	602	OF
07	R		NO NAME PROVIDED	6264031856	DR	10/29/98	CA	602	Fraud	- Switched to GTELD without authorizati	Snyder 9-16		OF
02	R		DRIVER NOEL	3058939857	DLK	10/29/98	FL	602		- Switched to GTELD without authorizati	Snyder 10-1		OF
02	R		ALLEN OSWALD	7182304037	DLK	10/30/98	NY	602		- Switched to GTELD without authorizati	Snyder 9-22		OF
02	R		FUENTES JOSE	7183862636	DLK	10/30/98	NY	602		- Switched to GTELD without authorizati	Snyder 3-11		OF
02	R		ALEJANDRO CELINA	3052585715	DLK	10/28/98	FL	602		- Switched to GTELD without authorizati	Snyder 10-5		OF
02	R		DELAHOZ JANICE	3055956623	DLK	10/26/98	FL	602	Fraud	- FL PSC - Unauthorized change of long	Snyder 9-10		OF
02	R		BELCHER BRUCE	3132591050	DLK	10/30/98	MI	602		- Switched to GTELD without authorizati	Snyder 10-6		OF

15929



IF

18

02 8

02 R

11 B

02 R

02 R

02 B

02 R

02 B

02 8

07 B

## Billing

23

In Franchise: 16

Total Reason: 1  
Business 2

Regulatory: 3

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
04	R	IF	MILLARD THAD	3199866154	LY	10/30/98		701	04	- Being billed for <u>Minimum Rate Pricing</u>	GTELD		MW
04	R	IF	MONAHAN PATRICK	6162445380	MEM	10/26/98		701	04	- Customer Is to have GTELD for Interla	//		NE

15930

LEVI MARA

9099296520 CLM

11/9/98

303

3

04

- Customer questions whether she is being

Explained directory assist.  
calls. Customer had  
recv. conflicting info &  
was confused. Customer  
recv. rate adjustments for  
calls from billing.  
Customer satisfied.

CA

15944

07 R

NO NAME PROVIDED

3302531716 DR

11/12/98

303

07

- Wants to know when GTE Talk To Asia

Snyder

OF

08 R

HOSSAIN ASHFAQ

9087901401 DR

11/10/98

303

08

- Requests written confirmation via e-m

OF

Total Reason: 3

Business 0

Regulatory: 2

TMA

9

In Franchise: 4

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS P	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	----------	------------

07 R

CORCORAN JOSEPHINE 7278631622 LY

11/12/98

401

07

- Rude and discourteous rep. Add to DN

FL

07 R

IF

GODSEY JAMES

2059219969 CLM

11/9/98

401

07

- Offered 380 Free Minutes of long dist

SO

Total Reason: 2

404

07 R

HARRIS ARNOLD

5032840351 LY

11/13/98

07

- Was misled by representative. Custo

OF

07 R

IF

ROSS YVONNE

8139320133 MEM

11/9/98

404

07

- Lied to by a GTE Long Distance sold

FL

Total Reason: 2

405

05 R

IF

CHANDLER J.P.

3103763507 LY

11/13/98

05

- Promised .10/min rate for calls from

CA

07 R

XU YIJING

8047470974 AFB

11/10/98

405

07

- Quoted .10/min for domestic calls ho

OF

07 R

CRABTREE JANE

7278234802 AFB

11/9/98

405

07

- She was offered 7 cents a minute an

FL

Total Reason: 3

499

02 R

CARTER LORENE

2057215853 DLK

11/10/98

02

- Door-to-door sales person came to hom

OF

02 R

IF

GODSEY JAMES

2059219969 DLK

11/10/98

499

499

02

- Door-to-door sales person came to hom

499

SO

Total Reason: 2

Business 1

Regulatory: 8

Unauth Chg

23

In Franchise: 6

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS P	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	----------	------------

04 R

IF

GARLOCK DOUGLAS P

9417532067 LY

11/13/98

601

04

- Received letter welcoming to GTELD.

FL

11 R

MC GEE GEORGE &  
SARAH

9549388458 DLK

11/10/98

601

11

- Received letter thanking for selectin

OF

Total Reason: 2

602

07 R

IF

PENDLETON BRIAN &  
DENISE

9417278579 AFB

11/9/98

602

07

- Customer letter dated 10/18/98 addres

FL

07 R

CORNELIUS TINA

5612746621 MEM

11/9/98

602

07

- Customer Letter dated 10/23/98 sent l

OF

Case No.	Party	Address	City	Date	Time	Duration	Notes	Outcome
07 R	DONALDSON CHARLIE	7184995721	MP	11/10/98	11/10/98	602	2	07
05 R	MARTIN MARY KATHERINE	7178542513	MEM	11/12/98	11/12/98	602	602	05
	AXELROD NEIL	5613911906	CLM	11/9/98	11/9/98	602	602	07
	ROCHLIN SANDRA	9413874377	EG	11/10/98	11/10/98	602	602	04
	WESOTSKI BARBARA	2129245449	AFB	11/9/98	11/9/98	602	602	07
	PHILLIPS CYNTHIA	7183859057	LY	11/10/98	11/13/98	602	602	05
07 R	BERGMAN FRANK	7182531313	DR	11/13/98	11/13/98	602	602	07
07 R	SIERERA JUAN	3052217213	CLM	11/9/98	11/9/98	602	602	07
05 R	GALAN FRANCISCO	3055457420	AFB	11/11/98	11/11/98	602	602	05
05 R	PALCA-ALTIERI NELSON	4073449588	MEM	11/10/98	11/10/98	602	602	05
02 R	BANKS LAWRENCE V.	3138838483	DLK	11/9/98	11/9/98	602	602	02
02 R	SCHUSTER GAYLE P.	7186983730	DLK	11/10/98	11/10/98	602	602	02
02 R IF	PAASCH ALVIN	6086474015	DLK	11/11/98	11/11/98	602	602	02
02 R	AREOT ALEX	3052513050	DLK	11/13/98	11/13/98	602	602	02
02 R	DRESCHLER MARGARET	9415131864	DLK	11/13/98	11/13/98	602	602	02
02 R IF	DAVIS PAUL	9413666120	DLK	11/11/98	11/11/98	602	602	02
11 B	SPRING VALLEY BIBLE CHURCH	5803551001	DLK	11/9/98	11/13/98	602	699	11
07 R	WILLET KAREN	4252278002	CMR	11/10/98	11/10/98	699	699	07
05 R	WAGENVOORDT DAVID	7277268247	AFB	11/12/98	11/12/98	699	699	05

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

F.R.A.U.D.

- Assistant Atty General Charlie Donald  
- Switched to GTELD without authorizall  
- From the desk of Liz Smith : ).....  
- Switched to GTELD without authorizall  
- Cancel the following order. The cust  
- Switched to GTELD without authorizall

FRAUDULENT SNYDER  
Snyder 602 NE  
Snyder 602 OF  
Snyder 9-3 FL  
Snyder 10-4 OF  
Customer switched without authorization. Copy of loa showed a name of Vindra Surrey customer says has had telephone number since 1995 & doesn't know anyone by that name. Sent copy of loa to customer  
Snyder 10-18 OF

- Switched to GTELD without authorizall  
- Please send me written information as  
- Switched to GTELD without authorizall  
- Switched to GTELD without authorizall  
- MI PSC - customer disputes a possible  
- Switched to GTELD without authorizall  
- Interfala switched to GTELD without a

Snyder 9-15 OF  
Snyder 10-22 OF  
Snyder 9-23 OF  
Snyder 9-19 OF  
Snyder 10-1 OF  
MISDIRECT: Least Cost Routing. No customer contact. Snyder 8-10 OF

- Switched to GTELD without authorizall  
- Switched to GTELD without authorizall  
- OK Corp. Commission - Alleges that lh

Snyder 8-10 OF  
not Snyder  
Snyder  
MISDIRECT: The customer's anl account code shows Least Cost Routing. This is not a GTELD issue. No customer contact.

Total Reason: 19

Total Reason: 2

15945

Chg 39

In Franchise: 7 Business 1 Regulatory: 17

		Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain Issue	Call Description	Corrective Action	DIS P.	Regio n
			RYAN ROBERT	4076710093	DR	11/17/98	11/17/98	601	9-9 09 FL	Received welcome letter and calling c	Snyder		OF
	IF		BRINKLEY ANNE	4257881528	DR	11/17/98	11/17/98	601	11/17 04	- Received a letter from GTELD stating	Snyder		NW
02	R		GRAF DAVID & LINDA	3055965450	DLK	11/19/98	11/19/98	601	FL 02	- Received a mailing addressed to Betty	Snyder 8-30		OF
11	R	IF	REBHOLZ ROD	9419257113	DLK	11/17/98	11/17/98	601	FL cons. 148	- Received welcome letter for selecting	Snyder		FL
02	R		ALGOR NELSON	9547265424	DLK	11/20/98	11/20/98	601	FL 02	- Received letter welcoming to GTELD.	Snyder		OF
Total Reason: 5													
07	R		DUQUE GUILLERMO	3015813378	LY	11/18/98		602	602 07	- Switched to GTELD without authorizall	GTELD	602	OF
07	R		FARANDA CHARLES	5168895996	CLM	11/16/98	11/16/98	602	NY 07	- Switched to GTELD without his author	Requested call history from Snyder. Recv. LOA signed by Charles Faranda dated 10/15/98. Customer returned my call & I told him that I had a signed LOA dated 10/15. Customer stated that he did not sig	602	OF
04	R		YOUNG DIANNE	7275444676	CMR	11/17/98		602	602 04	- Switched to GTELD without authorizall	GTELD	602	FL
07	R		BINGGELI CORKY	7816484878	MEM	11/16/98	11/16/98	602	07 withou	- Change made to GTELD by Snyder	Snyder		OF
MIS	R		ELLIOTT LAWRENCE	5809240662	MEM	11/19/98	11/20/98	602	602 MIS	- Switched to GTELD without authorizall	11/20/98. Switched by LCR. Forwarded to Rod David in wholesale markets. Misdirect.	602	OF
05	R		GARCIA RENE	5618522391	CMR	11/18/98	11/18/98	602	FL 05	- Switched to GTELD without authorizall	Snyder 9-16		OF
04	R		CARDENS VIVIAN	2538476385	CMR	11/17/98	11/17/98	602	WA 04	- Switched to GTELD without authorizall	Snyder 8-19		OF
03	R		ABRAMS RICHARD DR.	4145271333	DR	11/20/98		602	03	- Switched to GTELD without authorizall	GTELD		OF
07	R		LEE HONG	6264482272	MEM	11/18/98	11/18/98	602	CA 07	- Switched to GTELD without authorizall	Snyder 10-29		OF
05	R		SANCHEZ MAX	9549237281	CLM	11/18/98	11/18/98	602	FL 05	- Switched to GTELD without authorizall	Snyder sale. Requested call history from Snyder. Called customer to let him know that I was investigating & would let him know how this happened. Customer didn't care how it happened he just wanted	602	OF

15952

R	CHREIMER CAROL	7084482310	CLM	11/16/98	602	2	07	- Switched to GTELD without her permission	Requested call history Investigation from all TMA's. Called customer & left message on recorder w/my name number & times. Requested ord. info from Off Line. Order shows this is a Comp. Sales 103 sat	OF
04 R	LAREISSA LEONARD	5613928897	LY	11/20/98	602	FLA	04	- Switched to GTELD without authorization	Snyder 9-16	OF
07 R	LEAL MERCEDES	3053246777	AFB	11/16/98	602	FL	07	- Switched to GTELD without her author	Snyder 9-1	OF
03 R	STARR FRANCES	5026514992	LY	11/19/98	602	STARR	03	- Switched to GTELD without authorization	Snyder 10-27	SO
04 R	SUN YU-CHI	5092351321	MEMO	11/19/98	602	WU	04	- Switched to GTELD without authorization	Snyder 5-14	OF
07 R	WENDELIS DECOR SHOPE	2198822293	CMR	11/16/98	602	(impe)	07	- Slammed to GTE Long Distance. This	ST ELD	NO
04 R	INTREVADO CONCETTINA	9544561264	LY	11/17/98	602	FL	04	- Switched to GTELD without authorization	Snyder 6-23	OF
02 R	DAURAY JOSEPH	2257556950	DLK	11/16/98	602	FL	02	- LARSC. She stated their long distan	ST ELD	OF
02 R	NESSSELT RICH	3052514966	DLK	11/17/98	602	FL	02	- Switched to GTELD without authorization	Snyder 9-24	OF
02 R	VON PAULUS HEDY	3056654938	DLK	11/16/98	602	FL	02	- Switched to GTELD without authorization	Snyder 9-16	OF
01 R	MINER JAMES E.	2196352072	DLK	11/17/98	602	FL	01	- Switched to GTELD for intrale witho	Snyder 10-19	OF
02 R	SMITH RICHARD W.	9544564241	DLK	11/19/98	602	FL	02	- Switched to GTELD without authorization	ST ELD	NO
01 R	FELNER KIM	2025460097	DLK	11/20/98	602	DC	01	- Switched to GTELD without authorization	Snyder 10-20	OF
01 R	VILLAREAL MAUMI C.	9155924405	DLK	11/17/98	602	TX	01	- Switched to GTELD without consent. C	Snyder 2-16	OF
01 R	ANGLIN MICHAEL M.	6156544570	DLK	11/16/98	602	FL	01	- GTE put me on their long distance ser	Snyder 2-11	OF
02 R	KINKY CYNTHIA	9547815760	DLK	11/19/98	602	FL	02	- Switched to GTELD without authorization	ST ELD	OF
10 R	BHATT HARISH	2175290223	DLK	11/18/98	602	FL	10	- M PSC. Customer wrote concerning	Snyder 9-7	OF
01 R	MERCADO ADRIAN	9157517227	DLK	11/16/98	602	FL	01	- Switched to GTELD without authorization	Snyder 9-18	OF
02 B	HIGH DESERT SALES INC	8188322860	DLK	11/18/98	602	FL	02	- 418/98 Complaint with FCC on	Snyder 2-11	OF
05 R	DONALD ADCOCK	3094622227	CMR	11/16/98	603	FL	05	- Switched to GTELD without authorization	ST ELD	CA
04 R	HARRIS RUBY	3606991965	AFB	11/18/98	699	FL	04	- Son David called said father had been	Snyder 11-16	OF

Total Reason: 31  
Total Reason: 1  
699  
WFA  
- Son signed up for GTELD customer

Snyder 11-16

Chy 19 In Franchise: 4 Business Regulatory: 14

	Chy	IF	Franchise	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
				LEE SANG	6503557455	LY	11/24/98	11/24/98	601	CA 07	- Received welcome letter from John	Snyder 11-62		OF
				JENDRYEIK THOMAS J.	9413879381	DLK	11/24/98	11/24/98	601	FL 07	- Received letter notifying that long d	- Snyder		FL
05	R			CHAUVIN JOSEPH	3133724346	CMR	11/23/98	11/23/98	602	MI 05	- Switched to GTELD without authorizati	Snyder 9-16		OF
05	R			GARCIA DORA	5617901380	CMR	11/24/98	11/24/98	602	FL 05	- Switched to GTELD without authorizati	Snyder 9-14		OF
07	R	IF		KAUFMAN WILLIAM	9402435584	MEM	11/24/98	11/24/98	602	FL 07	- Switched to GTELD without authorizati	GTELD 602		TX
02	R			ODAM JORGE	3054121164	DLK	11/23/98	11/23/98	602	FL 02	- Switched to GTELD without authorizati	Snyder 10-28		OF
02	R			BLAINE R.	7189875090	DLK	11/23/98	11/23/98	602	NY 02	- Switched to GTELD without authorizati	Snyder 10-1		OF
02	R			WHITMORE HEIDY	5616424162	DLK	11/23/98	11/23/98	602	FL 02	- Switched to GTELD without authorizati	Snyder		OF
02	R			CLEARY ALBERT	2128661225	DLK	11/25/98	11/25/98	602	NY 02	- Switched to GTELD without authorizati	Snyder 11-4		OF
02	R			RYAN ROBERT	4076710093	DLK	11/23/98	11/23/98	602	FL 02	- Switched to GTELD without authorizati	Snyder 9-9		OF
02	R			FRAME JENNIFER L.	2162266738	DLK	11/25/98	11/25/98	602	CH 02	- Switched to GTELD without authorizati	GTELD		OF
02	R			AGUILAR JOSEPH	7189518560	DLK	11/25/98	11/25/98	602	FL 02	- Switched to GTELD on both lines. Cus	Snyder 10-20		OF
02	R			GUERRERO MIGUEL	7183674097	DLK	11/25/98	11/25/98	602	NY 02	- Switched to GTELD without authorizati	Snyder 9-10		OF
02	R			HERSHBERG LEONARD	7186482484	DLK	11/25/98	11/25/98	602	NY 02	- Switched to GTELD without authorizati	Snyder 9-24		OF
02	R			MURPHY CHARLES	7182569360	DLK	11/25/98	11/25/98	602	NY 02	- Switched to GTELD 10/12 without autho	Snyder 10-7		OF
02	R			MICHAUD JUSELLE	3058915386	DLK	11/23/98	11/23/98	602	FL 02	- Switched to GTELD without authorizati	Snyder 6-7		OF
02	R			JARE PENDER J.	7275445108	BLH	11/23/98	11/23/98	602	02	- Switched to GTELD without authorizati	MISDIRECT: RPMS shows this is a CLEC customer. Not a GTELD issue. No customer contact.	602	FL

02	R	IF		FORTENBERRY JAMES W	6263581435	DLK	11/25/98		602	CA 02	- Switched to GTELD without authorizati	GTELD		CA
07	R	IF		VANDEHEY GREG	5036486312	CMR	11/23/98		603	07	- Switched from GTELD to MCI Worldcom w			NW

Billing 9 In Franchise: 4 Business Regulatory: 1

	Chy	IF	Franchise	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
03	R	IF		SCHNEIDER ARNOLD	7155452089	CMR	11/24/98		701	03	- Being billed by OAN. Customer has sw	GTELD		NO

15958

NIE GUOJUN 4357972743 LY 12/8/98 12/9/98 303 J3 07 - Every time the customer calls 800/463

Customer was called on 10-14 from GTELD & was given 800-463-8734 to sign. Up. Everytime he calls this number he gets an answering machine & then it doesnt give him enough time to leave a message. Sal  
OF

04 R IF PRINCE TERRY & ROBERT 9098459398 MEM 12/9/98 303 04 - Customer claims being transferred to

CA 15964

MIS R IF NEWMAN JAMES 5019285112 CMR 12/10/98 12/10/98 399 399 07 - Delay in plan activation. Customer c

12/10 this is a misdirect--it is a LEC plan. We have no records in GTELD. 399 MW

TMA 1 In Franchise: 1 Business 0 Regulatory: 0  
Total Reason: 1

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	------------------	------------------	-------------------	-------	---------

07 R IF SCHEYTT BONNIE 5174236478 LY 12/11/98 401 07 - Representative was rude and threaslens

NE

~~MIS R VO PHI 4166439380 BLH 12/6/98 12/10/98 405 405 MIS - Was not informed of a \$200 restrictio~~

~~MISDIRECT - This is a LEC issue. Contacted the Webmaster and advised to forward to the LEC. No customer contact.~~ 405 OF

DNS 1 In Franchise: 0 Business 0 Regulatory: 0  
Total Reason: 1

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
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04 R PHAN SUSAN 9194983187 LY 12/11/98 502 04 - Receives 20 calls a day from GTELD

OF

Unauth Chg 2/22 In Franchise: 2 Business 0 Regulatory: 11  
Total Reason: 1

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	------------------	------------------	-------------------	-------	---------

07 R PELLECHIA CAREN 5162426840 MEM 12/8/98 601 07 - Received a welcome letter from

SNYDER 10 29 OF

03 R CURIALE MARK 9087666489 MP 12/8/98 602 03 - Switched to GTELD without authorizat

SNYDER 12-2 OF

ROSS J. L. (MRS.)

2122882306 CMR

12/7/98

12/8/98

602

02

07

- Switched without authorization - We

12/7 Courtesy call 4:50pm  
to Mrs. Ross. Offered her  
my # but she refused.  
Will wait for my call back.  
Pulled RPMS &  
2004/GTELD confirmed  
11/30/98. PICANI are  
active. Has install order in  
Omar this.

OF

FRAUD.

NY

Snyder  
11-20

07 R POLLACK LYNN 3059451370 AFB  
05 R GIL EUELIO 3058560178 DR  
07 R IF FELARCA SONNY 5628625441 AFB  
07 R BELKAS MOURAD 2122438731 DR  
07 R XU JINSHOU 2483755959 EG  
07 R LORENZO ENRIQUE 3055598689 AFB  
02 R CLOUSER TIM 6419259077 DLK  
02 R SARMIENTO DALIA 3052597913 DLK  
11 R MAYES WANDA 7738217842 DLK  
02 R WEI NANCY 7187603360 DLK  
11 R SAFUTO VINCENT F. 5619682134 DLK  
02 R VILLAREAL JESUS 8473953346 DLK  
02 R ABRAMOVICI LIDYA 3056821555 DLK  
02 R RACSA RUEL 7186986985 DLK  
02 R KALLIOINEN EDWIN 3135321469 DLK  
02 R PAULLAY P. 7184343728 DLK  
02 R LAROCHE ERROL 7182841867 DLK

12/8/98 LOA exists  
12/9/98 FRAUD  
12/8/98 "other"  
12/8/98 FRAUD  
12/11/98 ~~customer~~ other  
12/10/98 Fraud  
12/10/98 fraud  
12/11/98 fraud  
12/9/98 fraud  
12/11/98 fraud  
12/9/98 other  
12/10/98 fraud  
12/10/98 fraud  
12/8/98 fraud  
12/11/98 fraud  
12/8/98 fraud  
12/11/98 fraud

FL  
FL  
CA  
NY  
MI  
FL  
FL  
FL  
IL  
NY  
FL  
IL  
FL  
NY  
MI  
NY  
NY

- Switched to GTELD without authorizati  
- Customer contacted Snyder  
- Switched to GTELD from MCI without  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Has contacted the Commission's  
Consum  
- Switched to GTELD without authorizati  
- FL Dept of Agriculture & Consumer Ser  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati

Snyder 10-6  
Snyder 10-12  
Snyder 11-16  
Snyder 10-6  
Snyder 2-9  
Snyder 9-13  
Snyder  
Snyder 10-14  
Snyder 11-19  
Snyder 10-25  
?  
Snyder 11-12  
Snyder 10-12  
Snyder 10-6  
Snyder 7-30  
Snyder 10-11  
Snyder 9-16

15965

07 R IF GUTHRIE DON 6085433516 CMR

12/10/98

Total Reason: 19  
603 603

07

- Switched from GTELD without authoriza

603

NO

Billing

TYPE B/R Fran CUSTOMER NAME

BTN

WHO

RECEIVED

CLOSED CAL

Complain  
Issue

Call Description

Corrective Action

DIS  
P

Regio  
n

04 R IF LAWSON DAVID H. 5027652616 MEM  
04 B IF FLYING J CAMPGROUND 6085835111 DR

12/7/98  
12/11/98

LEC switch incorrect  
701  
701

04  
04

- Requested GTELD in July but keeps  
- Being billed by Least Cost Routing to

GTELD  
LCK

SO  
NO

Total Reason: 2





CHEN HONG YU

4104651826

EG F (11/30/98)

12/4/98

602

2 (MD) 07

- Switched to GTELD without authorizati

Customers long distance service switched w/o authorization. Customer has changed service to carrier of choice. Issued O order to disconnect billing from GTELD. Credit had already been given on Nov b

OF

webmaster (MD) 07

Snyder 9-1

02 R	GARCIA DORA	5617901380	DLK	FRAUD 12/3/98	602
02 R	GANS ELI	9547208435	DLK	FRAUD 12/1/98	602
11 R	BEAUBRUN ANNE MARIE	7182765560	DLK	FL 12/4/98	602
02 R	TWIGG DAVID K	3052792590	DLK	FEAD 12/1/98	602
02 R	CHAVARRIA CLARA	3058647429	DLK	FR 12/4/98	602
11 R	ESTRADA MANUELA	7732781817	DLK	FR 12/2/98	602
02 R IF	SAVADEL DAN	9413653165	DLK	Other 12/3/98	602
11 R	ESTRADA MANUELA	7732783817	DLK	12/1/98	602
02 R IF	ALVEY JUDY	9413588817	DLK	FR 12/3/98	602
02 R	DELGADO FRANCISCO	3052741402	DLK	FR 12/3/98	602
02 R	WILSON ANDRIA	9549686797	DLK	FR 12/3/98	602
02 R	ZERIVITZ ELLIOT	3058936305	DLK	FR 12/3/98	602
02 R	DUARTE JOSE	3053851837	DLK	FR 12/3/98	602
02 R	USHER PAUL	3058714577	DLK	FR 12/3/98	602
02 R	CHAN CHEUK	2129662405	DLK	OK 12/1/98	602
02 R	KORMAN JACK	7182582249	DLK	FR 12/1/98	602
02 R	MACIAF DAPHNEY	3058929937	DLK	FR 12/3/98	602
02 R	MARISCAL JESUS	9565818083	DLK	rep 9/23/98	602
02 R IF	SLIZEWSKI ELIZABETH	9724177649	DLK	12/3/98	602
02 R IF	MITTLEMAN RICHARD P.	5629237328	BLH	12/3/98 12/3/98	602

FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
NY	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
IL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
11		- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
NY	02	- Switched to GTELD without permission
NY	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
TX	02	- Switched to GTELD without authorizati
TX	02	- Switched to GTELD without authorizati

Snyder 9-14 OF  
Snyder 9-11 OF  
Snyder 8-31 OF  
Snyder 9-24 OF  
Snyder 4-20 OF  
Snyder 11-3 OF  
Snyder 7-5 FL  
Snyder 10-25 FL  
Snyder 12-2 OF  
Snyder 11-10 OF  
Snyder 10-15 OF  
Snyder 9-3 OF  
Snyder 11-4 OF  
Snyder 10-20 OF  
Snyder 8-26 OF  
Snyder 10-15 OF  
Snyder 8-5 OF

GTELD

MISDIRECT. This is a LEC issue. This is not a GTELD customer. No customer contact.

602

TX

CA

02 R	SHAHER NEOMA	2143397605	DLK	LOA exists 12/3/98	602
02 R	DAVIS JOHN	3056694400	DLK	FR 12/3/98	602
02 R	RODRIGUEZ JOSEFINA	3055985774	DLK	FR 12/4/98	602

TX	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati
FL	02	- Switched to GTELD without authorizati

Snyder 10-4 OF  
Snyder 9-16 OF  
Snyder 7-22 OF

15973

IF LIBERMAN DAVID 0119239228 DLK *FL* 12/21/98  
JURADO HUMBERTO 9155984939 DLK *FL* 12/23/98  
IF TERECK SOLUTIONS 9194849270 LY 12/1/98

602  
602  
602  
*FL*  
*TX*  
*NC*

- Switched to GTELD without authorization  
- Switched to GTELD without authorization  
- Switched to GTELD without authorization

*Snyder 10-17*  
*Snyder 8-17*  
Customer switched to gield  
by Name representative  
in error. Spoke with  
customer, advised of  
findings. Customer  
satisfied.  
*GTELD*

02 B PLUMBING SERVICES BY *FL* 7277348804 DLK  
~~switched to GTELD without authorization~~  
GUS

12/4/98  
*FL* 602

02 B IF MALIBU ACCEPTANCE 9724240402 DLK 12/3/98  
CORP

602  
*TX* 02

- Switched to GTELD without authorization

*GTELD*  
TX

02 B A+ CREATIONS 8303792871 DLK 12/3/98  
02 B COMMERCIAL EQUIPMENT 2812405510 DLK  
switched to GTELD without authorization  
ENTERPRISE

602  
12/3/98  
*TX* 602

- Switched to GTELD without authorization

*LGR*  
*Snyder*  
OF

07 R IF SYKES ROBERT L 8068946277 MP 12/3/98

Total Reason: 40  
603

- Switched from GTELD to MCI. Had th

*GTELD*  
TX

Billing 16 In Franchise: 7 Business 1 Regulatory: 5  
TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complain Issue Call Description Corrective Action DIS Regio

04 R IF SMALLEY SANDRA L 5174631972 EG 12/3/98

701

- Being billed by OAN for Minimum Rate

*GTELD*  
NE

02 R MELVIN CHARLENE 8103055934 DLK 12/1/98

701

- Being billed by Ameritech for initial

*ME*  
OF

02 R JARRAD ARTHUR T 5176516837 MEM 12/2/98

701

- Being billed by OAN. Customer has GT

*ME*  
NE

02 R SMITH DANIEL T 9725301437 DLK 12/2/98

701

- Billed by Network Operations Services

*TX*  
TX

01 R KIRKLAND SONYA 4043775762 DLK 12/1/98

701

- Being billed by Writel for long dista

*GA*  
OF

02 R MARKWORTH KENNY 3088943415 MP 12/2/98

701

- Being billed by NOS. received a call

*NE*  
MW

04 B IF LLOYD & LOETAS 8158482202 LY 12/4/98

701

- Being billed by OAN for Minimum Rate

*NE*  
NO

08 R BIBB NICOLE 5106339869 CMR 12/2/98

Total Reason: 7  
702

- Not receiving phone bill. Receiving

*NC*  
OF

08 R SHAMESS GENE 5107271126 EG 12/2/98

702

- Did not receive a billing statement

*NC*  
OF

08 R LIU CHANGQI 4197561641 EG 12/2/98

702

- Has not received a phone bill since 5

*NC*  
OF

08 R WANG YIBING 6265781346 MEM 12/2/98

Total Reason: 3  
799

- Being billed by GTELD. Has switched

*NC*  
OF

LEYARE JOSEPH 4012458191 CMR 12/15/98 12/17/98 404 .04 07 - Misinformed about long distance call

12/15 Courtesy call  
2:45pm to Mr. Mr said  
doesn't want any LD of  
any kind on his service.  
Told him would disconnect  
as soon as possible.  
Pulled RPMS and  
2004/GTELD confirmed  
12/9/98. No calling ca

Snyder

05 R IF KANE CHUCK 3104570021 LY 12/16/98 Total Reason: 1 405 05 - Snyder representative offered rates T

Snyder 405 CA

15981

DNS 1 In Franchise: 0 Business 0 Regulatory: 1

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
11 R		ANSELL DONNA	8605844458	DLK	12/17/98		599	11	- On Do Not Solicit list and was contac			OF

Unauth Chg 31 In Franchise: 2 Business 1 Regulatory: 23

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
07 R		BARNA MARK	7178281769	MP	12/15/98		602	07	- Switched to GTELD without authorizall	GTELD		NE
08 R		GONZALEZ HONORIO	6022768870	MP	12/15/98		602	08	- Switched to GTELD without authorizall	Snyder		OF
07 R		HABER KENNETH	3019269461	LY	12/18/98		602	07	- Switched to GTELD without authorizall	Snyder	602	OF
07 R		MARTINEZ NELDA	9566319673	CLM	12/18/98		602	07	- Switched to GTELD without authorizall	Snyder		OF
07 R		SCHWARTZ KENNETH L	2127446629	DR	12/18/98		602	07	- DO NOT CONTACT customer. Switched to	Snyder		OF
09 R		BUTT NIXON	4074220034	DR	12/16/98		602	09	- Switched to GTELD without authorizall	Snyder		OF
02 R		FINKS EDITH	3138346547	DLK	12/14/98		602	02	- MI PSC - Customer was slammed by	Snyder	602	OF
11 R		FABBIE RON	7086147969	DLK	12/18/98		602	11	- Switched to GTELD without authorizall	misdirect		OF
10 R		DAVID GEORGETTE	7184628516	DLK	12/16/98		602	10	- Switched to GTELD without authorizall	Snyder	602	OF
02 R		CALDERON SANDRA	8314422319	DLK	12/17/98		602	02	- Switched to GTELD without authorizall	Snyder		OF
01 R		BRUNEAU ROGER	9549424789	DLK	12/14/98		602	01	- FCC - Enclosed copy of GTE claming	Snyder		OF



	OLDACRE BRAD	2564985402	DR	12/22/98	301	08	- Did not get free 1000 minutes of long
IF	SAUNOOKE KATHLEEN	6062525979	EG	12/21/98	301	07	- Customer called in says billing is no
	POTTS BO	9046360943	DLK	12/21/98	301	02	- Being billed at a higher rate than qu

Snyder  
GTELD  
OF  
SO  
OF

15986

1 In Franchise: 1 Business 0 Regulatory: 0

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------

04	R	IF	HOFFMAN BOB & GALE	9416781915	MEM	12/22/98	12/23/98	405	405	04 - Quoted .06/min for Sunday, Saturday &
----	---	----	--------------------	------------	-----	----------	----------	-----	-----	--

rep didn't explain rates / promo correctly

12-22-98. Contacted customer. Informed that Marty would call back with details. 12-23-98. Spoke to customer. Not informed that \$.06/min does not pertain to out of state calls where she calls mo

Snyder

Unauth Chg 10 In Franchise: 3 Business 0 Regulatory: 0

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------

04	R		THAW MORT	3236562928	CMR	12/22/98		601	601	04 - Received letter from John Havens stat
07	R		LOPEZ MARIO	9563994938	AFB	12/22/98		601	601	04 - Do not change long distance service.
08	R		BROCK JOE	2103334347	CLM	12/22/98		602	602	08 - Switched to GTELD without authorzall
03	R		BATTAGLIA JOHN	2147201444	MP	12/21/98		602	602	03 - Switched to GTELD without authorzall
07	R		MAGNASCO ALEJANDRO	4072926768	AFB	12/22/98		602	602	07 - Switched to GTELD without authorzall
07	R		ZYBLUT CHESTER	9419925901	EG	12/22/98		602	602	07 - Switched to GTELD without authorzall
07	R		UFFER MICHAEL	7188020272	MEM	12/22/98	12/23/98	602	602	07 - Switched to GTELD without authorzall

LOA exists

LOA exists

LOA exists

Fraud

Fraud

Fraud

FL

FL

FL

Snyder

Snyder

Snyder

GTE

Snyder

Snyder

Snyder

Snyder

Snyder

Snyder

Snyder

Snyder

GTELD

Snyder

INQ	R	IF	PATEL VIHANG C.	9416467043	DR	12/22/98		602	602	INQ - Switched to GTELD without authorzall
04	R	IF	HUGHES NANCY	5019415864	DR	12/24/98		603	603	04 - Customer slammed wants GTELD on
07	R	IF	KENISTON CHRIS	9417479482	MEM	12/21/98		603	603	07 - Wants GTELD but AOL advised the

LOA exists

FL

Total Reason: 6

Total Reason: 2

Snyder

GTELD

Snyder

Snyder

**A**

12/28 Called customer no  
answer @ 10:10am. Sent

Snyder  
STEELE  
602 OF

Snyder
GTELD
Snyder
Snyder
Snyder
Snyder
Snyder
Snyder

	DIS	Reg	
MISDIRECT. Customer's dispute is with GTE Basic	799	CA	FL
GTE LID.	P	n	FL
//			
Corrective Action			

---

799 CA



IF GUILLEN CAROL 9096561074 MEM 1/7/99 503 07 Offended that telemarketer spoke to c  
IF EBY SANDY 6088355501 EG 1/6/99 Total Reason: 1 WE 02 Non-published number given to GTE tel  
Chg 30 In Franchise: 3 Business 0 Regulatory: 14  
CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complain Issue Call Description Corrective Action DIS Regio  
15999

11 R DENTICE MARY C. 4146711591 EG FRKVD 601 WI BBB 11 Received welcome letter did not auth  
02 R ANDERSON GREG 9545223462 EG FRKVD 601 FL 02 Received letter welcoming GTELD.  
05 R SHOLOM JENNIFER 212295215 MP 1/4/99 Total Reason: 2 NY 05 Ms. Sholom says she never requested  
CUSTOMER NEVER 602 OF  
ORDERED GTELD SENT  
REQUEST TO SNYDER  
FOR AUTHORIZATION  
SENT LOA FAXED TO  
CUSTOMER  
FRAUDULENT

07 R FIORENTINO PATRICK 305660994 MEM 1/6/99 602 FL 07 Switched to GTELD without authorization  
07 R TELLERIA NORMAN JR. 3053877846 CLM 1/5/99 602 FL 07 Switched to GTELD without authorization  
LOA (to go) (FL)  
2x15+5

03 R DELORENZO JUDITH 2127816184 MP FRKVD 602 NY 03 Switched to GTELD without authorization  
03 R HERNANDEZ IVAN 4072924477 MP FRKVD 602 FL 03 Switched to GTELD without authorization  
07 R CASTRO MAURICIO 9549690319 CMR FRKVD 602 FL 07 Switched to GTELD without authorization  
04 R NGUYEN DINH 4084361658 CMR FRKVD 602 CA 04 Switched to GTELD without authorization  
07 R BARRIS MICHAEL 3059475869 LV FRKVD 602 FL 07 Switched to GTELD without authorization

? Snyder  
Snyder 12-20 OF  
Snyder 11-18 602 OF  
Snyder 12-1 OF  
Snyder 11-3 OF  
Snyder 10-29 OF  
Snyder 12-4 602 OF  
Snyder 9-14  
Snyder 9-19  
Snyder 12-1 OF  
Snyder 11-3 OF  
Snyder 10-29 OF  
Snyder 12-4 602 OF  
Snyder 9-14  
Snyder 9-19

Switched without authorization. Snyder sale on 8-23. Issued a disconnected order & bill sent to me since customer doesn't want the refund & doesn't want to be contacted.

LOGAN WILLIAM

9378645996 MP

1/4/99

602

9

07

- Unknown complaint. We received a

CUSTOMER CLAIMS  
CHANGED TO GTELD  
W/O AUTHORIZATION  
CONFIRMED RECORDS  
SHOWS WHOLESALE  
ACCOUNT CUSTOMER  
REFUSED TO CONTACT  
LCR LOR HAS  
CONFIRMED SALE WITH  
MR. LOGAN BD AND  
TAPE IF CUSTOMER  
CHOOSES TO HE

OF

30

16000

07 R ✓ MARTINEZ MARIAM 3052269912 LY <sup>LOA exists</sup> 1/7/99 602  
03 R ✓ COLOMBO JUAN JOSE 3052671323 MP <sup>fraud</sup> 1/4/99 (FL) 602  
07 R ✓ MALHOTRA VINEET 7325493819 MEM <sup>rep error</sup> 1/5/99 602  
07 R IF ✓ LUNA TRINIDAD 8188342612 LY <sup>cancel</sup> 1/5/99 602  
07 R ✓ LONG LAYAN & 4076796343 CMR 1/5/99 1/7/99 602  
JEFFREY

#'s  
Similar  
(one # off)

FL 07 - Switched to GTELD without authorizati  
FL 03 - Customer claims was slammed by  
GTELD.  
NJ 07 - Switched to GTELD without authorizati  
CA 07 - Switched to GTELD without authorizati  
602 CA 07 - Switched to GTELD without authorizati  
FL

Snyder 10-26 OF  
Snyder 9-9 OF  
Snyder 9-14 602 OF  
Snyder - CA  
01/05/99 - (LH) Spoke with 602 OF  
Rudolfo at Snyder he will  
fax LOA. [CMR] Called Snyder  
residence and left my #  
with wife 2:45pm. She  
doesn't speak English very 12-17  
well so she will have  
husband call me. No bill ha

11 R FABBIE RON (MRS.) 7086147967 EG <sup>FRAUD</sup> 1/4/99 602  
02 R CHAU ALBERT 4082637122 EG <sup>LOA</sup> 1/5/99 602  
02 R BENITEZ MARIA 9547244246 EG <sup>FRAUD</sup> 602  
02 R BATTISTA DANIEL & 3056828639 EG <sup>FRAUD</sup> 602  
CECILIA  
02 R HERMO JOSEPH 9082770571 EG <sup>FRAUD</sup> 602  
10 R ALLARD EDWARD 5089942933 EG <sup>FRAUD</sup> 1/4/99 602  
02 R FERDINAND BETTY 3057581901 EG <sup>FRAUD</sup> 1/4/99 1/8/99 602

IL 11 - IL Commerce Commission -  
Unauthorized  
602 CA 02 - Switched to GTELD without authorizati  
FL 02 - Switched to GTELD without authorizati  
NY 02 - Switched to GTELD without authorizati  
NJ 02 - Switched to GTELD without authorizati  
MA 10 - Attorney General - Long Distance serv  
602 FL 02 - FL PSC - Customer's service was

? OF  
Snyder 11-18 602 OF  
Snyder 9-7 OF  
Snyder 10-15 OF  
Snyder 11-11 OF  
Snyder 10-11 OF  
Customer Long Distance 602 OF  
service was switched to  
GTELD without  
authorization. Verified  
Channel of Sale - Snyder.  
Two LOA's filled out  
service changed with LOA  
dated 6/20/98. Customer  
had no restricti

02 R THIVIERGE CLEMENT 9544567695 EG <sup>FRAUD</sup> 1/4/99 602  
02 R MONASTERIO LEONOR 7182684607 EG <sup>FRAUD</sup> 1/4/99 602  
02 R MAHER OLGA F. 9149491568 EG <sup>FRAUD</sup> 1/4/99 602  
02 R MIRON ELIA 3056384292 EG <sup>FRAUD</sup> 1/4/99 602

602 FL 02 - FL PSC - Customer states that the  
NY 02 - NY PSC - GTE slammed the account  
from  
NY 02 - Switched to GTELD without authorizati  
FL 02 - Switched to GTELD without authorizati

Snyder 6-25 602 OF  
Snyder 6-21 OF  
Snyder 11-15 OF  
Snyder 10-20 OF

SNYDER SALE, FRAUD. 601 OF  
Requested call history

21

OF Snyder - C.A.

Slamro

SNYDER SALE, FRAUD. 601 OF  
 Snyder - F.L. OF  
 GR EID - F.L. OF

Ord. from AFN/Michelle  
& issued cr. for \$74.95.

to let him know that I had  
cancer.

STEEL - 301

Snyder - TX  
OFF

OF Snyder - C A

2004/GTELD confirmed  
11/11/98 and 2206/GTELD

and issues credit for  
\$64.02. Pulled DMSS and  
NY

STELP

Snyder - C.J.

Consider - P.T. 602

FIELD

Slamm20

PUNNEO DAVID 5802372959 MEM 1/20/99 1/20/99 602 2 MIS - Switched to GTELD without authorizati

Complaint about \$5.66 per month charge on his local phone bill. Phone bill shows switch to GTELD Switched by LCR Referred customer to 1-800-780-7858. And to Rod Davis in wholesale markets.

16009

03 R GEORGE CYNTHIA 7188576561 MP 1/19/99 1/19/99 602 03 - Switched to GTELD without authorizati  
04 R PECHAUER JOHN & JANICE 8084226405 MEM 1/20/99 1/21/99 602 04 - Switched without authorization to GTE

Snyder - NY OF HI  
1-20-99. Received business reply card from Silel. Customer signed up for interstand plan that was entered into DMSS by Silel. Informed customer. Mention of this logged his memory.

07 R LUPUL RYAN 2086761904 AFB 1/19/99 602 07 - Switched to GTELD without authorizati  
04 R HUANG SHU CHUNG 3102146930 AFB 1/21/99 1/21/99 602 04 - Switched to GTELD without authorizati  
07 R KRELL LOUIS 5166983134 MEM 1/19/99 1/21/99 602 07 - Switched to GTELD without authorizati

GT ELD - cancel  
Snyder - CA 602 OF  
Switched without authorization. Rep has several disputed sales. SNAP shows termination date of 10-98 but sales have been made after the termination date. Asked for current rep status

07 R HOLLAND DAVID 7188769523 MEM 1/20/99 1/21/99 602 07 - Switched to GTELD without authorizati

Switched without authorization by Snyder. Name of person in household on LOA was Jetta but only other person in house was Linda. Final bill will be sent to me. The account was closed and a 2206 a

07 R GUO XINMEI 6152924671 AFB 1/19/99 1/19/99 602 07 - Switched to GTELD without authorizati  
02 R open VERDE PATRICIA 7189791486 EG FRED 1/21/99 1/21/99 602 02 - Switched to GTELD without authorizati  
02 R SANCHEZ MARIE 3052746699 EG 1/21/99 1/21/99 602 02 - Switched to GTELD without authorizati  
02 R ANDERSON MARY L. 7737623910 EG FRED 1/20/99 1/20/99 602 11 - Switched to GTELD without authorizati  
02 R MORGAN VINCENT 7188567324 EG FRED 1/20/99 1/20/99 602 02 - Switched to GTELD without authorizati  
02 R GRANADOS JESUS M. 8474730968 EG FRED 1/21/99 1/21/99 602 11 - Switched to GTELD without authorizati  
02 R DOREN KONSTANTIN 2122426817 CMR FRED 1/21/99 1/21/99 602 02 - Switched to GTELD without authorizati  
02 R EBENGER JOHN 3058291130 CMR 1/21/99 1/21/99 602 02 - Switched to GTELD without authorizati

Snyder - TN OF  
Snyder - NY OF  
Snyder - FL OF  
Snyder - IL OF  
Snyder - NY OF  
Snyder - NY OF  
Snyder - NY OF  
Snyder - FL OF

FELLOWS PLACEMENT INC. 4158930232 EG

1/22/99

602

02

- Switched to GTELD without authorizati

GTELD

CA

ZAREMBA DOROTHY 7182514906 DR

1/19/99

Total Reason: 28  
FRAUD 699

07

- Switched to GTELD. Customer states

Snyder - NY

OF

INTERIOR DESIGN SERVICE INC. 8084231916 MEM

1/20/99

1/21/99

699

699

04

- Received thank you card from Susan

1-20-99 Received

699

HI

business reply card from  
Sitel. Customer signed up  
for Interisland plan that  
was entered into DMSS by  
Sitel. Informed  
customer. Mention of this  
jogged his memory.

16010

Total Reason: 2

Billing

19

In Franchise: 6

Business 0

Regulatory: 2

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
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08	R	IF	WANG DASHENG	6062711850	AFB	1/20/99		701		08 - Being billed by IXC Communications Sa	other carrier Snyder		SO
----	---	----	--------------	------------	-----	---------	--	-----	--	--	----------------------	--	----

MIS	R	IF	DAVIS JUDITH	8147344035	CLM	1/19/99		701	701	MIS - Being billed by AOL and other long dis	MISDIRECT - No a GTELD customer. Customer is with another carrier & wanted us to find out why she was being charged by OAN. Confirmed w/GTEEA & Worldcom.	701	NE
-----	---	----	--------------	------------	-----	---------	--	-----	-----	--	---	-----	----

08	R		YAN YONG	5107391406	LY	1/19/99	1/21/99	701	701	08 - Still being billed by GTELD. Custome	Still being billed by GTELD. RPMS shows customer moved service on 9-22. Reviewed bill no calls coming thru. Tried to call local lec & they wouldn't discuss anything with me. Went ahead issued credit	701	OF
----	---	--	----------	------------	----	---------	---------	-----	-----	---	--	-----	----

Webmaster  
no "O" order

Snyder

08	R	IF	MC CONAHAY KIP	3197282631	MEM	1/19/99		701	701	08 - Being billed by other carriers. Mrs.	GTELD	701	MW
----	---	----	----------------	------------	-----	---------	--	-----	-----	---	-------	-----	----

07	R		CLINE LISA	9195979973	LY	1/22/99		707		07 - Still being billed for Primary carrier			SO
----	---	--	------------	------------	----	---------	--	-----	--	---	--	--	----

08	R		FREEMAN KELLY	3178234082	BLH	1/21/99	1/21/99	707	707	08 - Still being billed for GTELD. Moved	E-mailed Jackie Harper to issue Out order and have final bill sent to me and have GTELD disconnected and calling cards deactivated. Contacted customer. She stated has switched to MCI. Customer not	707	OF
----	---	--	---------------	------------	-----	---------	---------	-----	-----	--	--	-----	----

no "O" order

Snyder

thc 36 In Franchise: 2 Business Regulatory: 26  
I/R Fran CUSTOMER NAME .BTN WHO RECEIVED CLOSED CAL Complain Issue Call Description Corrective Action DIS P Regio

open on 2-8  
11 R MALLEOLO MARY 5164839540 EG FFLYD 601 02 - Received welcome letter. Switched to Snyder - NY OF  
BAILEY COREY 3056622017 CMR Lofers Krist S 601 11 - Received welcome letter. Switched to Snyder - FL OF  
Total Reason: 2  
07 R BAKER CLAUDIA 4158315309 CLM 1/26/99 Fr aud 602 602 07 - Switched to GTELD without authorization Snyder - FL OF

07 R WITHAM JOHN 7732757095 CLM 1/28/99 Fraud 602 602 07 - Switched to GTELD without permission Snyder Sale. Requested 602 OF  
call history from Snyder. Called customer & left message on recorder that had rec'd. & would be investigating. I left message w/my name number & times. Recv. signed LOA. Snyder - IL

05 R ELDRIDGE 6175229095 CLM 1/25/99 Fraud 602 602 05 - Was almost slammed but he had a FRAUD. SNYDER SALE. 602 OF  
Customer upset. He had PIC freeze which prevented switch. Per Wordcom/JD rejected at LEC 1/12/98. Customer returned my call & he said that he never signed anything Snyder - MA

07 R ERISTOFF ANDREW 2127447158 AFB 1/26/99 Fraud 602 07 - Switched to GTELD without authorization Snyder - NY OF  
03 R FLOWERS ROBERT A. 4073543709 MP 1/28/99 Fraud 602 03 - Switched to GTELD without authorization Snyder - FL OF  
07 R MATOS VENUS 4073443751 AFB 1/27/99 Fraud 602 07 - Switched to GTELD without authorization Snyder - FL OF  
04 R FOGLIA ALISSA 2125985832 MEM 1/25/99 Fraud 602 602 04 - Customer claims has been slammed by Customer switched without 602 OF  
authorization. Signature and part filled out by Snyder look like they were done by the same person. SSN does not match. ANI has been deactivated. Customer actually called Snyder - NY

04 R MONTEMAYOR ERMINI 2146376515 CLM 1/25/99 Cust. changed mind 602 602 04 - Customer signed contract has now changed mind 04 OF  
07 R HAMMONDS CHET 5023954080 AFB 1/28/99 602 07 - Switched to GTELD without authorization Snyder - FL OF  
02 R STINE CLIFFORD 4075748879 EG 1/26/99 602 602 02 - Switched to GTELD without authorization Snyder - FL OF

CHIN SUE

6169572374 CMR

1/25/99

**FRAUD**  
1/28/99 602

02

02 - MI PSC - Harrassing long distance car

SOLAR - Install order  
master service date  
12-23-98. Out order  
completed 01-23-99  
requested by customer.  
BILL - First bill dated  
1-10-99 with amount due  
\$.98. Credit was issued

OF

Snyder -  
MI

02 R	CARRERA JUAN	2127329083	EG	1/27/99	602
02 R	CRINMAN LEONID	7189342726	CMR	1/28/99	602
01 R	BISAILLON JESSICA	5089952199	CMR	1/28/99	602
01 R	CUTCLIFF L. S.	9084643056	EG	1/26/99	602
02 R	DEMPSEY MARK	3526841270	CMR	1/27/99	602
02 R	NGUYEN RY VAN	6109759593	CMR	1/25/99	602
01 R	DURAN MARCIA	6175474581	EG	1/26/99	602
02 R	WILLIAMS ANN	9544265284	CMR	1/26/99	602
01 R	GEBRENEGUS SEFORA	6264031856	CMR	1/26/99	602
01 R	MATUSEWICZ CHESTER	2127445265	CMR	1/26/99	602
02 R	SAFUTO VINCENT F.	5619682134	EG	1/25/99	602

**Fraud**

02 R	BRODEUR EMILY	5174820899	EG	1/27/99	602
02 R	RODRIGUEZ VICTOR	9158721981	EG	1/27/99	602
02 R	CHARLES ERROL	9544369756	CMR	1/27/99	602
02 R	ZAMORA MARISELA	3055525060	EG	1/26/99	602
02 R	SANCHEZ EUGENE	3052555537	EG	1/28/99	602

**Fraud**

02 P	LAROCHE ROLAND	5617343726	EG	1/27/99	602
02 R	SIMON HELEN	9547303153	CMR	1/25/99	602

**Fraud**

02	- Switched to GTELD without authorizati
02	- Switched to GTELD without authorizati
01	- Switched to GTELD without authorizati
01	- Switched to GTELD without authorizati
02	- Switched to GTELD without authorizati
02	- PA PUC - Customer claims he did not c
01	- Switched to GTELD without authorizati
02	- FL PSC - Unauthorized change of long
01	- Switched to GTELD without authorizati
01	- Switched to GTELD without authorizati

02 - Wants to be compensated for this unau

02	- Keeps getting switched to GTELD witho
02	- Switched to GTELD without authorizati
02	- Switched to GTELD without authorizati
02	- Switched to GTELD without authorizati
02	- Switched to GTELD without authorizati

02	- Switched to GTELD without authorizati
02	- FL PSC - Customer states that she

Customer requesting  
compensation for  
unauthorized change. Sales  
- Channel - Snyder, LOA -  
Fraud. Explained to  
customer LD service was  
never switched - Process  
was stopped at Snyder and  
never went thr

Snyder - MI  
Snyder - TX  
Snyder - FL  
Snyder - FL  
Customer LD service was  
switched to GTELD without  
authorization. Sales  
Channel - Snyder, LOA -  
provided - fraud

Snyder - FL  
Snyder - FL

16017

BROWN ALICE

9416954897 CMR

1/25/99

1/27/99 602  
*Fraud*

2

02

FL PSC - Customer states that he was

Received LOA  
Information is as follows:  
Name: *Snyder*  
Bill To: *Alice Brown*  
Addr: *8 Pelican Dr*  
*Everglades*  
City FL 34139 Phone:  
841/685-48

JACOBS STANLEY E.  
DR.

3052331550 CMR

1/27/99

1/27/99 602  
*Fraud*

11

Switched to GTELD without authorizati

*Snyder - FL*

TOVAR RAFAEL

3052552351 EG

1/26/99

1/26/99 602  
*Fraud*

02

Switched to GTELD without authorizati

*Snyder - FL*

QUEST DIAGNOSTICS

3135622637 DR

1/29/99

1/29/99 602

07

Switched to GTELD without authorizati

*GTELD*

DAMSCRODER  
MICHELLE

6168433792 CMR

1/25/99

Total Reason: 33  
603

02

M PSC - User with unauthorized swit

*"*

Billing

14

In Franchise: 5

Total Reason: 1  
Business 1

Regulatory: 2

TYPE B/R Fran CUSTOMER NAME

BTN

WHO

RECEIVED

CLOSED CAL

Complain  
t Issue

Call Description

Corrective Action

DIS Regio  
P n

04 R IF POYNTER BONNIE

6065615866 AFB

1/26/99

701

04

Still being billed by Extel. Custome

*GTELD*

EMP R SEGURA MICHAEL

2146929044 MEM

1/25/99

Total Reason: 1  
707 707

EMP

Cancelled GTELD on his second line at

*" Snyder*

09 R LARSEN L.R.

3607698793 DR

1/27/99

*cust. didn't realize*

07

Still being billed by GTELD. Switche

*Snyder*

07 R CHEN PETER

4154605285 MEM

1/26/99

*no "O" 707 order*

02

Still being billed by GTELD. Custome

*GTELD -*

02 R WODA ANDREA

7278485075 CMR

1/26/99

707

08

Still being billed by GTELD. From th

*med. business*

08 R CHUE TRISTAN

8602423188 DR

1/29/99

*14 days late*

MIS

Billing/promo problem. We received a

*Snyder*

MIS R AGNICH JACKIE

2183656455 MEM

1/26/99

*Promo 799 descn + exist*

MIS

Being charged \$3.50 and does not

*GTELD*

04 R IF JOHNSON MICHAEL

9403829785 CMR

1/26/99

799

04

Was told would get free calls in 97200

*GTELD*

Customer does not have  
GTELD. The \$3.50 is the  
interstate subscriber line  
charge which is charged to  
all customers whether or  
not they have long  
distance. It covers the  
cost of receiving long  
distan



08	R	IF	HONOLULU MEDICAL GROUP	8085372211	MP	2/1/99	402	04	- Within the past 2 days the customer	?	HI
05	R	IF	DENT JIM	6062942625	MEM	2/4/99	402	402	INO - Contacted by GTE telemarketer. He	?	SO
05	R	IF	PATIL RAJESH	5083935277	CLM	2/3/99	405		- Was advised 80 free minutes were for		OF
05	R	IF	VERITSKY JOHN	7177552933	DR	2/5/99	405	08	- Sold plan that doesn't exist. On Dec		NE
05	R	IF	PECK VERNON	7602456408	DR	2/5/99	405	05	- Quoted .08/min national rate with a		CA
05	R	IF	HETRICK LARRY	6109662144	CLM	2/3/99	405	405	05 - Quoted .09/min by a GTELD		NE

Total Reason: 2

405

3046 intl. + domestic

Snyder  
Phone Mart  
WEST

TSI sale 1/22/99 per  
DMS8. Requested call  
history from TSI/Ingrid.

11	R		ZHANG DIANA	5138720880	EG	2/5/99	405	05	- Quoted free hour per month was for ca		OF
----	---	--	-------------	------------	----	--------	-----	----	---	--	----

Total Reason: 5

Business 0

Regulatory: 0

4110 11  
BBB

both

Snyder

## DNS

1

In Franchise: 0

Business 0

Regulatory: 0

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS P	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	----------	------------

05	R		BRENNER HOWARD	6142944329	AFB	2/1/99		505	05	- He had requested to be put on a DNS I			NE
----	---	--	----------------	------------	-----	--------	--	-----	----	---	--	--	----

Total Reason: 1

Business 1

Regulatory: 21

## Unauth Chg

32

In Franchise: 4

Business 1

Regulatory: 21

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS P	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	----------	------------

03	R		GOUDAS STEFANOS	9549876888	MP	2/2/99	2/4/99	601	602	FL 03 - Received welcome letter did not auth	Snyder fraudulent loa customer account disconnected	602	OF
----	---	--	-----------------	------------	----	--------	--------	-----	-----	--	---	-----	----

04	R		KAUFMAN MICHAEL	7186468599	MEM	2/2/99	2/5/99	601	601	NY 04 - Received letter welcoming to GTELD.	Switched without authorization wants reimbursement for switching fee. Snyder sent fraudulent LOA. Customer has switched back and final bill will be sent to me. 00309580 issued to close account.	601	OF
----	---	--	-----------------	------------	-----	--------	--------	-----	-----	---	---	-----	----

03	R	IF	HAJEK MAX & SUZANNE	7078332235	MP	2/3/99		601	CA 03 - Received welcome letter did not auth		WEST		CA
----	---	----	---------------------	------------	----	--------	--	-----	--	--	------	--	----

05	R		URDANETA ALBERTO	2126746925	DR	2/4/99		601	NY 05 - Letter sent to Snyder addressed to Ed		Snyder		OF
----	---	--	------------------	------------	----	--------	--	-----	---	--	--------	--	----

05	R		MELLO JOSE	5089966920	AFB	2/4/99		601	MA 05 - Changed mind about switching to		Snyder		OF
----	---	--	------------	------------	-----	--------	--	-----	---	--	--------	--	----

01	R		ENGLAND MATTHEW	2022348088	EG	2/2/99		601	Wash, DC 01 - Received welcome letter. Did not aut		Snyder		OF
----	---	--	-----------------	------------	----	--------	--	-----	--	--	--------	--	----

02	R		PUSKIN JEROME	3012994159	EG	2/4/99	2/5/99	601	601	MD 02 - Received welcome letter. Did not aut	Customer states that he did not authorize switch to GTELD. Sales - Channel - Sitel	601	OF
----	---	--	---------------	------------	----	--------	--------	-----	-----	--	---	-----	----

GTELD

16023

364



02 R

ADLER ISAAC 7187630149 EG  
PERESCHIA ESTHER 5598964415 EG  
HIEN VU 4082593841 EG  
AUSTIN BEATRICE 9544303062 EG  
WALKER TIMOTHY 3058217762 EG  
OCHOTORENA MARGOT 3052255712 EG

2/5/99 FRAUD 602  
2/5/99 other 602  
2/5/99 FRAUD 602  
2/4/99 FRAUD 602  
2/4/99 fraud 602  
2/4/99 FRAUD 602

NY 02 - Switched to GTELD without authorizati  
CA 02 - Switched to GTELD without authorizati  
CA 02 - Switched to GTELD without authorizati  
FL 02 - FL PSC - Unauthorized change of long  
FL 02 - FL PSC - Customer states that his lon  
FL 02 - FL PSC - Long distance service was sw

Snyder  
Snyder  
Snyder  
Snyder  
Snyder  
Snyder

16025

07 R IF MEIER RICHARD 9722720680 MP 2/4/99  
Total Reason: 22  
603

07 - Rep said GTELD wasn't going to bable  
Switched away by MCI TX

Billing

25

In Franchise: 7 Business 3

Regulatory: 6

TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complaint Issue Call Description Corrective Action DIS P Region

08 R IF VICKERY MARY 6063465016 MEM 2/5/99 701  
02 R LEON JESSIE 6264477486 EG 2/3/99 701  
02X R IF CHILDERS FLORA 6182526218 CMR 2/3/99 701 701  
08 B IF MEDICUS SYSTEMS INC 8046422312 DR 2/5/99 701

2/5/99 701  
2/3/99 701  
2/3/99 701 701  
2/5/99 701

08 - Being billed by Owest Cindy  
02 - Being billed by Sndol Customer sta  
11 - Being billed by OAN for Minimum Rate  
08 - Being billed by ETC Please assign a

GTELD  
Snyder  
GTELD  
11  
SO  
OF  
NO  
VA

12 R 00F HASHMI SHERAZ 9723879641 DR 2/3/99

Total Reason: 4  
702

12 - Only recieved 1 bill. Switched to GT  
wrong address - AFNI

Snyder OF

12 R KILBRIDE PAUL 7816475136 MEM 2/2/99

Total Reason: 1  
2/5/99 704 704

12 - Being billed separately for GTELD ra

AFNI rep told customer he could set up combined billing with his local Bell Atlantic service. We cannot provide a combined bill with Bell Atlantic until we get a billing and collections agreement with  
GTELD

08 R O'CONNELL TIM 2063867562 MEM 2/5/99 704

08 - Hasnt' received a GTELD bill in four

OF

12 R HUSAIN SYED 4042641287 AFB 2/3/99

Total Reason: 2  
707

12 - Still being billed by GTELD. Stated

Snyder OF

12 R HERNANDEZ LEONARDO 8013222597 DR 2/3/99

707

12

Still being billed by GTELD. Canceled

08 R BONIFANT RICKY 9316801041 DR 2/3/99 707

08 - Still being billed by GTELD. Custome

Mobilnet OF

12 R DING T 4082810818 AFB 2/3/99 707

12 - Still being billed by GTELD. Termina

Snyder OF

AFNI - no "O" order

381 6

12	R	CAO JUN	3237349238	CLM	2/3/99	707	7	12	- Still being billed by GTELD. Switche	Requested O ord. from AFNI/Michelle. Issued cr. for \$4.35. I sent e-mail to customer to let him know what I had done.	OF
		LE GEORGE	9092792151	AFB	2/3/99	707	no "O" order		- Still being billed by GTELD. Canceled	Snyder	OF
		CHU CLIFF	9169235288	CLM	2/3/99	707	no "O" order		- Still being billed by GTELD. Canceled	Snyder	OF
		MARMAL GISELA	3058542795	CMR	2/3/99	707	TRAUDI 02		- Still being billed by GTELD. States	Snyder	OF
		WICK ALAN D.	4147602884	MEM	2/2/99	707	707	08	- Receiving a CBSS bill out of MSOS bu	Customer being billed for calls through CBSS. Should be billed through BOBCO-Med Bus. Received a 2010 from LEC without service type codes. RPMS sends request without service type to AFNI. AFNI iss	707 OF

16026

12	R	IF	CAO KE	4098629620	MP	2/3/99	2/4/99	799	799	12	- Mistake in phone bill dated January 2	Customer unclear and unhappy about the fact that the 80 free minutes are based on first in calls whether domestic/international	799	TX
											customer @ fault - got clear explanation of free minutes	Snyder		

04	R	COLLINS CHARLOTTE	8883304804	CLM	2/4/99	799	not GTELD	04	- Still being billed for 888/330-4804.		OF	
		FERRAREN WINNIFRED	7735837458	MEM	2/2/99	2/3/99	799	799	04 <td>- Separate billed by GTELD four months</td> <td>Switched without authorization. Customer received a call from GTELD but Mr Ferraren stated he wanted to receive a brochure or literature before choosing GTELD. The Snyder rep connected him to TPV (</td> <td>799 OF</td>	- Separate billed by GTELD four months	Switched without authorization. Customer received a call from GTELD but Mr Ferraren stated he wanted to receive a brochure or literature before choosing GTELD. The Snyder rep connected him to TPV (	799 OF

EMP	R	ROTH MICHAEL J.	8175404866	MP	2/2/99	799	withl. call - old & new	EMP	- We have had GTELD OOF service since J	GTELD	OF
		RIVERA JOHN	7032216118	DR	2/5/99	799	block	04	- Being billed for international calls.	11	VA
		DACE STELLA	7602469578	EG	2/5/99	799	ET (FTE) 02		- Being billed from a telephone that is	MISDIRECT	CA
		LONDON LISA	7088625907	EG	2/5/99	799	LEC	01	- charged \$5 a minute for using her Am		OF
		KOMPAS HEATHER	4144667058	CMR	2/4/99	799	CDN 02		- Has monthly statement charge from	GTELD	OF
		CERAMIC TILE	4158924548	CLM	2/2/99	799	799	08	- Being billed for calling card calls.	Calling card calls on bill are LEC card calls. Called customer & left message w/my name number & times.	799 CA

Total Reason: 9

7  
in Franchise: 2 Business 0 Regulatory: 0

Customer Name WHO RECEIVED CLOSED CAL

Complain

Call Description

Corrective Action

OS Regio

SLACK WILLIAM 9376871080 MEM 2/5/99

ENRIQUEZ EDWIN D. 7326367017 AFB 2/1/99

Total Reason: 2

VAN D.O. B.A. 5625310415 MEM 2/3/99

PHAM CAO 7148928206 DR 2/3/99

HINOJALES NANETTE 7075541432 AFB 2/4/99

OVERTURE DEBORAH 2122061116 MP 2/4/99

899 899 2/4/99

- Deborah Overture (212-206-1116) has c

- Cancel GTELD immediately. Received

- Snyder customer education 899

- Being blocked from switching to AT&T.

Says GTE blocked him

from switching his LD.

The problem was with

AT&T. He is now switched

and an O order has been

issued.

Total Reason: 5

GTELD

899 OF

FRKUDS

899 OF

Snyder

Snyder FRKUDS

Snyder FRKUDS

Snyder FRKUDS

16027



REYES JR. ROQUE S. 6302509609 CMR 2/9/99 FRAUD 602  
RADIATION SERVICES 8136853796 EG 2/11/99 2/11/99 602 602  
INC.

SMITH IRENE 3525284205 EG 2/12/99 602  
RAMOS GILBERT 3055521570 CMR 2/10/99 FRAUD 602  
CROITER ELIAS 5616370030 CMR 2/11/99 602  
TAKACS RENEE D 4122571289 EG 2/9/99 602  
CAMPILLO DULCE M 3052077296 EG 2/9/99 FRAUD 602  
BUCCELLATO GARY 4144538453 CMR 2/11/99 FRAUD 602 602  
ALBERT ELIZABETH 3025396580 CMR 2/9/99 2/11/99 602 602  
CLAIRE Fraud

JEW VICKY 4155858192 EG 2/11/99 FRAUD 602  
KOSIER LEONARD 4142811721 EG 2/12/99 FRAUD 602  
LOPEZ PETER 4073818451 EG 2/11/99 FRAUD 602  
BABL ROBERT 3052537397 EG 2/12/99 Fraud 602  
ALEXANDER ROBERT G 8136715892 CMR 2/9/99 602

HUNTSINGER PENELOPE 2539228350 EG 2/12/99 Fraud  
Switched to GTELD without authorizall OF

GRIGG LINDELL 3523364872 EG 2/11/99 602  
MACNEILL JOSEPH G. 3059497656 CMR 2/10/99 rep error 602  
COASTAL INSURANCE 9549661977 EG 2/12/99 602  
MACISSAC JOHN 7149631920 MEM 2/12/99 699  
Total Reason: 35

01 - Switched to GTELD without authorizall  
02 - Switched to GTELD without authorizall  
02 - Switched to GTELD without authorizall  
02 - Switched to GTELD without authorizall  
01 - Switched to GTELD without authorizall  
01 - Switched to GTELD without authorizall  
02 - Switched to GTELD without authorizall  
01 - Switched to GTELD without authorizall

Snyder - I OF  
Customer states that they 602 FL  
have submitted a pic  
restrict to restrict carrier to  
GTELD. They have been  
switched to other carriers  
and that is why they  
submitted pic restrict.  
Verified with Shirley/Olc

WEST -  
FL  
Snyder - FL OF  
GTELD - FL OF  
LCR - PA OF  
Snyder - FL OF  
Snyder - WI 602 OF  
Name: Claire Albert 602 OF  
Bill Nm: Claire Albert  
Addr: 6 Ocean  
Pines Lane  
Apt. #3D  
Dover DE 19904 Phone:  
302/539-6580 SSN:  
Snyder - MD

02 - Switched to GTELD without authorizall Snyder - CA OF  
02 - Switched to GTELD without authorizall Snyder - WI OF  
02 - Switched to GTELD without authorizall Snyder - FL OF  
02 - Switched to GTELD without authorizall Snyder - FL OF  
01 - Switched to GTELD without authorizall GTELD - FL FL  
602 Snyder - WA 02  
02 - Switched to GTELD without authorizall GTELD - FL OF  
01 - Switched to GTELD without authorizall Snyder - FL OF  
02 - Switched to GTELD without authorizall Snyder - FL OF  
07 - Switched to GTELD. Can you have not Snyder  
GTELD - CA CA

30 - Snyder

16032

FRANCHER NATALIE 7605882626 DR 2/19/99 Total Reason: 303  
PAUDA JESSE 8066378385 AFB 2/18/99 Total Reason: 1  
HOUSTON HOUSE BED. 8306726940 BLH 2/17/99 2/19/99 399 399  
TX  
04 - Wants to know if will have a 4.9% tax  
06 - ~~Given~~ Easy Savings Plan, but wanted  
her plan about  
04 - Was not told about the \$100 Early Ter  
AT&T on 07/10/98. Was  
called on 02/11/99 and  
informed would be charged  
\$100 early termination  
fee. Customer stated  
didn't sign contract. Was  
not informed about the  
fee. Debbie

16038

TMA 7 In Franchise: 6 Business 1 Regulatory: 1  
TYPE B/R Fran CUSTOMER NAME . BTN WHO RECEIVED CLOSED CAL Complain Call Description Corrective Action DIS Regio  
Issue

12 R IF COLE DAMON 4254819266 CLM 2/17/99 401 12 - Received phone call from a GTE repres  
05 R IF LANGFORD MARCIA 8055643135 AFB 2/17/99 401 05 - Received call from representative cla  
Total Reason: 2  
404 02 - Telemarketer called and stated would  
02 R IF FRANK JOHN 5155284766 EG 2/16/99 404 02  
Total Reason: 1  
405 07 - Did not properly explain the Easy Sav  
07 R IF SCHRETTNER CHERYL 6109664759 MEM 2/16/99 405 07  
08 R OREGON CITY SCHOOL 5038572524 AFB 2/17/99 405 08 - Was sold a plan that is not available  
Total Reason: 4  
405 04 - Received conflicting information chan  
04 R IF LOMBARD STEPHAN 9096525904 MEM 2/18/99 405 04  
405 08 - Was informed that could combine all a  
08 B IF BLIMPES 4175465114 AFB 2/16/99 405 08

Unauth Chg 24 In Franchise: 5 Business 1 Regulatory: 16  
TYPE B/R Fran CUSTOMER NAME . BTN WHO RECEIVED CLOSED CAL Complain Call Description Corrective Action DIS Regio  
Issue

07 R LEE CHING 9164970978 CLM 2/17/99 602 07 - Switched to GTELD without authorizat  
12 R YUAN JIAN 5107916289 MEM 2/17/99 602 12  
07 R SABATINO LYNN 9148340763 AFB 2/16/99 602 07 - Switched to GTELD without authorizat  
03 R POMPIO JOANNE M. 8476927383 DR 2/17/99 602 03 - Switched to GTELD without authorizat

Snyder - CA  
Snyder - CA 602  
Snyder - NY  
Snyder - IL

TSIE  
STEED  
SCAL

GTELD

GTELD



ZHANG SCOTT

4087471840 CLM

2/16/99 Son order 602 12

07 - Switched to GTELD without authorizati

Snyder - CA  
Called customer no ans.  
no recorder. Requested  
call history from Snyder. I  
did not get response from  
Snyder. 2nd requested  
call history from Snyder.  
Called customer no ans.  
no recorder. Recv. e

OF

16039

12	R	SHA YUFEN	4082535592	AFB	2/18/99	rep said "survey"	602	12	- Switched to GTELD without authorizati
09	R	SAUNDERS RICHARD & LAURIE	4012746906	CLM	2/18/99	rep said "survey"	602	09	- Switched to GTELD without authorizati
02	R	GEORGE CYNTHIA	7188576561	EG	2/16/99	FRUD 602 (lots!)	02	- Switched to GTELD without authorizati	
02	R	IF FICCA PHILLIP	8136542830	EG	2/18/99	ML.S	02	- Switched to GTELD without authorizati	
02	R	CHE CAVAN	4157312409	EG	2/16/99	FRUD	602	02	- Switched to GTELD without authorizati
02	R	DIEGO HERNAN	3052280887	EG	2/16/99	Fraud	602	02	- Switched to GTELD without authorizati
02	R	HAMMOND ANITA	9194932717	EG	2/16/99		602	02	- Switched to GTELD without authorizati
02	R	ESCOTO ANGEL	3056674231	EG	2/18/99	Fraud	602	02	- Switched to GTELD without authorizati
02	R	MONTALVO ORLANDO	3055589502	EG	2/16/99	Fraud	602	02	- Switched to GTELD without authorizati
10	R	TORREZ DANIEL	7732817529	EG	2/16/99	Fraud	602	10	- Switched to GTELD without authorizati
02	R	IF OPRM MARGARET	6088384772	EG	2/16/99	-----	602	02	- Switched to GTELD without authorizati
02	R	IF SMITH GARY	8139777523	EG	2/16/99		602	02	- Switched to GTELD without authorizati
02	R	ANTOINE JOAN	7189417961	EG	2/16/99		602	02	- Switched to GTELD without authorizati
02	R	MATHIEW ROLAND	9549661531	EG	2/18/99		602	02	- Switched to GTELD without authorizati
02	R	MENDEZ PAUL	3052741736	EG	2/19/99	Fraud	602	02	- Switched to GTELD without authorizati
02	R	SCHAIN LINDA	9147412080	EG	2/16/99	Fraud	602	02	- Switched to GTELD without authorizati
02	R	IF MALER ALEX	8056926762	EG	2/17/99		602	02	- Switched to GTELD without authorizati
02	B	JAMES T. JESSER LANDSCAPE ARCHITECT	9494947084	EG	2/18/99		602	02	- Switched to GTELD without authorizati

Snyder - CA  
Snyder - R.I.  
Snyder - N.Y.  
CLEC - FL  
Snyder - CA  
Snyder - FL  
GTELD - NC  
Snyder - FL  
Snyder - FL  
Snyder - IL  
GTELD - FL  
Snyder - NY  
Snyder - FL  
Snyder - FL  
Snyder - NY  
GTELD - CA  
GTELD - CA

Total Reason: 23  
699

12 - Changed mind. Doesn't want to be swi

Snyder - NJ

Billing 14 In Franchise: 7 Business 1 Regulatory: 7

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Reglo n
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04 R HOANG MAI 9167236461 DR 2/19/99 701 04 - Being billed by AT&T. Customer state

PIC restrict

Snyder - CA

07	B	IF	SURFLINE HAWAII	8088475985	DR	2/16/99	899	899	07	- 800 number not pointing to correct nu						
Total Reason: 2																
04	R	IF	BURTON JIM	8053738781	AFB	2/16/99	2/22/99	899	899	04	- Remove international call block from		No call back from the customer and there is no international block on the customer's line.	CA	899	
Total Reason: 9																
02	B		VALLEY INDEPENDENT	6196262222	EG	2/18/99		799	02	- Being billed by Worldcom for a circuit						
10	R	IF	MONTAGNE JOSEPH	9417390952	EG	2/18/99		799	10	- Service disconnected for non-pay. Cu						
02	R	IF	HOSTON WILLIAM	5403263734	EG	2/18/99		799	02	- Owes \$1000 for a phone line that the						
02	R		SONG HYON YONG	3108972597	EG	2/18/99		799	02	- Requested deactivation in mid October						
02	R	IF	LANG CYNTHIA	9724916766	EG	2/18/99		799	02	- Billed for long distance calls did not						
12	R		WILLET JEFF	6194299764	AFB	2/17/99		799	12	- Wants itemized copy of November and						
EMP	R		FRANKIE WAYNE	5124796598	MEM	2/17/99		799	EMP	- Disconnected for non-pay. Customer						
EMP	R	IF	SOBOTNIC JOHN	3307221701	CLM	2/18/99		799	EMP	- Being charged large differences in ra						
Total Reason: 3																
08	R	IF	HAWAII COIN ACCOUNTS	8086699809	BLH	2/19/99		799	08	- GTELD processing toll calls as direct						
02	R		GUTIERREZ JOSE	9549667463	EG	2/18/99			02	- Still being billed by GTELD. Was swi						
10	R		DAWSON BONITA	3604283544	EG	2/18/99		707	10	- Still being billed by GTELD. Custome						
Total Reason: 10																
12	R		TANG CHING	6265764396	BLH	2/17/99	2/19/99	707	602	12	- Still being billed by GTELD on a phon					
Total Reason: 2																
04			CARMAN TIMOTHY	8129522090	DR	2/17/99		704	04	- Still being billed by MCI for October						

07

04

02

10

08

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IF GOLDSTEIN JAN 7148425658 DR 2/23/99 2/26/99 399 MIS - All time has been used on pre-paid ca

Customer said when went to use the pre-paid card reached a recording no more time available. Never used the card. Talked to the customer she advised received the pre pay card sometime last year neve

16043

TMA		6		In Franchise:		5		Business		2		Regulatory:		2	
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n		
09	R	IF	BROWN MICKEY	9192863200	MEM	2/25/99		401	401	09	- Received rude treatment from call cen	GTELD	401	SO	
Total Reason:									1						
04	R		WILLIAMS BETTY	5594397515	DR	2/26/99		402		04	- Getting harassing calls from GTELD.	<del>Snyder</del>		OF	
02	R	IF	WORTMAN RAY	9092423285	EG	2/25/99		402	CACit	02	- Continues to receive calls from GTE I			CA	
04	B	IF	ACCENT RESUME SERVICE	5734426184	MP	2/22/99		402		04	- Customer having trouble with GTE call	BSC		MW	
Total Reason:									3						
01	B	IF	COLUMBIA SCHOOL OF BROADCASTING	8085247000	EG	2/25/99		404	Hawaii	01	- Contacted by telephone solicitor clai			HI	
Total Reason:									1						
04	R	IF	COOP TRISH	3603545361	CLM	2/24/99		405		04	- Sold a plan for .09/min and GTELD is			NW	

Total Reason: 1													
DNS		1		In Franchise: 1		Business 0		Regulatory: 1					
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
✓	R	IF	JACKSON PERRY D.	8139324632	EG	2/23/99		599		10 - Receiving calls from telephone solid			FL

Unauth Chg		52	In Franchise: 6		Business 0		Regulatory: 36						
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
05	R		DURAN LISA	4082262915	AFB	2/23/99		601	Fraud	05	- Received welcome letter in Vietnamese	Snyder - CA	OF
01	R		ROJAS AUGUSTO	4017288649	CMR	2/24/99		601	<del>Fraud</del> FRAUD	01	- Received welcome letter to GTELD	Snyder - IL	OF
						Total Reason:							
07	R		IGLESIA JOSE	3056666810	CLM	2/25/99		602	LOT ex 602	07	- Switched to GTELD without authorizati	Snyder - FL	OF
12	R		LAM DAVID	4082456335	MP	2/23/99		602	Fraud	12	- Switched to GTELD without authorizati	Snyder - CA	OF
12	R		LIU JINGSONG	5107421131	MEM	2/24/99		602	602	12	- Switched to GTELD without authorizati	GTELD - CA	602 OF

IF	NAME	ACCOUNT	STATUS	DATE	TIME	DESCRIPTION	TIME	DESCRIPTION	TIME	DESCRIPTION
	GUTIERREZ OSCAR	3055541424	AFB	2/23/99	602	Fraud	12	- Switched to GTELD without authorizati		
	GREEN GARY	7149637081	CLM	2/24/99	12	12/21/99	12	- Switched to GTELD without authorizati		
	WADE GREGORY	9404839607	MP	2/23/99	2/25/99	602 699	MIS	- Switched without authorization to GTE		
04 R	STEVENOVICH LEON & SIGMUND	7278430357	MEM	2/22/99	602 602		04	- Customer advised was slammed by GTELD		
12 R	SCHILLINGER MARLENE	8048623073	BLH	2/24/99	2/26/99	602 699	12	- Switched to GTELD without authorizati		
07 R IF	OLIVEIRA LEILANI	8082615692	DR	2/24/99	602		07	- Switched to GTELD without authorizati		
12 R	PADILLA CESAR	6194706983	AFB	2/25/99	602	Lot ex 1521	12	- Switched to GTELD without authorizati		
12 R	RAPTAKIS JOHN	2125359638	AFB	2/24/99	602	Fraud	12	- Switched to GTELD without authorizati		
08 R	ANDRES PAUL	9545256555	MP	2/26/99	602	Fraud	08	- Switched to GTELD without authorizati		
07 R	PEARSON JOHN	8315830557	AFB	2/24/99	602	Fraud	07	- Switched to GTELD without authorizati		
02 R	HITT MEL	5168970228	CMR	2/23/99	602	Fraud	02	- Switched to GTELD without authorizati		
01 R	DUNN JOHN	5163782149	EG	2/25/99	602	FRAUD	01	- Switched to GTELD without authorizati		
02 R	SUINN HORICE	2539523324	EG	2/25/99	602	FRAUD	02	- Switched to GTELD without authorizati		
01 R	HORN HAROLD	7183387398	CMR	2/25/99	602	FRAUD	01	- Switched to GTELD without authorizati		
02 R	BAKAMIS WILLIAM & GRETCHEN	2063246164	CMR	2/22/99	2/24/99	602 602	02	- WA UTC - Cust says he was slammed		
02 R	TEMPLER DAVID	3059198893	CMR	2/22/99	602	Fraud	02 MC	- FL PSC - Customer was changed from		
01 R	FRIZZELL GAIL	3059315031	EG	2/26/99	602	FRAUD	01	- Switched to GTELD without authorizati		
01 R	HEATH RICHARD A	7184476083	EG	2/24/99	602	FRAUD	01	- Switched to GTELD without authorizati		
01 R	HAAS BRADFORD & CAROL	5014749391	EG	2/23/99	602	AR	01	- Switched to GTELD 9/30/97 from Sprint		
01 R	JIMENEZ JUAN	9549642982	EG	2/24/99	602	FRAUD	01	- Switched to GTELD without authorizati		
01 R	ERISTOFF ANDREW	2127447158	EG	2/23/99	602	FRAUD	01	- Switched to GTELD without authorizati		

Snyder - F. OF  
Snyder - CA CA  
(Misdirected) Customer was 699 TX  
changed for a reseller of  
AOL no GTELD

GTELD - FL 602 FL

Switched to GTELD without 699 OF  
authorization from MCL.  
Customer tried to cancel  
but still being billed.  
Jackie Harper issued out  
order. Customer had  
credit amount so issued  
\$2.83 debit to zero  
account.

GTELD - Hawaii HI

Snyder - CA OF

Snyder - NY OF

Snyder - FL OF

Snyder - CA OF

Snyder - NY OF

Snyder - NY OF

Snyder - WA OF

Snyder - NY OF

Received LOA information 602 OF

Is as follows... Name:  
Brenda Burns Bill Nm  
Bessie Willie Addr:  
907 28th Av Apt A  
Seattle WA 98118 Phone:  
206-324-6164  
SSN/DL#: 535-58-5972

Snyder - FL OF

Snyder - FL OF

Snyder - NY OF

BFIC A OF

Snyder - FL OF

Snyder - NY OF

16044

JAURLEY CARINA S 9544289742 EG  
 REINHARDT ROBERT 4073458789 EG  
 BAYNE RICHARD E. 2028325562 CMR  
 ROY PAUL 5083365323 CMR  
 BROWN J. B. 8132473213 EG  
 RUELAS SALVADOR 8179234174 CMR  
 MORALES RONNIE 5048784517 CMR  
 Milder HARRY 3053851702 CMR  
 KLEIN MADALENA 7183873831 CMR  
 SCHWARTZ JENNIFER A. 3056720079 CMR  
 KASPER JOHN C. 4072778204 EG  
 COSTO NANCY 5164859709 EG  
 CANONICA AGNES 4078568290 EG  
 SIMMON MARIANN 5613916257 CMR  
 LYNCH JAMES F. 3604663792 EG

2/24/99 602  
 2/26/99 602  
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 602 02  
 Mis

- Switched to GTELD without authorizati  
 - Received welcome letter from GTELD.  
 - Received thank you letter for choosin  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - FL PSC - Customer is getting a Primar  
 - NY PSC - Customer switched without  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - Received welcome letter from GTELD  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati

Snyder - FL OF  
 Snyder - FLV OF  
 Snyder - DCV OF  
 Snyder - MAV OF  
 GTELD - FL FL  
 Snyder - TXV OF  
 Snyder - LAV OF  
 Snyder - FLV OF  
 Snyder - NYV OF  
 Snyder - FLV OF  
 Snyder - FLV OF  
 Snyder - FLV OF  
 Snyder - NYV OF  
 Snyder - FLV OF  
 Snyder - FLV OF  
 Customer states their regional calls was switched without authorization. This is a GTELEC. NOT GTELD. MISDIRECT W.A

01 R BASILE JEAN-FRANTZ 5613685760 CMR  
 02 R BARR WILLIAM 5613648499 CMR  
 02 R LOCHRAN RAJEEV 3012298465 EG  
 01 R BURLEY BARBARA 7184536464 EG  
 01 R CAMACHO PEDRO 3055567269 CMR  
 02 R ROBERTSON JAMES 4073334791 CMR  
 01 R ABBATIello THOMAS 3052555098 CMR  
 01 R MERAT JACQUES 9417936063 CMR  
 01 R STEWART PATRICIA 6177201530 CMR

2/23/99 602  
 2/22/99 602  
 2/26/99 602  
 2/24/99 602  
 2/24/99 602  
 2/22/99 602  
 2/24/99 602  
 2/23/99 602  
 2/24/99 602

Fraud 01  
 Fraud 02  
 Fraud 01  
 Fraud 01  
 Fraud 01  
 Fraud 02  
 Fraud 01  
 Fraud 01  
 Fraud 01

- Switched to GTELD without authorizati  
 - FL PSC - Customer switched without au  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - FL PSC - Customer was changed from  
 - Switched to GTELD without authorizati  
 - Switched to GTELD without authorizati  
 - Received welcome letter to GTELD.

Snyder - FLV OF  
 Snyder - FLV OF  
 Snyder - MDV OF  
 Snyder - NYV OF  
 Snyder - FLV OF  
 Snyder - FLV OF  
 Snyder - FLV OF  
 Snyder - FLV OF  
 Snyder - FLV OF

Total Reason: 48

16045

FANG SHENG 4082624635 BLH 2/25/99 2/25/99 707 J7 12 - Still being billed by GTELD. Canceled

Still being billed by GTELD. OF  
RPMS shows canceled through another LD company 12/23/98 but was still being billed the primary carrier charge and had a credited amount. Snyder  
Solar had out order for 02/23/99 CH

16047

12 R CASTILLO JORGE 4156736283 BLH 2/23/99 2/25/99 707 707 12 - Still being billed by GTELD. Switched

Still being billed by GTELD. 707 OF  
Stated switched to AT&T in the middle of March. Snyder  
Rpms show customer active with GTELD 8/28/98 CH  
deactivated 11/24/98.  
Jackie Harper issued Out order. Called customer

04 R SMITH NORMA 3603415334 DR 2/23/99 799  
08 R YEARY RONALD 5028890972 CLM 2/24/99 799  
10 R IF CLEMONS NANCY C. 6064362082 CMR 2/23/99 799  
02 R IF SMITH ZAID 9413428183 EG 2/23/99 799

Total Reason: 6  
799 Fraudulent LOA

04 - Being billed erroneously by GTELD. H  
08 - Being billed for 502/889-0972. have  
10 - Calling card calls made by daughters'  
02 - Being billed by GTELD on 941/342-8183

Snyder - w/ Mobilnet. OF  
GTELD. SO  
FL

Other 7 In Franchise: 1 Business 1 Regulatory: 1

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain Issue	Call Description	Corrective Action	DIS P	Region
08	R		KIRSCHBERG MORRIS J	2107364381	CLM	2/25/99		801		08 - Has pending account owed GTE but			OF
12	R		WOOTEN MICHAEL	5124528582	DR	2/23/99		899		12 - Cancel GTELD. Ordered through the			OF
04	R	IF	MILAN REBECCA	5628676567	MP	2/25/99		899	Fraud	04 - Wants GTELD removed from bill wants			CA
12	R		MAOHAVAN SREEKUMAR	7164245719	MEM	2/23/99		899	899 LEC didn't notify	12 - Discontinued GTELD 10 days ago but		899	OF
12	R		GIBBS KRISTI	4054474891	DR	2/23/99		899		12 - Cancel GTELD. Got a call from			OF
12	R		NAHAR SANJAY	8474190906	DR	2/24/99		899	Plc restnet	12 - GTELD canceled. Called customer			OF
02	B		R R WEBB SPRAYING SERVICE INC	7275465758	EG	2/25/99		899		02 - GTELD refused to provide long distance			FL

Total Reason: 6

04 R EDERMAN WILLIAM 9413770249 AFB  
FARMER FRANKIE S 5735820514 AFB  
ELSTE RAINER 3059403897 AFB  
LECHADORES CHESTER 2133854121 AFB  
KLEIBOEKER JOHN 5032634762 CLM

3/2/99 601 04  
Total Reason: 1  
3/2/99 602 12  
3/2/99 602 12  
3/2/99 602 12  
3/3/99 602 602 04

- Received welcome letter to GTELD. Di  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati

Wire te 33  
Snyder  
Snyder - CA  
FL  
OF  
OF  
OF

Requested call history 602 OF  
from TMA's. Called  
customer to let her know  
that I was investigating &  
would let her know when I  
recv. info. Per  
Worldcom/Chris customer  
w/another as of 2/4/99.  
Customer switc

GTELD

03 R ALLEN RANDI 9087660418 MP  
04 R IF KAYS RICHARD 5096879864 AFB

3/5/99 Fraud 602  
3/1/99 3/4/99 602 602

03 - Switched to GTELD without authorizati  
04 - Says he was slammed by GTE Long  
Dista

Snyder - NJ OF  
Site tape sell indicates : 602 NW  
customer authorized the  
switch. Tma following  
proper policy and  
procedures.

GTELD

04 R WALLACE GLORIA 3232916997 DR  
12 R TURCOTTE KARA 4017651454 AFB  
07 R KWOK WAI-LEONG 7704582260 CLM

3/3/99 LOT exists  
3/3/99 Fraud 602  
3/3/99 Fraud 602 602

04 - Switched to GTELD without authorizati  
12 - Switched to GTELD without authorizati  
07 - Switched to GTELD without authorizati

Snyder - CA OF  
Snyder - R.I. OF  
Customer gave his current  
Instead of the # that had  
been switched. I  
researched & found # that  
had been switched.  
Belinda found sale & sent  
voice file. Called  
customer to apologize %  
explain that h

Snyder -  
CA

05 R ROGERS CLIFTON 7033217562 MP  
10 R SAUNDERS RICHARD & LAURIE 4012746906 EG  
02 R CASTILLO LUIS 3052487117 CMR  
02 R CHE STANLEY C. 5624317358 CMR  
02 R FERNANDEZ MARYLYN 2128615312 EG

3/2/99 Fraud 602  
3/5/99 Fraud 602  
3/1/99 Fraud 602  
3/2/99 FLAUD 602  
3/2/99 3/2/99 602 602  
Fraud

CA  
NY

05 - Switched to GTELD without authorizati  
10 - Switched to GTELD without authorizati  
02 - FL PSC - Their long distance service  
02 - Switched to GTELD without authorizati  
02 - Switched to GTELD without authorizati

Snyder - VA OF  
R.I. Atl. Gen. OF  
(Snyder)  
Snyder OF  
Snyder CA  
Customer LD service was : 602 OF  
switched without  
authorization. Sales  
channel - Snyder. LOA -  
provided - Fraud. Credit  
has been issued

Snyder

01 R GOMEZ-MARTINEZ 7183812411 CMR  
02 R MORALES LEYLA 3058293218 CMR

3/2/99 FRAUD 602  
3/4/99 FRAUD 602

01 - Switched to GTELD without authorizati  
02 - Switched to GTELD without authorizati

NY - FCC - Snyder  
FL - PSC - OF  
Snyder

02 R

01 R

02 R

IF

INDA VIRGINIA J. 9203613812 EG 3/3/99 602  
MCDONALD J.W. 7074642527 EG 3/2/99 602  
ZHOU LIANSHENG (JOE) 2485894873 CMR 3/5/99 602  
NELSON NANCY 2128741557 EG 3/3/99 602  
NGUYEN HANK T. 7147766328 EG 3/2/99 602  
NOEL JEAN-CLAUDE 2123271047 CMR 3/2/99 602  
MERKEL TERESA 8133215758 EG 3/2/99 602

3/3/99 602  
3/2/99 602  
3/5/99 602  
3/3/99 602  
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3/2/99 602  
3/2/99 602 602

- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati  
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- Switched to GTELD without authorizati  
- Switched to GTELD without authorizati

WI-PSC-Snyder  
CA-PUC-Snyder  
MI-PSC-Snyder  
NY PSC-Snyder  
CA PUC-Snyder  
FCC-NY-Snyder  
602 FL

ACCORDING TO  
CUSTOMER AND  
RFMS/QMF CUSTOMER  
WAS SWITCHED TO  
CLEC IN JAN 98 - JUL 98  
AND CUSTOMER  
STATES HE HAS BEEN  
SWITCHED MORE THAN  
ONCE FOR THIS  
ACCOUNT. PLEASE  
FIND AND CREDIT.

FL-PSC  
MISDIRECT

16052

01 B

HARMONY LANTERN 2063241433 EG 3/2/99 602  
WANG JOSEPH 6263516224 DR 3/2/99 699 699

Fraud

Total Reason: 24

rep gave  
minfo. -  
customer  
ordered

- Switched to GTELD without authorizati  
- Deceived into switching to GTELD by C

FCC-WA-Snyder  
Customer states deceived into switching to GTELD by Chinese language sale. Reviewed DMSs shows Snyder made the sale 2/7/99. Requested clarification of the sale. Received the tape had translated. The

CA - Snyder

Billing

18

In Franchise: 8

Total Reason: 1

Business 3

Regulatory: 6

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
04	R	IF	WERTS CARLA	2176882078	CLM	3/5/99		701		04 - Being billed by Least Cost Routing.	GTELD		NO
02	R	IF	CARRASQUILLO KATHLEEN	8644769999	EG	3/5/99		701		02 - Being billed by Minimum Rate Pricing.	SC - GTELD		SO
11	R	IF	KEEN DEBRA	2197632369	CMR	3/5/99		701		11 - Being billed by OAN and GTELD.	IN - GTELD		NO
01	B	1	CHING OPM BENEDICT	7149797555	BLH	3/4/99	3/4/99	701	701	01 - Switched to Equal Net without authori	Received a bill from Equal Net one long distance call totaling \$152.20. Customer states it was a 800 call and made on Saturday when his office is closed. Customer states Equal Net said he	701	OF

CH

CLF

Total Reason: 4



EAGER SHARON 9404972115 MP 3/5/99  
SIMPSON SHARON 4082656876 MP 3/3/99  
DOAN LOC 5047856735 BLH 3/3/99

Total Reason: 2  
704 704 707

EMP - Combined billing and change name on  
b  
12 - Wants combined billing of cell phone  
12 - Still being billed by GTELD. Changed

GTELD  
WEST  
OF  
OF  
OF

16053

NOISEUX GEORGETTE 3059407398 MP 3/4/99  
BURNETT'S INS. AGENCY 3605326181 EG 3/4/99

707 707 707

08 - Being billed for "unbilled toll" from  
10 - WA Attorney General - Enclosed a bill

OF  
OF  
OF

LOPEZ SANDRA 2109234850 AFB 3/2/99  
LIU FRANK GUANGXIN (812) 728516 DR 3/2/99

Total Reason: 3  
799 799 799

08 - Received bill from GTELD and doesn't  
12 - Billed for calls that did not connect

OF  
OF  
OF

PAPUGA JOHN 7277856967 DR 3/2/99

799 799 799

MIS - Not responsible for \$42.12 in calling

FL

TURNER ROBERT 9414927193 MP 3/5/99  
HE YE 6509178177 BLH 3/2/99

799 799 799

03 - Quoted rate of .14/min to Canada from  
12 - Made 2 payments via bank's online pay

FL  
OF

GROSS LINDA 81339914577 MP 3/5/99  
CAROTHERS SHERRI 9417469262 CMR 3/2/99  
HARTLEY MRS BERNELL 3348973020 EG 3/5/99  
VIP PUBLICATIONS 4173320847 AFB 3/5/99

799 799 799

03 - Being charged long distance rates for  
02 - Son made 800 calls totalling \$642.83  
02 - Being billed for calls did not make  
04 - Promised calling card surcharge fee \$-

FL  
FL  
SO  
MW

GTELD  
GTELD  
GTELD  
GTELD

Customer states not responsible for cc calls totalling \$42.12. Reviewed sales order shows a calling card issued by the local call. Customer not service by GTELD. I e-mailed the customer to advised and

Snyder

Snyder

MCMILLEN JOHN 5027537568 CLM 3/9/99 403 3 05 - Received a call from telemarker'stali

Requested call history from TMAs. Called customer to apologize on ans. no recorder. Called customer to apologize on ans. no recorder. Recv. contact info from TSI/Ingrid TSI contacted customer on

16058

02 B IF STRAIGHT PATHS FOOTWEAR 7152579382 CMR 3/9/99 Total Reason: 1 404 02 - Received solitation call from Consoli

05 R IF VIVERALLI JUDITH 8147343866 BLH 3/8/99 3/11/99 499 499 05 - We just made a call to a customer - J

TMA West called customer and used the ex-wife's name Janel. The current wife wants Janel off the account. Checked the systems. Customer has GTE for local service but AT&T for long distance. MS

499 NE

GTE

DNS 1 In Franchise: 0 Business 0 Regulatory: 1  
TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complain Issue Call Description

02 R TROXEL TOM 6056656067 EG 3/9/99 3/12/99 504 504 02 - Place on DO NOT CALL list. File form

Corrective Action DIS P Regio n  
Customer request to be put on DNS list per SD commission. 3/9/99 entered customer in the DNS list.

504 OF

Unauthorized Change 33 In Franchise: 8 Business 4 Regulatory: 20

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain Issue	Call Description	Corrective Action	DIS P	Regio n
07	R		WALSHARTS MARY	4072984014	DR	3/10/99		601		- Received a GTELD Welcome Letter			OF
01	R		KATZ MEYER	5166304136	CMR	3/10/99		601		- Switched go GTELD without authorizall			OF
01	R	1	TRIAY ENRIQUE M.	3056611085	CMR	3/10/99		601		- Switched to GTELD without authorizall			OF
01	R		WAHL WILLIAM H.	2063283595	EG	3/10/99		601		- Switched to GTELD without authorizall			OF
01	R	IF	WILSON KAREN A.	4174243435	CMR	3/10/99		601		- Switched to GTELD without authorizall			MW

Snyder - FL  
Snyder - NY  
Snyder - FL  
Snyder - WA  
LCR -

Missouri

AAGIC CARPET TRAVEL 8059644741 EG

3/10/99 3/12/99 601

01 - Switched to GTELD without authorizati

RPMS shows GTELD began providing service based on an electronic transaction received by the LEC (GTE California) on 7/2/98 for IE service only (2009 TCSI). GTELD deactivated service on 7/30/98 also b.

CA

GTELD-  
CA

16059

12	R	MISRA HARI	6083484400	AFB	3/9/99	fraud 602	12	- Switched without authorization. Neve	Snyder - WI	OF	
12	R	WILLIAMS NATASSAH	2064444720	AFB	3/10/99	wanted better info only	12	- Switched to GTELD without authorized.	Snyder - WA	OF	
09	R	THORNTON JANE	3058886639	AFB	3/11/99	fraud 602	09	- Switched to GTELD without authorizati	Snyder - FL	OF	
12	R	FONG JOSE	2129627527	AFB	3/10/99	LOA (TPV tape) exists	12	- Switched to GTELD from AT&T without	Snyder - NY	OF	
03	R	MAHONEY ROBERT F.	3135639286	AFB	3/10/99	fraud 602	03	- Switched to GTELD without authorizati	Snyder - MI	OF	
08	R	DOAN THANG	5107926324	DR	3/11/99	fraud 602 field	08	- Switched to GTELD without authorizati	Snyder - CA	OF	
05	R	SPRINGER BEVERLEY	6512579404	CLM	3/11/99	told 2 weeks to deliver would mail package first	05	- Switched to GTELD without authorizati	Snyder - MN	MW	
07	R	VISCOMI KAREN	7186247343	AFB	3/10/99	fraud 602	07	- Switched to GTELD from AT&T without	Snyder - NY	OF	
07	R IF	COHN JESSE	3104756102	AFB	3/12/99	fraud 602	07	- Switched to GTELD without authorizati	Snyder - CA	CA	
12	R	DUONG THUAN	4089268305	BLH	3/9/99	3/12/99 602 602 fraud	12	- Switched without authorization. Does	Switched to GTELD without 602 authorization. Customer has PIC restriction. Out order issued. Credit was issued for \$20.61 and a closing statement has been generated. Have TPV tape with customer statin	Snyder - CA	OF
02	R	JUAREZ DARLENE	5592241690	CMR	3/10/99	fraud 602	02	- Switched to GTELD without authorizati	Snyder - CA	OF	
02	R	MAHONEY ROBERT F.	3135639286	EG	3/11/99	3/12/99 602 602	02	- Switched without authorization from A	Customer switched without 602 authorization. Sales Channel - Snyder LOA provided - Fraud. Per customer completely fraud and says this really sheds a bad light on GTELD to have a Agency doing this. Also	MI	OF
01	R	DIUGUID MARY R. & PHIL	9047610729	CMR	3/10/99	fraud 602	01		Snyder - FL	01	
02	R	DELGADO JOSE	3052644616	EG	3/9/99	fraud 602	02	- Switched to GTELD without authorizati	Snyder - FL	OF	
02	R IF	SHAW NORMA	9096742580	EG	3/10/99	LOA exists	02	- Switched to GTELD without authorizati	Snyder - CA	CA	
02	R	SANTOYO ALFREDO	3055534751	CMR	3/11/99	fraud 602	02	- Switched to GTELD without authorizati	Snyder - FL	OF	
02	R	AVELARDE GERMAN	8475508417	EG	3/11/99	fraud 602	02	- Switched to GTELD without authorizati	Snyder - IL	OF	

SOA - Slammed - No LOA  
SOB - Slammed - LOA

Customer - *lured - confused*

02	B	IF	HILLTOP GROCERY	5014971722	CMR	3/10/99	602	02	Switched to GTE/GTELD without authori	Snyder - FL	OF
02	R	IF <td>NAKUTIN BOB</td> <td>3602681523</td> <td>EG</td> <td>3/9/99</td> <td>603</td> <td>02</td> <td>Switched from GTELD without authoriz</td> <td>Snyder - NJ</td> <th>OF</th>	NAKUTIN BOB	3602681523	EG	3/9/99	603	02	Switched from GTELD without authoriz	Snyder - NJ	OF
04	B	IF <td>STEVE GAGE MARINA</td> <td>4173358167</td> <td>AFB</td> <td>3/10/99</td> <td>603</td> <td>04</td> <td>Switched from GTELD by MCI. Wants</td> <td>Snyder - NJ</td> <th>OF</th>	STEVE GAGE MARINA	4173358167	AFB	3/10/99	603	04	Switched from GTELD by MCI. Wants	Snyder - NJ	OF
05	R		BABENEAU KENNETH	5089932849	CLM	3/12/99	699	05	Cancel order for GTELD. Received	Snyder - NJ	OF
02	R	IF <td>SCANTLAND MARIANNE</td> <td>2815544269</td> <td>CMR</td> <td>3/11/99</td> <td>699</td> <td>02</td> <td>Switched to GTELD from AT&amp;T but <i>cancelled the day after</i></td> <td>Snyder - TX</td> <th>TX</th>	SCANTLAND MARIANNE	2815544269	CMR	3/11/99	699	02	Switched to GTELD from AT&T but <i>cancelled the day after</i>	Snyder - TX	TX

10 B IF

Total Reason: 23

02
 Switched to GTELD without authorizati | Snyder - NJ | OF |

02 R IF

Total Reason: 2

04
 Switched from GTELD by MCI. Wants | Snyder - NJ | OF |

05 R

Total Reason: 2

02
 Switched to GTELD from AT&T but | Snyder - TX | TX |

04 R IF

Total Reason: 2

04
 Being billed by HBS on behalf of ACI. | GTELD | NE |

01 R IF

Total Reason: 2

01
 Being billed by CAN Services for Mini | " | NO |

12 R IF

Total Reason: 2

12
 Billing for calls to Korea are not co | " | NO |

08 R

Total Reason: 2

08
 Requesting itemized bill for August. | Snyder - CH | OF |

12 R

Total Reason: 2

12
 Explain why a bill is being sent with | GTELD | OF |

12 R IF

Total Reason: 3

12
 Still receiving bills from GTELD and | Snyder - WA | NW |

OOE Customer is not  
w/GTELD. O #1118671  
order processed on 3/1/99  
for TSCI code on 2/25/99.  
2225/chgd. billing name &  
2007/new billing party  
selected GTELD followed  
by 9996 3/1/99 ANI  
deactivated.

07	R	IF	HUYNH HIEN VAN	7148976763	MEM	3/15/99	3/17/99	602	602	07	- Switched to GTELD without authorizati	Customer switched by GTELD without authorization on 872-484-7831. A bill was created as a result of an order sent through PART. RIMS indicates the order originated by CLEC. The customer says he did	OF
05	R	IF	ROBINSON GENEVIEVE	7045661331	MEM	3/17/99	relative Signed (AOI)	602	602	05	- Switched to GTELD without authorizati	Customer wrote letter to PUC and copied GTE and AT&T stating he had been switched without authorization. The tape supplied by Ensol for Snyder does indicate a order Hien Van Huynh. No SSN was giv	CA
05	R	IF	KELL MARY	4257128014	AFB	3/19/99	Signed last Confused	602	602	05	- Switched to GTELD without authorizati	Snyder - NC	OF
05	R	IF	KINGERY KENNY & KATHY	5152593442	CLM	3/19/99		602	602	05	- Switched to GTELD without permission.	Snyder - WA	NW
02	R	IF	TRAN THAI	4089843942	CMR	3/18/99	fraud	602	602	02	- Switched to GTELD from MCI without	GTELD - IA	MW
02	R	IF	OPIN-DRPIN DONALD	7182847944	EG	3/19/99	fraud	602	602	02	- Switched without authorized still bei	Snyder - FL	OF
01	R	IF	HALL RUSSELL	9413499227	CMR	3/16/99		602	602	01	- Switched to GTELD without authorizati	Snyder - FL	FL
02	R	IF	MILLER BELLE W	5619655092	BLH	3/15/99	fraud	602	602	02	- Switched to GTELD without authorizati	Snyder - FL	OF
04	B	IF	THE TRAVELIN' TAX MAN	8139915963	MEM	3/18/99		602	602	04	- Switched to GTELD without authorizati	GTELD - FL	FL
02	B	IF	BELICH & DEMARCO INC	4408353679	CMR	3/17/99		602	602	02	- Switched to GTELD without authorizati		OF
09	R	IF	BARRERA SAMUEL & FEDENCIA	9564871370	AFB	3/15/99	Total Reason: 13	603	106	09	- Switched to another carrier AT&T fr	Long distance not switched over to GTELD due to Pic restriction on line through the local Lec no toll	TX

CLEC

CA-16067

FL

Snyder-IX

Docket No. 9901  
Exhibit REP-21  
Page 79

		4	In Franchise: 3		Business	Regulatory: 0						
	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
		LAGROW MARGARET	7273923184	DR	3/25/99		501		04 - Remove from DNS list no reason			FL
04	R IF	DEBUSK JERRY	9419279744	BLH	3/23/99	3/24/99	501	501	04 - Remove from DNS list and phone	Add to Do Not Solidt list. Remove from phone directory. Customer had a move order of 12/21/98 and he requested not to have his address included in the directory. However it was published. Added to	501	FL

12	R	IF	JOHNSON BENNIE & SHEILA	7034979644	DR	3/26/99		Total Reason: 2 502	12 - Remove from DNS list has			VA
05	R	IF	JONES KAREN	2815761700	MEM	3/25/99		Total Reason: 1 503	05 - Remove from DNS list due to TMA			TX

Unauthorized Change 31

In Franchise: 7 Business 2 Regulatory: 22

	TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
09	R		BESHIR MRS.	7187457099	CLM	3/23/99		602	602	09 - Switched to GTELD without authorizati	Snyder Sale. Requested call history from Snyder. Called customer to let her know that I had recv. & am investigating. Customer stated that she did not sign anything nor did she give author. to anyo	602	OF
03	R		BURGOS ROSA	2122653859	MP	3/23/99		602	602	03 - Switched to GTELD without authorizati			
12	R		DANG BERNARD	4155858731	CLM	3/22/99	3/25/99	602	602	12 - Switched to GTELD without authorizati	FRAUD. Snyder Sale. Requested call history. Recv. signed LOA. Requested LOA from NOREC/Jackie Harper. Called customer & told him that I had recv. a signed LOA. Not his SS# no one in household	602	OF
12	R		LAFORCE MARIE	7184675450	MEM	3/22/99		602	602	12 - Switched to GTELD without authorizat			
03	R		WHITTBOLD EDWARD	5618521755	MP	3/25/99		602	602	03 - Switched to GTELD from AT&T without			
09	R		OAKS IRA	3139215361	EG	3/28/99		602	602	09 - Switched to GTELD without authorizati			
02	R		ORTIZ RENE	2126834560	CMR	3/25/99		602	602	02 - Switched to GTELD without authorizati			

Open on  
4-6

16072

1146



Franchisee	Customer Name	BTN	WHO	RECEIVED	CLOSED	CAL	Complain	Issue	Regulatory	4	Call Description	Corrective Action	Regio	P	DIS
16	GARCIA CARLINA	4256490540	DR	3/22/99	3/25/99	701	701	12	- Being billed by MCI after switching to GTLD.	Customer states being billed by MCI after switching to GTLD.	Reviewed from transaction history shows a pic showing on local service. Snyder made the sale 12/20/98. Customer made two payment tota	701	OF		
12	PISCAGH COOPERATIVE GRAIN CO	2172437511	LY	3/26/99	704	Total Reason: 1	12	- Wants combined billing. Also wants	GTLD	NO					
12	CHILAKAKAMARRI RAJA	6177314346	LY	3/23/99	3/26/99	706	Total Reason: 1	12	- Requesting promoplan he has assigned to when his free minutes would start. Snyder sale on 3/17. Sent customer reply stating billing rep did quote correct information & that the telemarketer didn't explain prop	Customer feels mislead as to when his free minutes would start. Snyder sale on 3/17. Sent customer reply stating billing rep did quote correct information & that the telemarketer didn't explain prop	706	OF			
12	FOX DEBBY	8509944906	AFB	3/23/99	3/23/99	707	Total Reason: 1	12	- Still being billed by GTLD. Customer	Total code generated 10/2/98 however no out order was ever written to stop the billing.	Still being billed by GTLD. Customer showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		
12	KUNDMWALA FAROOQ	5102229441	BLH	3/23/99	3/25/99	707	12	- Still being billed by GTLD. Customer	Fraud	Still being billed by GTLD. Customer	Snyder showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		
03	HERNANDEZ PRIMITIVO	2122607112	MP	3/23/99	707	03	- Still being billed by GTLD. Customer	no "0" order	Snyder	Still being billed by GTLD. Customer	Snyder showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		
12	NARASIMHAN SRIRAMMAN	8106032464	MEM	3/23/99	707	12	- Still being billed. Customer states	Fraud	Snyder	Still being billed by GTLD. Customer	Snyder showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		
12	HO TAK SHING	7183322671	AFB	3/26/99	707	12	- Being billed by GTLD but is not a c	Fraud	Snyder	Still being billed by GTLD. Customer	Snyder showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		
12	RICE LINDLEY	8178015754	AFB	3/22/99	3/25/99	707	12	- Still being billed by GTLD. Has not	Snyder	Still being billed by GTLD. Customer	Snyder showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		
01	KHATAB HASSAN	2127947019	CMR	3/22/99	707	01	- Still being billed by GTLD. Customer	LOA exists	Snyder	Still being billed by GTLD. Customer	Snyder showed the customer was deactivated 11/18/98 and activated 12/14/98. Snyder had a tape of the sale. The customer said it was not him that is was fraud. Advise	707	OF		

16074



KAHLER JULIA	9199423667	CMR	3/23/99	707	02	- Still being billed. Customer states	OF
PATEL BHAVNA	8109783963	DR	3/23/99	799	12	- Charged for no answers would like cr	OF

Total Reason: 8  
3/26/99 799 799

Customer states being charged for no answer calls would like credit. Reviewed customer billing from January through March. This account has the Talk to Asia plan with free mins on the weekend. The c

Snyder 16075

12 R	KUNDU SHO VAN	4085578717	BLH	3/22/99	3/24/99	799	799	12	- Billed before GTELD service was in pl	799	OF
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PIC restrict delayed

Billed before GTELD service was in place. RPMS showed a PIC restriction. The billing was created before the service was activated. Issued credit. Called customer and advised.

Snyder

08 R IF	BLAKENEY AMY	4158983311	CLM	3/25/99	799	08	- Billed by GTELD for Denmark calls is	CA
10 R IF	HARRIS ALDENE	6067584414	CMR	3/24/99	799	10	- Being billed for someone's calls. El	SO
02 R	CALCINEF RAUL	3058235803	CMR	3/22/99	799	02	- Being billed for someone else's calls	OF

Total Reason: 5  
Business 0 Regulatory: 3

Other	11	In Franchise:	4	Business	0	Regulatory:	3
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL
						Complain t Issue	Call Description
						Corrective Action	DIS P
							Regio n

02 R	HAND KATHY	3525439481	CMR	3/26/99	801	02	- Other concern. Please confirm in a	OF
08 R IF	HAZEL ADAM	8154989440	EG	3/25/99	899	08	- I am faxing a copy of a letter from M	NO
03 R	CHISHOLM J.P.	6177730202	MP	3/26/99	899	03	- Called for clarification of bill rec	OF
03 R	KENNEDY CHARLES	5104896245	MP	3/23/99	899	03	- Received incorrect toll free PIN. Cu	OF
MIS R IF	HAMADA HIROYUKI	8085369016	BLH	3/23/99	3/25/99	899	899	HI

Total Reason: 1

MIS

GTELD - FL  
" - ~~FL~~

MISDIRECT. Calls to Japan caller cannot be heard connecting line can be heard. RPMS shows CIC code of 9101 GTELD for domestic and GTE Hawaiian Tel for international. E-mailed customer and advise

JMICO PAUL

5592926189 MEM

3/31/99 4/1/99 602

fraud

04 - Switched to GTELD from AT&T without

Switched without authorization. Snyder submitted a fraudulent LOA. Face to face sales in CA must be followed by a tape verification. Neither the signed LOA or the tape was that of Paul Amico. The T

6 OF

Snyder  
-CA

16082

08 R WESTMAAS RICHARD 6167758925 AFB  
09 R SANTE CHANDLER 7187686875 MEM

4/1/99 602  
3/30/99 4/1/99 602 602  
fraud

08 - Switched to GTELD without authorizati  
09 - Switched to GTELD from Sprint without

GTELD - MI OF  
Customer switched to GTELD without authorization. Received a call from someone representing GTELD asking him to switch. The customer was switched 2-22-98 by Snyder. Apparently he was not aware of it

Snyder  
NY

04 R IF MILAN REBECCA 5628676567 MP

3/29/99 4/1/99 602 602  
fraud field?

04 - Customer claims slammed by GTE.

Customer changed w/o authorization to GTELD customer still billing on GTELD Order issued to remove all association with GTE Customer contacted

602 CA  
Snyder-  
CA

04 R SHADDOX ART (SR.) 3603733614 CLM  
09 R KONG RUEY-FANG 7344532989 AFB  
02 R IF DANIEL JAMES H. 4176784873 CMR  
02 R CIMEUS ANNETTE 3059452148 EG  
02 R GUARDIA GENEVENA 3058882862 EG  
02 R KATAYEVA SARA 7184092004 EG  
02 R CARBALLO ERBIO 3058545362 CMR  
02 R NGUYEN NAM VAN 4082607249 EG  
02 R WONG SIK LAM 5105221538 EG  
02 R WILSON FRANCES 3056818886 CMR  
02 R LONG MARY 9416952481 EG  
01 R SCHRADER JEAN 7187685949 CMR  
02 R MEDIOS FAUSTINO 7076435271 CMR  
02 R QUINONES ELSA 2123491955 CMR  
02 R SINHAN NIRANJAN 3055580784 CMR

son signed, but shouldn't  
LOA (tag) exists

4/1/99 602  
3/31/99 602  
4/1/99 602  
3/30/99 LOA exists  
3/30/99 FRAUD 602  
4/2/99 FRAUD 602  
3/30/99 FRAUD 602  
4/1/99 FRAUD 602  
3/30/99 fraud 602  
3/29/99 fraud 602  
4/1/99 FRAUD 602  
3/29/99 LOA exists  
3/30/99 roommate 602  
3/30/99 FRAUD 602  
4/2/99 FRAUD 602

04 - Switched to GTELD without authorizati  
09 - Switched to GTELD without authorizati  
02 - Switched to GTELD from AT&T without  
02 - Switched to GTELD from AT&T without  
02 - Switched to GTELD from Bell South  
02 - Switched to GTELD without authorizati  
02 - Switched to GTELD without authorizati  
02 - Switched to GTELD from Sprint without  
02 - Switched to GTELD from AT&T without  
02 - FL PSC - Customer was changed from  
02 - Switched to GTELD without authorizati  
01 - FCC - Letter from customer dated 4/28  
02 - Switched to GTELD without authorizati  
02 - Switched to GTELD from AT&T without  
02 - Switched to GTELD without authorizati

Snyder - WA OF  
Snyder - MI OF  
GTELD - MO MW  
Snyder - FL OF  
Snyder - FL OF  
Snyder - NY OF  
Snyder - FL OF  
Snyder - CA OF  
Snyder - CA OF  
Snyder - FL OF  
Snyder - FL OF  
Snyder - NY OF  
Snyder - CA OF  
Snyder - NY OF  
Snyder - FL OF

II	PURVIANCE FUNERAL CHAPEL	7578992971	BLH	4/8/99	4/8/99	501	.1	09	- Remove from GTELD telemarketing	Remove from GTELD telemarketing. No customer contact. Added to Do Not call or mail list.	VA
IF	SHERMAN CHUCK EXCAVATING	6166376243	BLH	4/9/99	4/9/99	501	501	09	- Remove from all GTE telemarketing lis	Remove from all GTE telemarketing lists. Added customer to the Do Not Solicit list on 04/09/99 for both calling and mailing. No customer contact.	501 NE

02	R	BLACK GREGORY	2257515799	EG	4/9/99				02	- Harassing TMA phone calls. Customer	OF
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Total Reason: 2

503

Total Reason: 1

Business 2

Regulatory: 10

Unauthorized Change

19

In Franchise: 3

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain Issue	Call Description	Corrective Action	DIS	Region
12	R		GARCIA ANTONY	6177761887	BLH	4/5/99	4/8/99	602	602	12	- Switched to GTELD without authorizati	Switched to GTELD without authorization. Snyder has 2 LOAs. Same supervisor on each sale one on 10/21/98 the other on 11/5/98. Out order issued. Credit issued to zero balance account. Left messa	602 OF
											LOA exists		
09	R		HOFFSTIN	7182525668	AFB	4/8/99		602	FRAUD	09	- Switched to GTELD without authorizati	Snyder - NY	OF
03	R	IF	KRYGSMAN ALEXANDER	2097593099	MP	4/8/99		602		03	- Switched to GTELD from AT&T without	Site1 - CA	CA
12	R		FUNG YIN	4082449603	AFB	4/9/99		602	TMA Fraud	12	- Switched to GTELD from AT&T without	Snyder - CA	OF
03	R	IF	MAY TERRY & PARRIE	5035334803	MP	4/8/99		602		03	- Switched to GTELD without authorizati	GTELD - OR	NW
09	R		HONG ANNA S.	5107964720	CLM	4/9/99		602	field	09	- Switched to GTELD from MCI without	Snyder - CA	OF
05	R		MEROLA KIMBERLY	8102640333	LYW	4/9/99		602	rep error	05	- Switched to GTELD without authorizati	Snyder - MI	OF
09	R	I	NORTON ERIC	2532748294	AFB	4/6/99		602	cust employee	09	- Switched to GTELD without authorizati	Snyder - WA	OF
08	R		MCFADDEN RICHARD	5035884191	BLH	4/8/99	4/9/99	602	899	08	- Switched to GTELD without authorizati	Switched to GTELD without authorization. Received letter from Rena Taguchi Director LD Small Business. Letter was sent when the customer requested his 888 number be disconnected. Closed waiting	899 OF

GTELD

16098

OPEN ON  
HUN DALE

4-20

9164461708 CMR

LOA exists  
4/8/99

Field

602

02

Switched to GTELD without authorization

Snyder - C.

OF

02 R

02 R

02 R

02 B IF

02 B

BECKERMAN RAY 7182061005 EG  
VASQUEZ MARIA L. 8317690110 CMR  
LARRANAGA EDUARDO 6516537675 EG  
ZIELEWICZ JAN 3059569589 EG  
FREEMAN MICHAEL 3053858302 CMR  
GONZALO NODA 3058881704 EG  
TSE BORIS 5108325620 EG  
GOLDEN STAR REALTY 6166748973 CMR  
COPY & PRINT CENTER 9494945005 EG

4/5/99  
4/6/99  
4/8/99  
4/9/99  
4/8/99  
4/7/99  
4/5/99  
4/5/99  
4/6/99

Field

Field

602 md  
602 Fraud  
602 Fraud  
602 FRAUD  
602 Loxeristos  
602 FRAUD  
602 Fraud  
602  
602 602

02 - Switched to GTELD without authorizati  
02 - Switched to GTELD without authorizali  
02 - Switched to GTELD from MCI without  
02 - Switched to GTELD from AT&T without  
02 - Switched to GTELD without authorizati  
02 - FL PSC - The customer states that the  
02 - Switched to GTELD from Pac Bell witho  
02 - Switched to GTELD from MCI without  
02 - Switched to GTELD from Excel without

Snyder - NY  
Snyder - CA  
Snyder - MN  
Snyder - FL  
Snyder - FL  
Snyder - FL  
Snyder - CA  
GTELD  
11 602 CA

16100

Total Reason: 19

Billing

19

In Franchise: 5

Business: 2

Regulatory: 4

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	-----	------------

04	R		JAMES CARL	7402697795	DR	4/6/99	4/8/99	701	701	04 - Being billed by HBS/Least Cost Routin	Customer stated being billed by HBS/Least Cost Routing in error. Reviewed rpms transaction history shows the pre for account code 109935 and pra with 105842. Called MCI Worldcom to verify the ani - w	701	NE
----	---	--	------------	------------	----	--------	--------	-----	-----	--	---	-----	----

gteld

Total Reason: 1

Snyder submitted wrong address

12	R		SUBU APARNA	5107915466	MEM	4/9/99		702	702	12 - Not receiving bills. Customer states	Snyder		OF
12	R		BYARS ALLEN	9182675004	BLH	4/6/99	4/9/99	702	702	12 - Not being billed by GTELD Is a custo	Not being billed by GTELD is a customer. Waiting results of meeting between GTELD and Worldcom. Waiting for PaRT to go through RPMS. Will contact customer again Tuesday for Plans/Promos.	702	OF

gteld

Total Reason: 2

Total Reason: 2

707 no "o" order  
no "o" order

04	R		HARRISON KIM	5018343908	AFB	4/8/99		706	706	04 - Received bill late. Customer states	11		OF
08	B	IF	E'CLIPS	3082369860	MEM	4/8/99		706	706	08 - Needs information on Billing We hav	11		MW
12	R		CHOU CHIH-LIANG	6263095375	AFB	4/6/99		707	707	12 - Still being billed by GTELD. Custome	Snyder	707	OF
12	R		SHI QING	7819328860	MEM	4/9/99		707	707	12 - Still being billed by GTELD. Custome	Snyder		OF

ZHEN QIAN

2083780629 DR

4/6/99

4/8/99

707

7

12

- Still being billed by GTELD. Customer  
no "O" order

OF

Customer states still being  
billed by GTELD. Service  
was cancelled. Reviewed  
from transaction history  
shows cancel by the loc  
1/10/99. Reviewed solar an  
out order was created  
4/6/99. The bill was

Snyder

08 R OBERG JOAN MARIE

8478643611 LY

4/6/99

4/8/99

707

707

08

- Still being billed by GTELD. Customer

still being billed by

GTELD. Reviewed

customer account. RPMS

shows deactivation on 3-5

An order in solar issued

on 3-4 to discontinue

service. A final bill has

generated of .86 cents &

have issued

707 OF

GTELD

16101

12 R CHEN GANG

5124169528 LY

4/6/99

4/8/99

707

707

12

- Still being billed by GTELD. Customer

no "O" order

still being billed by GTELD.

RPMS shows

2206 (switched to oco) on

12-24. Recent order in

system on 3-23 to

disconnect the services.

Issued a credit 15.30 &

responded to customer

via in response advi

707 OF

Snyder

02 R BARR WANDA A.  
02 R IRVIN JAMES

9415940927 EG  
5707757911 EG

4/9/99

4/7/99

4/8/99

707

707

02

- Still receiving a .80 or .90 cent bill  
- Still being billed by GTELD. Tried 1

FR24UD

Snyder

No action due to

disconnected order issued on

3/4/99 & 0- balance on

bill. Advised customer

deactivation done on

3/4/99 said he had been

trying since October 98.

Apologized & advised all

has been tak

707 OF

qyeld -

PA

02 R DAVILA MARIA H.

7136942365 CMR

4/5/99

4/8/99

707

707

02

- Still being billed. Customer states

Total Reason: 8

799

08

- Still receiving free minutes. Custom

08 R PETERS ALLAN  
09 R SPENCE GEENA

9725396996 LY  
3349487998 MEM

4/9/99

4/5/99

4/8/99

799

799

09

- Received bill after filing for bankru

Customer filed bankruptcy

7-98 but account was not

closed until 12-98. We do

not know where the

bankruptcy notice was

sent in 98. I am advised

not to clai the customer. I

cannot determine where or

799 OF

(wifilecs)

12 R STEMMER WILLIAM

9017551810 LY

4/8/99

4/8/99

799

799

12

- Not receiving correct promo/plan/rate

(compaq)

OF

8

ACMAHON FINE ART

5052579102 BLH

4/12/99

4/15/99

503

05

- Remove from telemarketing lists rude

TX

Remove from telemarketing lists  
rude. Added to Do Not Solicit list for both calling and mailing. No call history found from any telemarketing agencies. No customer contact.

19

In Franchise: 3

Total Reason: 1  
Business 2

Regulatory: 13

Unauthorized Change

TYPE B/R Fran CUSTOMER NAME

BTN

WHO

RECEIVED

CLOSED

CAL

Complain  
tissue

Call Description

Corrective Action

DIS  
P  
n  
Regio

09 R CORSO SAM J.

7278677260 BLH

4/14/99

602

09

- Switched to GTELD without authorization

Switched to GTELD without authorization

FL

09 R DAI RICHARD &  
BRIGITTA

3012942329 AFB

4/16/99

602

09

- Switched to GTELD from AT&T without

Switched to GTELD from AT&T without

FL

MIS R SMITH RAY

5018347816 MP

4/12/99

602

09

- Switched to GTELD from SM Bell/AT&T w

Switched to GTELD from SM Bell/AT&T w

FL

03 R HAMMERSHAIMB EDGAR  
Switched to GTELD from AT&T without

OF

6103255507

MP

602

09

Switched to GTELD without authorization

Switched to GTELD without authorization

FL

02 R CARVELLI JOHN

3053872180 EG

4/16/99

602

02

- Switched to GTELD from AT&T without

Switched to GTELD from AT&T without

FL

02 R BLANCO JUAN

3055586988 EG

4/15/99

602

02

- FL PSC - Unauthorized change of long

Switched to GTELD without authorization

FL

02 R BLANCHARD RICHARD

4078598810 CMR

4/15/99

602

02

- FL PSC - Customer states that she

Switched to GTELD without authorization

FL

02 R FIRST CHRISTIAN

5058854546 CMR

4/15/99

602

02

- NM PUC - Customer says GTELD

Switched to GTELD without authorization

FL

02 R CANDARA MIRTA

3055411711 EG

4/15/99

602

02

- FL PUC - Customer states that he was

Switched to GTELD without authorization

FL

10 R CRAIG ELIZABETH

3012188867 CMR

4/12/99

602

10

- Switched to GTELD without authorization

Switched to GTELD without authorization

FL

02 R ZUNIGA JAMIE

3055454811 EG

4/13/99

602

02

- Switched to GTELD without authorization

Switched to GTELD without authorization

FL

02 R SHAFFER NEOMA

2143397605 CMR

4/12/99

602

02

- Switched to GTELD without authorization

Switched to GTELD without authorization

FL

02 R HERNANDEZ JESUS

3053649852 CMR

4/16/99

602

02

- Switched to GTELD from AT&T without

Switched to GTELD from AT&T without

FL

02 R QUINONES LOPEZ

3055983976 CMR

4/13/99

602

02

- Switched to GTELD from AT&T without

Switched to GTELD from AT&T without

FL

SMITH RAY

5018347816 EG

4/13/99

602

10

- Switched to GTE without authorization

Switched to GTE without authorization

FL

ACMAHON

Switched to GTE without authorization. This is a misdirected call Customer who they need to contact or write

602 by sister ordered Snyder - PA

03

OLY TRINITY  
EPISCOPAL SCHOOL

4077238323 CLM

4/14/99

602

08 - Switched to GTELD without authorizat

Requested O ord. from  
NOREC/Jackie Harper &  
issued a cr. for \$37.32.  
Called customer & spoke  
to Galt to let her know that  
ord. had been cancelled &  
cr. issued. Customer  
thanked me. Customer  
satisfi

6 OF

GTELD

FL

16111

02 B IF GULF COAST  
RESPIRATORY SERVICE

9419220741 CMR

4/13/99

602

02 - Switched to GTELD from AT&T without

GTELD-FL FL

09 R IF ROYAL LISA

7033311403 BLH

4/13/99

Total Reason: 18  
4/16/99 603 603

09 - Switched from GTELD without authoriza

Switched from GTELD  
without authorization.  
Customer is now active  
with GTELD for both lines.  
Was switched away by  
MCI. Advised customer  
she would have to contact  
MCI for \$15 switching fees  
incurred

603 VA

Billing

11

In Franchise: 3

Total Reason: 1  
Business 2

Regulatory: 3

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS P	Regio n
08 B IF		HAYS COUNTY APPRAISAL DISTRICT	5122682522	AFB	4/14/99		701		08 - Being billed by LCR. Customer switche			TX
08 B		PORTRAIT HOMES INC.	8778712200	MEM	4/16/99		703	Total Reason: 1	08 - Not being billed for 800 number. Cus			OF
08 R		WU C. VICTOR	2059728519	MEM	4/16/99		707	Total Reason: 1	08 - Still being billed by GTELD. Custome			OF
08 R		THIBODEAUX MICHAEL	3129024334	MEM	4/12/99	4/14/99	707	707	08 - Still being billed. Customer states	Customer says he was switched without authorization in Dec 98 on a line that was disconnected in November 98. The LOA was signed and filled out by someone claiming to be Lauren Thibodeaux. The form	707	OF

no "O" order  
no "O" order

Snyder - AL

Snyder -  
IL

12 R TIAN YONGCHANG

8472026690 LY

4/12/99

4/13/99 707 707

12 - Still receiving monthly bills. Custo

still receiving monthly bills.  
Reviewed RPMS. Still  
shows active on GTELD.  
Reviewed bill no indication  
of calls on last 3 bills.  
Called customer local lec  
they verified she switched  
to occ on 2-5

707 OF

Snyder -  
IL

02 R PEREZ ETHEL

3052584528 EG

4/15/99

707  
FRAUD

02 FL PSC Customer states that he/she

Snyder - FL OF

open on 4-27



CHEHRAZI DARAB	3105444124	AFB	4/23/99	4/23/99	602	2	MIS autho	- Switched to GTE & GTELD without
MEYER JENNIFER	8475935516	AFB	4/22/99	FRAUD 602			12	Switched to GTELD from Ameritech
OLIVER MICHAEL	3056735407	DR	4/20/99	4/23/99	603	602	09	- Switched without authorization. Cus
				Fraud				
ROWAN MICHELE	5167958913	DR	4/21/99	Fraud 602			12	- Switched to GTELD from AT&T with
SCOTT GARY	7187833832	DR	4/19/99	4/22/99	602	602	12	- Switched to GTELD without authoriz
				Fraud				
SUN JIYU 'MICHELLE'	4152394379	MEM	4/21/99	Fraud 602			08	- Switched to GTELD without authori
BURGOS ROSA	2122653859	EG	4/23/99	Fraud 602			11	- Switched to GTELD without authori
CHUNG YOON CHUL	6508332432	EG	4/21/99	Fraud 602			02	- Switched to GTELD without authori
DOAN THANG	5107926324	EG	4/21/99	Fraud 602			02	- Switched to GTELD without authori
CAREY MARTIN	5167599605	EG	4/23/99	602	FRAUD 01			- Switched from AT&T to GTELD with
GLASSER TERRI	9419553050	CMR	4/19/99	4/22/99	602	602	02	- Switched to GTELD without authori
TRINH MAI	4157595307	EG	4/23/99	602	FRAUD 01			- Switched to GTELD from Sprint with
HUMBLE JACK	4016834651	EG	4/21/99	602	FRAUD 02			- Switched to GTELD without authori
SEN BHIMA	5106534919	EG	4/20/99	Fraud 602			02	- Switched to GTELD from AT&T with

Total Reason: 14  
699

Total Reason: 1  
Business 2

Regulatory: 4

Billing	13	In Franchise:	5	Business	2	Regulatory:	4		
TYPE B/R	IF	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description
02	R	TURNBULL SANDY	7404683493	EG	4/22/99		701	02	- Being billed by Leasts Cost Routing.
04	R	DILLION GERALD	8045375576	AFB	4/21/99		702	04	- GTELD customer not being billed. Cus

Total Reason: 1  
702

MISDIRECT to the LEC.  
No records in RPMS of  
customer ever being a  
GTELD customer.

Snyder - IL  
Customer states switched  
without authorization.  
Wants to know why how  
and expects compensation  
for his time. Reviewed  
rpms shows activated to  
GTELD 10/20/98  
deactivated 3/19/99.  
Checked dmss shows S

Snyder - NY  
Customer states switched  
without authorization. No  
one in his household  
requested GTELD.  
Reviewed rpms transaction  
shows activated to  
GTELD 9/98 later  
deactivated 9/14/98 due to  
a pic restriction on t

Snyder - CA  
Snyder - NY  
Snyder - CA  
Snyder - NY  
Wireless - FL  
Snyder - CA  
Snyder - FL  
Snyder - CA  
CLEC

16116

GILLESPIE CAROL

9152473519 LY

4/27/99

4/30/99

499

39

09

- GTELD customer received TMA call

GTELD customer received TMA call trying to change their plan. Received information back from all TMA's stating have not contacted customer. Spoke with customer advised none of our telemarketers had.

TX

16123

# DNS

4

In Franchise: 4

Total Reason: 1

Business 0

Regulatory: 1

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
05	R	IF	CACHO RAYMOND	5407860413	AFB	4/28/99	501		05 - Remove from all DNS list no reason g			VA
09	R	IF	MARTIN CHRIS	9379470008	AFB	4/30/99	505	Total Reason: 1	09 - Multiple attempts to remove from			NE
05	R	IF	MILLER MARY	9724917177	EG	4/29/99	505		05 - Multiple attempts to remove from Do N			TX
11	R	IF	WERNER EDWARD J.	6082536427	BLH	4/27/99	505		11 - Multiple request to remove from DNS/T			NO

# Unauthorized Change

12

In Franchise: 4

Total Reason: 3

Business 0

Regulatory: 3

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS P	Regio n
09	R		FULLER ALAN	2814898615	CLM	4/27/99	602		09 - Switched to GTELD from AT&T without	Called customer & spoke with Mrs. to apologize & let her know that I was investigating on how they were switched. They have already switched back to AT&T. I gave her my name & number. I called mobi		OF
09	R		WONG PETER	9735861514	DR	4/27/99	4/30/99 602	602	09 - Switched to GTELD from AT&T without	Switched without authorization. Checked dmss Snyder made the sale. Checked snapp outbound sale. Reviewed rps transaction history showed picked to GTELD. 2/13/99 later deactivated. 3/29/99. Reviewed by	602	OF
12	R		HORTA OLGA	7184992396	AFB	4/29/99	602		12 - Switched to GTELD without authorizati			OF
03	R	IF	VENEGAR RICHARD	9722199286	MP	4/29/99	602		03 - Switched to GTELD without authorizati			TX

ATE Wireless-  
TX

Snyder -  
NJ

Snyder - NY  
GTELD -  
TX

LOBOSCO ANGELO 2128793104 LY

4/26/99 4/30/99 602 02 07  
*LOA exists*

- Long distance service provider was ch

long distance service changed from att to gteld without authorization Received copy of loa from Snyder Form shows a name of Balina Grullon Called customer left message had loa Snyder NY

02 X SANCHEZ RIGOBERTO 3056810633 EG  
02 R WU LINDA LEE 6264477075 EG  
02 R WILLIAMS JEFFERY 9414821606 EG  
12 R LUKASZEWICZ MARY 8504844328 QR  
03 R IF SMITH CARL M. 8137528631 MP  
04 R IF OWENS PAUL MRS 3348982742 LY

4/27/99 *Fraud* 602  
4/28/99 *Fraud* 602  
4/28/99 602

02 - Switched to GTELD without authorizati  
02 - Switched to GTELD from A&N Telecom  
02 - Switched to GTELD without authorizati

Snyder - FL OF  
Snyder - CA OF  
GTELD - FL OF

Total Reason: 8  
4/28/99 *Other* *BOECIS fault*  
4/28/99 603  
4/27/99 4/30/99 603 603

- Switched by another carrier from GTEL  
- Switched from GTELD by Sprint  
- Switched to OAN from GTELD without

Snyder + GTELD  
GTELD FL  
switched to oan from gteld 603 SO  
without authorization.  
SPoke with customer advised she was on gteld as of 4-9. She said she was to be on gteld back in dec 98. Advised if look like she never got switchd

04 R IF HARTWIG BILL 3143384624 CLM 4/29/99 603

04 - Switched by another carrier from GTEL

// MW

Billing 10 In Franchise: 3 Business 1 Regulatory: 3  
TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complains Issue Call Description Corrective Action DIS Regio

12 R LAROUCHE EMILE 9544547405 CLM 4/29/99 702  
05 R IF BALDUS GARY 2196722607 AFB 4/30/99 702  
04 R IF ARMSTRONG DENIS 7658253701 CLM 4/30/99 703  
02 B ARGO TEHNICAL PUBLISHING 5094688525 EG 4/27/99 4/29/99 703 703

Total Reason: 2

12 - Not receiving bills/statements. GTEL  
05 - Multiple issues. Customer states the  
04 - Duplicate billing for 800 number. Ir  
02 - Still being billed for 800 number. C

Snyder - CANADA OF  
GTELD - IN/NO  
GTELD NO  
customer still being billed for 877 svcs orders shows where customer called and order issued but order got cancelled - checking as to why credit has been issued to customer and another o (WIA)

Total Reason: 2  
704

Total Reason: 1  
707

Total Reason: 1

12 R TURBETT VINCETTA 3133816934 AFB 4/27/99  
04 R BACA MARIA TRINIDAO 5059821079 MEM 4/30/99

12 - Requesting combined billing Customer  
04 - Still being billed by GTELD after bei

// OF  
Snyder OF

other person in household (presumably) Switched to GTELD w/o customer's consent

16124

1	In Franchise: 1	Business 0	Regulatory: 0										
IF	ROSENTHAL DAVID	5624319475	BLH	5/6/99	502	04	- Remove from DNS list second					CA	

Unauthorized Change

18 [18]

Total Reason: 1  
In Franchise: 5 Business 1 Regulatory: 10

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
07 R		BAGWELL BILLIE	7134675552	BLH	5/3/99	5/7/99	602	602	- Slamming complaint Ms. Billie Ba	Switched to GTELD without authorization. Snyder made the sale on 5/3/99. The name and address are that of the previous customer. Advised the customer. She felt she was a victim and their should	602	OF
04 R		STEWART CHRISTINA	2069230518	MEM	5/7/99		602	602	- Switched to GTELD without authorizati	Snyder - wtx		CF
12 R IF		GU MEI	9098689919	DR	5/5/99		602	602	- Switched to GTELD from EOT without	Snyder - CA		CA
07 R IF		HINKLEY SHELLI	8136593881	DR	5/3/99	5/7/99	602	602	- Slamming complaint ... Shelli Hinkle	Switched without permission...three times This customer was only switched one time 2/2/99 by her husband signing at a phonemat. Received the copy of the pos. The customer lxc was changed to lxc of h	602	FL
04 R IF		HUBBELL DAWN	4407488074	BLH	5/7/99		602	602	- Switched to GTELD without authorizati	GTELD - Site 1 NE		NE
INQ R		NAIFEH JIM	9014769591	DR	5/3/99	5/6/99	602	602	- Slammed by GTELD. Customer is the	Slammed by GTELD Checked all systems nothing found.	602	OF
09 R		ALTAMIRANO MYRIAM S.	6612992289	DR	5/5/99		602	602	- Switched to GTELD without authorizati	GTELD - CA		OF
02 R		NELSON CLAUDIA	7183775307	CMR	5/4/99		602	602	- Switched to GTELD without authorizati	Snyder - NY	602	OF
10 R		LUGO FABIO & MARGARITA	7736372172	EG	5/4/99		602	602	- Switched to GTELD without authorizati	Switched to GTELD without authorization. TMA- Snyder LOA provided fool sale. Customer was never approached.	602	OF

Fraud

Fraud

Fraud

Snyder - TX

GTELD

BFIC

Snyder - NY

Snyder - IL

HU CHAI & VERA 9258311246 CMR

5/4/99 *Fraud* 5/6/99 602

02 Switched to GTELD without authorizati

BILL-- First bill 3-16-99 6 OF  
\$34.45 April bill \$9 54  
Credits were \$5 00 2/25  
chn chg cr 3/30 \$29 45 by  
billing & \$9 54 4/23 by  
calls were 3/1 thru  
3/25. No payments were  
made by cust SOLAR

*Snyder - CA*

*open on 5-17*

01 R CONTANT ANDRE 9549202156 CMR

5/4/99 *Lot exists* 602 602

01 - Switched to GTELD without authorizati

*Snyder - CA* OF

11 R ORTIZ ANN 6174423837 EG

5/5/99 *Fraud* 602

11 - Switched to GTELD without authorizati

*Snyder - CA* OF

02 R PEDERGRAFT ALETHA 6613278356 CMR

5/6/99 602

02 - Switched to GTELD from AT&T without

*GTELD - CA* OF

02 R RANNEBARGER FLOYD 3525180446 CMR

5/4/99 602 602

02 - Switched to GTELD without authorizati

*GTELD - FL* 602 bF

02 R BUI TOAN 3237358726 EG

5/4/99 *Fraud* 602 602

02 - GTELD prices too high for calls to VI

*Snyder - CA* 602 OF

02 R IF BRANDES ALAINE 7603282806 EG

5/4/99 5/7/99 602 602

02 - Switched to GTELD without authorizati

*This is not GTELD. This is a misdirect to GTE CLEC* 602 CA

09 B IMAGE INCORPORATED 7408810101 LY

5/6/99 602

09 - Switched to GTELD from AT&T without

*GTELD - OHIO* NE

Total Reason: 17

12 R IF VAN NESS JOHN 2815549345 CLM

5/4/99 699

12 - Confirmation of GTELD service request

*GTELD - TX* TX

10 R FURTADO MANUEL 4012321017 CMR

5/3/99 5/4/99 699 699

10 - *AGRI* - Receiving direct billing from

BILL-- First bill 3-19-99 was 699 OF  
\$.01 cr. After deducting  
\$5.00 chn svc credit from  
the carrier plan chg &  
taxes the bal was \$.01  
credit. 4-19-99 bill was  
\$4.27. Cust made no  
payments & was not billed

Billing

In Franchise: 3

Total Reason: 2

Business 1

Regulatory: 2

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
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02	R	IF	PONTIUS KEVIN & BRENDA	6166415975	CMR	5/5/99		701		02 - Being billed by GTELD and Minlun Rat	<i>GTELD - MI</i>		NE
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Total Reason: 1

12	R		MARTINEZ ERNEST & ALICIA	5163788288	CLM	5/4/99		707		12 - <i>Still being billed by GTELD never re</i>	<i>Snyder - NY</i>		OF
----	---	--	--------------------------	------------	-----	--------	--	-----	--	--	--------------------	--	----

*no "o" order.*

12	R		SALAS GUADALUPE P.	3108309127	DR	5/5/99	5/7/99	707	707	12 - Still being billed by GTELD. Custome	<i>Still being billed by GTELD 707 OF</i>		OF
----	---	--	--------------------	------------	----	--------	--------	-----	-----	---	---	--	----

*billed appropriately since she ordered the service*

Still being billed by GTELD 707 OF  
Never had GTE has  
Pacific Bell. Reviewed  
rpts transaction history  
shows activated to GTELD  
7/24/98. Nothing found in  
DMSS. Reviewed by  
billing from August 98 to  
current

*Snyder - CA*

3  
In Franchise: 1 Business Regulatory: 1  
CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complain Call Description Corrective Action DIS Regio

12 R EARTHY THING 7603220290 LY 5/13/99 401 Total Reason: 1 09 - Rude or abusive TMA Rep Customer CA  
12 R ABRAMS MARTIN 7348473753 DR 5/11/99 5/14/99 405 405 12 - Misinformation about products/service Snyder and Stiel made a sale on this customer. Snyder 4/27/99 and Stiel 4/29/99. Reviewed solar orders shows two C qtd Snyder

02 R ANDHA MOHAMMED 3055537376 EG 5/11/99 405 405 02 - RATES/PRODUCTS AND SVCS MISQUOTED GTELD 405 OF

Unauthorized Change 19 In Franchise: 1 Business 0 Regulatory: 13  
TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complain Issue Corrective Action DIS Regio

12 R WOOD GREG 6024918582 MEM 5/11/99 601 Total Reason: 1 12 - Received fulfillment letter but chose GTELD - A Z OF  
07 R BELLO AIDE 3055565002 BLH 5/11/99 602 07 - Switched to GTELD without authorization Snyder -  
Total Reason: 1 Fraud

12 R BANIK JOACHIM 4145690906 MEM 5/13/99 602 12 - Switched to GTELD from AT&T without authorization Snyder - WI OF  
09 R ROSALES FRANCISCO 8473979419 DR 5/11/99 5/14/99 602 602 09 - Switched to GTELD from Sprint without authorization Snyder -  
Fraud

12 R MALLON WENDY 7732989648 DRW 5/13/99 602 12 - Switched to GTELD without authorization

STIELD  
Snyder - WI OF  
Snyder - IL  
Snyder -

ONG TIMOTHY

-7074254948 BLH

5/13/99 5/14/99 602

Fraud

09 - Switched to GTELD from AT&T without

Switched to GTELD from AT&T without authorization. Snyder made the sale. Representative has been terminated. Credited bill. Out order had been processed due to PIC dispute. Advised customer. He

Snyder-  
CA

16140

12 R

PHAM HUU

6192806109 BLH

5/11/99 5/14/99 602 602

Fraud

12 - Switched to GTELD without authorizati

Switched to GTELD without\* 602 OF authorization. Snyder had 2 LOAs for the customer neither had SSN or DL#. Signatures were different. One was for 12/21/91 and the other 1-7-99. Customer stated didn't si

Snyder-  
CA

02 R

GONZALEZ EDELIA

3057409686 EG

5/11/99 602

FRUD

02 - Switched to GTELD from AT&T without

Snyder- FL OF

02 R

CAMPOS GABRIEL

8313755859 CMR

5/10/99 5/12/99 602 602

LOA exists

02 - CA PUC - She received a call from the

BILL-- First bill 2-25-99. 602 OF Billed \$12.80 Feb thru Apr Credit 2/16 chn chg cr. Bal \$7.80. No pmts. made by cust. No calls were billed. Master svc date 2-16-99. SOLAR-- 10755381 comp 2-17-99. SNAP--

Snyder-  
CA

01 R

BALDONI ARMANDO

9544542543 CMR

5/11/99 LOA exists 602

01 - Switched to GTELD from AT&T without

Snyder- FL OF

01 R

CHEN ALBERT

6265743972 EG

5/11/99 5/14/99 602 602

only wanted fax #  
Changed - not main #  
(rep error)

01 - Switched to GTELD without authorizati

Customer switched to GTELD w/o authorization TMA- Snyder Foot sale loa & lpy received. Customer states it is his voice on lpy but only wanted fax line changed over not main# full credit has been

Snyder-  
CA

01 R

WESTMAAS RICHARD

6167758925 EG

5/10/99 602

11 BBB Dallas TX - The enclosed letter

GTELD-TX (Mulligan) OF

01 R

VENTURA MODESTA

7184991461 CMR

5/11/99 Fraud 602

01 - Switched to GTELD without authorizati

Snyder- NY OF

01 R

TON KHOA

5107974487 CMR

5/11/99 Fraud 602

01 - Switched to GTELD without authorizati

Snyder- CA OF

02 R

QUINTANILLA ILEANA

3055458491 EG

5/14/99 Fraud 602

02 - Switched to GTELD without authorizati

Snyder- FL OF

01 R

JOSIF HAROLD

2022447003 EG

5/11/99 FRAUD 602

01 - Switched to GTELD from AT&T

Snyder- Wash, DC OF

02 R

HSICH JAMES Y.

6195385775 EG

5/11/99 FRAUD 602

02 - Switched to GTELD without authorizati

Snyder- PA OF

02 R

RODRIGUEZ RAQUEL

3058583477 CMR

5/11/99 FRAUD 602

02 - Switched to GTELD from AT&T without

Snyder- FL OF

NOTES

02 - Switched to GTELD without authorizati

02 - Switched to GTELD from AT&T without

LAARIS ELAYNE 9098864680 CMR 5/10/99 5/10/99 603 3 10 CA AG - It appears that the bill is b

NO RPMS  
Pulled  
bills & this customer has  
never had GTELD  
MISDIRECT--Relib LEC  
# to cable & Wireless is  
703.287.6271  
CA

Billing										Total Reason: 2			In Franchise: 6			Business 2			Regulatory: 6		
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n								
12	R	IF	HIGA HENRY	8084557392	LY	5/12/99		701		12 - Being billed by MCI Customer states			HI								
Total Reason: 1																					
08	R	IF	BROWN LONNIE	9722784988	MEM	5/13/99		707		08 - Still being billed by GTELD Custome	GTELD Snyder - NY		TX								
12	R		BARUA PRABIR	3154724549	MEM	5/11/99		707	no "O" order	12 - Still being billed by GTELD Custome	GTELD - WI		OF								
02	R		MOLTER JOSEPH G.	4147618880	CMR	5/14/99		707		02 - NOTES			OF								
02	R		CARBALLO ERBIO	3058545362	CMR	5/11/99	5/12/99	707	707	02 - Still being billed Customer states	BILL-- April 4 bill came out with bal due 26.28 I had issued a cr 4/13 for \$21.92 & had followed up 5/10 & issued cr for \$1.91 Now at zero bal SOLAR-- 17082973 comp 9-16-98 Master svc dale 9-1	707	OF								
fraud																					
02	R		ABNEY MICHAEL & ANNA	9184743398	EG	5/13/99		707	707	02 - Still being billed by GTELD and recei	GTELD - OK		OF								
02	B	IF	KLEIN DAVID	4158983311	EG	5/14/99		707		02 - Still being billed for someone else's	GTELD - CA		CA								
Total Reason: 6																					
04	R	IF	RALPH SHANNON	6185853273	DR	5/14/99		799		04 - Billing dispute. Customer is disputi			NO								
12	R		LUPUL RYAN	2086761904	AFB	5/13/99		799	MIS	12 - Still being billed by GTELD, Custome	GTELD		NW								
02	R	IF	NORDEN ELAINE	9063416249	CMR	5/11/99		799		02 - Being billed by GTELD Customer stat	GTELD - MI		OF								
02	R	IF	HEISNER-FAHL LINDA	3103705304	EG	5/12/99		799	MIS	02 - Requesting 3 months credit being dou	CLEC		CA								
08	B		DEARMAN WILLIAM T.	7134657140	CLM	5/14/99		799		08 - Being billed not GTELD customer. Cus			OF								
Total Reason: 5																					

Other			In Franchise: 1			Business 2			Regulatory: 0				
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
EMP	R		HOWELL CAROLYN	8174278139	LY	5/14/99		802	EMP Cus	- Wants GTELD cannot place order.	GTELD		OF

Total Reason: 1

16142

R



		HILL CINDY	8167323969	CLM	5/19/99	602	
		COHEN ALBERTO	3058612818	MEM	5/21/99	602	<i>Fraud</i>
		SNELL BRUCE	9047376347	CLM	5/19/99	602	
		TANGUAY DEBORAH & WILLIAM	5089230537	DR	5/21/99	602	<i>Fraud</i>
		DEL RIOGRANDE REFUGIO-LAW OFFICES	9564259842	CMR	5/18/99	602	<i>Fraud</i>
02	R	LUM SHEW W.	4157764792	EG	5/19/99	602	<i>Fraud</i>
10	R	PORIGO BETTE P.	3605715089	EG	5/19/99	602	<i>Fraud</i>
02	R	BAEZ EVELYN	7185887031	CMR	5/21/99	602	<i>Fraud</i>
02	R IF	RINKER SUSAN	8107355446	EG	5/19/99	602	
04	B IF	HORIZON LABORATORIES INC.	5734461872	CLM	5/21/99	602	
09	B	JERRY FAIN MODELS INC.	8175401000	CLM	5/18/99	602 602	

09	- Switched to GTELD without authorizat
08	- Switched to GTELD from AT&T without
12	- Switched to GTELD without authorizat
09	- Switched to GTELD without authorizat
01	- Being billed on Pay Phone by GTELD
02	- Switched to GTELD without authorizat
02	- Switched to GTELD without authorizat
02	- Switched to GTELD without authorizat
02	- Switched to GTELD without authorizat
04	- Switched to GTELD without authorizat
09	- Switched to GTELD without authorizat

GTELD - OF  
Snyder - FL OF  
GTELD - NC OF  
Snyder - GA OF  
Snyder - TX OF  
Snyder - CA OF  
Snyder - WA OF  
Snyder - NY OF  
GTELD - MI NE  
LCR - MO MW  
GTELD - TX 602 OF

16147

Billing		In Franchise: 8		Total Reason: 13		Regulatory: 3	
TYPE B/R		CUSTOMER NAME		Business 3		Complain Issue	
TYPE B/R	Fr	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL
08	R	SAN GIL MONICO	7605913760	BLH	5/18/99	5/19/99	701
						Call Description	
						Corrective Action	
						DIS P	
						Regio n	
08	R	SAN GIL MONICO	7605913760	BLH	5/18/99	5/19/99	701
						Call Description	
						Corrective Action	
						DIS P	
						Regio n	
12	R IF	ROBERSON CHRISTINA	9419236654	LY	5/20/99		701
08	B IF	DIVERSIFIED LIFTING OF ARKANSAS	5016752678	DR	5/18/99	5/21/99	701
04	R	LAYER PATRICIA	8435462747	AFB	5/19/99		703
04	B IF	SUNFLOWER WINDOW COVERING	9099859913	BLH	5/19/99	5/20/99	703

08 - Being billed by AT&T but with GTELD.  
*billed before active w/ GTELD*

Being billed by AT&T but with GTELD. Customer's Master Service Date is 03/25/99. Was billed by AT&T for calls on 03/28/99. Service was activated on 03/30/99 causing the calls on 03/08/99 to be bi

12 - Being billed by another company. Cus  
*billed by AOL - not our issue - now back w/ GTELD*

08 - Being billed by AT&T but is a GTELD c  
*back to 5448*

Customer states being billed by AT&T should have GTELD.

04 - Being billed for toll # fee. Customer disp  
*BSC setup*

Billed for toll # fee. Customer said he never requested a toll free number and he never knew he had the number. Credited the customer for the monthly recurring charge for the toll free number and ca

thor. 15

13

In Franchise: 3

Business

Regulatory: 8

Doc#	Exhibit	Page	R	Fr	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n	
09	R				COFFEY DENNIS	2534720892	AFB	5/26/99	fraud	602	12/98	09	- Switched to GTELD without authorizat	Snyder - WA	OF	
09	R				BORBON JULIETA	2534719288	AFB	5/27/99	LOA exists	602	10/98	09	- Switched to GTELD from WorldCom	Snyder - MD	OF	
12	R	IF			MABARDI JUSTIN	8059619508	LY	5/25/99	LOA exists	602	3/99	12	- Switched to GTELD from AT&T without	Snyder - CA	CA	
07	R				FERNANDEZ REBECCA	4087250580	AFB	5/24/99	5/27/99	602	602	07	- Unauthorized change complaint ... Re	Signed Loa dated 3/9/99 received in signature of Rebecca. Out order issued and Final bill generated with 0 balance.	602	OF
									fraud - tape		(TPV) + LOA				Snyder - CA	
											3/99					
03	R				YEUNG CHI & MEI	7035341437	LY	5/26/99	LOA exists	602		03	- Switched to GTELD without authorizat	Snyder - VA	OF	
MIS	R	IF			WILLETT DU WAYNE	9723040941	AFB	5/25/99	5/25/99	602	602	MIS	- Switched to GTELD from AT&T without	Customer is not nor has ever been a GTELD customer. Referred to LEC regarding possible Pic restriction on file.	602	TX
09	R				SIPES SHARON	7404747446	DR	5/26/99		602		09	- Switched to GTELD without authorizat	GTELD - OH	NE	
02	R				RODRIGUEZ VICENTE	3058878782	CMR	5/27/99	fraud	602	9/98	02	- Switched to GTELD without authorizat	Snyder - FL	OF	
02	R				FARKAS BRIAN	5168646713	EG	5/24/99	FR AUD	602	10/98	02	- NY PUC - Customer was slammed back in	Snyder - NY	OF	
01	R				GARNER ALBERT H. & WANATHA	7189412118	EG	5/25/99	FR AUD	602	6/98	01	- Switched to GTELD from AT&T without	Snyder - NY	OF	
01	R				PEREZ JOE	7185996224	EG	5/25/99	FR AUD	602	2/98	01	- NOTE	Snyder - NY	OF	
01	R				GORDON NORMAN	7183438872	BLH	5/24/99	5/27/99	602	602	01	- FCC - The name of my Long Distance	Switched to GTELD without authorization. Snyder made the sale. Representative has been terminated. Service has been discontinued. Account has been credited. Mailed copy of the LOA. Called the cu	602	OF
									fraud		9/98				Snyder	
															NY	
02	R				GRAMMAS ALEXANDER	9786641011	BLH	5/24/99	5/25/99	602	602	02	- MA PUC - Slamming; DO NOT CONTACT TH	Switched to GTELD without authorization. Snyder made the sale. The customer stated she never authorized the sale representative was rude hung up on the customer then called back. Service has been	602	OF
									fraud		3/99				Snyder	

16153

LOPEZ LIGIA

3058843475 EG

*fraud*  
5/24/99

602

*11/95*  
02

- FL PSC - Customer states that she

*Snyder - FL*

OF

IF MIDDLEBURY PRODUCE 2198252177 BLH 5/24/99 5/25/99 602 01 - FCC - customer slammed and  
INC crammed.

NO  
Customer slammed and  
crammed MISDIRECT -  
The customer's being  
billed by USBL. The  
customer was not switched  
without authorization by  
GTELD the customer has  
been with GTELD since  
1997 and has a PI

Billing TYPE B/R Fran CUSTOMER NAME 1312 In Franchise: 3 Business 1 Regulatory: 4  
BTN WHO RECEIVED CLOSED CAL Complain Call Description  
Issue

04 R IF SMITH JAMES 8132373927 CLM 5/24/99 5/27/99 701 701 04 - This customer is a little old man who

Corrective Action DIS Regio  
Called customer to let him know that I was investigating & he explained that he couldn't make the call direct so he dialed 0 & reached a GTE operator who told him to dial 00 & he reached an AT&T oper  
GTELD

08 B IF MITHCELL CORP OF 5177252172 MEM 5/27/99 702 702 08 - Customer is on 105462 and traffic is

GTELD 702 NE

08 R SMITH J. KEVIN 6192679197 AFB 5/26/99 707 08 - Still being billed. Customer states  
12 R HOFNER TAMARA 3363647040 DR 5/25/99 707 12 - Still being billed by GTELD discont  
12 R MOLLER KARINA 2063439078 DR 5/26/99 707 NO "O" order - Still being billed by GTELD. Customer  
12 R YU DINGAN 5087534455 AFB 5/26/99 5/27/99 707 707 12 - Still being billed by GTELD. Customer  
NO "O" order

Wireless  
Snyder - Lisa  
Out order never generated to Airtel for out to be issued due to NORC 10 report system failure.  
Snyder, Lisa

12 R RAVEN ANGELA 4408950928 MEM 5/25/99 707 12 - Still being billed by GTELD. Customer  
02 R BEITELSCHEES SUSAN 7403635890 BLH 5/24/99 5/25/99 707 707 02 - OH PUC - Has a charge on her bill sin

GTELD  
Still being charged for international calling. Requested to discontinue international calling plan in October 1998. Credit issued. Plan removed from the account. Advised the customer.

02 R 1 MILAGROS HERRERA 9549212434 EG 5/24/99 707 fraud  
02 R FLOWER JOHN 3037768061 EG 5/24/99 707

02 - FL PSC - Customer states that he/she  
- CO PUC - Nuisance false billing from

Snyder - FL OF

11 R IF DOWARDS HELEN & JAMES 5406599560 CMR 6/3/99 405

11 - Misinformation about rates. Customer West

VA

05 B IF MTR DESIGN 8059643183 MEM 6/4/99 Total Reason: 499

05 - Verifying GTE Telemarketer quotes. C

CA

DNS 1 In Franchise: 1 Business 0 Regulatory: 0

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS	Regio n
----------	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	-----	------------

09 R IF JOHNSON BRYAN 8139966422 DR 6/2/99 501

09 - Remove from DNS list no reason

FL

### Unauthorized Change

5  
1=INQ

In Franchise: 2 Business 3 Regulatory: 2

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS	Regio n
----------	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	-----	------------

04 R KABANA CHRIS 7817293392 MEM 6/3/99 602

04 - Switched to GTELD from AT&T without

Snyder - MA

OF

01 R MERISIER MIRLAINE 3059197446 CMR 6/2/99 602

01 - Switched to GTELD without authorizati

Snyder - FL

OF

04 B IF DISCOUNT BABY STORE 3606798328 AFB 6/2/99 602

04 - Switched to GTELD from MCI without

GTELD

NW

02 B IF A&FIGA 0 6083396703 MEM 6/1/99 602

04 - Switched to GTELD without authorizati

GTELD - WI

NC

02 B GLOBAL EXPORTING 4079337916 EG 6/3/99 602

02 - Switched to GTELD from MCI without

Snyder - FL

OF

12 R TUTTLE DAVID 7817698415 AFB 6/2/99 699

12 - Switched to MCI Worldcomm and

GTELD

OF

### Billing

5  
3=MIS

In Franchise: 3 Business 1 Regulatory: 5

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS	Regio n
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02 R MOON DELPHIA MARIA 9193043747 EG 6/2/99 6/3/99 701 701

02 - Customer chose GTE as long distance

Misdirect This is External LEC Issue. Not GTELD

OF

04 R PEREZ CARLOS 6175760126 LY 6/3/99 707

04 - Still being billed. Customer states

Snyder

OF

12 R ALIMCHANDANI ANEESHA 3138715939 DR 6/2/99 6/3/99 707 707

12 - Customer still receiving bill when no

Customer still receiving bill when no longer with GTELD. Reviewed rpms shows activated to GTELD 8/7/98. No test codes received from the lec to cancel service. Reviewed bvt billing from March through

NE

GTELD

16162

II	FENG FRANK	5036266179	ME	6/7/99	6/10/99	301	1	12	- Not receiving free minutes. Customer
Total Reason: 2									
07	R	IF	LAWRENCE APPRAISAL GROUP	8083293900	MP	6/10/99	303	07	- Wait a minute. Who confirmed what he
12	R		PATEL JIGAR	7325482688	CLM	6/10/99	303	12	- Talk to asia plan questions and conce
12	R	IF	ELLIS KENT	2194822845	AFB	6/8/99	303	12	- I've spent the last hour trying to ob
12	R		KUAN JENNY	6094295049	LY	6/10/99	303	12	- Didn't receive 360 free minutes on fi
07	R		STROUD SANDRA	7279376551	AFB	6/10/99	303	07	- I don't want this GTE Flat Rate Plus
12	R		NGUYEN VU	9727279999	AFB	6/10/99	303	12	- Promised 60 weekend minutes free
04	B	IF	DOCTOR'S EQUIPMENT	9724231947	MP	6/10/99	303	04	- Customer questioning Minimum Fees.
09	B	IF	SANDY FARMS	5036684525	ME	6/9/99	303	09	- Has rep named Peter call from

Customer not receiving free minutes. He signed up for the free minutes promo 4-29-99 which will not refund free minutes until the first full bill. That will happen next bill cycle. I did ask when h

GTE LD

GTE LD

Sny der

GTE LD

II

II

NW

HI

OF

NO

OF

FL

OF

TX

NW

16167

TMA

3

In Franchise: 2

Total Reason: 8

Business: 0

Regulatory: 2

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complaint Issue	Call Description	Corrective Action	DISP	Region
10	R	GEIER FATIMA	5086732751	CM	6/7/99	404	404	FRAUDULENT LOT	- Deceitful or fraudulent tactics by TM	Sny der	OF	

12	R	IF	BUTCHER TOMMY	9722215929	LY	6/8/99	6/11/99	405	405	12	- POOR SERVICE - On Monday May 17th
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Customer received poor service from a gte operator when he tried to make a 3rd ply call from a hospital & operator did not know what to do with customer. Spoke with customer, apologized for what happ

GTE LD

01	R	IF	BEAR JULIE K.	7608736852	CM	6/11/99	405	405	01	- Cust. originally quoted .35/min with
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II - CA 405 CA

DNS

1

In Franchise: 0

Total Reason: 2

Business: 0

Regulatory: 0

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complaint Issue	Call Description	Corrective Action	DISP	Region
04	R	LARSON A.C.	2565744745	BLH	6/10/99	502	502		- Add to Do Not Solicit list. The cust		SO	

Total Reason: 1

J 26

In Franchise: 4

Business:

Regulatory: 19

126

	Fr	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL	Complaint Issue	Call Description	Corrective Action	DISP	Region
		TITEL DALE	8176858907	BLH	6/8/99	6/8/99	602	699	EMP - Switched to GTELD without authorizati	Switched to GTELD without authorization. Sitel processed a test file with the customer's telephone number. The customer had volunteered his phone number to be used by the testing department for new	699	OF
12	R	HALL ROBERT	6366398038	LY	6/11/99		602	602	12 - Unauthorized change to GTE.	GTE Telops	602	OF
07	R	OSBORNE NANCY	2065234571	CLM	6/9/99		602	602	07 - Unauthorized change complaint ... I	Snyder sale. Requested call history from Snyder.	602	OF
07	R	IF BUNTING ELECTRIC CO.	5012292479	ME	6/10/99		602		07 - Customer says they were switched to	GTELD		MW
07	R	LINDA	9724889229	CLM	6/8/99		602		07 - The customer who has telephone #	11		OF
12	R	ANDUZE ENNA	3059198771	BLH	6/10/99	6/11/99	602	602	12 - Switched to GTELD without authorizati	Switched to GTELD without authorization. Customer did not sign anything was out of the country in September. Credit issued. Customer has returned to carrier of choice. Snyder representative has b	602	OF
01	R	ARMENDARIZ RAUL	9155853222	EG	6/9/99		602	602	- This is to report GTE they switched	Snyder - TX	602	OF
11	R	BETTS JOHNNIE	7738814695	CM	6/9/99		602	602	- IL Commerce Commission - Unauthorized	Snyder - IL	602	OF
02	R	IF FRANKLIN PEGGI	9097630030	EG	6/8/99		602	602	02 - CA PUC - Customer claim phone	GTELD - CA	602	CA
01	R	GARDNER STEPHEN H.	2125358597	CM	6/7/99		602	602	01 - Switched to GTELD without authorizati	Snyder - NY		OF
01	R	CUSIMANO JAMES A.	8313755338	EG	6/7/99		602	602	01 - ===== NOTES:	Snyder - CA		OF
01	R	SPERLING JOANNE	9547339856	EG	6/7/99		602	602	01 - Switched to GTELD from MCI without	Snyder - FL		OF
02	R	ALDERETE ANNA	8316759243	CM	6/8/99		602	602	02 - CA PUC - Customer questions change	Snyder - CA		OF
01	R	LEISECA EDUARDO	3052219986	EG	6/7/99		602	602	01 - Switched to GTELD from AT&T without	Snyder - FL		OF
01	R	SANDOZ MILES	3087831077	EG	6/11/99		602	602	- FCC Complaint. Received from Karen	Snyder - NE	602	OF
01	R	COBOS GEORGE	9566310720	EG	6/9/99		602	602	01 - I George Cobos is filing a complain	GTELD - TX	602	OF
01	R	IF LUKER JAMES S. & CHARLENE	9419215253	CM	6/7/99		602	602	01 - Switched to GTELD without authorizati	Snyder - FL		FL
01	R	OGDEN PAGE	2126757370	CM	6/7/99		602	602	01 - Switched to GTELD from AT&T without	Snyder - NY		OF

16168

Snyder - FL

3/31 - field FRAUD

2/99 FRAUD

9/98 602 LOA exists

2/99 602 Fraud

9/98 602 FRAUD

10/98 602 LOA exists

8/98 602 Fraud

6/11/99 602 LOA exists

8/98 602 602

9/98 602 Fraud

12/98 602 Fraud





HELME RICHARD 2318734754 MEM 6/14/99 6/17/99 602 2 07 - Unauthorized change complaint ... RI OF

10 R STEWART LINDA 2069230518 EG 6/14/99 6/15/99 602 602 10 - WA AG - Never ordered or purchased - Fraud

02 R JUNG MILLIE & RUFUS 4157518587 EG 6/17/99 602 FR HUD 02 - Switched to GTELD from AT&T without  
10 R LEUNG BING PUI 7182751963 EG 6/16/99 602 FR HUD 10 - Switched to GTELD from AT&T without  
01 R MANSOUR CORA 4194353824 CMR 6/17/99 602 01 - Switched to GTELD from AT&T without  
02 R FENELUS MARC 5615956850 CMR 6/15/99 602 Lot 2x1545 02 - Switched to GTELD from AT&T without  
09 B SCULLIN PHILLIP 2143513627 CLM 6/15/99 602 08 - Switched to GTELD without authorization  
Snyder Ref error

09 B WILLIAM HODGEST H G 9194905508 BLH 6/18/99 602 09 - Switched to GTELD without authorization  
Phone Hart

12 R CHINEN CAREY 8086723364 BLH 6/16/99 603 12 - Switched by MCI from GTELD. Customer

Billing TYPE B/R Fran CUSTOMER NAME 15 In Franchise: 6 Business 1 Regulatory: 2  
BTN WHO RECEIVED CLOSED CAL Complain tissue  
Corrective Action DIS Regio

08 R HUNTER KIM & DWAYNE 3608058162 CLM 6/17/99 701 08 - Billed by AT&T is with GTELD and is

04 B T HOWELL CONCRETE 909898383 LY 6/17/99 701 04 - Being billed by HBS is with GTELD.

02 R O'BRIEN LEONARD & DORIS 3146732246 EG 6/18/99 703 02 - 800 billing problem. Customer states  
Total Reason: 2  
MW

Customer reports being switched without authorization. Customer received a welcome letter and a card when their area code changed. The customer had GTELD but deactivated some time ago. The CA was co (card)  
GTELD

Customer switched to GTELD without authorization. TMA. SNYDER LOA provided. Tool sale Person signing was a minor Fraud. Snyder - WA

Snyder - CA OF  
Snyder - NY 602 OF  
BFLC OF  
Snyder - FL OF  
Snyder sale. Requested. 602 OF  
Snyder Received LOAs from Snyder & customer's # was entered with another customer's name. Called customer to explain that he had been switched in error beca Snyder - TX

GTELD - NC SO

GTELD

-40

IF	STIMSON HERBERT	9092451306	CMR	6/22/99	Total Reason: 402	02	- Too many calls from TMA feels harras	CA
	WEIMER ELIZABETH	7274480900	DR	6/23/99	Total Reason: 1 405	09	- Misinformation about products/rates/s	FL
IF	SALEM LUTHERAN CHURCH	7172926126	CLM	6/23/99	405 405	12	- Misinformation about products/rates/s	NE

GTELD  
Phoneware Sale. Tape requested.

16185

### DNS

3

In Franchise: 1

Total Reason: 2  
Business 0

Regulatory: 0

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
08 R IF		BOND SUSAN	9417511544	DR	6/24/99	6/25/99	501	501	08 - Put on 'Do Not Solicit List' Custom	Called customer talked to Susan she advised sometimes receives five calls a day for a business customer Joseph Taylor. Shes only received one call from a GTE telemarketer and was advised to call our n	501	FL
04 R		MARINO DONNA	7278561732	DR	6/25/99		501		04 - No solicitation-Do Not Call Customer			FL
04 R		MARTINEZ DONNA	6615368172	BLH	6/24/99		505	505	04 - Multiple attempts to remove. Please		505	CA

### Unauthorized Change

24

In Franchise: 4

Total Reason: 1  
Business 4

Regulatory: 21

TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
02 B		ONTRO	6194867200	CMR	6/25/99		601		02 - Received Welcome Letter signed by	CA		OF
12 R		CHEUNG KWOK	3232251663	DR	6/23/99		602	Fraud	12 - Switched to GTELD without their perm	Snyder - CA		OF
12 R		ZHANG HAORAN	2488792945	CLM	6/22/99		602	602	12 - Switched to GTELD without authorizat	Customer's PIC was still PIC'd to GTE since 4/98 when he was slammed by Snyder. ANI was deactivated in 4/98 however since PIC was still PIC'd to GTE it appears that a possible clean up anticated his	602	OF
02 R I		HOOD DAVE	7182303016	CMR	6/21/99		602	LOA exists	02 - NY PUC - Customer complains that	Snyder - NY		OF
01 R		BASKIN BARBARA	3052521696	CMR	6/22/99		602	Fraud	01 - Switched to GTELD without authorizat	Snyder - FL		OF

6

BOCKSTAELE ERIC

3138246468 CMR

6/24/99

602

..ZHD

01

- Switched to GTELD from MCI without

Snyder .. OF

01	R	WONG PETER	9735861514	CMR	6/22/99	602	ud	01	Switched to GTELD from AT&T without	01	SNYDER - NJ	OF
02	R	DHOOGUE JULIE J.	3094969050	CMR	6/22/99	602		10	Switched to GTELD from MCI without	01	SNYDER - IL	NO
01	R	WONG JEFF	62628433889	EG	6/22/99	602		01	Switched to GTELD from AT&T without	01	SNYDER - GA	OF
02	R	VIGIL THERESA	3058216454	EG	6/22/99	602		01	Switched to GTELD from AT&T without	01	SNYDER - FL	OF
01	R	TORRES JOSE	7185832480	CMR	6/21/99	602	LOF exists	01	FCC - My telephone long distance call	01	SNYDER - NY	OF
02	R	ORTEGA NICOLAS	3058238587	EG	6/24/99	602	LOF exists	02	Switched to GTELD from AT&T without	01	SNYDER - FL	OF
01	R	LAUER JAY & DEB	6105826915	EG	6/24/99	602		01	Switched to GTELD from Conesloga	01	SNYDER - PA	OF
01	R	LEFTWICH WILLIE JR.	2028291797	EG	6/22/99	602		01	Switched to GTELD from MCI without in	01	SNYDER - DC	OF
02	R	PIERRE CHARLES	5613759321	EG	6/21/99	602		02	FL PSC - Unauthorized change of long	01	SNYDER - FL	OF
01	R	RICE VIRGINIA & JOHN	2158435758	CMR	6/22/99	602		01	Switched to GTELD from AT&T without	01	SNYDER - PA	OF
01	R	MUNOZ FRANK A.	3052700114	EG	6/22/99	602		01	Switched to GTELD without authorization	01	SNYDER - FL	OF
10	R	OSTROVSKY DEB	2062368120	EG	6/25/99	602		10	Switched to GTELD without authorization	01	SNYDER - WA	OF
01	R	MEJIA SONIA	7183260873	EG	6/22/99	602		01	Switched to GTELD from AT&T without	01	SNYDER - NY	OF
01	B	BOB MOONEY & ASSOCIATES	9722714169	CMR	6/22/99	602		01	Switched to GTELD from AT&T without	01	SNYDER - TX	TX
02	B	HOME COMPANIONS OF MANATEE INC.	9417534149	EG	6/23/99	602		02	Switched to GTELD without authorization	02	SNYDER - FL	FL
02	B	ALLSTATE INSURANCE COMPANY	4089231552	EG	6/22/99	602		02	Switched to GTELD from AT&T without	02	SNYDER - GA	OF
07	R	BRIMBERRY WADELL	7136861391	EG	6/24/99	699		07	Customer has not long distance and si	07	SNYDER - GA	OF
01	R	LIEBMANN JOHN M.	6089246331	CMR	6/22/99	699		01	Switched without authorization. Cust	01	SNYDER - WI	NO
Total Reason: 21												
Total Reason: 2												
09	R	MAIDA ROBERT	7277879357	CLM	6/24/99	703		09	Toll free billing problem. Customer	09	SNYDER - FL	FL
04	B	RAVENNA TOTAL	2318532475	EG	6/24/99	703		04	Being billed for 800 number. Customer	04	SNYDER - FL	OF
Total Reason: 2												

16187

2/98

		2		In Franchise: 1		Total Reason: Business 1		Regulatory: 0					
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n	
14	IF	PI TEK ANDREW M.	5175224443	AFB	6/30/99		405		12 - I wish to rectify a case of 'Cramming	<u>GTELD</u>		NE	
09	B	PATRICK GRACE PHOTOGRAPHY	2073634665	DR	7/2/99		405		09 - TMA-misinformation about products/rat			OF	

16194

		1		In Franchise: 0		Total Reason: Business 0		Regulatory: 0					
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n	
04	R	KUMICK ALBERT	7273630426	LY	6/30/99	7/2/99	501	501	04 - Please remove customer from GTELD	Please remove customer from GTELD telemarketing list. No customer contact necessary. Do not solicit list indicates customer already on the list since 11/97. Sent for call history to TMA's. Received	501	FL	

		28		In Franchise: 7		Total Reason: Business 1		Regulatory: 23					
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n	
01	R	LEGENDRE RON	9549462039	EG	6/29/99		601	601	01 - Customer states they received a	CUSTOMER STATES SWITCHED TO GTELD WITHOUT AUTHORIZATION. TMA - SNYDER - LOA PROVIDED - FOOT SALE. SALE WAS DISPUTED @ SNYDER/BRAN AFTER CUSTOMER RECEIVED VERIFICATION LETTER AND CALLED TO DISPUTE. LON	601	OF	

*7 Fraud \$*

						Total Reason: 1							
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n	
12	R	RAVINUTHALA RAVI	2488273617	DR	6/29/99		602		12 - Switched to GTELD from Connectfree	<i>Snyder - MI</i>		OF	
09	R	FICARA JERRY	9549899535	CMR	6/29/99	6/30/99	602		09 - Mrs called saying was slammed 3-3-98.			OF	

*Snyder - FL*

As this was an internal

30RI ANICIA 3054410268 LY 7/1/99 *lot exists*  
NOGUCHI SHIZUE 6612553744 CLM 7/2/99 *fraud*  
CINTRON ANGEL 7275287918 EG 7/1/99 602  
DAVIES DEBRA 3058955515 EG 6/29/99 *Fraud* 602  
DEMOSTHENES MARIE K 5702968367 CMR 6/28/99 6/29/99 602  
602 NE

- 07 - Slamming complaint ... I just faxed
- 07 - Slamming complaint ... We just receive
- 02 - FL PSC - Customer states that he was
- 01 - Switched to GTELD from AT&T without

*Snyder - F* OF  
*Snyder - CA* OF  
*GTELD - FL* OF  
*Snyder - FL* OF  
10 - PA Attorney General - Enclosed is a  
misdirected and not officially  
served on GTECC &  
AG should not be required.  
However Regulatory if  
you do want to send one  
and if you require ECR's &  
PA  
16196

01 R IF UPPENA PETER L 6086232458 BLH 6/30/99 7/1/99 602 699

- 01 - FCC - December 2 1988 FCC  
Common Car

MISDIRECT - Not a 699 NO  
GTELD leads. The  
customer was switched  
from AT&T by Workcom  
and O&N NO customer  
contact.  
WI

01 R ALONGE ANDRE 9413530648 BLH 7/1/99 602 602  
01 R AMBER MARIE 5617343983 BLH 6/30/99 7/2/99 602 602  
*Fraud*

- 01 - Switched to GTELD without authorization
- 01 - I received a calling card from a phon

FL 602 OF  
I received a calling card 602 OF  
from a phone co. called  
GTE. Snyder made sale.  
Service discontinued.  
Credit issued. Customer  
stated she did not sign  
anything. Would not verify  
partial security number.  
*Snyder -*  
FL

01 R ARROYO RAUL 7184628993 BLH 6/29/99 *Fraud* 602  
01 R GIANONE FRANK 9419558065 BLH 6/29/99 7/2/99 602 602  
*Fraud*

- 01 - Switched to GTELD from AT&T without
- 01 - Switched to GTELD from AT&T without

*Snyder - NY* OF  
Switched to GTELD from 602 FL  
AT&T without authorization.  
Snyder made the sale.  
Representative has been  
terminated. Service was  
discontinued. Credit  
issued. Customer stated  
she doesn't know anyone  
named  
*Snyder -*  
FL

01 R PADINHA DESAREE 3052336894 EG 6/30/99 *Fraud* 602  
02 R BOHNEY KENNETH L 3103163155 BLH 6/29/99 7/1/99 602 602

- 01 - February 22 1988 Federal
- 02 - Switched to GTELD from AT&T without

*Snyder - FL* OF  
Switched to GTELD from 602 CA  
AT&T without authorization.  
Customer had Network  
Services and AT&T before  
01/08/88 when the  
customer became CLEC  
customer. On 01/20/88.  
*GTELD -*  
CA 6

BRISSON MARILYN 4073221431 BLH

6/29/99 7/2/99 602 12

01 - Switched to GTELD from MCI without

Switched to GTELD from MCI without authorization. Service has been discontinued. Customer has already received a refund check. Snyder made the sale. The representative was terminated 10 days before

OF

Snyder  
FL

16198

NATHAN MARTIN L 3056667680 EG

7/2/99 Fraud 602

10 - Receive no services from GTELD but

Snyder - FL OF

SHERMAN DARLENE K. 8144375405 EG

6/29/99 602

01 - Switched to GTELD from Lifeline Ameri

GTELD - PA NE

OH MOONTAK 8179215349 EG

6/29/99 Fraud 602

01 - Switched to GTELD without authorizat

Snyder - TX OF

LANGBARTELS SHELIA 7137992416 EG

6/30/99 LOA exists 602

02 - TX PUC - For almost a year now I hav

Snyder - TX OF

CHOU DHURY AREEF A. 2815991221 EG

6/30/99 602

01 - Since I had enough of MCI/E s

GTELD - TX OF

SENA GEORGIANA 5168723387 EG

6/29/99 cust 602 auth sale

01 - Switched to GTELD from AT&T without

Snyder - NY OF

RUBIN JOSEPH 3059569046 BLH

6/30/99 7/2/99 602 602

01 - Attached is a bill sent to me indicat

Switched to GTELD without 602 OF

authorization. Order issued to discontinue GTELD. Credit issue. Snyder made the sale. Representatives terminated when Snyder stopped foot sales in that area. Advised the

Snyder - FL

02 R MAYOR NELSON 3052643320 BLH

7/2/99 Fraud 7/6/99 602

02 - Switched to GTELD from AT&T without

Snyder - FL OF

01 R IF MC CONNEL PAUL 8137884914 BLH

6/29/99 6/30/99 602 699

01 - Switched to GTELD from AT&T without

Switched to GTELD from 699 FL

AT&T without authorization. MISDIRECT - Not a GTELD issue. Customer has not been serviced by GTELD since 03/02/97. Customer's bill shows that the customer was switched sever

GTELD

01 R MOON EUGENE 2125951192 EG

6/29/99 6/30/99 602 602

01 - The above complaint was misfiled in E

Customer says he was 602 OF

switched without authorization. TMA- Snyder - LOA provided, foot sale. Customer says he does not remember being approached. Sale was stopped at tma- SALE DISPUTED. CUSTOMER MUST H

NY

04 B IF HOUSE OF TELEPHONES 9154820101 DR

7/1/99 602

04 - Mr. Le Vrier owner of House of Telep

GTELD - TX TX

CHRISTEL CHRISTIAN 7033923626 LY 7/6/99 7/9/99 402 2 04 - Liz please assign to your group. Th

Customer receiving solicitation calls. Representative asking for Snyder. Individual named Sapova. Sent out for authenticity to all TMA's. Snyder responded stating they called customer 725 times both times May 18 & 19. *Snyder* *called* *16207*

INQ R IF SIDLOW BOB 7148935805 EG. 7/9/99 402 INQ - Too many calls feels harassed by TMA CA

12 R TAYLOR DARLA 9044547489 DR 7/9/99 405 Total Reason: 2 12 - Misinformation about rates. Customer

04 R IF PARROTT TRACIEL 8138701774 AF 7/7/99 405 Total Reason: 2 04 - Misinformation about rates/fees/ser

DNS 2 In Franchise: 1 Business: 0 Regulatory: 0

TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CALL Complaint Issue Call Description Corrective Action DISP Regio

09 R IF SANTOS VIVIAN 5625969113 CL 7/7/99 501 501 09 - Add to DNS list. Customer states the 501 CA

09 R MAZIARZ ADOLPH 7278631676 CL 7/8/99 503 503 09 - Add to DNS list due to hang up calls. FL

Unauthorized 7 In Franchise: 0 Business: 1 Regulatory: 2

Change TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CALL Complaint Issue Call Description Corrective Action DISP Regio

05 R CASTELLANO 7189961262 BL 7/9/99 602 602 05 - Switched to GTELD without permission. Snyder - NY OF

12 R NGUYEN TIN 3023690298 AF 7/6/99 602 602 12 - Switched to GTELD from AT&T without a Snyder - DE OF

09 R ELLIS JACK 7405935807 BL 7/7/99 602 602 09 - Switched to GTELD without authorization. Snyder - NY OF

*another customer entered wrong #*  
*ordered an order on the internet to change the long distance carrier to GTE and typed in the incorrect telephone number.*  
*Snyder -*  
*Chico*

08 R ALPER SEYMOUR 9544547845 ME 7/6/99 602 602 08 - Switched to GTELD from AT&T without a Snyder - MN OF

01 R JASIN MARY 4257468785 BL 7/8/99 602 602 01 - Switched to GTELD from MCI without au Snyder - WI OF

*San signed lot, but should do it have*



TYPE B/R	FRAN	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain tissue	Regulatory:	Call Description	Corrective Action	DIS	Regio
05	R	IF	FLECKSTEIN ERV	3105746105	CLM	7/22/99	501	501	05	- Does not want Telemarketer calls. Re	Entered on the Do Not Solicit list for both mailing and calling on 07/22/99. MIM - Telemarketing contact - RM - CLEC - 06/17/99 RM - CLEC - 06/01/99 RM - CLEC - 03/23/99 Silel - 03/03/99 ACI -	501	CA
<p>Total Reason: 1 505</p> <p>In Franchise: 2 Business 0 Regulatory: 0</p>													

TYPE B/R	FRAN	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain tissue	Regulatory:	Call Description	Corrective Action	DIS	Regio
05	R	IF	GSELL GEORGE H & GERALYN	9202694864	MEM	7/23/99	505	505	05	- Multiple requests to remove from DNS			NO
<p>Total Reason: 1 505</p> <p>In Franchise: 2 Business 0 Regulatory: 8</p>													

TYPE B/R	FRAN	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain tissue	Regulatory:	Call Description	Corrective Action	DIS	Regio
07	R		FOUTS RUSS	5034638997	BLH	7/21/99	602	602	07	- Switched to GTELD without authorize	GTELD		OF
05	R		LEZCANO JOSE	5616886453	CLM	7/20/99	602	602	05	- Switched to GTELD from AT&T without	Snyder Sale/RPMs - 8/27/99. Requested call history from Snyder. Called customer & left message with spouse that I was investigating. No response from Snyder. Sent second request to Snyder. Receive	602	OF

TYPE B/R	FRAN	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain tissue	Regulatory:	Call Description	Corrective Action	DIS	Regio
05	R		DAO MINH HUU	5108395185	AFB	7/22/99	602	602	05	- Switched to GTELD from Sprint without	Snyder Sale out order	602	OF
07	R		FERRARO RICHARD	718853649	AFB	7/19/99	602	602	07	- Says he was switched to GTELD	Final Bill of \$36.30. I also called Final's spoke with Kelly to have the account pulled back from the Collection Agency Accent Collections. Signed Lee	602	OF

*Handwritten notes:*

1

10A 415TS

10A 415TS

Snyder - CA

Snyder - NY

FL

16223

01 R

SAHMAN MOSTASIZUR 3056727345 DR  
CHIANG CHI 7074479323 CMR  
CHOU ALAN 6303255023 CMR  
KLEIN ANDREW 7184496912 BLH  
DEMEL SOL 5617366047 BLH

7/22/99

Fraud 602

7/22/99

Fraud 602

7/22/99

LOA exists

7/22/99

Fraud 602

7/22/99

7/22/99 602 602

Fraud

- 05 - Switched to GTELD without authorization
- 01 - Switched to GTELD without authorization
- 02 - Switched to GTELD from AT&T without
- 01 - Switched to GTELD without authorization
- 01 - Switched to GTELD without authorization

Snyder - FL OF  
Snyder - CA OF  
Snyder - IL OF  
Snyder - NY OF

Switched to GTELD without authorization. No record of the service ever being switched. No bill was generated. Snyder made the sale. Representative has been terminated. Customer stated he never si

16224

01 R

INVALIDI ROBERTO 7734041569 BLH

7/22/99

Fraud 602

Total Reason: 10

603

07 R

IF

SUTLIFF SHANE 5019636744 AFB

7/21/99

01 R

HO FREDA 5107902829 CMR

7/22/99

LOA exists

01 R

LUO YUN 6148500712 CMR

7/22/99

7/22/99 603 603

- 01 - Switched to GTELD without authorization

Snyder - FL OF

- 07 - Switched by another carrier from GTEL

MW

- 01 - Switched to GTELD from MCI without

Snyder - CA OF

- 01 - Switched by another carrier from GTEL

SOLAR: 12559 156 603 OF  
4/20/99..... 02229222  
6/18/99. SNAP: Nothing noted in Snap. DNS: Added 7-22-99. FINDINGS: 7/22 Called cust & talked to Mrs [Joyce] she said was not slammed by GTELD. She said s

Chio

02 R

IF

HINDMAN DEBRA J. 4257413814 CMR

7/23/99

7/23/99 603 603

- 02 - Switched by AT&T from GTELD. Customer

Misdirect...this is a loc issue. The copy of the PIC restrict is retained here in the folder. It indicates cust wants AT&T. Intra is now resale.

Billing

9

In Franchise: 3

Total Reason: 4

Business 0

Regulatory: 3

TYPE B/R {Fran CUSTOMER NAME

BTN

WHO

RECEIVED

CLOSED CAL

Complain  
t Issue

Call Description

Corrective Action

DIS

Regio  
n

09 R

SCHRADER NANCY

5708883763 LY

7/21/99

7/21/99

705

705

09

- GTELD Prepaid Calling Card pin not gi

GTELD prepaid calling card pin not given. Customer states she was to expect a call 2 days from the day she called & has not been called. Called Sitel & received pin number for customer. They stated

IF T A O S STAFFING 9724388418 MP 7/26/99 499 499 03 - Customer states he received a call to

Customer switched w/ld  
authorization Order issued  
to PIC freeze all numbers  
to GTELD

GTELD

16234

DNS

TYPE B/R Fran CUSTOMER NAME

3  
In Franchise: 1 Business 1 Regulatory: 2  
BTN WHO RECEIVED CLOSED CAL Complain  
t Issue

Corrective Action DIS Regio

11 R SOLIS BARBARA 8508934613 CMR 7/26/99 501 11 - FL Dept of Ag & Consumer Srvs - Front  
02 B KUMICK AL 7278672147 BLH 7/26/99 501 501 02 - FL PUC - Customer states that he is r

Customer states that he is receiving calls from GTE Long Distance. Placed on the Do Not Solicit list. Telemarketers do not have the customer on their lead list. Customer is not on the GTE MIM lead

05 R IF PEEBLES MICHAEL 8085261409 CLM 7/26/99 7/30/99 504 504 05 - I hope you can help me. Hawaii custo

Customer removed from all lists including CLEC. Please view Oasis comment section for detailed information. I checked MIM & he was not. MIM'd as of 7/26/99. I MIM'd customer for both calls & mail. Re

Unauthorized Change 26 26 In Franchise: 6 Business 2 Regulatory: 24  
Total Reason: 1

TYPE B/R Fran CUSTOMER NAME BTN WHO RECEIVED CLOSED CAL Complain  
t Issue

Corrective Action DIS Regio

05 R GONZALES AIDA 3054470505 MEM 7/26/99 7/29/99 602 602 05 - Switched without authorization. Does

Supplier

05 R CRUZ GUADALUPE 3055123995 MEM 7/26/99 7/29/99 602 602 05 - Switched without authorization. Char

LOX 841545

Pending customer response. Switched without authorization. Has

Slinder

tried to close the account for several months. Everyone tells her it will be taken care of and it never

ERSKINE PHIL

6507289282 MP

7/26/99

7/30/99

602

602

07

- Slamming complaint ... Phil Erskine (

Customer never requested  
GTELD Wireless  
investigated situation  
Never located LOA  
Customer changed to IXC  
of choice

16236

01 R

open on 8-9  
GIANG ANH HONG

4084417268 CMR

7/28/99

FRID

602

602

01

- Switched to GTELD from NTC without

Switched to GTELD from  
AT&T without authorization.

GAILEY WAKE

9046150614 BLH

7/29/99

Fraud

602

602

01

- Switched to GTELD from AT&T without

Service has been  
deactivated. Credit  
issued. Snyder made the  
sale. Representative still  
shows employed.  
Customer stated she did  
not sign anything

01 R

FUSNER FRIDA D.

4078565922 BLH

7/28/99

FRID

602

602

01

- Switched to GTELD from AT&T without

Switched to GTELD from  
AT&T without authorization.  
Service deactivated.  
Credit issued. Snyder  
made the sale. Snyder  
Representative terminated.

01 R

FERNANDEZ ANTONIO

3052263045 CMR

7/29/99

LOA ex 1545

602

602

01

- Switched to GTELD from AT&T without

Snyder - FL

01 R

KAYE MARTIN RICHARD

5165386582 CMR

7/29/99

LOA ex 1545

602

602

01

- Switched to GTELD from MCI without

Snyder - NY

01 R

DEESE EVELYN

3052857255 CMR

7/29/99

LOA ex 1545

602

602

01

- Switched to GTELD from MCI without

Customer states GTELD is  
responsible for slamming  
them. RPTMS shows ANI  
account code of 109935  
Least Cost Royalty.  
MISDIRECT / Not a  
GTELD issue. Please  
forward to Least Cost  
Routing for investig

01 R

GREAR ARNELLE E.

5403956166 BLH

7/28/99

LOA ex 1545

602

602

01

- Customer states GTELD is responsible

Switched to GTELD from  
AT&T without authorization.  
Service deactivated.  
Credit issued. Snyder  
made the sale. Snyder  
Representative terminated.

01 R

AVIATION POWER &  
MARINE INC.

5617326000 BLH

7/28/99

7/28/99

602

602

01

- Switched to GTELD without authorizati

Switched to GTELD without  
authorization. This is not a  
GTELD issue. Please  
forward to Medium/Large  
Business for  
Investigation/resolution.  
No Customer Contact.

01 R

HOGAN JANICE

6177230933 BLH

7/28/99

FRID

602

602

01

- Switched to GTELD from AT&T without

Switched to GTELD from  
AT&T without authorization.  
Service deactivated.  
Snyder made the sale.  
Snyder - FL

ALLSTATE INSURANCE COMPANY  
4089231552 BLH

7/26/99 7/27/99 602 602

02 - CA PUC - Customer states they did

CA PUC - Customer states they did not order long distance service. See previous complaint. Service disconnected credit issued. Customer states not his social security number not his signature w/ Snyder CA

16238

01 R  
ALFORD CHRISTOPHER 7186930496 BLH

7/29/99 7/29/99 602 602

01 - Switched to GTELD without authorization

Switched to GTELD without 602 OF authorization. PIC Snyder made the sale. Snyder representative was terminated. NY

01 R  
PEARSON JOHN 8315830557 BLH

7/29/99 7/29/99 602 602

01 - Switched to GTELD from Sprint without

Switched to GTELD from 602 OF Sprint without authorization. Service has been deactivated. Credit issued. Snyder made the sale. Representative has been terminated. Specialist who previously handled the c Snyder CA

01 R  
STILES JASON 7273758553 CMR  
01 R IF  
SUNKIN FRANCESCA 4193544293 EG  
01 R  
JOHNSTON PATRICK 3052612424 BLH

7/28/99 7/28/99 602 602  
7/28/99 7/28/99 602 602

01 - Switched to GTELD from AT&T without  
01 - Switched to GTELD from AT&T without  
01 - Switched to GTELD without authorization

GTELD - FL  
GTELD - Ohio NE  
Switched to GTELD without 602 OF authorization. Service deactivated. Credit issued. Snyder made the sale. Representative has been terminated. Snyder CA FL

01 R  
JOYCE MICHAEL 7186933814 BLH

7/29/99 7/30/99 602 602

01 - Switched to GTELD from AT&T without

Switched to GTELD from 602 OF AT&T without authorization. Service deactivated. Credit issued. Snyder made the sale. Representative was terminated. Called customer. He stated he did not sign anything. NY

01 R  
ZHENG YI QING 7184346890 CMR  
01 R  
TRINIDAD GINA & 3102126104 CMR  
RONNIE

7/29/99 7/29/99 602 602  
7/29/99 7/29/99 602 602

01 - Switched to GTELD from AT&T without  
01 - Switched to GTELD from NET without

Snyder - NY OF  
Snyder - CA OF  
Snyder - FL FL

01 R IF  
YODER NANCY & 9413785664 CMR  
DENNIS

7/28/99 7/28/99 602 602  
7/28/99 7/28/99 602 602

01 - Switched to GTELD from AT&T without

NUNEZ BERTA

3053267206 BLH

7/29/99 7/30/99 602 602

*Fraud*

01 - Switched from AT&T to GTELD without

Switched from AT&T to GTELD without authorization. PIC restriction. Credit issued. Snyder made the sale. Representative was terminated. Called customer reached recording that said The number you

602 OF

*Snyder - FL*

16239

01 R IF PISCIOTTA CHARLES P. 9419277235 CMR

7/28/99 7/29/99 602 602

*Fraud*

01 - Switched to GTELD from AT&T without

SOLAR: C828426 comp 11-9-98 to add.....C1419921 comp 12-7-98 to rmv. SNAP: rep terminated 11-18-98. DNS: Added 7-29-99. FINDINGS: Customer was called re LOA & all info was wrong. Cust req copy m

602 FL

*Snyder - FL*

01 R YAO JAMES 8052515715 CMR

7/28/99 602

01 - Switched to GTELD without authorizati

*CA -*

OF

02 R ROSARIO MIKKI 5166715087 CMR

7/27/99 *FRAUD* 602

02 - Switched to GTELD from AT&T without

*Snyder - NY*

OF

01 B IF BARON AND BARON INC 7148981255 EG

7/28/99 602

01 - Switched to GTELD from Sprint without

*GTELD - CA*

CA

Total Reason: 27

*NO R* IF ORGANIC ALTERNATIVES INC 2087623337 CMR

7/26/99 7/27/99 603 603

INQ from - Slammed away from GTELD. Letter

FINDINGS— Cust had AT&T & chn to GTELD 3-3-99. 3-4-99 bill had notice that Intra & Inter was chn to us. Apr bill started billing for calls off 3-3-99. AT&T billed thru 3-2-99 on the March bill. 7/2

603 NW

09 B IF EDDIE'S ALUMINUM SERVICES 7179335084 CLM

7/27/99 8/2/99 603 603

09 - Switched by Sprint from GTELD.

Customer switched to Sprint without permission. Customer wants GTELD. Requested NOREC/Jackie Harper change customers pre & pra to 5483 per. customer request & Platinum Value Plan. Customer switched.

603 NE

Total Reason: 2

Billing

*75 12*

In Franchise: 7

Business 0

Regulatory: 3

TYPE B/R, Fran CUSTOMER NAME

BTN

WHO RECEIVED

CLOSED CAL

Complain  
t issue

Call Description

Corrective Action

DIS

Regio  
n

IF .ENDRICK PAUL S.

9418445671 DR

8/2/99

8/6/99

403

04

- Calling party asked customer how

41 FL

Calling party asked customer how many bills he was now receiving alluded to the fact his current carrier may soon start sending separate bill. When customer answered caller advised customer "He cou

16248

05 R IF KINER TIMOTHY

7174324938 MEM

8/3/99

405

405

05

- TMA complaint ... Misinformation about

405 NE

08 R IF PAROFF JEFFREY

8054832048 MEM

8/4/99

405

405

08

- Customer wrote: Each and everyone

CA

05 R SHOBAR DONNA

3616945348 LY

8/6/99

405

405

05

- Misinformation about product/rates/s

OF

02 R IF GESMUNDO ROBERTO P. CA

8188916099 EG

8/4/99

7-20-99

405

05

- Customer wrote: GTE mailed me on swi

HI

05 B IF HUGHES THOMAS

8089359910 CLM

8/5/99

405

405

05

- Customer wrote: GTE mailed me on swi

HI

12 R IF MOSER MICHAEL

8157476572 MEM

8/5/99

499

499

12

- Customer wrote: I recently switched

NO

Unauthorized 14

In Franchisee:

5

Business

1

Regulatory:

12

Change

TYPE B/R Fran CUSTOMER NAME

BTN

WHO

RECEIVED

CLOSED

CAL

Complain Issue

Call Description

Corrective Action

DIS

Regio

12 R IF DOTSON CHARLOTTE

5409357214 AFB

8/4/99

602

602

12

- Customer wrote: I note from my bill

VA

01 R IF DAVIS DONALD

4078413402 CMR

8/4/99

11-98

602

01

- Switched to GTELD from MCI without

OF

02 R LAM SAM & MICHELLE

6262797751 CMR

8/4/99

7-30-602

602

01

- Switched to GTELD from AT&T without

CA

01 R WONG CHUCK KWAN

9095987689 EG

8/4/99

10/23/98

602

01

- Switched to GTELD from National Bill

OF

02 R PEREZ SANTOS

7183284743 CMR

8/3/99

8/3/99

602

02

- Switched to GTELD from Sprint without

OF

02 R DE LA PENNA DON & BLENDIA

7188243379 EG

8/4/99

5/14/99

602

02

- Switched to GTELD from AT&T. Customer

OF

01 R GRAZIANO LOUIS J.

9413711077 CMR

8/4/99

11/14/98

602

01

- Switched to GTELD from Sprint without

FL

01 R ARULLA OLGA Z.

3056384228 EG

8/4/99

2-8-99

602

01

- Switched to GTELD from AT&T. NOTES:

OF

01 R OLSON DELORES

5032574144 CMR

8/6/99

6-23-98

602

01

- The first time this was worked the re

OF

01 R KOONTZ BARRY

4076454852 CMR

8/4/99

11-23-98

602

01

- Switched to GTELD from Sprint without

OF

02 R MCLEAN LYNN A.

3345981767 CMR

8/3/99

8/12/98

602

02

- Switched home and work #s to GTELD

SO

02 R HEUSNEAUD-METELLUS

954963381 CMR

8/3/99

8/3/99

602

02

- Switched to GTELD without authorization - MYRTHA

OF

Billing

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t Issue	Call Description	Corrective Action	DIS	Regio n
03	R	IF	ZOOK JANIS & WAYNE	7655642384	CMR	8/4/99		701	03	- Customer states they want GTELD but	GTELD		NO
EMP	R		COLE BELYNDA	9098205777	CLM	8/2/99	8/6/99	701	701	EMP - PAC Bell plc change fee credit on an	Called customer to let her know that I was investigating & explained that the Smart Saver plan was for <u>STATE to STATE</u> . Customer states that the Public Affairs Bulletin did not state that & I apologiz	701	OF
04	B	IF	CALDWELL'S VW SALES	4172723691	DR	8/4/99	8/5/99	703	703	04 - Business customer has GTELD's 800-555	Customer states has GTELD's 800-555-2339 that rings at 417-272-3691. Customer tried dialling the 800# from Oklahoma (918-445-0223) and it wouldn't work. Reviewed service records shows toll free non-p.	703	MW
02	R	IF	CASSIDY THOMAS J.	8136559023	CMR	8/2/99		705	02	- Customer states that he was never adv	FL		FL
08	R		ZHAO HONGXING	4068299027	DR	8/4/99	8/5/99	707	707	08 - Customer wrote: Dear Sir: I am a b	Customer wrote: He did not chose GTELD as his carrier. Reviewed rpn's transaction history shows activated to GTELD 6/23/99 deactivated 7/11/99. A lcs1 code was received from his lcs (2008). An order	707	OF
08	R		SHAN HUA	9252539502	CLM	8/4/99		707	707	08 - Customer wrote: I joined your long d	Requested O,ord from NOREC/Jackie Harper. NOREC/Jackie Harper confirmed O5122630. Cr. add. for \$8.49. Customer satisfied.	707	OF

16249



pg 122

OK HENRY	3603542729	CLM	8/6/99	899	09	- Other complaint. GTELD customer He	GTELD	NW
FERNANDEZ ALBERTO	3058855728	DR	8/5/99	899	12	- Customer wrote: 'Account #	Say dear	OF
OLIVER RANDY & CINDY	9403807003	LY	8/4/99	899	12	- Customer wrote: 'We try to call a num	GTELD	TX
ARACNET	8772222638	LY	8/5/99	899	09	- Toll free number was assigned to some		OF
MARIN BUICK PONTIAC	4158987435	CLM	8/5/99	899	09	- Do Not Call Customer - - Call Larry		CA
GMC								
RJA EVENTS	8174900889	DR	8/5/99	899	09	- Larry sent email: Other ... Please s	GTELD	OF
Total Reason: 6								

FRUD

GUIRGUIS MAGDY S. 9547492763 LY

8/10/99 8/11/99 602 602

Fraud

email from emp. (HENI)  
- Switched to GTELD without authorizat  
Sale: Oct. '98

Switched without authorization. Customer wants to listen to third party verification (Snyder foot sale on 10-16-88). Received copy of loa. Faxed loa to customer. She advised signature was fraudulent.

602 OF

16262

Snyder  
FL

MIS R IF

SHERMAN SHANE 7148410978 LY

8/10/99 8/10/99 602 602

MIS - Customer wrote: 'I first want to star

Customer switched without authorization. In reviewing records charges are in reference to another long distance carrier. MISDIRECT to lec.

602 CA

05 R IF

THAYER CATHY 8172511092 MEM

8/9/99 8/13/99 602 602

Fraud

05 - Ms. Thayer has had Excel for years an

cust. called Site 1

Customer contacted by someone claiming to be GTE after asking to be put on DNS list. GTELD was sold to another customer with this BTN on an outbound sale. It appears to be fraud the rep was termina

602 TX

Snyder -  
TX

02 R

SONGCO VIVIENNE 3108358446 BLH

8/11/99 8/13/99 602 602

Fraud

02 - Switched to GTELD from AT&T without

CA POC: Aug 11 '99

field sale: Sept. '98

Switched to GTELD from AT&T without authorization. Service has been deactivated. Credit has been issued. Customer said there was a boy on her street with the name of Ramulo DeGuzman Jr the person

602 OF

Snyder -  
CA

02 R

BERNAL MARIA L. 3052625660 CMR

8/10/99 Fraud 602

02 R

DU BOSE MARENE 3616436600 BLH

8/12/99 602

02 R

open on 8-23  
ESPINOZA OSCAR 2109275753 CMR

8/11/99 Lot exists 602

02 R

KUO HUA 2819806239 CMR

8/11/99 Fraud 602

02 R

COOK JULIE 4154884414 BLH

8/12/99 8/13/99 602 602

PSC: Aug '99 Sale: Aug. '98

02 - Switched to GTELD from AT&T without

02 was not switched - got card

02 - Switched to GTELD from AT&T without

02 - Switched to GTELD from AT&T without

02 - Switched to GTELD from MCI without

02 - Switched to GTELD from AT&T without

Switched to GTELD from AT&T without authorization.

AT&T without authorization.

MISDIRECT - Order was

Initiated from the

customer's LEC. Please

forward to the LEC for

investigation and

resolution. Not a GTELD

issue. No custo

602 OF

TX

TX

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

OF

02 R

HERNANDEZ SANDRA 3058957766 EG

8/13/99 602

Fraud

02 - Switched to GTELD without authorizat

PSC: Aug. '99

Sale: Aug. '98

Snyder - FL

OF

10

MATA MARIA 7734775423 BLH  
GONZALEZ GLORIA G. 3055584438 CMR

8/12/99 602  
8/10/99 602

02  
01 - Karen Turner received a call from III  
- Customer states they received a

puc: Aug. 1999  
Sale: ~~Aug~~ 1999  
(FCC: 8-21-98)

Snyder - IL

FL

OF

02 R GRAJEDA EUSTOLIA 9155629205 CMR 8/11/99  
Switched to GTELD without authorizat  
02 B MC CRORY THOMAS M. 7574815426 CMR 8/10/99  
HEATH JR FREDERICK P. 3348749920 EG 8/13/99  
OF

Lot exists

PCC: 02  
5-24-99

PUC: Aug. '99  
Sale: Oct. '98  
- Switched to GTELD without authorizat  
- Switched to GTELD from AT&T without

Snyder - TX OF  
LCR - VA OF

LCR - Alabama PSC

02 R GUTIERREZ PAMELA 2106279362 CMR 8/11/99  
02 B AIC - HOUSTON 7138618555 BLH 8/12/99

Lot exists

PUC: Aug. '99 Sale: Dec. '98  
- Switched to GTELD from AT&T without  
- Switched to GTELD from MCI without

Snyder - TX OF  
GTELD TX OF

07 B IF FIRST CHRISTIAN 5154642354 LY 8/10/99 8/13/99 603 603  
CHURCH PARSONAGE

Total Reason: 20

- Switched to Least Cost Routing from G  
pending for more info from 603 MW  
customer.

Billing X 17 In Franchise: 7 Business 2 Regulatory: 7

TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue	Call Description	Corrective Action	DIS	Regio n
------	-----	------	---------------	-----	-----	----------	--------	-----	---------------------	------------------	-------------------	-----	------------

MIS	R	IF	VAN DERZEE BROOKS	9417276683	MEM	8/10/99	8/10/99	701	701	MIS - Customer wrote: The number is (941)72	Misdirect. Customer is not a GTELD customer not does she have a GTELD card. She has a LEC card. The calls on his bill are not GTELD. He used a 0+ card. Send to the LEC customer relations.	701	FL
-----	---	----	-------------------	------------	-----	---------	---------	-----	-----	---	---	-----	----

08	B	IF	SHOEMAKE EXCAVATING	3097248513	CLM	8/11/99		701		08 - Customer wrote: If possible can you	GTELD	NO
----	---	----	---------------------	------------	-----	---------	--	-----	--	--	-------	----

08	R	IF	SEMET OTTO	5036390366	EG	8/12/99		706		08 - Customer wrote: WOULD YOU PLEASE EXP	//	NW
----	---	----	------------	------------	----	---------	--	-----	--	---	----	----

08	R		LUONG ALLEN	4087489245	CLM	8/10/99		707	707	08 - Customer wrote: GTE: I am very	Request NOREC/Jackie Harper issue O ord. O ord. 04585313. Issued cr. for bal. of \$4.08. Sent e-mail with info & apology.	707	OF
----	---	--	-------------	------------	-----	---------	--	-----	-----	-------------------------------------	---	-----	----

no "0" order

08	R		KLENNERT JEWEL	8175175956	DR	8/12/99		707		08 - Customer wrote: I thought my service	GTELD	OF
01	R		CUNNEEN KEVIN	5163991448	CMR	8/10/99		707		01 - Customer states they are still being	" - NY	OF
02	R		CHARITE HERBERT	3057598847	EG	8/9/99		707		02 - FL PSC - Please review attached corre	" - FL	OF
02	R		DRAPER VAL	4073656420	EG	8/13/99		707		02 - Still being billed by GTELD. Fax: 972	" - FL	OF
02	B	IF	STEVE & DALE'S PLUMBING	4025645886	EG	8/13/99		707		02 - Still being billed by GTELD. Receive	GTELD N.E.	MW

Total Reason: 6

08	R	IF	INIGUEZ PEDRO	7603474573	DR	8/11/99		799		08 - Customer wrote: Message: hello I am	" - CA	CA
----	---	----	---------------	------------	----	---------	--	-----	--	--	--------	----

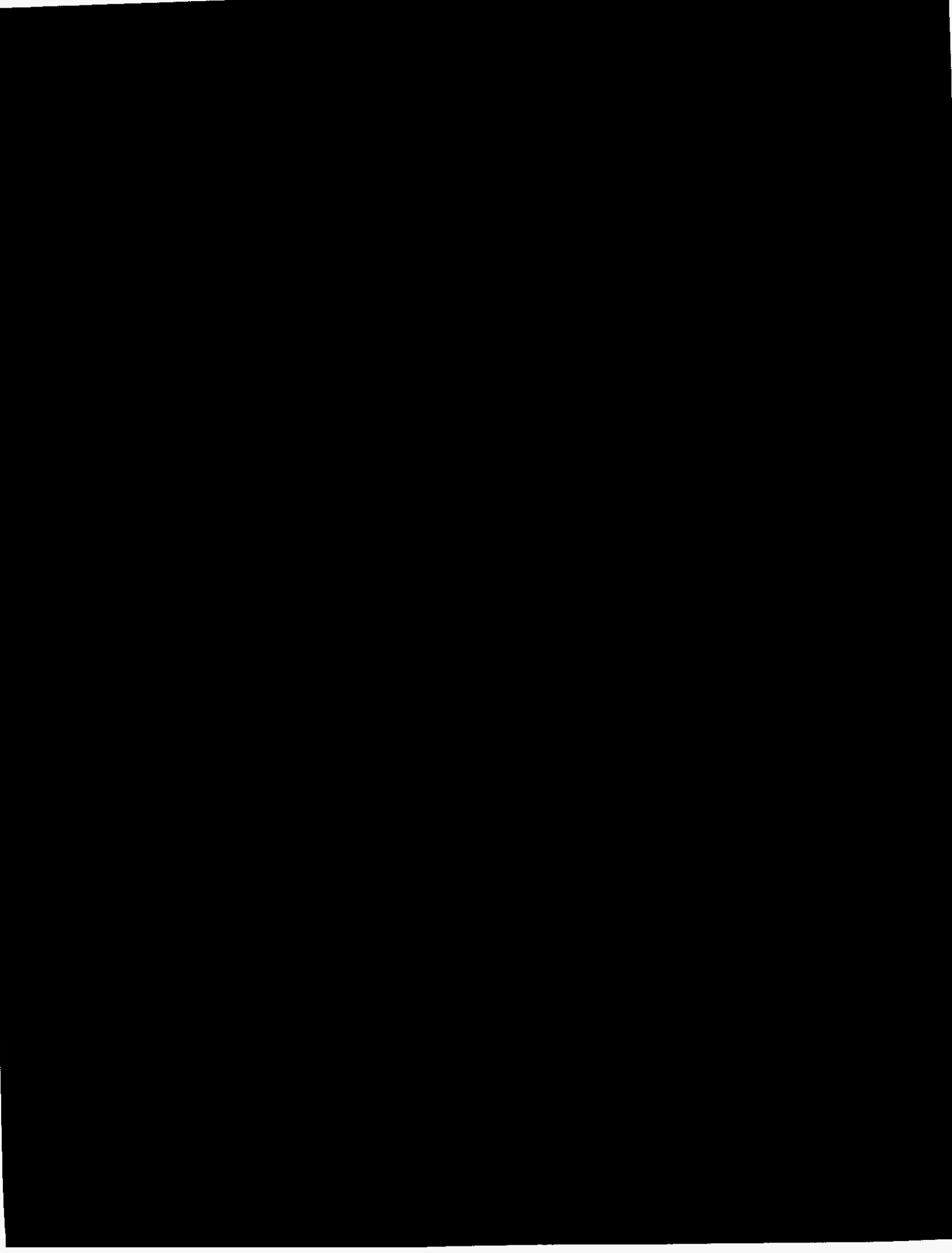


Exhibit REP-22  
Docket No. 990362-TI

**FORGERY - 5 LOA's**



GTE Service Corporation

600 Hidden Ridge  
Irving, TX 75038

HQE01G33

Complaints @ list.tel.gte.com

Via Facsimile to  
850/413-6362

April 14, 1999

Ms. Elsie Akanbi  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: **Ms. Annette Cimeus**  
1095 Northeast 145<sup>th</sup> Street  
North Miami, FL 33161  
**Telephone: 305/945-2148**  
**Request Number: 2510051**  
**Received: March 30, 1999**

Dear Ms. Akanbi:

GTE Long Distance (GTELD) has reviewed Ms. Cimeus' complaint. GTELD takes pride in providing its customers with the finest services in the industry and would never knowingly allow a customer's service to be switched without their consent.

In researching Ms. Cimeus' complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on June 2, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #11859, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Annette Cimeus, dated May 9, 1998, is shown on the LOA for the number above. On January 30, 1999, GTELD received an electronic deactivation request from Ms. Cimeus' local exchange company (LEC), and canceled the account.

A GTELD representative attempted to contact Ms. Cimeus to discuss the complaint and left a message for her, requesting a return call to GTELD Customer Relations representative, Elizabeth Garivay, at her toll free telephone number, 888/483-7770. The current balance on the account is \$721.51 for calls made during the period of October 29, 1998 through January 2, 1999. Due to the balance due on the account, GTELD is unable to resolve this matter without first speaking with Ms. Cimeus. Ms. Cimeus should contact Ms. Garivay as soon as possible.

5341

Ms. Elsie Akanbi  
April 14, 1999  
Page 2

GTELD has very high ethical standards and guidelines and does not condone any unauthorized changes in a customer's service by its own employees, its contracted vendors, or their employees. If GTELD finds the LOA was generated by one of our sales agent's employees, without the customer's consent, GTELD demands the sales agent take appropriate disciplinary action against the employee, up to and including termination. When Ms. Cimeus' complaint was brought to GTELD's attention, a copy of the LOA was sent to the sales agent for review with the sales representative who generated the LOA and service activation request.

GTELD apologizes for any inconvenience Ms. Cimeus may have experienced due to the actions of its sales agent. GTELD prides itself on being a World-Class service provider and is taking steps to try to ensure its sales agents comply with GTELD high standards and the sales agents are held accountable for the actions of their employees should those standards not be met.

GTELD added Ms. Cimeus' name and telephone number to the GTE Master Do Not Solicit list effective April 19, 1999. Please call me at 972/718-8948 if there is anything else I can do to assist you or Ms. Cimeus.

Sincerely,



Jane F. Lee  
Manager-Regulatory Accounting and Compliance

JFL:sar:sal  
Attachment

c: A. Cimeus (w/o attachment)



# **GTE Long Distance Provider Change Form**

NAME ANNETTE CINEUS  
First Name Last Name  
NAME ANNETTE CINEUS  
First Name Last Name  
Street 1095 NE 1455 STREET Apt. # 4045E  
City NORTH MIAMI State: FL Zip: 33161

HOME PHONE NUMBER TO BE CHANGED 305 - 945 - 2148

Additional Numbers 6990

Customer SSN 589-54-6930

If no Social Security number please provide a driver's license number.

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate any one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Customer Signature + Annette Cineus Today's Date 5-9-98

# **GTE Long Distance Order Form**

- ☒ Yes, switch me to GTE Long Distance Service.  
☐ Yes, switch me to Local Toll Service if available in my area.

## **INTERNATIONAL**

☒ International Calling Plan (\$3 monthly fee)  
Country Called HAITI

304  
2 ELATRADE/360

## **DOMESTIC**

☐ Easy Savings Plan

☐ Total Call 200

## **MISCELLANEOUS**

☐ Calling Card 400

☐ Call Me Toll-Free (With Total Call Only)

☐ 600

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards.

Mother's Maiden Name \_\_\_\_\_ (To be used for security purposes when requesting changes to your account.)

<b>INTERNAL USE ONLY</b>												OC: _____		Agent Code: _____	
REP ID	<u>11859</u>										PROMO				
SUP ID	<u>21169</u>										PROMO				
EVENT ID	<u>002</u>										PROMO				
VERIFICATION #											DATE:				
LANGUAGE	ENG	MAN	CAN	JPN	KRN	POL	POR	SLV	SPN	TAG	VIN	GUW			
PREFERENCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Thank you for selecting GTE Long Distance.  
Your services will generally begin ten business days after activation.

5343

To: Regulatory  
From: Susan Robinson@CO.LDSVCS.4  
Cc:  
Bcc:  
Subject: FL PUC - ANNETTE CIMEUS (LD/SLAMMING) DUE 4/14/99  
Attachment: h:\attach\cimeus.doc  
Date: 4/14/99 9:54 AM

All:

please see the attached draft letter in response to the complaint filed with the FL PUC by Ms. Cimeus. Ms. Cimeus complained her long distance service provider was changed without authorization.

Snyder generated FIVE LOAs. Please note, I found no record of the LOA(s) in ECR and have requested PSF fax them over. Regulatory, if you did not receive a copy either, please advise and I will fax my copy over when I receive them. The LOA which activated service is dated 5/9/98.

GTELD received a LEC deactivation request and canceled the account. The billing system (LEC or LD?) issued full credit at that time, totaling \$14.82 (including an over-crediting and refund included in the total credits (to the left) of \$4.19.) However, according to PSF, Central Ticket Investigation (CTI) went in and re-activated the billing system to bill previously unbilled toll that had fallen out. (I WISH THEY WOULD STOP DOING THAT!) I will speak with Liz about the problem this morning as this is the 3rd complaint we have received in 2 weeks in which CTI went in and re-activated the billing after the complaint was resolved and closed, resulting in a commission complaint and supplemental request from the commission. No mention was made in the Oasis email report regarding reimbursement of switching fees. However, I removed the clause and PSF indicated that no further reimbursements can be issued, given the dollar amount on the balance on the account, until Ms. Cimeus returns PSF's call to discuss the complaint. Since we did not issue any further credits (yet), I did not address any previous credits so as not to confuse the issue.

PSF tried to contact Ms. Cimeus to discuss the complaint and left a message for her to return the call.

LEC: OOF - Unknown / Disposition of Rep: ID# 11859 Supervisor: ID# 21169 - No reference in Oasis closure email. However, per verbal from PSF and Regulatory, all Snyder FL Foot sales terminated. However, verbiage seemed inappropriate at this time since we are not really agreeing that the service was changed without authorization until PSF is able to discuss the complaint with Ms. Cimeus. Reference to the clause will only confuse the matter at this time.

If there are any major additions or amendments to this draft letter, please refer the revisions to Susan Robinson for review prior to sending to the government agency to ensure agreement.

Please call me if you require additional information or assistance.

Thank you!

INTERNAL USE ONLY										REF ID	211859
SUB ID										211859	
EVENT ID										211859	
VERIFICATION #										211859	
LANGUAGE										ENG	
PREFERENCE										CU	

Note: You will pay for GTE long distance service in order to be eligible for GTE long distance calling card. To be used for monthly purchase with requesting charges to your account.

Long Distance Order Form

☐ Yes, send me a CTE Long Distance Service.  
☐ Yes, notify me to Local Toll Service if available in my area.

INTER-MONIAL

☒ International Calling Plan (30 monthly fee)  
Country Called: ITALY

304

2 EIGHT TWO / 360

☐         

☐ Total Call 200

☐ Early Savings Plan

DOMESTIC

☐ Calling Card 400

☐ Call Me Toll-Free (With Toll Call Only)

MISCELLANEOUS

009

**GTE** Long Distance Provider Change Form

Last Name First Name  
A N I S T I E A M E U S  
G I M B U S

Home Phone Number  
3 0 5 - 9 4 5 - 2 1 4 8

Additional Number  
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]  
6 8 8 9

Curren SSN  
5 8 9 - 5 4 - 6 9 3 0

Customer Signature + Address Comments Today's Date 5-9-88  
I am authorized to make long distance provider selections for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these numbers per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.



# Long Distance Provider Change Form - Residential Only

## Forma Para Cambiar de Compañia de Servicio de Larga Distancia.

If this is a do-over, please check here

NAME / NOMBRE: ANNETTIE  
Last Name / Primer Nombre: ANNETTIE  
First Name / Segundo Nombre: C. MEUS  
Service Address / Dirección de Servicio: 1095 MELESSIT  
City / Ciudad: CLARK  
State / Estado: FL  
Zip / Código Postal: 3316  
HOME / PHONE NUMBER / NÚMERO DE TELÉFONO PRINCIPAL: 305-945-2148  
Additional Numbers / Números de Teléfono Adicionales: \_\_\_\_\_  
Customer SSN / Número de Seguro Social del Cliente: 589-54-6230

I affirm that I am authorized to make long distance provider decisions for the phone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. Further, I understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que soy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los números telefónicos arriba anotados. Entiendo que puede haber algún costo por el servicio de estos cambios, pero GTE Long Distance me reembolsará todo o parte de ese costo. También entiendo que ya puedo designar solamente un proveedor de servicio de larga distancia para cada número telefónico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature / Firma del Cliente: [Signature] Today's Date / Fecha de Hoy: 6-10-98



# Long Distance Order Form

## Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
Sí, cambíame al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service if available in my area.  
Sí, cambíame al servicio local de GTE si sea disponible en mi zona.

INTERNATIONAL / INTERNACIONAL: ☐ International Calling Plan (\$3 monthly fee) 300  
Plan de Llamadas Internacionales (\$3 de tarifa mensual)  
Country Called / País llamado: \_\_\_\_\_

DOMESTIC / DOMESTICO: ☐ Key Savings Plan / Plan de Ahorro por Clave: 203  
☒ Split Call / Llamada Total: 300

MISCELLANEOUS / OTRO: 40  
☐ Calling Card / Tarjeta de Llamadas Telefónicas: \_\_\_\_\_  
☐ Call Me Toll-Free (With Toll Call Only)  
Llámanme Sin Cobro (Con Cobro de Llamada Total): \_\_\_\_\_  
☐ Call Me Toll-Free (With Toll Call Only)  
Llámanme Sin Cobro (Con Cobro de Llamada Total): \_\_\_\_\_

I make at least \$10 in monthly long distance calls / Yo gasto aproximadamente \$10.00 en larga distancia por mes. ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.  
\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno: \_\_\_\_\_

(To be used for security purposes when requesting changes to your account.)  
(Se usará como medida de seguridad al pedir cambios en su cuenta)

INTERNAL USE ONLY

REP ID: 7161 PROMO: \_\_\_\_\_  
SLIP ID: 4307 PROMOS: \_\_\_\_\_  
EVENT ID: 0104 PROMOS: \_\_\_\_\_  
VERIFICATION #: \_\_\_\_\_ DATE: \_\_\_\_\_  
LANGUAGE PREFERENCE: ☒ ENG ☐ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUS ☐ SPN ☐ TAG ☐ VTN ☐ GUI

5352



**Long Distance Provider Change Form - Residential Only**  
**Forma Para Cambiar de Compania de Servicio de Larga Distancia.**

If this is a door-to-door sale,  
please check here

NAME/ NOMBRE: ANNETTE C. CIMEUS  
First Name/ Primer Nombre: SADIE Last Name/ Apellido: SADIE  
Service Address/ Direccion de Servicio: 11219 S. MELL 451 STE 100  
City/Ciudad: MIAMI State/Estado: FL Zip/Codigo Postal: 33116  
HOME PHONE NUMBER/ NUMERO DE TELEFONO DOMESTICO: 305-945-2143  
Business Number/ Numero de Telefono de Oficina: ---  
Customer SSN/ Numero de Seguro Social del Cliente: 5916-15-3240

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Jurado que estoy autorizado/a para tomar decisiones acerca del servicio de larga distancia para el numero(s) telefonico(s) arriba anotados. Entiendo que puede haber algun costo por el servicio de estos cambios, pero GTE Long Distance me reembolsara todo o parte de ese costo. Tambien entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de esos servicios por cada numero telefonico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una division de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras companias en proveer sus servicios.

Customer Signature/Firma del Cliente: ACIMEUS Today's Date/Fecha de Hoy: 7/1/98



**Long Distance Order Form**  
**Forma Para Ordenar de Servicio de Larga Distancia**

☒ Yes, switch me to GTE Long Distance Service.  
Si, cambie al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.  
Si, cambie al servicio local de GTE si sea disponible en mi zona.

INTERNATIONAL / INTERNACIONAL: ☒ International Calling Plan (\$3 monthly fee)  
Plan de llamadas internacionales (\$3 de tarifa mensual)

DOMESTIC / DOMESTICO: ☐ Early Savings Plan / Plan de Ahorro Temprano  
☐ Local Call / Llamada Local

MISCELLANEOUS / OTRO: ☐ Calling Card / Tarjeta de Llamadas  
☐ Call Me Toll-Free (When Total Call Chrgs)  
Llamame Sin Cobro (Entonces con Llamada Total)

Country Called / Pais llamado: USA

304  
Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.  
Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefonicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno: \_\_\_\_\_ (To be used for security purposes when requesting changes to your account.)  
(Se usara como medida de seguridad al pedir cambios en su cuenta.)

INTERNAL USE ONLY

REP ID: 15192 PROMO: --- OC: ---  
SUP ID: 01853 PROMOD: --- Verification #: ---  
EVENT ID: 001 PROMOD: ---  
VERIFICATION #: --- DATE: ---  
LANGUAGE PREFERENCE: ENG ☒ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUB ☐ SPN ☐ TAG ☐ VTN ☐ GUJ ☐





# Long Distance Provider Change Form - Residential Only

## Forma Para Cambiar de Compañía de Servicio de Larga Distancia.

Docket No. 990362-TI  
Exhibit REP-22  
Page 8

If this is a duplicate of a previous filing, please check here

CONTACT NAME/  
NOMBRE DEL  
CONTACTO

ANNETTE

CIMELUS

Name on Phone  
El Nombre en  
la Línea Telefónica

SIAME

SIAME

Service Address  
Dirección de  
Servicio

1095 W 145th St NW

Apt. #  
# de Apto.

City/Ciudad

WILKINSON

State/  
Estado

FL

Zip/  
Código Postal

33176

HOME PHONE NUMBER TO BE CHANGED/  
NÚMERO DE TELÉFONO PRINCIPAL QUE SERÁ CAMBIADO

305-945-2148

Additional Numbers to be  
Changed/Números de  
Teléfono Adicionales que  
serán cambiados

For verification purposes only/sole para uso de verificación

SSN

and first name of someone else in household/  
Y primer nombre de alguna otra persona en el hogar

Driver's License Number/Número de Licencia de Conducir

State/Estado

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los número(s) telefónicos arriba analizados. Entiendo que puede haber algún costo por el servicio de estos cambios, pero GTE Long Distance me compensará todo o parte de ese costo. También entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de esos servicios por cada número telefónico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature/Firma del Cliente

Annette Cimelus

Date/Fecha de Hoy

9/18/98



# Long Distance Order Form

## Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
Sí, cambíame al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* If available in my area.  
Sí, cambíame al servicio local de GTE si sea disponible en mi zona.

INTERNATIONAL / INTERNACIONAL

☐ International Calling Plan (\$3 MRC)

Plan de llamadas internacionales (\$3 de MRC)

Country Card / Tarjeta de país. Only applies to toll calls made outside of FL.

☐ KP II (\$3 MRC)

Tax to Ave (\$3 MRC)

☐ My Family (\$3 de MRC)

DOMESTIC / DOMESTICO

☐ Easy String Plan / Man Mane Fácil Para Alternar

☒ Toll Call / Llamada por

MISCELLANEOUS / OTRO

☐ Calling Card\* (limit 2: \_\_\_ # of cards)  
límite 2: \_\_\_ # de tarjetas

☐ In Touch/En Contacto

I make at least \$10 in monthly long distance calls / Yo gasto aproximadamente \$10.00 en larga distancia por mes. ☐ Yes ☒ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.  
\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name/Apellido Materno:

(To be used for security purposes/sole para uso para propósitos de seguridad)

INTERNAL USE ONLY

REP ID 119414

VERIFICATION

SUP ID 092411

PROMO

EVENT ID 2011

FOOC

LANGUAGE ENG MAN CAN JPN KRN POL POR RUS SPN TAG VTN GUJ

PREFERENCE

5354

D-91-798 Please use for selecting GTE Long Distance. Your service will continue to be provided by your business unless you contact us.



Long Distance Provider Change Form - Residential Only  
 Forma Para Cambiar de Compania de Servicio de Larga Distancia.

If this is a door-to-door sale,  
 please check here

CONTACT NAME / NOMBRE DEL CONTACTO: Anniette Jimenez  
 First Name / Primer Nombre: Anniette Last Name / Apellido: Jimenez  
 Name of Phone Bill / Nombre en cuenta telefonica: Jimenez Jimenez  
 First Name / Primer Nombre: Jimenez Last Name / Apellido: Jimenez  
 Service Address / Direccion de Servicio: 10951 REINIST ST Apt. # de Apto:   
 City / Ciudad: N. Miami State / Estado: FL Zip / Código Postal: 33162  
 HOME PHONE NUMBER TO BE CHANGED / NUMERO DE TELEFONO DOMESTICO QUE SERA CAMBIADO: 305-945-2148  
 Add Home Numbers to be changed / Numeros de telefono adicionales que sera cambiados:   
 For verification purposes only / solo para uso de verificación: SSN 590-312-5322 and first name of someone else in household / Y primer nombre de alguna otra persona en el hogar:

Driver's License Number / Numero de Licencia de Conducir:  State / Estado:   
 I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizada/a para tomar decisiones acerca del servicio de larga distancia para los numero(s) telefonico(s) arriba anotados. Entiendo que puede haber algun costo por el servicio de estos cambios, pero GTE Long Distance me reembolsara todo o parte de ese costo. Tambien entiendo que ya puedo designar solamente un proveedor de servicio de larga distancia por cada uno de esos servicios por cada numero telefonico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una division de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras companias en proveer sus servicios.

Customer Signature / Firma del Cliente: Anniette Jimenez Date / Fecha de Hoy:



Long Distance Order Form  
 Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
 Si, cambienme al servicio GTE Long Distance.

☐ Yes, switch me to local Toll Service\* if available in my area.  
 Si, cambienme al servicio local de GTE si sea disponible en mi zona.

INTERNATIONAL / INTERNACIONAL

☐ International Calling Plan 1 (\$3 MRC)  
 Plan de Llamadas Internacionales (\$3 de MRC)  
 Country Called / Pais llamado (Only applies to ICN / Solo aplica al ICN)

☐ Toll \$3 MRC

☐ Toll to Asia (\$3 MRC)

☐ Mi Familia (\$3 de MRC) 300

DOMESTIC / DOMESTICO

☐ Easy Savings Plan / Plan Ahorro Facil

☒ Local Call / Llamada Local 500

☐ 200

MISCELLANEOUS / OTRO

☐ Calling Card\* (Limit 2: # of cards)  
 Limite 2: # de tarjetas 600

☐ In Touch / En Contacto 600

I make at least \$10 in monthly long distance calls / Yo hago aproximadamente \$10.00 en largas distancias por mes. ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.  
 \*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefonicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno:  (to be used for security purposes / solo para usadom para proteccion de seguridad)

INTERNAL USE ONLY

REP ID: 614346 VERIFICATION #  CAMPAIGN

SUP ID: 011143 PROMO

EVENT ID  FOC

LANGUAGE PREFERENCE: ENG ☐ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUS ☐ SPN ☐ TAG ☐ YTN ☐ GUI ☐

5355

To: Chiara Hamilton@CO.LDSVCS.4, Christi Gary@PLNPLCY.ACC, Joe Addicott@CO.LDSVCS.4, Larry Commons@CO.LDSVCS.4, Lee Swift@CO.LDSVCS.4, Reggie Walker@CO.LDSVCS.4, Sara Lauer@PLNPLCY.ACC  
From: Susan Robinson@CO.LDSVCS.4  
Cc:  
Bcc:  
Subject: FL PUC - ANNETTE CIMEUS (LD/SLAMMING) DUE 4/14/99  
Attachment: cimeus.doc  
Date: 4/14/99 9:48 AM

All:

Please see the attached draft letter in response to the complaint filed with the FL PUC by Ms. Cimeus. Ms. Cimeus complained her long distance service provider was changed without authorization.

Snyder generated FIVE LOAs. Please note, I found no record of the LOA(s) in ECR and have requested PSF fax them over. Regulatory, if you did not receive a copy either, please advise and I will fax my copy over when I receive them. The LOA which activated service is dated 5/9/98.

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PSF tried to contact Ms. Cimeus to discuss the complaint and left a message for her to return the call.

LEC: OOF - Unknown / Disposition of Rep: ID# 11859 Supervisor: ID# 21169 - No reference in Oasis closure email. However, per verbal from PSF and Regulatory, all Snyder FL Foot sales terminated. However, verbiage seemed inappropriate at this time since we are not really agreeing that the service was changed without authorization until PSF is able to discuss the complaint with Ms. Cimeus. Reference to the clause will only confuse the matter at this time.

If there are any major additions or amendments to this draft letter, please refer the revisions to Susan Robinson for review prior to sending to the government agency to ensure agreement.

Please call me if you require additional information or assistance.

Thank you!

12555



Susan Robinson-Staff Administrator/Specialist  
GTECC Executive Customer Relations  
Telephone: 972/465-4524  
Toll Free: 1/888-483-5227  
Fax: 972/465-4823  
Internet Email Address: robinson.susan@telops.gte.com  
Mailcode: HQK03D66

Docket No. 990362-T1  
Exhibit REP-22  
Page 11

# GTE Long Distance Provider Change Form

NAME ANNETTE CINCUS  
 First Name Last Name  
 NAME ANNETTE CINCUS  
 First Name Last Name  
 Street Address 1095 HILL STREET Apt. # H1015P  
 City NORTH HAMPTON State FL Zip 32161  
 HOME PHONE NUMBER TO BE CHANGED 305 - 945 - 2148  
 Additional Numbers 6990

Customer SSN 589-54-6930

If no Social Security number please provide a driver's license number.

I affirm that I am authorized to make long distance provider selections for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate any one long distance provider as my primary service for each of those services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Customer Signature ANETTE CINCUS Today's Date 5-9-95

# GTE Long Distance Order Form

- ☒ Yes, switch me to GTE Long Distance Service.  
☐ Yes, switching to Local Toll Service if available in my area.

## INTERNATIONAL

☒ International Calling Plan (32 monthly fee)  
 Country Called ITALY

304  
DELTARATE/360

## DOMESTIC

☐ Easy Savings Plan

☐ Total Call 200

## MISCELLANEOUS

☐ Calling Card

☐ Call Me Toll-Free (With Total Call Only)

600

NOTE: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards.  
 Member's Maiden Name \_\_\_\_\_ (To be used for security purposes when requesting charges to your account.)

INTERNAL USE ONLY												CC: _____ Agent Code: _____	
REP ID	<u>11859</u>										PROMO		
SUP ID	<u>21-619</u>										PROMO		
EVENT ID	<u>21021</u>										PROMO		
VERIFICATION #											DATE		
LANGUAGE	ENG	MAN	CAN	JPN	KOR	POL	POR	RLS	SPN	TAG	VIN	GUW	
PREFERENCE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Thank you for selecting GTE Long Distance.  
 Your service will normally return business days to be effected.

12550



APR -14 99 (WED) 10:45  
APR -14 99 (WED) 10:26  
FROM : TDEC

972 465 4825  
LD FULFILLMENT  
JUL 19 99 FAX 3015718209

TEL: 972 465 4825  
TEL: 972 718 0236

Docket No. 990362-TI  
Exhibit REP-22  
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PHONE NO. :

Apr. 01 1999 01:53PM P2



# Long Distance Provider Change Form - Residential Only

## Forma Para Cambiar de Compañia de Servicio de Larga Distancia.

If this is a second-time sale, please check here ☐

NAME/  
NOMBRE

Home or Phone  
SIN/Número en  
Código telefónico

Service Address/  
Dirección de  
Servicio

City/Ciudad

HOME PHONE NUMBER/  
NÚMERO DE TELÉFONO  
PRINCIPAL

Additional Number/  
Número de Teléfono  
Adicional

Customer SSN/  
Número de Seguro  
Social del Cliente

I affirm that I am authorized to make long distance provider changes for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los número(s) telefónico(s) arriba mencionados. Entiendo que puede haber algún costo por el servicio de estos cambios, pero GTE Long Distance me reembolsará todo o parte de ese costo. También entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de esos servicios por cada número telefónico, y que puede haber un costo por cambiar a mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature/Firma del Cliente

Today's Date/Fecha de Hoy



# Long Distance Order Form

## Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
Si, cambíame al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.  
Si, cambíame al servicio local de GTE si sea disponible en mi zona.

### INTERNATIONAL / INTERNACIONAL

☒ International Calling Plan (\$3 monthly fee)

Plan de Llamadas Internacionales (\$3 en tarifa mensual)

Country Called / País llamado

Philippines

304

### DOMESTIC / DOMÉSTICO

☐ Easy Savings Plan / Plan Ahorro Fácil

☐ Local Call / Llamada Local

200

### MISCELLANEOUS / OTRO

☐ Calling Card / Tarjeta de Llamadas Telefónicas

☐ Call Me Toll-free (With Toll Call Chgts)

\*Minimum \$10.00 (on minimums on domestic toll)

☐

I make at least \$10 in monthly long distance calls / Yo gasto aproximadamente \$10.00 en larga distancia por mes. ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.

\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name/APELLIDO MATERNO:

(To be used for security purposes when requesting changes to your account)  
(Se usará como medida de seguridad al pedir cambios en su cuenta)

ORIGINAL USE ONLY

REP ID

SUP ID

EVENT ID

VERIFICATION #

PROMO

PROMO

PROMO

DATE

OC

Verification #

12552

RX DATE/TIME : APR. -14' 99(WED) 10:37  
APR. -14' 99(WED) 10:45 972 465 4823  
APR. -14' 99(WED) 10:27 LD PULFILLMENT  
FROM TDEC FAX JUL16718208

972 465 4825

TEL: 972 465 4825  
TEL: 972 718 0236

Docket No. 990362-TI  
Exhibit REP-22  
Page 15  
F. 000

PHONE NO.

Apr. 01 1999 01:54PM #3



# Long Distance Provider Change Form - Residential Only Forma Para Cambiar de Compania de Servicio de Larga Distancia.

If this is a door-to-door sale,  
please check here ☐

CONTACT NAME/  
NOMBRE DEL  
CONTACTO

ANNETTE

CIMELIS

Name on Phone  
Bill/Nombre en  
la Cuenta Telefonica

ANNETTE

SIAM

Service Address/  
Direccion de  
Servicio

1095 NE 14th St NW

Ap. #  
# de Apto.

City/Ciudad

MIAMI

State/  
Estado

FL

Zip/  
Codigo Postal

33162

HOME PHONE NUMBER TO BE CHANGED/  
NUMERO DE TELEFONO PERSONAL QUE SERA CAMBIADO

305-946-2148

Additional Numbers to be  
changed/Numero de  
Numeros Adicionales que  
seran cambiados

For verification purposes only/sole para uso de verificacion

SSN

and first name of someone else in household/  
Y primer nombre de alguna otra persona en el hogar:

Driver's License Number/Numero de Licencia de Conducir

State/Estado

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of the fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los numero(s) telefonico(s) arriba mencionados. Entiendo que puede haber algun costo por el servicio de estos cambios, pero GTE Long Distance me reembolsara todo o parte de ese costo. Tambien entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de esos servicios por cada numero telefonico, y que puede haber un costo por cambiar a un proveedor original de larga distancia. GTE Long Distance es una division de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras companias en proveer sus servicios.

Customer Signature/Firma del Cliente

Annette Cimelis

Date/Fecha de Hoy

9/15/98



## Long Distance Order Form Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.

Si, cambie al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.

Si, cambie al servicio local de GTE si sea disponible en mi zona.

### INTERNATIONAL / INTERNACIONAL

☐ International Calling Plan / (\$3 MRC)

Plan de Llamadas Internacionales (\$3 de MRC)

Country Called / Pais llamado (Only applies to toll-free calls to the US)

☐ KIP II (\$3 MRC)

Talk in Asia (\$3 MRC)

☐ Mi Familia (\$3 de MRC)

### DOMESTIC / DOMESTICO

☐ Pay Savings Plan / Plan de Ahorro de Pagos

☒ Local Call / Llamada Local

### MISCELLANEOUS / OTRO

☐ Calling Card\* (Limit 2: \_\_\_ # of card)  
Univ. 2: \_\_\_ # de tarjetas

☐ In Touch/En Contacto

I make at least \$10 in monthly long distance calls / Yo hago aproximadamente \$10 en larga distancia por mes. ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.

\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefonicas de GTE Long Distance.

Mother's Maiden Name/Apellido Materno:

(To be used for security purposes/sole para uso de seguridad)

### INTERNAL USE ONLY

REP ID

1194414

VERIFICATION #

SUP ID

1092411

PROMO

CAMPAIGN

12553





GTE Service Corporation

600 Hidden Ridge  
Irving, TX 75038

HQE01G33

Complaints@list.tel.gte.com

Via Facsimile to  
850/413-6362

April 14, 1999

Ms. Elsie Akanbi  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Ms. Annette Cimeus  
1095 Northeast 145<sup>th</sup> Street  
North Miami, FL 33161  
Telephone: 305/945-2148  
Request Number: 2510051  
Received: March 30, 1999

Dear Ms. Akanbi:

GTE Long Distance (GTELD) has reviewed Ms. Cimeus' complaint. GTELD takes pride in providing its customers with the finest services in the industry and would never knowingly allow a customer's service to be switched without their consent.

In researching Ms. Cimeus' complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on June 2, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #11859, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Annette Cimeus, dated May 9, 1998, is shown on the LOA for the number above. On January 30, 1999, GTELD received an electronic deactivation request from Ms. Cimeus' local exchange company (LEC), and canceled the account.

A GTELD representative attempted to contact Ms. Cimeus to discuss the complaint and left a message for her, requesting a return call to GTELD Customer Relations representative, Elizabeth Garivay, at her toll free telephone number, 888/483-7770. The current balance on the account is \$721.51 for calls made during the period of October 29, 1998 through January 2, 1999. Due to the balance due on the account, GTELD is unable to resolve this matter without first speaking with Ms. Cimeus. Ms. Cimeus should contact Ms. Garivay as soon as possible.

12544

Ms. Elsie Akanbi  
April 14, 1999  
Page 2

GTELD has very high ethical standards and guidelines and does not condone any unauthorized changes in a customer's service by its own employees, its contracted vendors, or their employees. If GTELD finds the LOA was generated by one of our sales agent's employees, without the customer's consent, GTELD demands the sales agent take appropriate disciplinary action against the employee, up to and including termination. When Ms. Cimeus' complaint was brought to GTELD's attention, a copy of the LOA was sent to the sales agent for review with the sales representative who generated the LOA and service activation request.

GTELD apologizes for any inconvenience Ms. Cimeus may have experienced due to the actions of its sales agent. GTELD prides itself on being a World-Class service provider and is taking steps to try to ensure its sales agents comply with GTELD high standards and the sales agents are held accountable for the actions of their employees should those standards not be met.

GTELD added Ms. Cimeus' name and telephone number to the GTE Master Do Not Solicit list effective April 19, 1999. Please call me at 972/718-8948 if there is anything else I can do to assist you or Ms. Cimeus.

Sincerely,



Jane F. Lee  
Manager-Regulatory Accounting and Compliance

JFL:sar:sal  
Attachment

c: A. Cimeus (w/o attachment)



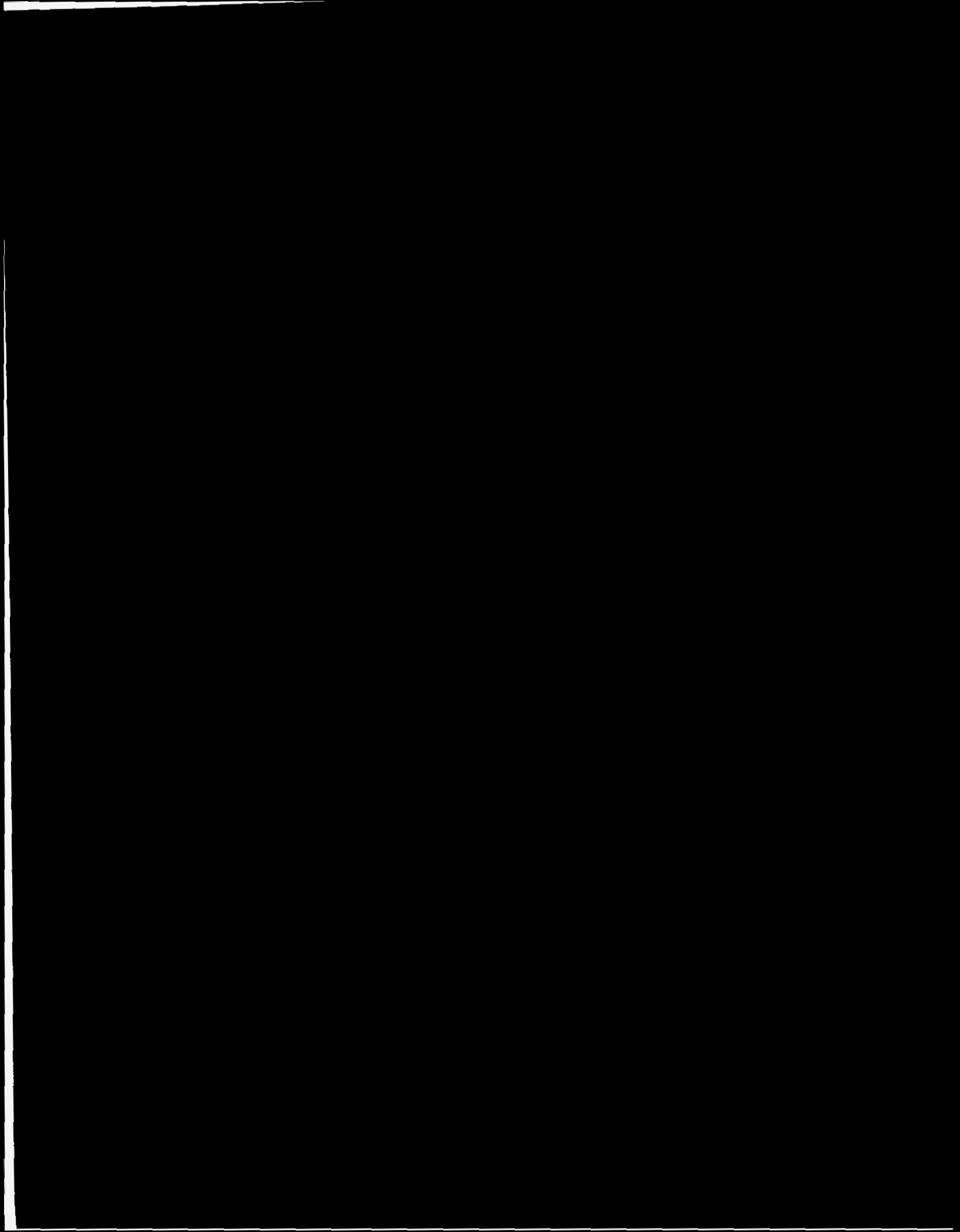


Exhibit REP-23  
Docket No. 990362-TI

## **FRAUD WITH DECEASED CUSTOMERS**



GTE Communications  
Corporation

8885 N. MacArthur Blvd.  
Irving, TX 75039-2443

HQE01G33

Via facsimile to  
850/413-6382

November 9, 1998

Ms. Kelly Biegalski  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: **Ms. Martina Devarona**  
1093 Southwest 29<sup>th</sup> Avenue  
Miami, FL 33184  
**Telephone: 305/220-3104**  
**Request Number: 2319301**  
**Received: October 20, 1998**

Dear Ms. Biegalski:

GTE Long Distance (GTELD) is a service mark of GTE Communications Corporation (GTECC).

GTELD has investigated the complaint listed above and is providing information on the results of this investigation. Ms. Devarona complained her long distance service provider was changed without authorization.

Our records indicate GTELD began providing interLATA service to the telephone number listed above on September 29, 1998, after a GTELD sales agent generated a Long Distance Provider Change Form (LOA), showing the signature of Jose Ballersteros, dated August 26, 1998, for the telephone number listed above. Marcello Devarona is listed on the LOA as the "Name on the Phone Bill." The text above the signature line of the form reads: "I affirm that I am authorized to make long distance provider decisions for the above telephone number(s)." A copy of the LOA is attached for your review. On October 8, 1998, GTELD received an electronic deactivation request from Ms. Devarona's local exchange company and canceled the account.

In response to the above complaint, a GTELD representative attempted to contact Ms. Devarona, but left a message on her answering machine to request the call be returned to GTELD's toll free number. GTELD issued credits totaling \$.56, representing 100% reimbursement for GTELD charges.

Ms. Kelly Biegalski  
November 9, 1998  
Page 2

GTELD also sent a copy of the LOA to its sales agent for review with the salesperson that generated the service activation request. Regrettably, GTELD is unable to investigate the matter further because the sales agent has informed GTELD the employee who processed the service activation request has been terminated from employment. Please contact me at 972/718-8948 if I may provide additional information or assistance.

Sincerely,



Jane F. Lee  
Section Manager-  
Regulatory Accounting and Compliance

JFL:sar:sal  
Attachment

c: M. Devarona

# **GTE** Long Distance Provider Change Form - Residential Only Forma Para Cambiar de Compañía de Servicio de Larga Distancia.

If this is a door-to-door sale, please check here ☐

CONTACT NAME / NOMBRE DEL CONTACTO  
First Name / Primer Nombre: JOSE Last Name / Apellido: GALLESTEROS

Name on Phone Bill / Nombre en cuenta telefónica  
First Name / Primer Nombre: MARCELO Last Name / Apellido: DE VARGONA

Service Address / Dirección de Servicio  
1093 SW 129 Ave Apt. # 8 de Apt. 8

City / Ciudad: MIAMI State / Estado: FL Zip / Código Postal: 33184

HOME PHONE NUMBER TO BE CHANGED / NÚMERO DE TELÉFONO PRINCIPAL QUE SERÁ CAMBIADO  
305-220-3104

Additional Numbers / Números de Teléfono Adicionales  
For verification purposes only / solo para uso de verificación  
SSN: 492-36-5617

and/or name of someone else in household / Y/o nombre de alguna otra persona en el hogar: Martina

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los números telefónicos arriba enlistados. Entiendo que puede haber algún costo por el servicio de estos cambios, pero GTE Long Distance me reembolsará toda o parte de ese costo. También entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de los servicios por cada número telefónico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature / Firma del Cliente: [Signature] Today's Date / Fecha de Hoy: 8-26-98

## **GTE** Long Distance Order Form Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
Sí, cambíame al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.  
Sí, cambíame al servicio local de GTE si sea disponible en mi zona.

### INTERNATIONAL / INTERNACIONAL

☐ International Calling Plan I (\$3 MRC)  
Plan de Llamadas Internacionales (\$3 de MRC)  
Country Codes / País llamados (Only applies to IC / Solo aplica al IC)  
☐ IC II (\$3 MRC) / IC II (\$3 de MRC)  
☐ Talk to Asia (\$3 MRC)  
Hablando a Asia (\$3 de MRC)

### DOMESTIC / DOMESTICO

☐ Easy Savings Plan / Plan Más Fácil Para Ahorrar  
☒ Toll Call / Llamada Total  
360 AREA FREE

### MISCELLANEOUS / OTRO

☐ Calling Card\* (Limit 2: 8 of cards)  
Límite 2: 3 de tarjetas  
☐ In Touch / En Contacto

I make at least \$10 in monthly long distance calls / Yo gasto aproximadamente \$10.00 en larga distancia por mes. ☒ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.  
\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno: Gallistero (To be used for security purposes / solo para uso para propósitos de seguridad)

### INTERNAL USE ONLY

REP ID: 03764  
SUP ID: 02720  
EVENT ID: 001

VERIFICATION #  
PROMO  
FOOC

CAMPAIGN: 01  
DATE:



# Long Distance Provider Change Form - Residential Only

Forma Para Cambiar de Compania de Servicio de Larga Distancia.

If this is a second change, please check here ☐

NAME	DELA ROSA
First Name/Primer Nombre	DELA ROSA
Last Name/Apellido	DELA ROSA
Address	10913 GALT
City/Ciudad	WILMINGTON
State/Estado	DE
Zip/Código Postal	28404
Service	Long Distance
Direction of Service	Outgoing
Account Number	305-220-3104
Account Name	DELA ROSA
Account Address	10913 GALT
Account City/Ciudad	WILMINGTON
Account State/Estado	DE
Account Zip/Código Postal	28404

HOME PHONE NUMBER: 305-220-3104

NUMBER OF LINES: 1

ADDITIONAL NUMBER: 300-42827

NAME OF COMPANY: DELA ROSA

ADDRESS: 10913 GALT

CITY: WILMINGTON

STATE: DE

ZIP: 28404

SERVICE: Long Distance

DIRECTION OF SERVICE: Outgoing

ACCOUNT NUMBER: 305-220-3104

ACCOUNT NAME: DELA ROSA

ACCOUNT ADDRESS: 10913 GALT

ACCOUNT CITY: WILMINGTON

ACCOUNT STATE: DE

ACCOUNT ZIP: 28404

I affirm that I am authorized to make long distance provider selection for the above telephone number(s). I understand that there may be a service fee for making a change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services and that there may be a fee for changing back to my original provider. GTE Long Distance provides a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services. I agree that any authorized party may make decisions as to the long distance service for the number(s) listed above. Entiendo que puedo designar un proveedor de servicio de larga distancia para cada uno de los servicios por cada número telefónico, y que puedo haber un costo por cambiar a otro proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios. De esta manera, cualquier parte autorizada puede tomar decisiones acerca del servicio de larga distancia para los números telefónicos arriba anotados. Entiendo que puedo designar un proveedor de servicio de larga distancia para cada uno de los servicios por cada número telefónico, y que puedo haber un costo por cambiar a otro proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature/Nombre del Cliente: DELA ROSA

Today's Date/Fecha de Hoy: 6-22-98

**Long Distance Order Form**

**Forma Para Ordenar de Servicio de Larga Distancia**

Yes, switch me to GTE Long Distance Service. ☐ Yes, switch me to Local Toll Service. If available in my area. ☐

Si, cambie a servicio GTE Long Distance. ☐ Si, cambie a servicio local de GTE si sea disponible en mi zona. ☐

**INTERNATIONAL / INTERNACIONAL**

International Calling Plan (\$3 monthly fee) ☐ Long Distance International (\$3 monthly fee) ☐

For a complete international list (300-42827) ☐

Country Called / País llamado: 300

Total Call / Llamada Total: 203

Call Me Toll-Free (With Toll Call Only) ☐ Call Me Toll-Free (Without Toll Call) ☐

Ustedme Sin Cobro (Llamadas con Llamada Local) ☐

**MISCELLANEOUS / OTRO**

Calling Card / Tarjeta de Llamadas Telefónicas ☐ Long Distance Card / Tarjeta de Llamadas de Larga Distancia ☐

I make a total \$10 in monthly long distance calls / Yo hago aproximadamente \$10.00 en larga distancia por mes. ☐ Yes ☐ No

\*You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service. \*Usted tiene que obtener el servicio de Larga Distancia para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

\*Not used here to obtain service de Larga Distancia para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Do not use for security purposes when requesting charges to your account. (Se usará como medida de seguridad al pedir cargos en su cuenta.)

**INTERNAL USE ONLY**

REP ID: 019948

SUP ID: 15262

PROMO: 0101

PROMO: 0101

PROMO: 0101

DATE: 0101

VERIFICATION # 0101

LANGUAGE ENG MAN CAN JPN KAN KOR RUS SPN AG YTN GU ☐

REFERENCE ☐

13524

November 9, 1998  
RE: MARTINA DEVARONA

bc: Distribution List

(All w/Attachment)

Theresa Beaumont - HQK02D81 - Irving, TX  
Scott Booth - HQL12A57 - Irving, TX  
Karen Cureton - HQK03D90 - Irving, TX  
Ann Fields - HQK03A09 - Irving, TX  
David Gudino - HQK03B67 - Irving, TX  
John Havens - HQK03B01 - Irving, TX  
Kevin Snyder - HQL14C02 - Irving, TX



GTE Communications  
Corporation

6685 N. MacArthur Blvd.  
Irving, TX 75039-2443

November 9, 1998

HQE01G33

Via facsimile to  
850/413-6362

Ms. Kelly Biegalski  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: **Ms. Martina Devarona**  
1093 Southwest 29<sup>th</sup> Avenue  
Miami, FL 33184  
**Telephone: 305/220-3104**  
**Request Number: 2319301**  
**Received: October 20, 1998**

Dear Ms. Biegalski:

GTE Long Distance (GTELD) is a service mark of GTE Communications Corporation (GTECC).

GTELD has investigated the complaint listed above and is providing information on the results of this investigation. Ms. Devarona complained her long distance service provider was changed without authorization.

Our records indicate GTELD began providing interLATA service to the telephone number listed above on September 29, 1998, after a GTELD sales agent generated a Long Distance Provider Change Form (LOA), showing the signature of Jose Ballersteros, dated August 26, 1998, for the telephone number listed above. Marcello Devarona is listed on the LOA as the "Name on the Phone Bill." The text above the signature line of the form reads: "I affirm that I am authorized to make long distance provider decisions for the above telephone number(s)." A copy of the LOA is attached for your review. On October 8, 1998, GTELD received an electronic deactivation request from Ms. Devarona's local exchange company and canceled the account.

In response to the above complaint, a GTELD representative attempted to contact Ms. Devarona, but left a message on her answering machine to request the call be returned to GTELD's toll free number. GTELD issued credits totaling \$.56, representing 100% reimbursement for GTELD charges.



Ms. Kelly Biegalski  
November 9, 1998  
Page 2

GTELD also sent a copy of the LOA to its sales agent for review with the salesperson that generated the service activation request. Regrettably, GTELD is unable to investigate the matter further because the sales agent has informed GTELD the employee who processed the service activation request has been terminated from employment. Please contact me at 972/718-8948 if I may provide additional information or assistance.

Sincerely,



Jane F. Lee  
Section Manager-  
Regulatory Accounting and Compliance

JFL:sar:sal  
Attachment

c: M. Devarona

**GTE** Long Distance Provider Change Form - Residential Only  
Forma Para Cambiar de Compañia de Servicio de Servicio de Larga Distancia.

CONTACT NAME/ NOMBRE DE CONTACTO: JOSE  
Last Name/Nombre: JOSE  
First Name/Primer Nombre: JOSE

NAME ON PHONE BILL/Nombre en la Cuenta de Telefonos: MARCELO  
Last Name/Nombre: MARCELO  
First Name/Primer Nombre: MARCELO

SERVICE ADDRESS/ DIRECCION DE SERVICIO: 11093 SW 129th Ave  
City/Ciudad: MIAMI

ZIP/Codigo Postal: 33187  
State/Estado: FL

HOME PHONE NUMBER TO BE CHANGED/ NUMERO DE TELEFONO PRINCIPAL QUE SE VA CAMBIAR: 305-220-3104

Additional Number/ Numero de telefono: 492-3617  
SSN: 492-3617

For verification purposes only/ solo para uso de verificación:  
and/or name of someone else in household/ y/o nombre de alguien otra persona en el hogar: Natasha

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Quiero que voy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los números telefónicos arriba enumerados. Entiendo que puede haber un cargo por el servicio de larga distancia por cada uno de los servicios por cada número telefónico, y que puede haber un costo por cambiar de proveedor original de larga distancia. El servicio de larga distancia es una división de la GTE Communications Corporation. La GTE Communications Corporation utiliza las facilidades de otras compañías en proveer los servicios.

Customer Signature/Firma del Cliente: MARCELO DE VERA  
Today's Date/Fecha de Hoy: 8-26-98

**GTE** Long Distance Order Form  
Forma Para Ordenar de Servicio de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
☐ Yes, switch me to Local Toll Service\* if available in my area.

INTERNATIONAL / INTERNACIONAL DOMESTIC / DOMESTICO MISCELLANEOUS / OTRO

International Calling Plan (\$3 MCI)  
Plan de llamadas internacionales (\$3 de MCI)  
Country Code / País (solo aplica a 101/ solo aplica a 101)  
Hollande e Asia (\$3 de MCI)  
Asia e Asia (\$3 de MCI)  
Hollande e Asia (\$3 de MCI)

Early Savings Plan / Plan de ahorro temprano  
Total Call / Llamada total  
360 minutes FREE  
In Touch/En Contacto  
Limit 2: 3 de tarjetas  
Limit 2: 3 de tarjetas

I make at least \$10 in monthly long distance calls / Yo hago aproximadamente \$10.00 en largas distancias por mes.  
Yes ☒ No ☐  
\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.  
Nota: Usted tiene que obtener el servicio de servicio de larga distancia de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Maternal's Maiden Name/Apellido Materno: JOSE  
To be used for security purposes/ solo para uso de seguridad de seguridad

INTERNAL USE ONLY  
REF ID: 03764  
SUP ID: 02720  
PROMO: 01  
DATE: 01  
CAMPAIGN: 01

EVENT ID: 0101  
LANGUAGE: ENG MAN CAN JPN KIN POL RUS TAG VIN GU  
13528

DI VARONA, MARTINA

1093 S.W. 29TH AVENUE

City Miami Zip 33184 County DADL

Number

Name MARTINA DEVARONA

Company GTE Communications Corporation

Attn. Bob Robinson 2319301

Consumer's Telephone # (305) 220-3104

Can Be Reached

Note

Informal Conf. Outreach N RLF BY OTIL AG / C OFF

Request No. 2319301

By KBB Time 3:16 PM Date 10/20/1998

To KBB Time LAX Date 10/20/1998

Type S Form MAIL

Category

Infraction

Closed by KBB Date / /

Reply Received

0/20/98 received letter from customer stating her long distance service was changed without authorization. Please investigate this account provide method used to obtain authorization according to Rule 25-4.118, Florida Administrative Code. In addition, the welcome letter received by the customer states welcome to GTE Long Distance. According to our records GTE Long Distance is not a legitimated name. It has been changed to GTE Communications Corp.

Please provide a written response to staff by November 4, 1998. My telephone number is (850) 413-6546; fax (850) 413-6547; email address biegal@psc.state.fl.us

## CONSUMER REQUEST

## FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL 32399-0850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

KELLY BIEGALSKI

DOI: 11/04/1998

13529

Docket No. 990362-T  
Exhibit REP-23  
Page 9

## TRANSACTION REPORT

Transmission

Transaction(s) completed

NO.	TX DATE/TIME	DESTINATION	DURATION	PGS.	RESULT	MODE
137	NOV. 9 19:15	918504136362	0' 01' 18"	003	OK	Normal

GTE Communications  
Corporation6665 N. MacArthur Blvd.  
Irving, TX 75039-2443

HQE01G33

Via facsimile to  
850/413-8362

November 9, 1998

Ms. Kelly Biegalski  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Ms. Martina Devarona  
1093 Southwest 29<sup>th</sup> Avenue  
Miami, FL 33184  
Telephone: 305/220-3104  
Request Number: 2319301  
Received: October 20, 1998

Dear Ms. Biegalski:

GTE Long Distance (GTELD) is a service mark of GTE Communications Corporation (GTECC).

GTELD has investigated the complaint listed above and is providing information on the results of this investigation. Ms. Devarona complained her long distance service provider was changed without authorization.

Our records indicate GTELD began providing InterLATA service to the telephone number listed above on September 29, 1998, after a GTELD sales agent

13530

## TRANSACTION REPORT

Transmission

Transaction(s) completed

NO.	TX DATE/TIME	DESTINATION	DURATION	PGS.	RESULT	MODE
136	NOV. 9 19:14	425 261 5262	0' 00' 31"	002	OK	N ECM

**FAX MESSAGE TO FOLLOW**

RE: Copy of the complaint letter



**GTE Business Development & Integration**  
**Regulatory Accounting & Compliance**  
600 Hidden Ridge Drive  
Irving, Texas 75038  
P.O. Box 152092  
Irving, Texas 75015-2092

DATE SENT \_\_\_\_\_

TIME SENT \_\_\_\_\_

NUMBER OF PAGES \_\_\_\_\_  
(EXCLUDING COVER SHEET)

To:

Name

Phone No.

Fax No.

Lida Tong

425/261-5262

From:

Jennifer Legner

972/718-4081

972/718-3908

Regulatory Accounting &amp; Compliance

Mailed to: 10/02/98

13531

# STATE OF FLORIDA



## PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

---

To: ~~Bob Robinson 2319301~~ Karen Cureton  
From: Kelly Biegalski-CAF

Date: 10-20-98

Page 1 of 2

---

Please contact Consumer Affairs at (904)413-6100 if you have any fax problems. If you have questions regarding complaint, contact the analyst named in the right-hand corner of the form. Thank you.

## TRANSACTION REPORT

Transmission

Transaction(s) completed.

NO.	TX DATE/TIME	DESTINATION	DURATION	PGS.	RESULT	MODE
627	OCT. 20 16:04	972 465 4823	0' 00' 34"	002	OK	N ECM

To: Bob Robinson231930I

From: Kelly BiegalskiCAF

10-20-98 3:26pm p. 1 of 2

## STATE OF FLORIDA



## PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850To: Bob Robinson231930I *Karen Cureton*  
From: Kelly BiegalskiCAF

Date: 10-20-98

Page 1 of 2

Please contact Consumer Affairs at (904)413-6100 if you have any fax problems. If you have questions regarding complaint, contact the analyst named in the right-hand corner of the form. Thank you.

To: Chiara Hamilton@CO.LDSVCS.4, Christi Gary@REGA.FLMG.BHQE, Karen  
Cureton@CO.LDSVCS.4, Larry Commons@CO.LDSVCS.4, Reggie  
Walker@CO.LDSVCS.4, Sara Lauer@PLNPLCY.ACC  
From: Susan Robinson@CO.LDSVCS.4

Docket No. 990362-T1  
Exhibit REP-23  
Page 14

Cc:  
Bcc:  
Subject: FL PUC - MARTINA DEVARONA (LD/SLAMMING) DUE 11/4 EXT 11/9  
Attachment: devarona.doc  
Date: 11/9/98 11:20 AM

All:

Please see the attached draft letter in response to the complaint filed with the FL PUC by Ms. Devarona. Ms. Devarona complained her long distance service provider was changed without authorization.

Snyder generated the LOA.

GTELD canceled service (LEC transaction request) and issued full credit. No mention was made of reimbursement of switching fees. David was unable to speak with Ms. Devarona and left a message on her answering machine to request the call be returned. According to David, there is a note on the voucher on the account stating that Marcello Devarona is deceased.

Out-of-franchise - LEC unknown

There are 2 LOA for the Ms. Devarona's BTN. David faxed them to your office on 10/22.

Disposition of the rep is not available in Oasis at this time.

Please note, Jane Lee advised that she was going to have your office add a reference to the inquiry regarding the use of GTE Long Distance as the name on our Welcome Letters. I advised Jane that I would leave it off of my draft as she advised that she had already provided instruction on the verbiage to be used.

Please advise if you require additional information or assistance.

Susan





GTE Communications  
Corporation

6665 N. MacArthur Blvd.  
Irving, TX 75039-2443

November 13, 1998

HQE01G33

Via facsimile to  
850/413-6363

Ms. Noelia Santiago  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: **Ms. Audrey Roth**  
8620 Southwest 118 Street  
Miami, FL 33156  
**Telephone: 305/235-0765**  
**Request Number: 2325911**  
**Received: October 26, 1998**

Dear Ms. Santiago:

GTE Long Distance (GTELD) has investigated the complaint listed above and is providing information on the results of this investigation. Ms. Roth complained her long distance service provider was changed without authorization.

Our records indicate GTELD began providing service to the telephone number listed above on September 23, 1998, after a GTELD sales agent generated a Long Distance Provider Change Form (LOA), showing the signature of Ruth Wallace for Raymond Roth, dated September 7, 1998, for the telephone number listed above. Raymond Roth is listed on the LOA as the "Name on the Phone Bill." The text above the signature line of the form reads: "I affirm that I am authorized to make long distance provider decisions for the above telephone number(s)." A copy of the LOA is attached for your review. On October 28, 1998, GTELD received an electronic deactivation request from Ms. Roth's local exchange company and canceled the account.

In response to the above complaint, a GTELD representative contacted Ms. Roth, who indicated she did not know anyone by the name of Ruth Wallace, the social security number on the LOA was not hers and she did not authorize the change in her long distance service provider. GTELD issued credits, totaling \$.88, representing 100% reimbursement for the GTELD charges.

Ms. Noelia Santiago  
November 13, 1998  
Page 2

GTELD also sent a copy of the LOA to its sales agent for review with the salesperson that generated the service activation request. Regrettably, GTELD is unable to investigate the matter further because the sales agent has informed GTELD the employee who processed the service activation request has been terminated from employment. Please contact me at 972/718-8948 if I may provide additional information or assistance.

Sincerely,



Jane F. Lee  
Section Manager-  
Regulatory Accounting and Compliance

JFL:sar:sal  
Attachment

c: A. Roth

**GTE** Long Distance Provider Change Form - Residential Only  
Forma Para Cambiar de Compañía de Servicio de Larga Distancia.

If this is a do-over/redo case, please check here.

CONTACT NAME / NOMBRE DEL CONTACTO Plinth LAST NAME / Apellido Wallace

NAME ON PHONE BILL / Nombre en cuenta telefónica Raymond LAST NAME / Apellido Plinth

SERVICE ADDRESS / Dirección de Servicio 8620 SW 118 Street Apt. # 8 de Apt. 8

CITY / Ciudad Miami State / Estado FL Zip / Código Postal 33156

HOME PHONE NUMBER TO BE CHANGED / NÚMERO DE TELÉFONO DOMICILIO QUE SE VA CAMBIAR 305-235-0765

Additional Numbers to be changed / Informar de teléfonos adicionales que van a ser cambiados \_\_\_\_\_

For verification purposes only/ solo para uso de verificación: ESN 264-47-6305 and first name of someone else in household / Y primer nombre de alguna otra persona en el hogar Audrey

Drivers License Number / Número de Licencia de Conducir \_\_\_\_\_ State / Estado \_\_\_\_\_

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Oswado que estoy autorizado/a para tomar decisiones acerca del servicio de larga distancia para los número(s) telefónico(s) arriba anotados. Entiendo que puede haber algún costo por el servicio de estos cambios, pero GTE Long Distance me reembolsará todo o parte de ese costo. También entiendo que ya puedo designar solamente un proveedor de servicio de larga distancia para cada uno de esos servicios por cada número telefónico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature / Firma del Cliente For Raymond & Kathryn Wallace Date / Fecha de Hoy 9-7-98

**GTE** Long Distance Order Form  
Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
Si, combíame al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.  
Si, combíame al servicio local de GTE si sea disponible en mi zona.

INTERNATIONAL / INTERNACIONAL

- ☐ International Calling Plan (\$3 MNC)  
Plan de Llamadas Internacionales (\$3 de MNC)
- ☐ Country Call / Paga lo que sea / Paga según lo que sea / Paga según lo que sea
- ☐ ICN II (\$3 MNC) / ICN II (\$3 de MNC)
- ☐ Talk to Asia (\$3 MNC)  
Hablando a Asia (\$3 de MNC)
- ☐ Hi Familia (\$3 de MNC)

DOMESTIC / DOMESTICO

- ☐ Easy Savings Plan / Plan Más Fácil Para Ahorrar
- ☒ Total Call / Llamada Total 360 minutes

MISCELLANEOUS / OTRO

- ☐ Calling Card\* (Limit 2: \_\_\_\_\_ # of cards)  
Límite 2: \_\_\_\_\_ # de tarjetas 400
- ☐ In Touch / En Contacto 800

I make at least \$18 in monthly long distance calls / Yo gasto aproximadamente \$18.00 en larga distancia por mes. ☒ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.

\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno Anderson (To be used for security purposes/ solo para uso para propósitos de seguridad)

INTERNAL USE ONLY

REP ID 04392

SUP ID 02720

EVENT ID 02911

VERIFICATION # \_\_\_\_\_

PROMO \_\_\_\_\_

PGOC \_\_\_\_\_

CAMPAIGN \_\_\_\_\_

11/13/98: Report Received: GTELD representative contacted Ms. Roth, who indicated she did not know anyone by the name of Ruth Wallace, the social security number on the LOA was not hers and she did not authorize the change in her long distance provider. A credit in the amount of \$.88 was issued to the customer's account. The credit should appear within one to three billing cycles. NJS

02/01/99: A closure letter will be forward to the customer by mail.

This inquiry is closed.

Instructions for subscribing, unsubscribing, and finding out who is on this list are available at <http://weblist.tel.gte.com/frontend/mliftii.html> or by sending an e-mail to [list-manager@list.tel.gte.com](mailto:list-manager@list.tel.gte.com).

11/9/98 - Called customer, spoke with Ms. Roth, advised her of all the above. She stated she did not know Ruth Wallace (who filled out and signed the LOA), and would never sign anything to switch her carrier. The SSN is not hers. Also, her husband has been deceased for several years, so she would never have the bill put in his name. Advised customer she would receive copy of LOA and written response to PUC. Customer is satisfied.

OOF

David

=====  
Administrator/LD PSF - HQW01M55  
Phone: 972/718-5361 Fax: 972/718-0236  
david.kemp@telops.gte.com  
=====



Exhibit REP-24  
Docket No. 990362-TI

## ZIELEWICZ FORGERY



800 Hidden Page  
Faxing TX 75033

HQE01G33

Complaints@list.tel.gte.com

Via Facsimile to  
850/413-6362

April 26, 1999

Ms. Elsie Akanbi  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Mr. Jan Zielewicz  
2500 Northeast 135<sup>th</sup> Street, #306  
North Miami, FL 33181  
Telephone: 305/956-9589  
Request Number: 2527651  
Received: April 9, 1999

Dear Ms. Akanbi:

GTE Long Distance (GTELD) has reviewed Mr. Zielewicz's complaint. GTELD takes pride in providing its customers with the finest services in the industry and would never knowingly allow a customer's service to be switched without their consent.

In researching Mr. Zielewicz's complaint, our records indicate GTELD began providing interLATA long distance service to telephone number above on August 24, 1998. GTELD began providing service after receiving a Long Distance Provider Change Form (LOA) from GTELD sales agent, Snyder Communications. Snyder's sales representative, #18969, generated the LOA, and purportedly, verified the order before submitting the LOA to GTELD for processing. The name of Jan Zielewicz, dated August 5, 1998, is shown on the LOA for the number above. On December 10, 1998, GTELD received an electronic deactivation request from Mr. Zielewicz's local exchange company (LEC), and canceled the account.

A GTELD representative contacted Mr. Zielewicz, who indicated he did not authorize the change in his long distance service provider. GTELD issued credits totaling \$317.87, representing 100% reimbursement for the GTELD charges. GTELD is prepared to reimburse Mr. Zielewicz for any other carrier charges he may incur as a result of this transaction.



Ms. Elsie Akanbi  
April 26, 1999  
Page 2

Docket No. 990362-T1  
Exhibit REP-24  
Page 2

GTELD has very high ethical standards and guidelines and does not condone any unauthorized changes in a customer's service by its own employees, its contracted vendors, or their employees. If GTELD finds the LOA was generated by one of our sales agent's employees, without the customer's consent, GTELD demands the sales agent take appropriate disciplinary action against the employee, up to and including termination.

When Mr. Zielewicz's complaint was brought to the attention of GTELD, a copy of the LOA was sent to the sales agent for review with the sales representative who generated the LOA and service activation request. The sales agent has informed GTELD the employee who generated the service activation request was terminated from employment on November 16, 1998.

GTELD apologizes for any inconvenience Mr. Zielewicz may have experienced due to the actions of its sales agent. GTELD prides itself on being a World-Class service provider and is taking steps to try to ensure its sales agents comply with GTELD high standards and the sales agents are held accountable for the actions of their employees should those standards not be met.

GTELD added Mr. Zielewicz's name and telephone number to the GTE Master Do Not Solicit list, effective April 19, 1999. Please call me at 972/718-8948 if there is anything else I can do to assist you or Mr. Zielewicz.

Sincerely,

  
for Jane F. Lee  
Manager-Regulatory Accounting and Compliance

JFL:sar:cmg  
Attachment

c: J. Zielewicz (w/o attachment)



# Long Distance Provider Change Form - Residential Only

## Forma Para Cambiar de Compania de Servicio de Larga Distancia.

CONTACT NAME / NOMBRE DEL CONTACTO: LIAN WIELEWIL 2

NAME ON PHONE BILL / NOMBRE EN CUENTA TELEFONICA: SAME SAME

SERVICE ADDRESS / DIRECCION DE SERVICIO: 2500 N.E. 1135 STREET

CITY / CIUDAD: MIAMI STATE / ESTADO: FL ZIP / CODIGO POSTAL: 3318

HOME PHONE NUMBER TO BE CHANGED / NUMERO DE TELEFONO FAMILIAR QUE SERA CAMBIADO: 305-956-9589

Additional Numbers to be Changed / Números de Teléfono Adicionales que serán cambiados: \_\_\_\_\_

For verification purposes only / solo para uso de verificación:

SSN: 591-98-5965 and first name of someone else in household / Y primer nombre de alguna otra persona en el hogar: \_\_\_\_\_

Driver's License Number / Numero de Licencia de Conducir: \_\_\_\_\_ State / Estado: \_\_\_\_\_

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will reimburse me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizada/a para tomar decisiones acerca del servicio de larga distancia para los número(s) telefónico(s) arriba anotados. Entiendo que puedo haber algún costo por el servicio de estos cambios, pero GTE Long Distance me reembolsará todo o parte de ese costo. También entiendo que ya puedo designar solamente un proveedor de servicio de larga distancia para cada uno de esos servicios por cada número telefónico, y que puedo hacer un cambio por cambiar de una compañía original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las instalaciones de otras compañías en proveer sus servicios.

Customer Signature / Firma del Cliente: [Signature] Today's Date / Fecha de hoy: 8-5-98



# Long Distance Order Form

## Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service. / Si, combiame al servicio GTE Long Distance.

☒ Yes, switch me to Local Toll Service\* if available in my area. / Si, combiame al servicio local de GTE si sea disponible en mi zona.

### INTERNATIONAL / INTERNACIONAL

- ☐ International Calling Plan I (\$3 MRC)  
Plan de Llamadas Internacionales (\$3 de MRC)  
Country Called / País llamado (Only applies to ICP II / Solo aplica al ICP II)
- ☐ ICP II (\$3 MRC) / ICP II (\$3 de MRC)
- ☐ Talk to Asia (\$3 MRC)  
Hablando a Asia (\$3 de MRC) 3316
- ☐ Mi Familia (\$3 de MRC)

### DOMESTIC / DOMESTICO

- ☐ Easy Savings Plan / Plan Más Fácil Para Ahorrar
- ☒ Total Call / Llamada Total 240 mins

### MISCELLANEOUS / OTRO

- ☐ Calling Card\* (Limit 2: \_\_\_\_\_ # of cards)  
Límite 2: \_\_\_\_\_ # de tarjetas
- ☐ In Touch / En Contacto

I make at least \$10 in monthly long distance calls / Yo hago aproximadamente \$10.00 en larga distancia por mes. ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service

\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno: \_\_\_\_\_

(To be used for security purposes / solo será usado para propósitos de seguridad)

### INTERNAL USE ONLY

REP ID: 18769

SUP ID: 5255

EVENT ID: 004

VERIFICATION #: \_\_\_\_\_

PROMO: \_\_\_\_\_

FOOC: \_\_\_\_\_

### CAMPAIGN

Term 11/16/98

LANGUAGE PREFERENCE: ☒ ENG ☐ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUS ☐ SPN ☐ TAG ☐ VIN ☐ GUI

tscs934

OASIS CALL PRINT

DATE: 04/23/99 TIME: 17:56:5

Taken By: DSC PS MC #: PS990400144CM Call #: PS990400144CM

Phone #: 3059569539 Special : Region: OF  
Name: ZIELEWICZ, JAN  
Taken Date: 04/09/1999 Closed Date: 04/21/1999 Call Owner: EG  
Xref:  
Address  
2500 NE 135TH STREET, #306  
NORTH MIAMI FL 33181  
Class : PUC/PSC  
Subject : NEVER WANTED GTELD

Topic : NEVER ORD GTELD DOES NOT WANT

LOB : SNYDER

Root Cause: FRAUDULENT

Reg. Root Cause:

Res/Business: RESIDENTIAL

Verbal/Written WRITTEN

Keyword: FOOT

Carrier :

Product:

Major Bus:

CBR's

Phone # :

Fax#

Cell Phone #:

Pager#

Extra #1 :

Extra #2

Email ID :

Description:

02 - Switched to GTELD from AT&T without authorization. Cus

\*\*\* END \*\*\*

Received LOA, information is as follows...

NAME: JAN TIELEWILZ  
BILL NAME: JAN TIELEWILZ  
ADD: 2500 NE 135 ST, APT 306  
MIAMI, FL 33181  
PHONE: 305-956-9589  
SSN/DL#: 591-98-5965  
NHH: N/A  
SIGNED: J. TIELEWILZ  
DATED: 8/5/98  
CHANNEL: F  
MMN: N/A  
PLAN(s): TOTAL CALL W/240 FREE MINUTES.

Printer Port: LPT1:

Printed By: ROBINSON, SUSAN

tscs934

OASIS CALL PRINT

DATE: 04/23/99 TIME: 17:56:5

Taken By: DSC PS MC #: PS990400144CM Call #: PS990400144CM

Phone #: 3059569589 Special : Region: OF  
Name: ZIELEWICZ, JAN  
Taken Date: 04/09/1999 Closed Date: 04/21/1999 Call Owner: EG  
Xref:  
Address  
2500 NE 135TH STREET, #306  
NORTH MIAMI FL 33181  
Class : PUC/PSC  
Subject : NEVER WANTED GTELD  
Topic : NEVER ORD GTELD DOES NOT WANT  
LOB : SNYDER

Root Cause: FRAUDULENT  
Reg. Root Cause:  
Res/Business: RESIDENTIAL Verbal/Written WRITTEN  
Keyword: FOOT Carrier :  
Product: Major Bus:  
CBR's  
Phone # : Fax#  
Cell Phone #: Pager#  
Extra #1 : Extra #2  
Email ID :

Description:  
02 - Switched to GTELD from AT&T without authorization. Cus

I 6418744 8/21/98  
C 9664515 1/5/99

4/20/99 - called customer - says Last name spelled wrong,  
apt # wrong on 1st bill/ltr. neither one of Mr/Mrs ss# begins with 591.  
not his signature.  
Explained issuing full credit  
corrective action taken against rep.

\*\*\* call NCM and advise to pull from collections, this was a slamm and is  
being credited.

4/22/99 called NCM and they will pull from Collection Agency.

4/22/99 - customer in DNS as of 4/16/99

Printer Port: LPT1:

Printed By: ROBINSON, SUSAN



Exhibit REP-25  
Docket No. 990362-TI

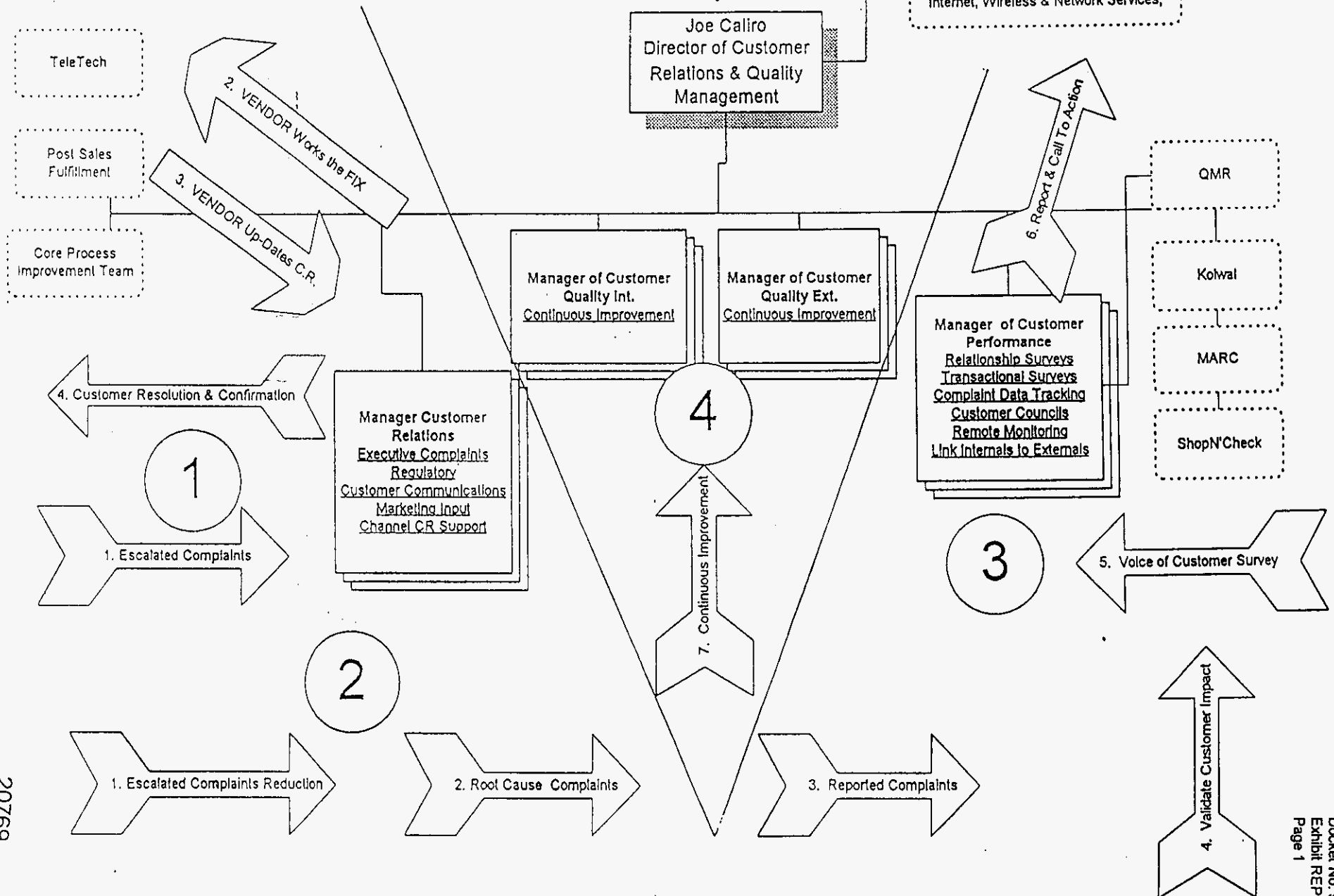
## CALIRO JOB DESCRIPTION

# GTECC Customer Relations & Quality Management

May 13, 1998

Joe Caliro  
Director of Customer  
Relations & Quality  
Management

GTECC Business, Consumer, LD,  
Internet, Wireless & Network Services,



20769

**Snyder Sales Order  
 Processing Flow - Attachment One**  
*Attorney Client Privileged Material*

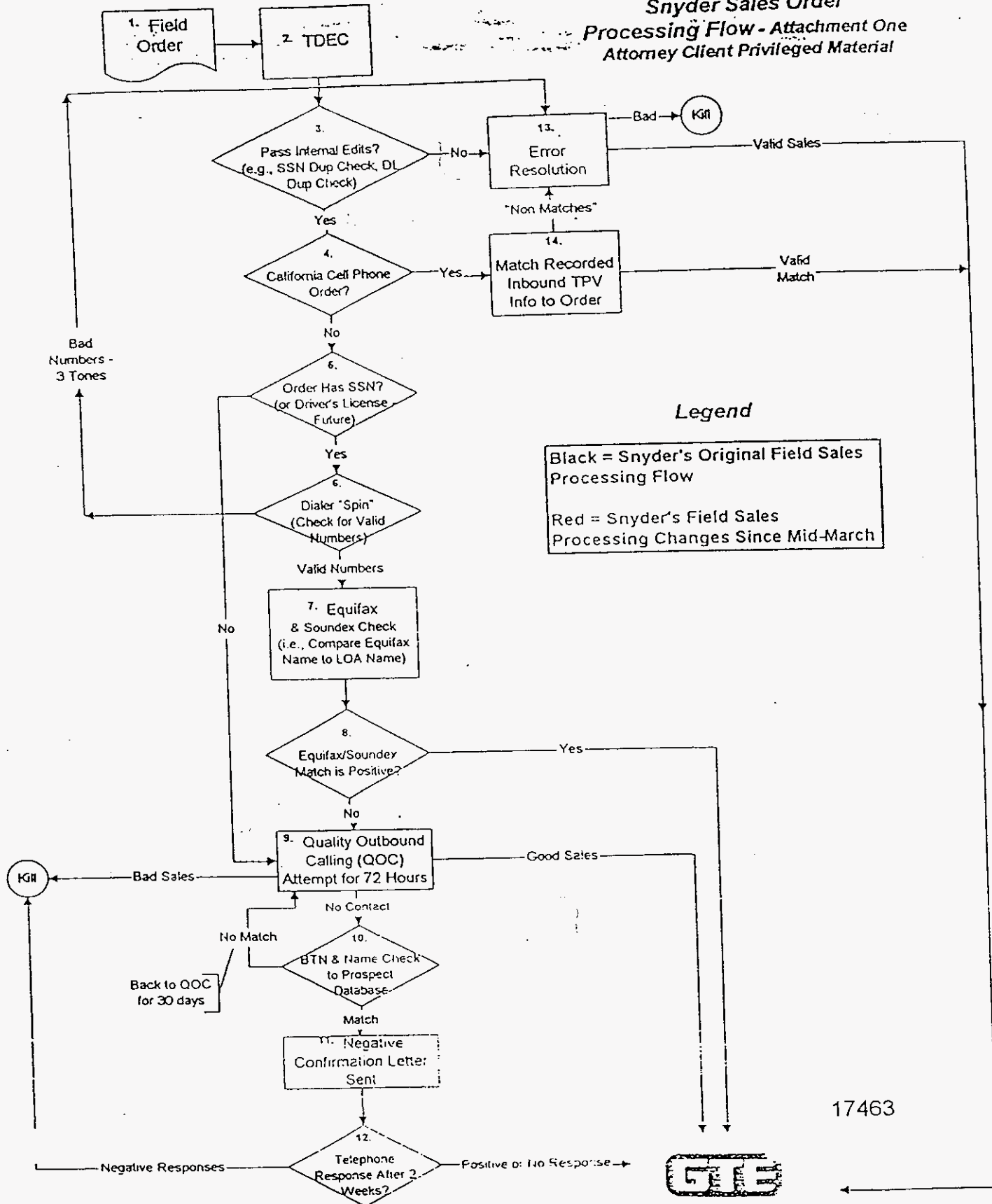






Exhibit REP-26  
Docket No. 990362-TI

**WITHHOLDING INFORMATION FROM COMMISSION**



HQE01G33

Complaints@list.tel.gte.com

Via facsimile to  
850/413-6362

August 18, 1999

Mr. Victor McKay  
Division of Consumer Affairs  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: **Ms. Myrtha Heusneaud-Metellus**  
7341 Harbour Boulevard  
Hollywood, FL 33023  
Telephone: 954/963-3381  
Request Number: 271176T  
Received: August 3, 1999

Dear Mr. McKay:

Thank you for referring Ms. Heusneaud-Metellus' complaint to my office. In response to your request for information regarding why Ms. Heusneaud-Metellus' service was switched to GTE Long Distance (GTELD), a copy of the Letters of Authorization are attached.

GTELD can neither confirm nor deny Ms. Heusneaud-Metellus' claim she did not authorize the orders that were purportedly, verified by its sales agent, Snyder Communications, and because of the misunderstanding, GTELD has issued credits totaling \$411.25, representing 100% reimbursement for the GTELD charges. A GTELD representative contacted Ms. Heusneaud-Metellus to discuss the complaint and provided the above explanation.

GTELD apologizes for any inconvenience Ms. Heusneaud-Metellus incurred as a result of this complaint. Please call me at 972/718-8948 if there is anything else I can do to assist you or Ms. Heusneaud-Metellus.

Sincerely,

Jane F. Lee  
Manager-Regulatory Accounting and Compliance

JFL:tsz:sar:cmg  
Attachments (2)

c: M. Heusneaud-Metellus (w/o attachments)

5 Docket No. 990362-TI  
Exhibit REP-26  
Page 2

NAME: MIRITHA METELIUS  
First Name: MIRITHA Last Name: METELIUS  
Name on Phone Bill: MIRITHA METELIUS  
Serv. of Address: 7341 HALLOWAY RD BLDG 1A Apt. #  
City: MIRAMAR State: FL Zip: 33028  
Home Phone Number to be Changed: 954-863-3381  
Additional Numbers:  
Customer SSN:

If no Social Security number please provide a driver's license number M 581-612-36-113

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Customer Signature Elizabeth Mettles Today's Date 03-27-98

**GTE** Long Distance Order Form

- ☒ Yes, switch me to GTE Long Distance Service.  
☐ Yes, switch me to Local Toll Service if available in my area.

INTERNATIONAL 302  
 International Coiling Plan (83 monthly fee)  
 Country Called Haiti  
360

DOMESTIC 200

☐ Easy Savings Plan

---

☒ Total Call

---

☐

MISCELLANEOUS

☒ Calling Cards **400** **401**

---

☐ Call Me Toll-Free (With Total Call Only)

☐ \_\_\_\_\_

☐ \_\_\_\_\_

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards.  
 Mother's Maiden Name: \_\_\_\_\_ (To be used for security purposes when requesting changes to your account.)

INTERNAL USE ONLY

REP ID: 112435

SUP ID: 92411

EVENT ID: 01041

VERIFICATION #: P.V.1111EX

LANGUAGE: ENG ☒ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUS ☐ SPN ☐ TAG ☐ VTN ☐ CLW ☐

PREFERENCE: ☒ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

PROMO:

PROMO:

PROMO:

DATE:

OC:  Reject Code:

Thank you for selecting GTE Long Distance.  
Your services will generally take ten business days to be activated.

6257

10-000000

301 571 1275 P. 14/35

P. 011

TEL: 972 718 0236

TO FULFILLMENT

182557877  
81:21 6661-01-1999  
500 - 10:58 (TUE) 99

Docket No. 990362-TI  
Exhibit REP-26  
Page 3

NAME: MYRTLE H. METALLUS  
First Name Last Name

NAME OF PHONE BLDG: SAME SAME  
First Name Last Name

Service Address: 7341 HARBOUR BLVD Apt. #  
City: MIRAMAR State: FL Zip: 331023

HOME PHONE NUMBER TO BE CHANGED: 954 - 963 - 3381

Additional Numbers:

554

§ no Social Security number please provide a driver's license number

making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that there may be a service fee for provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Customer Signature \_\_\_\_\_

Today's Date \_\_\_\_\_

**GTE** Long Distance Order Form

- ☒ Yes, switch me to GTE long Distance Service.  
☒ Yes, switch me to local Toll Service if available in my area.

## INTERNATIONAL

- ☐ International Calling Plan (\$3 monthly fee)  
Country Called \_\_\_\_\_

**DOMESTIC**

- ☐
- Easy Savings Plan

~~X~~ Total Call 360 min

### MISCELLANEOUS

- ☐ Calling Card  
\_\_\_\_\_
- ☐ Call Me Toll-Free (With Local Call Only)

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards.  
Mother's Maiden Name: \_\_\_\_\_ (To be used for security purposes when requesting changes to your account.)

INTERNAL USE ONLY

REP ID

SUP ID

EVENT ID

VERIFICATION #

LANGUAGE

PREFERENCE

11273

10169

0004

ENG

MAN

CAN

JPN

KAN

MOL

POS

RUS

SPN

TAG

VTN

GUI

PROMO

PROMO

PROMO

DATE

QC

Remit Code

Thank you for selecting GTE Long Distance.  
Your service will generally take ten business days to be activated.

6259

LAF 198

301 571 1275 P. 15/36

P. 013

TEL: 972 718 0236

CO FULFILLMENT

65:01 (EOE) 66:01 - 202

To: REG/ECR  
From: Susan Robinson@GMSO.CUSV.CSRA  
Cc:  
Bcc:  
Subject: Fl-PSC - Myrtha H-Metellus (LD/Slamming) 8/18/99  
Attachment: h:\metellus.doc  
Date: 8/18/99 3:28 PM

All:

Reviewed, edited, and forwarding draft for Travis. Rep status detail at the very bottom...it just came in at 3:20.

Thank you!

Susan Robinson-Staff Administrator/Specialist  
GTECC Executive Customer Relations  
Telephone: 972/465-4524  
Toll Free: 1/888-483-5227  
Fax: 972/465-4823  
Internet Email Address: robinson.susan@telops.gte.com  
Mailcode: HQK03D66

\*\*\*

All:

(Please Note: My printer is down so I had to proofread this on my screen. I believe that it is okay, but sorry if I missed a mistake.)

Please see the attached draft letter in response to the complaint filed with the Ca-PUC by Ms. Heusneaud-Metellus. Ms. Heusneaud-Metellus complained their LD service provider was changed without authorization.

Snyder generated the LOA: 5 LOAs and her service was switched twice.

I wrote this letter the new and improved way; concise and short. Please change it as you see fit.

GTELD canceled service the first time on 5/28/98, after GTELD received an electronic deactivation request from Ms. Heusneaud-Metellus's LEC. GTELD began service again about five months later, on 10/29/98. Service was again canceled on 4/28/99 thru Ms. H-S's LEC. GTELD issued full credit for the GTELD charges. The original switch generated charges which were credited off, totaling \$19.30. The second switch generated funds totaling \$391.95. In total, Ms. H-S received \$411.25.

In the draft letter I indicated that there was more than one change, but I don't get into details. It makes sense that this might be changed.

PSF contacted Ms. Heusneaud-Metellus, who was surprised to discover that she had been slammed twice. She said she never auth. service. She did not speak great english.

Out of franchise: LEC unknown / Disposition of Rep #1: 12435 - produced on 3/27/98, switched service the first time- Termination date Unknown. Please note that at this time, 8/18/99, SNAP's records are down so that we cannot



# Long Distance Provider Change Form - Residential Only

## Forma Para Cambiar de Compañía de Servicio de Larga Distancia.

Docket No. 990362-T1  
Exhibit REP-26  
Page 5

CONTACT NAME /  
NOMBRE DEL  
CONTACTO

My Rth

metelcus

NAME OF PHONE  
NOMBRE DE  
CUESTA TELEFÓNICA

Same

SERVICE ADDRESS  
DIRECCIÓN DE  
SERVICIO

7324 Harbour Blvd

CITY/CITY

MIAMI

STATE/  
ESTADO

FL

APR. #  
# DE APRO

ZIP/  
CÓDIGO POSTAL

33023

HOME PHONE NUMBER TO BE CHANGED/  
NÚMERO DE TELÉFONO PRINCIPAL QUE SERÁ CAMBIADO

954-963-3381

Additional Numbers to be  
changed / Números de  
teléfono adicionales que  
serán cambiados

For verification purposes only / solo para uso de verificación:

SSN 599-61-5422

and first name of someone else in household/  
Y primer nombre de alguna otra persona en el hogar:

Driver's License Number / Número de licencia de Conducir

State / Estado

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizada/a para tomar decisiones acerca del servicio de larga distancia para los número(s) telefónico(s) arriba anotados. Entiendo que puede haber algún costo por el servicio de estas compañías, pero GTE Long Distance me reembolsará todo o parte de ese costo. También entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de estos servicios por cada número telefónico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature / Firma del Cliente

Clayton Vetter

Today's Date / Fecha de Hoy

10-5-88



# Long Distance Order Form

## Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service  
Sí, cambíame al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.  
Sí, cambíame al servicio local de GTE si sea disponible en mi zona.

### INTERNATIONAL / INTERNACIONAL

☐ International Calling Plan (\$3 MRC) 300  
Plan de llamadas internacionales (\$3 de MRC)

Country Called / País llamado (Only applies to IC Plan / solo aplica al IC)

☐ IC Plan (\$3 MRC)

☐ Talk to Asia (\$3 MRC)

☐ Mi Familia (\$3 de MRC)

### DOMESTIC / DOMESTICO

☐ Easy Savings Plan / Plan Más Fácil Para Ahorrar

☒ Total Call / Vozes Totales 3600

### MISCELLANEOUS / OTRO

☐ Calling Card\* (Limit 2; # of cards)  
Límite 2; # de tarjetas

☐ In Touch / En Contacto

I make at least \$10 in monthly long distance calls / Yo gasto aproximadamente \$10.00 en larga distancia por mes. ☒ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.

\*Nota: usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name / Apellido Materno:

Anderson

(To be used for security purposes / solo será usado para propósitos de seguridad)

INTERNAL USE ONLY												
REP ID	<u>19798</u>			VERIFICATION #				CAMPAIGN				
SUP ID	<u>11319</u>			PROMO								
EVENT ID	<u>001</u>			FGOC								
LANGUAGE PREFERENCE	ENG	MAN	CAN	JPN	KRN	POL	POR	RUS	SPN	TAG	VIN	GUL
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6256

301 521 1275 P. 127336

TEL: 972 718 0236

LD FULFILLMENT

AT: 71 666-01-01

10:59 (TUE) 10:59



# Long Distance Provider Change Form - Residential Only

## Forma Para Cambiar de Compañía de Servicio de Larga Distancia.

Docket No. 990362-T  
Exhibit REP-26  
Page 6

NAME/ NOMBRE MURTHA MELELLU  
First Name/Primer Nombre Last Name/Apellido  
Same Same  
City/Ciudad 7341 HARBOUR BLVD MIRAMAR State/Estado FL Zip/Código Postal 33023  
HOME PHONE NUMBER/ NÚMERO DE TELÉFONO PRINCIPAL 954-963-3381  
Add-on Number/ Número de Teléfono Adicional  
Customer SSN/ Número de Seguro Social del Cliente

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Declaro que estoy autorizada/o para tomar decisiones acerca del servicio de larga distancia para los número(s) telefónico(s) arriba anotados. Entiendo que puede haber algún costo por el servicio de estos cambios, pero GTE Long Distance me reembolsará todo o parte de ese costo. También entiendo que yo puedo designar solamente un proveedor de servicio de larga distancia para cada uno de estos servicios por cada número telefónico, y que puede haber un costo por cambiar mi proveedor original de larga distancia. GTE Long Distance es una división de GTE Communications Corporation. GTE Communications Corporation utiliza las facilidades de otras compañías en proveer sus servicios.

Customer Signature/Firma del Cliente [Signature] Today's Date/Fecha de Hoy 02-02-97



# Long Distance Order Form

## Forma Para Ordenar de Servicio de Larga Distancia

☒ Yes, switch me to GTE Long Distance Service.  
Sí, cambieme al servicio GTE Long Distance.

☐ Yes, switch me to Local Toll Service\* if available in my area.  
Sí, cambieme al servicio local de GTE si sea disponible en mi zona.

### INTERNATIONAL / INTERNACIONAL

☐ International Calling Plan (\$3 monthly fee)  
Plan de llamadas internacionales (\$3 de tarifa mensual)  
Country Called / País llamado

### DOMESTIC / DOMESTICO

☐ Easy Savings Plan / Plan Más Fácil Para Ahorrar

### MISCELLANEOUS / OTRO

☐ Calling Card / Tarjeta de llamadas telefónicas

☒ Total Call / Llamada Total  
360 MIN FREE

☐ Call Me Toll-Free (With Total Call Only)

Llámenme Sin Cobro (Únicamente con Llamada Total)

I make at least \$10 in monthly long distance calls / Yo gasto aproximadamente \$10.00 en larga distancia por mes. ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards and GTE Local Toll Service.

\*Nota: Usted tiene que obtener el servicio de GTE Long Distance para poder recibir tarjetas de llamadas telefónicas de GTE Long Distance.

Mother's Maiden Name/Apellido Materno: Caroline (To be used for security purposes when requesting changes to your account)  
(Se usará como medida de seguridad al pedir cambios en su cuenta)

INTERNAL USE ONLY  
REF ID 12869 PROMO  
SUP ID 4353 PROMO2  
EVENT ID 904 PROMO3  
VERIFICATION # 1 DATE  
LANGUAGE ENG ☒ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUS ☐ SPN ☐ TAG ☐ VTN ☐ GUI

6258

LD-PL-198 Thank you for selecting GTE Long Distance. Your services will generally take ten business days to be activated.

95/518 5271 1275 P.15/36

P.012

TEL: 972 718 0236

LD FULFILLMENT

AT-PT 5551-07-0000  
555-10-99 (TUE) 10:58





# Long Distance Provider Change Form Residential Only

Docket No. 990362-T1  
Exhibit REP-26  
Page 7

CONTACT NAME M. V. P. T. H. A. METEILUS

Name on Phone Bill S. A. M. I. E. S. A. M. E.

Service Address 7341 HARBOUR BLVD Apt #

City MIRAMAR State FL Zip Code 33015

HOME PHONE NUMBER TO BE CHANGED 954-963-3381

ADDITIONAL NUMBERS TO BE CHANGED  -  -   -  -   -  -

For verification purposes only:

SSN 490-211-3374 and first name of someone else in household LIONEL

Driver's License Number M188-595-69-182-0 State FL

I affirm that I am authorized to make long distance provider decisions for the above telephone number(s). I understand that there may be a service fee for making this change but that GTE Long Distance will compensate me for all or part of that fee. I further understand that I may designate only one long distance provider as my primary carrier for each of these services per telephone number, and that there may be a fee for changing back to my original provider. GTE Long Distance is a division of GTE Communications Corporation. GTE Communications Corporation uses the facilities of other companies in providing its services.

Customer Signature M. V. P. T. H. A. Today's Date 10-19-98



## Long Distance Order Form

☒ Yes, switch me to GTE Long Distance Service

☐ Yes, switch me to Local Toll Service if available in my area.

### INTERNATIONAL

- ☐ International Calling Plan: (\$3 MRC)  
Country Called (only apply to ICP)
- ☐ ICP II (\$3 MRC) 330
- ☐ Talk to Asia (\$3 MRC) 330
- ☐ Mi Familia (\$3 MRC)

### DOMESTIC

- ☐ Easy Savings Plan 233
- ☒ Total Call 360 min free
- ☐

### MISCELLANEOUS

- 400
- ☐ Calling Card\* (limit 2:  # of cards)
- ☐
- ☐ In Touch 330
- ☐

I make at least \$10 in monthly long distance calls ☐ Yes ☐ No

\*Note: You must sign up for GTE Long Distance service in order to be eligible for GTE Long Distance Calling Cards.  
Mother's Maiden Name:  (To be used for security purposes).

### INTERNAL USE ONLY

REP ID 0145015 VERIFICATION #  CAMPAIGN

SUP ID 92411 PROMO

EVENT ID 0102 FDOC

LANGUAGE ENG ☒ MAN ☐ CAN ☐ JPN ☐ KRN ☐ POL ☐ POR ☐ RUS ☐ SPN ☐ TAG ☐ VTN ☐ GUJ ☐

6255

LD-PL-798 Thank you for selecting GTE Long Distance.

381 571 1275 P. 18/36

P. 015

TEL: 972 718 0236

LD FULFILLMENT

REC'D BY: 10:59  
ACG-10 99 (TUE) 10:59

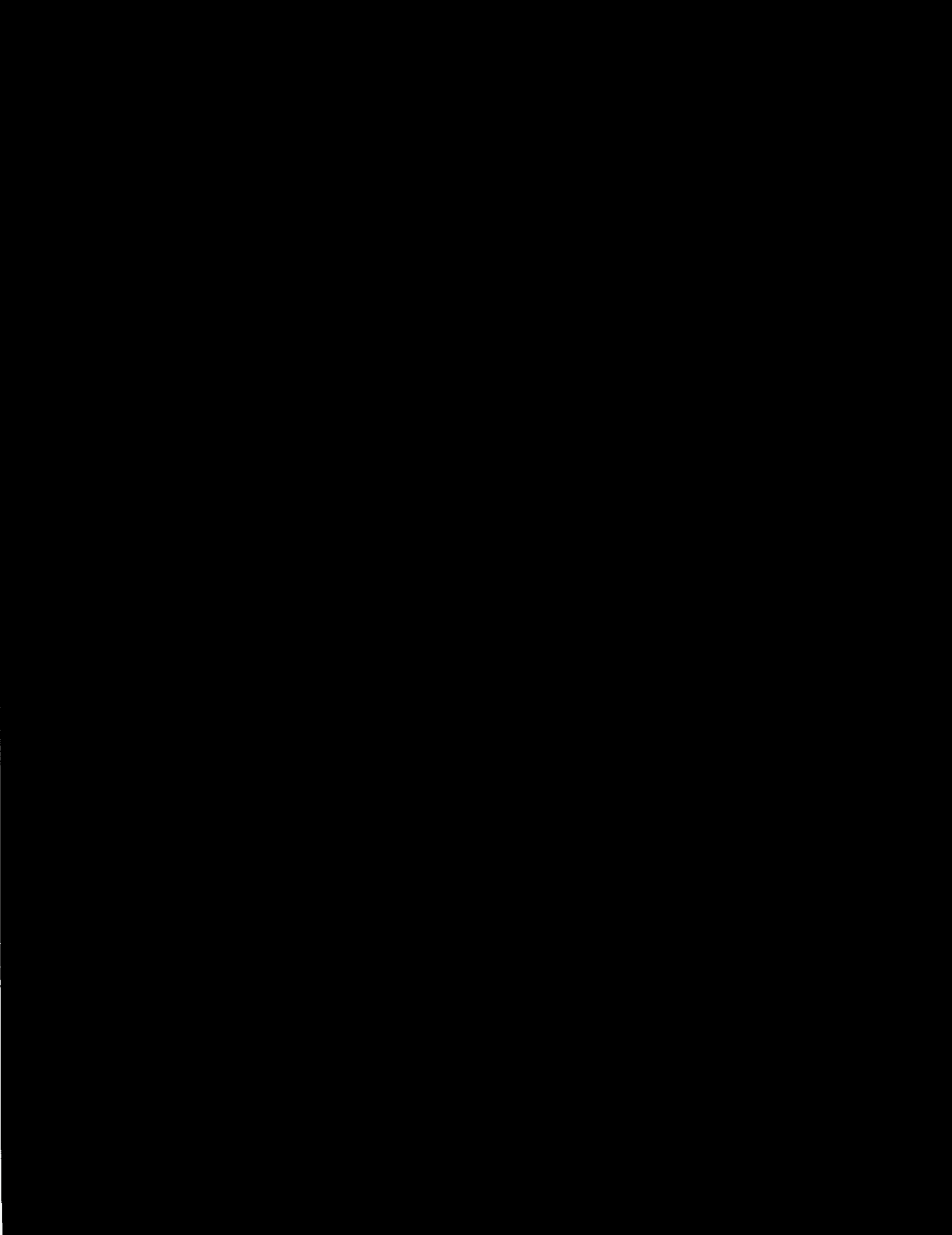


Exhibit REP-27  
Docket No. 990362-TI

**BELLSOUTH NO FAULT PIC CHANGES**

**SLAMMING COMPLAINTS**

**ATTACHMENT A**

**Office of Public Counsel  
Subpoena  
FPSC Docket No. 990362-TI**

The information provided is customer specific information. The information shows the number of consumer contacts to BellSouth related to each carrier by name and CIC. This information is confidential pursuant to Section 364.183, Florida Statutes, and Rule 25-22.006, Florida Administrative Code.

**PAGE NOS.**

**1 – 25**

**COLUMNS LABELED**

**IC; COMPANY; CIC; UPIC  
(PIC, LPIC); EPSS (PIC,  
LPIC); INTER; INTRA;  
BOTH; LOCAL; and  
TOTAL**

A

B

C

D

E

F

G

## UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG

Jan-98

COMPANY

PIC/LPIC INTER INTRA BOTH LOCAL TOTAL  
CODE

GTE

5483

3

0

0

0

1

TOTAL

1272

- 1
- 2
- 3
- 4
- 5

A

B

C

D

E

F

G

## UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG

Mar-98

COMPANY	PIC/LPIC CODE	INTER	INTRA	BOTH	LOCAL	TOTAL
---------	------------------	-------	-------	------	-------	-------

GTE	5483	36	0	0	0	36
-----	------	----	---	---	---	----

TOTAL						607
-------	--	--	--	--	--	-----

38



A

B

C

D

E

F

G

UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG

May-98

COMPANY	PIC/LPIC CODE	INTER	INTRA	BOTH	LOCAL	TOTAL
---------	------------------	-------	-------	------	-------	-------

GTE	5483	11	0	1	0	12
-----	------	----	---	---	---	----

TOTAL					792
-------	--	--	--	--	-----

31

6

**UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG**  
**JULY 1998**

Docket No. 990362-1  
Exhibit REP-27  
Page 8

1	A	B	C	D	E	F	G
2	COMPANY	PIC/LPIC	INTER	INTRA	BOTH	LOCAL	TOTAL
3		CODE					
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16	GTE	5483	60	1	1=2	0	63
17							
18							
19							
20							
21							
22							
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24							
25							
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37							
38							
39							
40							
41							
42							
43							
44						TOTAL	

PROPRIETARY

UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG  
AUGUST 1998

Docket No. 990362-TI  
Exhibit REP-27  
Page 9

1	A	B	C	D	E	F	G
2	COMPANY	PIC/LPIC	INTER	INTRA	BOTH	LOCAL	TOTAL
3		CODE					
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17	GTE	5483	81	2	4=8	0	91
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							
36						TOTAL	

UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG  
SEPTEMBER 1998

Docket No. 990362-TI  
Exhibit REP-27  
Page 10

1	A	B	C	D	E	F	G
2	COMPANY	PIC/LPIC	INTER	INTRA	BOTH	LOCAL	TOTAL
3		CODE					
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17	GTE	5483	158	2	1=2	0	162
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							
36						TOTAL	

PROPRIETARY

UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG  
OCTOBER 1998

Docket No. 990362-TI  
Exhibit REP-27  
Page 11

1	A	B	C	D	E	F	G
4	COMPANY	PIC/LPIC	INTER	INTRA	BOTH	LOCAL	TOTAL
5		CODE					
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19	GTE	5483	206	7	8=16	0	229
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							
33							
34							
35							
36							
37							
38						TOTAL	

PROPRIETARY

UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG  
NOVEMBER 1998

Docket No. 990362-TI  
Exhibit REP-27  
Page 12

1	A	B	C	D	E	F	G
2	COMPANY	PIC/LPIC	INTER	INTRA	BOTH	LOCAL	TOTAL
3		CODE					
4							
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16							
17	GTE	5483	184	10	6=12	0	206
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35						TOTAL	

PROPRIETARY

# **UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG** **DECEMBER 1998**

1	A	B	C	D	E	F	G
2	COMPANY	PIC/LPIC	INTER	INTRA	BOTH	LOCAL	TOTAL
3		CODE					
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13	GTE	5483	109	2	1=2	0	113
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26							
27						TOTAL	

**PROPRIETARY**



FLORIDA PSC UNAUTHORIZED/EXPEDITED\* PIC DISPUTE REPORT - 1999

GTE	7646	0	0	0	0	7
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18 BELLSOUTH PROPRIETARY AND CONFIDENTIAL



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	FLORIDA PSC UNAUTHORIZED/EXPEDITED* PIC DISPUTE REPORT - 1999																							
2																								
3			JANUARY-99						FEBRUARY-99						MARCH-99						1st-QTR TOTALS			
4			UPIC		EPSS				UPIC		EPSS				UPIC		EPSS							
46																								
47																								
48																								
49																								
50																								
51	GTE	7646	0	0	0	0	7	7	0	0	0	0	3	3							0	0	10	10
52	GTE L.D.(reseller)	5483	101	6	139	8	0	254	66	14	56	6	0	142							187	209	0	396
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A B C D E F G H I J K L M N O P Q R S T U V W X

3	4	41	JANUARY-99				FEBRUARY-99				MARCH-99				1st-QTR TOTALS
			UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	
GTE	7648	0	0	0	0	0	0	0	3	3	0	0	2	2	12
GTE L.D.(reseller)	5483	101	8	139	8	0	14	56	6	0	40	11	66	9	522

[illegible]

FLORIDA PSC UNAUTHORIZED/EXPEDITED* PIC DISPUTE REPORT - 1999																															
A B C D E F G H I J K L M N O P Q R S T U V W X																															
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 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2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 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FLORIDA PSC UNAUTHORIZED/EXPEDITED PIC DISPUTE REPORT - 1999																								
1	2	3	4	5	APRIL-99					MAY-99					JUNE-99					2nd-QTR TOTALS				

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	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X
1	FLORIDA PSC UNAUTHORIZED/EXPEDITED* PIC DISPUTE REPORT - 1999																							
2																								
3			JULY-99						AUGUST-99						SEPTEMBER-99						3rd-QTR TOTALS			
4			UPIC		EPSS		Local	Total	UPIC		EPSS		Local	Total	UPIC		EPSS		Local	Total	UPIC	EPSS	Local	Total
5	IC	CIC	PIC	LPIC	PIC	LPIC			PIC	LPIC	PIC	LPIC			PIC	LPIC	PIC	LPIC						
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61	GTE	7646	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
62	GTE L.D.(reseller)	5483	7	2	10	6	0	25	0	0	0	0	0	0	0	0	0	0	0	0	9	16	0	25
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FLORIDA PSC UNAUTHORIZED/EXPEDITED\* PIC DISPUTE REPORT - 1999

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PROPRIETARY

FLORIDA PSC UNAUTHORIZED/EXPEDITED PIC DISPUTE REPORT - 1999																								
1	2	3	4	5	JULY-99					AUGUST-99					SEPTEMBER-99					3rd-QTR TOTALS				
IC	CIC	UPIC		EPSS		Local	Total	UPIC		EPSS		Local	Total	UPIC		EPSS		Local	Total					
		PIC	LPIC	PIC	LPIC			PIC	LPIC	PIC	LPIC			PIC	LPIC									
52																								

FLORIDA PSC UNAUTHORIZED/EXPEDITED* PIC DISPUTE REPORT - 1999																																	
3		4		5		OCTOBER-99								NOVEMBER-99								DECEMBER-99								4th-QTR TOTALS			
CIC	PIC	LPIC	EPSS	Local	Total	PIC	LPIC	EPSS	Local	Total	PIC	LPIC	EPSS	Local	Total	PIC	LPIC	EPSS	Local	Total	PIC	LPIC	EPSS	Local	Total								
																									</								

A B C D E F G H I J K L M N O P Q R S T U V W X

FLORIDA PSC UNAUTHORIZED/EXPEDITED\* PIC DISPUTE REPORT - 1999

3		OCTOBER-99						NOVEMBER-99						DECEMBER-99						4th-QTR TOTALS	
		UPIC		EPSS		Total	UPIC		EPSS		Total	UPIC		EPSS		Total	UPIC	EPSS			
		PIC	LPIC	PIC	LPIC		PIC	LPIC	PIC	LPIC		PIC	LPIC	PIC	LPIC						
IC	CIC	PIC	LPIC	PIC	LPIC	Local	PIC	LPIC	PIC	LPIC	Local	PIC	LPIC	PIC	LPIC	Local	UPIC	EPSS	Local	Total	
54																					

IC	CIC	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS	UPIC	EPSS
----	-----	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------	------

GTE	7646	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
GTE L.D.(reseller)	5483	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

[illegible]

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in financial matters. The text outlines various methods for organizing and storing data, including digital databases and physical filing systems.

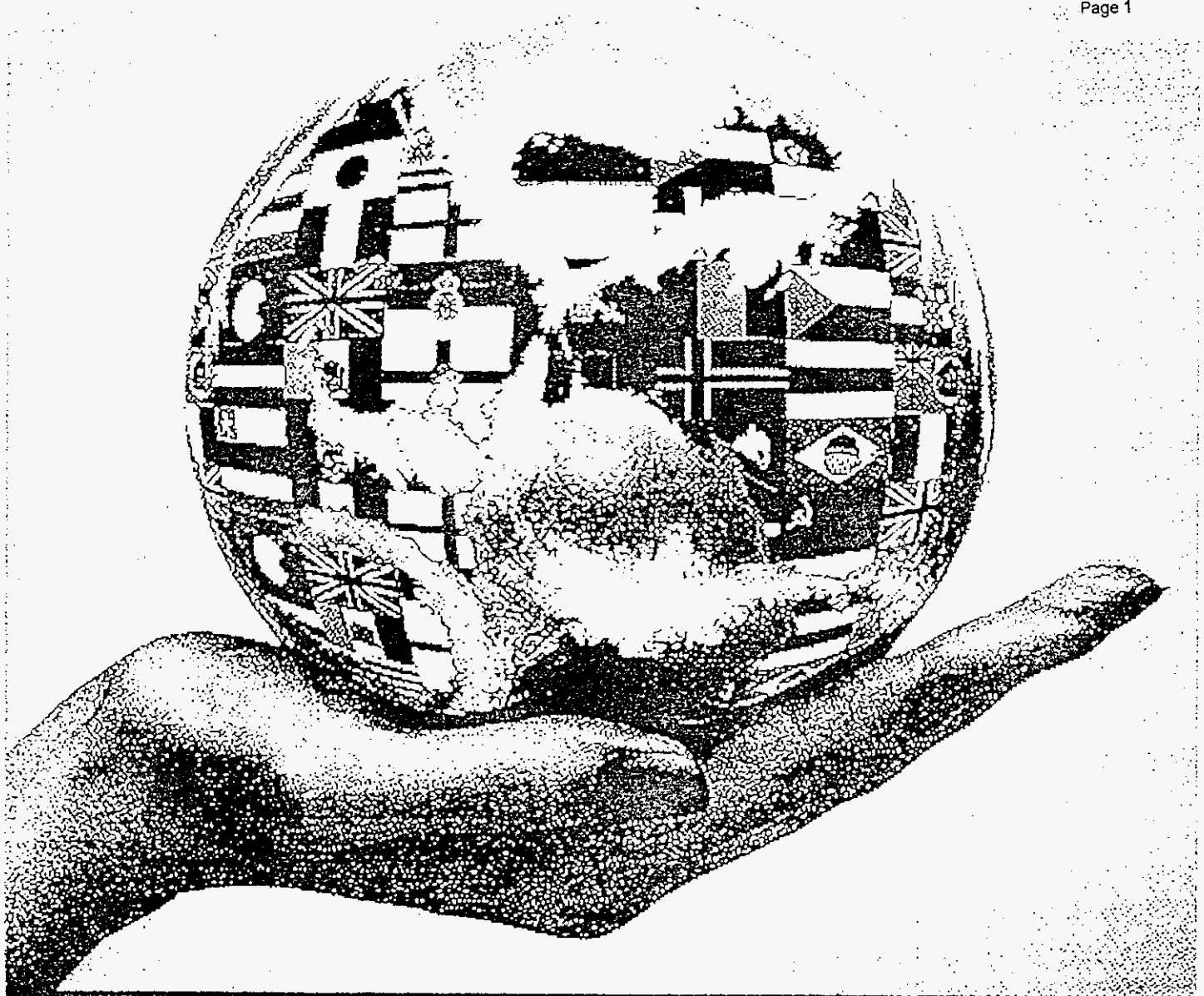
2. The second section focuses on the role of communication in project management. It highlights the need for clear, concise, and timely communication between team members and stakeholders. The document provides guidelines for effective communication, such as using appropriate channels and formats, and encourages regular updates and progress reports.

3. The third part of the document addresses the challenges of resource allocation and management. It discusses the importance of understanding the capabilities and limitations of available resources and how to allocate them efficiently to achieve project goals. The text offers strategies for identifying potential bottlenecks and developing contingency plans to address them.

4. The final section discusses the importance of risk management in project planning and execution. It emphasizes the need to identify potential risks early on and develop strategies to mitigate them. The document provides a framework for assessing the likelihood and impact of various risks and offers guidance on how to prioritize and respond to them.

**STRATEGIC PARTNERS - GTE/SNYDER**

**AUGUST 1998 REVIEW**



## **Strategic Partners in Multi-cultural Marketing**



LONG DISTANCE



**SNYDER**  
COMMUNICATIONS, L.P.

Quarterly Review  
Irving, Texas  
August 3-5, 1998



GTE/Snyder Direct Services  
Second Quarter Business Review  
Action Items  
August 3, 4 & 5

Day 1

*Ann Fields - Provisioning*

- Micro Analyze Pending timeline - noticed things slipping in July, again.
- 75's - Accounting of all 8000 records. Donna to give us the "what are we getting paid on" today.
- What is the process for reject management between SNC and GTE? Perhaps breakout session; Donna and Dan to breakout Tuesday at 3pm.
- Contacts within the GTE Activation team? For DMSS; Matthew Murray on consumer side and Jeff Fugitt for business side.
- 56K orders. Take ten of BTN's from this group. Let's understand why these orders didn't have the proper indicators. Check account codes. Final report on August 19<sup>th</sup>.
- Customer "touch points" at GTE being tracked and put procedures into place. End of August looking to have final procedures in place.
- Open firewall for SNAP. (Dan Hall)
- "Customer already exists" is one of the top reasons for rejects on both business and consumer. On the LD standalone side the biggest reason for reject, "incomplete applications". Automation final for DMSS by August 15<sup>th</sup>. Build in edit for cross channel check for customers who sign up for both business and residential. Look at RPMS bus/res indicator; need a legend from Matthew Murray.

20739

### *George Wolfand - Operations*

- July was a turning point for Snyder however, the partnership between GTE and Snyder is not achieving what we need to do to make this viable. How do we reduce defects?
- Confirmations by in and out of franchise - Michael Lyons would like to see this. GW to prepare.
- What percentage of Verification letter BTN's that we sent to GTE are getting Pic'd? Dan to provide analysis.

### *Rasim Tugberk - Field Sales*

- Portuguese rates - GTE has asked Rasim to question further the request for lower rates to Portugal. We need to check if the issue is "rates to Portugal" or Brazil. Mildred Recio, Group Manager for Hispanic markets would like this information. Then GTE will see what they can do for us.
- Event support - Ed urged Rasim to follow the protocol outlined in the Policies and Procedures manual which, when completed, would provide GTE with all the pertinent information that it needs to make a decision to support a given event.
- Pre-paid calling cards - What denomination of pre-paid calling cards should we go with for field? Ten minutes. Rasim wants to move on this quickly because it will increase production and productivity. SNC to test in a couple of districts. Issues: inventory control, tracking/reporting on the success rate. SNC would like to get the card for around a dime a minute. (PL issue)
- Charge-backs for duplicates to be implemented at SNC in third quarter.
- When is Talk to Asia resuming in California? We have over 100 Asian reps in the field and the halting of selling T to A in California has had an impact on their ability to sell. Need update?

20740

### *Vilma Viola - Call Center Results*

- Confirm how we send the language indicator to GTE; the language that it came to the rep in or how they want to be fulfilled. Barb followed up 8/4. Skip checking for me.
- Standardized Reporting - SNC to develop a standard set of reports for all inbound campaigns. Dan and Sandy to meet to further define reporting.
- Holiday's - check "Do not call" list of holiday's. Michael raised issue regarding 4<sup>th</sup> of July when we not supposed to be calling and we did. There are legal ramifications for non compliance to this. Vilma to insure no calling is done on "do not call holiday's". Yom Kippur was listed as a do not call day. Snyder would like to challenge this.

### *Mildred Recio - Hispanic Marketing*

- Define more thoroughly the "Portuguese" rate needs. Brazilian vs. Portugal.
- Request by Snyder to GTE to include our name and address on all promotional information. Always check with Project Manager as to which 800/888 number to use, depending on the piece.
- GTE to use BB/JL as point of contact when developing marketing information.
- Ad/marketing schedules for inbound campaigns need to be communicated between GTE and SNC. This includes mail drop dates, samples of the direct mail pieces, and radio, TV and newspaper dates.

### *Ju I Cheng - Asian Marketing*

- Video - Chinese Sweet Rain. Get copy of this from Kate McCorry.
- SNC look at Ensol staffing given events that are coming up in August.
- SNC - re-visit how to handle 1-888-7get GTE collateral. Field Sales rep id needs to be added to the application. How much credit does the field sales rep/otm rep get compensated?

20741

### *Michael Lyons - Welcome Call*

- By the end of the week we will have Chinese coverage. Split lists. Mandarin/Cantonese, Korean and Vietnamese coverage is what GTE would like coverage in. Julie/Robin to discuss scheduling of these reps in a part time or shared arrangement.
- Michael Lyons would like a list of the top ten questions that Welcome Call representatives receive from new customers so GTE can prepare the proper responses in a handout that would be used as a training and customer and give reps all the tools they need to help them do their job.
- Later discussion included broadening the call objective of the Welcome call to try and Pic freeze the customer ("Fraud Protection") and sign them up for Calling Cards during the Welcome call.
- In language outbound calling campaign for winback on residential and business.

### *Sandy K - Inbound Programs*

- GTE set a requirement for new campaigns that they receive the final scripting a minimum of three business days prior to launch date.
- What to do with Talk to Asia orders - last two weeks and current orders; send through. What about the one's being held longer that 2-3 weeks?
- Check back-up message after power goes out to make sure the messages go back up correctly.
- GTE/Field - take pictures of ads and blow them up to poster size.

### *Matthew Murray - Channel Marketing*

- What is the experience with the customers calling into AFNI to cancel? SNC would like to see a breakdown of the "reasons for leaving" GTE.
- AFNI - access to SNAP.

20742

### Other Parking Lot Issues -

- Internal SNC "standard inbound contract" meeting with Walter Leach and GW to get this formatted.
- Back end SPIN results - do analysis of what's getting submitted on Confirmation letter after back end spin.

### Monday Afternoon - 30 Day Action Plan Discussion notes

#### Top two action items:

1) Winback OTB Pilot - Addresses Churn -

GTE Contact: Michael Lyons

SNC Contact: Julie Carringer

2) Pic Freeze Strategy - addresses Churn and Throughput

GTE Contact: Michael Lyons

SNC Contact: George Wolfand

Tuesday's morning discussion: Detail action plan for top two initiatives.

### Winbacks

- ID the winback plan - pre-paid card, check, etc. Determine fulfillment process once offer is confirmed. Offer firm by 8/10. (M. Lyons)
- SNC will staff between 10-12 reps. Approximately 30K leads per month. For \$10./hr. Target live date: September 1st
- Scripts 8/5 (M. Lyons)
- Statement of Work; dedicated group not on the regular sales floor. 8/15 (M. Lyons/G. Wolfand)
- Determine status of lead and strategy of how soon to call
- Option to discuss with Patty at MIM; weekly update to SNC DNS file
- Winbacks to be TPV'd if they do not choose to get pic frozen; not necessary to TPV a winback if the pic freeze.
- Reconciliation; take out of payment process; 8/15
- Tracking log on hours for billing purposes. SNC to use Kronos to log hours for monthly billing.
- Reporting; productivity, disposition stats by plan, end to end on winbacks.

20743

Flow: Customer Disconnects; (2203's/2206's) - Worldcom - GTE/RPMS - Snyder - Lead List (creation of list; extraction DNC, Pic Disp, escalation's; list strategy, contact strategy, contact management rules - contact customer (TPV), winback - "NEW ORDER" - GTE Order (Winback) - Worldcom - LEC - confirm - worldcom - RPMS - SNC

### Pic Restricts - Three Categories

#### 1) Pic Freeze existing customers

- Incentive of pre-paid card on direct mail piece; scope
- Phone number on bill; incentive \*
- Bill insert vs. Message on bill; timing, content and costs (Ed Miller) \*
- PIC freeze during Welcome Call (VIP & service oriented; several things I'm going to do for you "Fraud protection", get your calling cards for our special International customers; scripting (M. Lyons/G. Wolf) \*
- OTM to existing customer base
- Direct mail to our existing customer base; TEST

Issues: Measuring success; RPMS

#### 2) Pic Freeze new customers

- Pre paid card for leave behind; design/develop
- Determine timing issues with Pic Freeze at point of sale
- Develop real time order entry for Pic Freeze at point of sale
- Fix not receiving LEC confirm back \*
- Get information from LEC's \*
- Get results from quic pic direct mail piece and automate \*
- Optimize leads in current quic pic process \*
- Change quic pic to inbound/outbound \*
- Incent field to quic pic inbound
- Quic pic during OTB call \*

20744

### 3) Alternate Channels

- Viability

Next steps: Scope, functional narrative, meeting (Tues Aug 11<sup>th</sup> 12 - 1 PM EST), resolve current issue with respect to billing records not being sent up.

Other issues to add to the GTE Issues Log:

- 1) Bundling Strategy
- 2) Use Data better (field/OTM) "Profile Analysis" down to the Team & District levels
- 3) Fully document the order process reporting
- 4) Retention Strategy built into plan/promo
- 5) Pre-paid calling card incentive at point of sale.
- 6) Top ten problem ILEC's. (G. Wolfand to provide to Keith to take to vendor management)

### Day 3

#### MIM - Lead Management Group

##### Action Items

Process change - how Snyder request leads. Used to go through Ed Boody; Snyder's programmer. Now these requests will go through Matthew Murray to Patty Kirkley.

Process change - Scrubb list been sent to FTP file from Snyder, Snyder informs Matthew Murray that the file was sent and MIM deals directly with Patty.

Leads that are given to Snyder but aren't contacted are re-circulated and are not subject to the "60 day hold". MIM's would like to get to a daily response file on all records that were contacted.

Define what will be unique to Snyder in scrubb process. Patty would like to take that offline for a meeting with Keith's group and Snyder.

20745

Explore Metromail list possibilities with Patty's group within the ethnic markets and look at the data we have that GTE could append to their database. Leveraging in general.

### **Customer Relations & Quality Management**

Results of the initial 300 calling survey and it will be sorted by questions, by consumer and business. Is there a way to cross tab current customers vs. Those that out pic'd and the reasons for leaving GTE? May be another group within GTE who would better be able to gather that data for us.

20746



# **GTE LONG DISTANCE & Snyder Quarterly Review**

LONG DISTANCE FULFILLMENT  
Steve Mueller



# LD FULFILLMENT

## PRIMARY FUNCTIONS

---

### ACTIVATION SYSTEMS (BUSINESS OWNER)

- RPMS, AMS, PART  
PICAMS, CCAMS
- Requirements/enhancements
- SMEs
- Documentation
- Planning/implementing

### ACTIVATION MGMT

- PIC/ANI pending
- Exceptions
- Analysis, Queries, Extracts
- Worldcom Interfacing
- Reconciliations (Blg/Sls)
- PIC/ANI User Support
  - All Sales Channels
  - All Operations Centers

### OPERATIONS SUPPORT (5/98) 1+, Card, Toll Free

- End-to-end oversight from  
Sales-Activation
- Performance analysis
- Get-Well Plans
- New Initiatives



# Operations Support

## PRIMARY FUNCTIONS

---

- Single Point of Contact for end-to-end *oversite* from Sales to Activation. Cross-functional teaming with:
  - GTENS, Snyder, Marketing, Activation Mgmt, Activation Systems
- Performance analysis of PIC & ANI Completions
  - Cycle Times, % Commitments Met, First Time Yield, Age and Quantity
- Get-Well Plans - identify process gaps and implement continuous process improvement (CPI) plans
- New Initiatives - as new programs roll, participate on implementation teams to represent the provisioning process



# Operations Support

## Key Actions

---

- Created the Snyder Activations Team
- Developing Subject Matter Expertise (SME) for OOF Order Processes
- Linking Sales to Activations
- Sharing of information between Snyder and GTECC
- Develop a process or protocol for working rejects
- On-going auditing (sample) of orders through the provisioning processes to identify process breakdowns
- Assessing the measurement for OOF % Commitments Met time interval



# Operations Support

## Executive Reporting

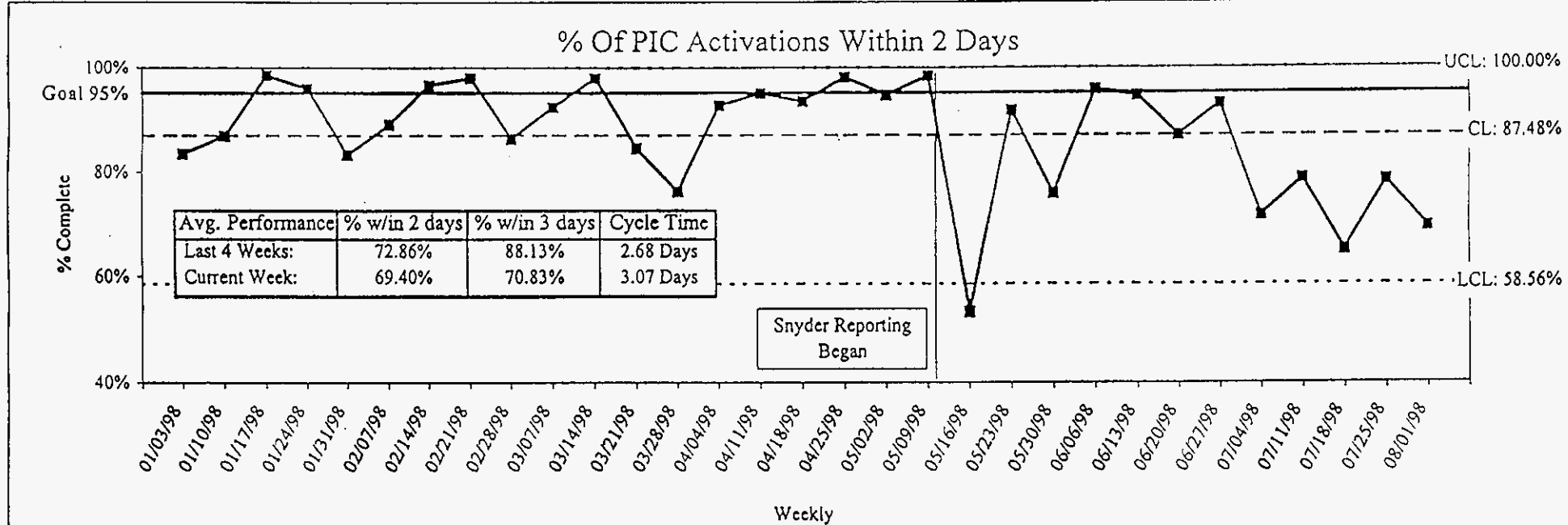
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- % Commitments Met
  - % of PIC Activations within 2 days for In-Franchise GOAL: 95%
  - % of PIC Activations within 5 days for Out-of-Franchise GOAL: 95%
- Quantity of PIC's completed for the prior week
- Aging of PIC's completed for the prior week
- Cycle Time

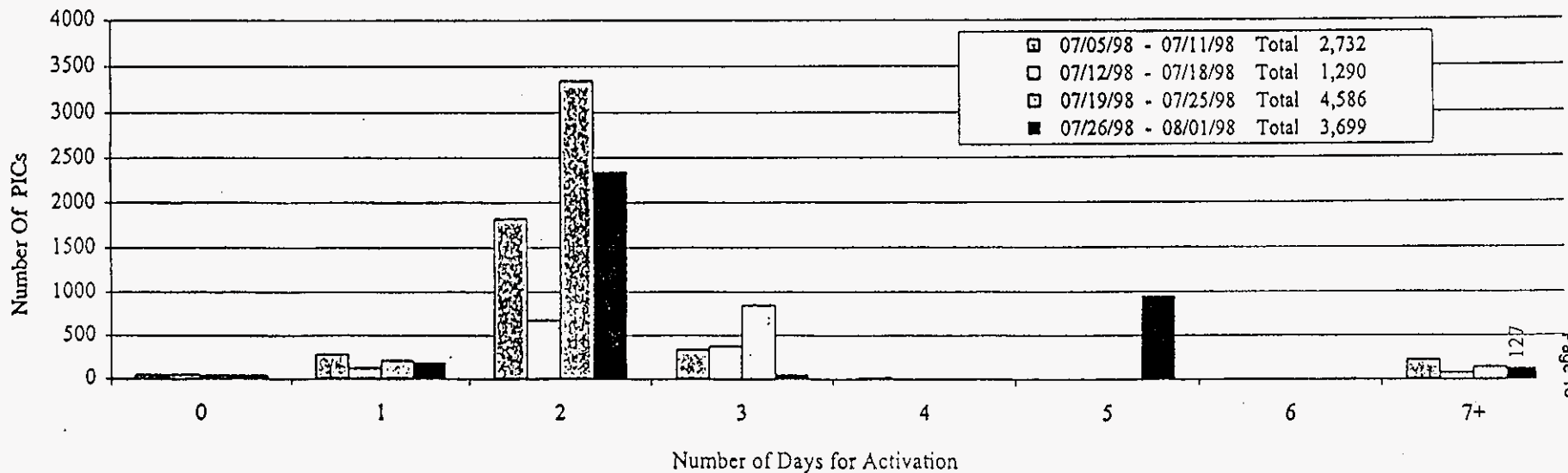
# PIC Activations (In-Franchise)

Order Originated In - Snyder

Measurement = Order Date to PIC Activations at GTE Switch



## Number Of Days For PIC Activations (Res. & Bus.)



20752

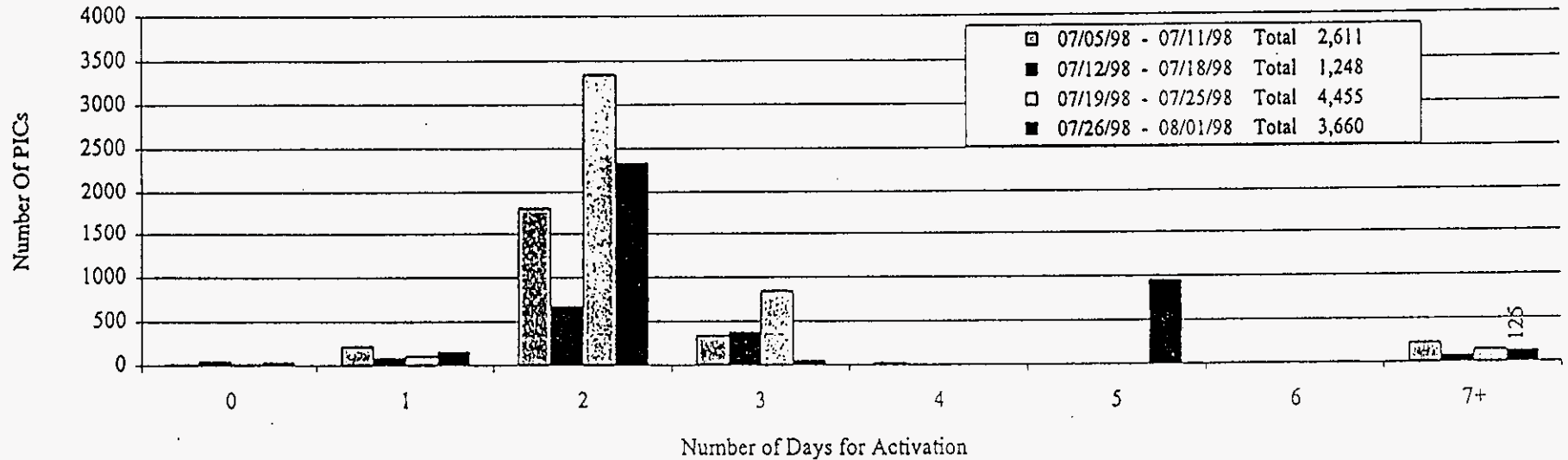
# PIC Activations (In-Franchise)

Order Originated In - Snyder

Measurement = Order Date to PIC Activations at GTE Switch

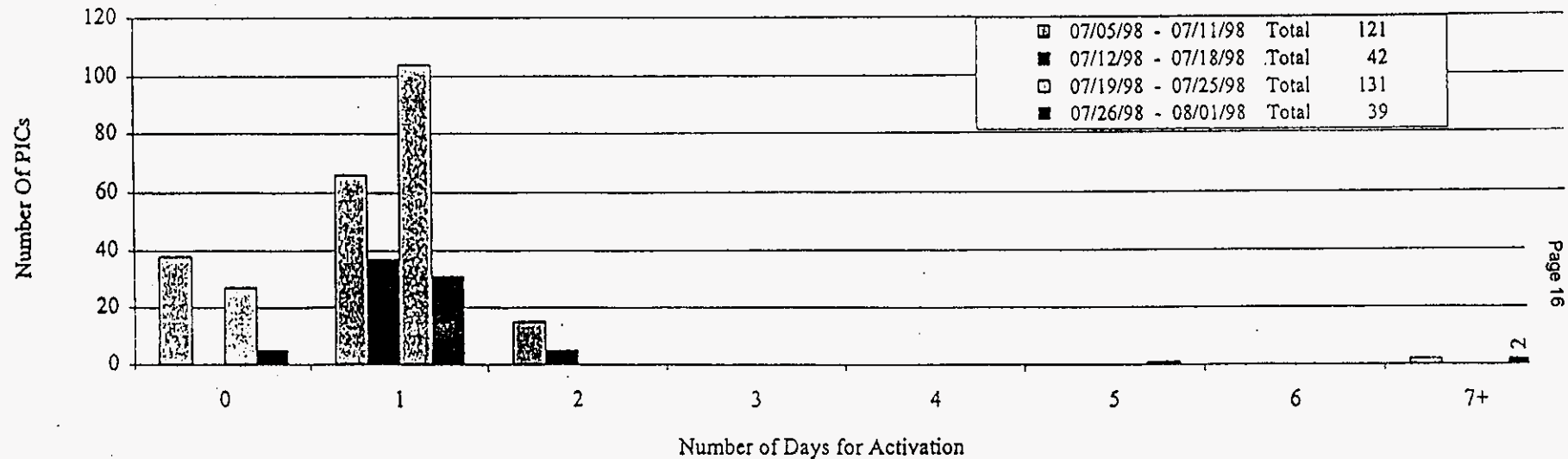
## Number Of Days For PIC Activations

### Residential



## Number Of Days For PIC Activations

### Business



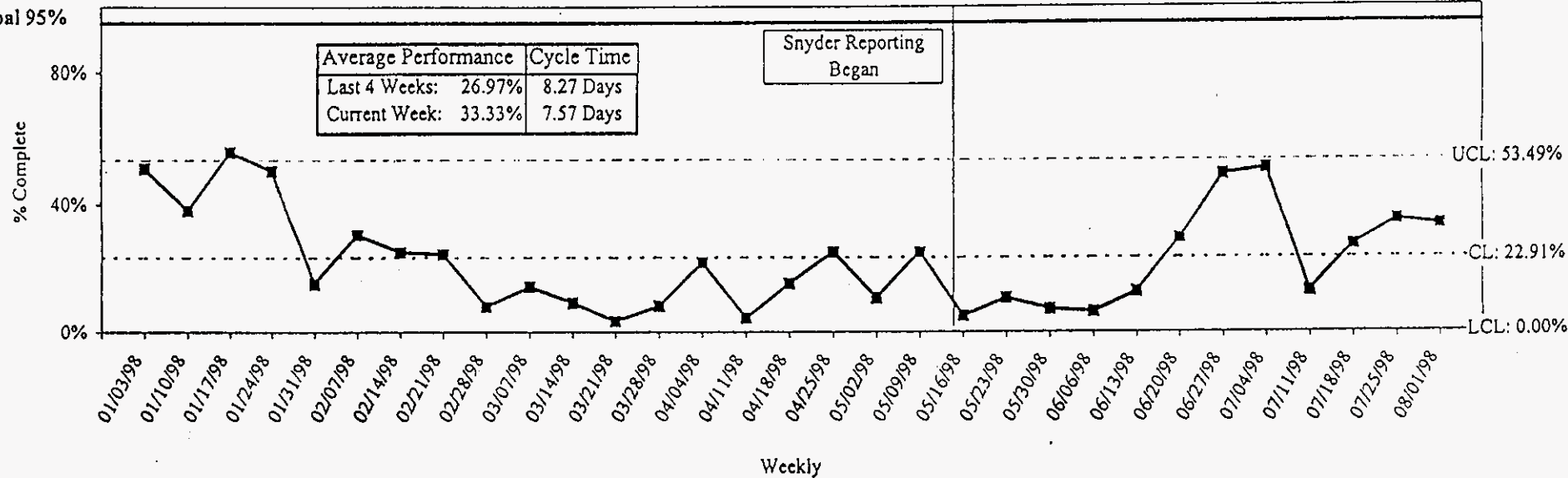
# PIC Activations (Out-of-Franchise)

Order Originated In - Snyder

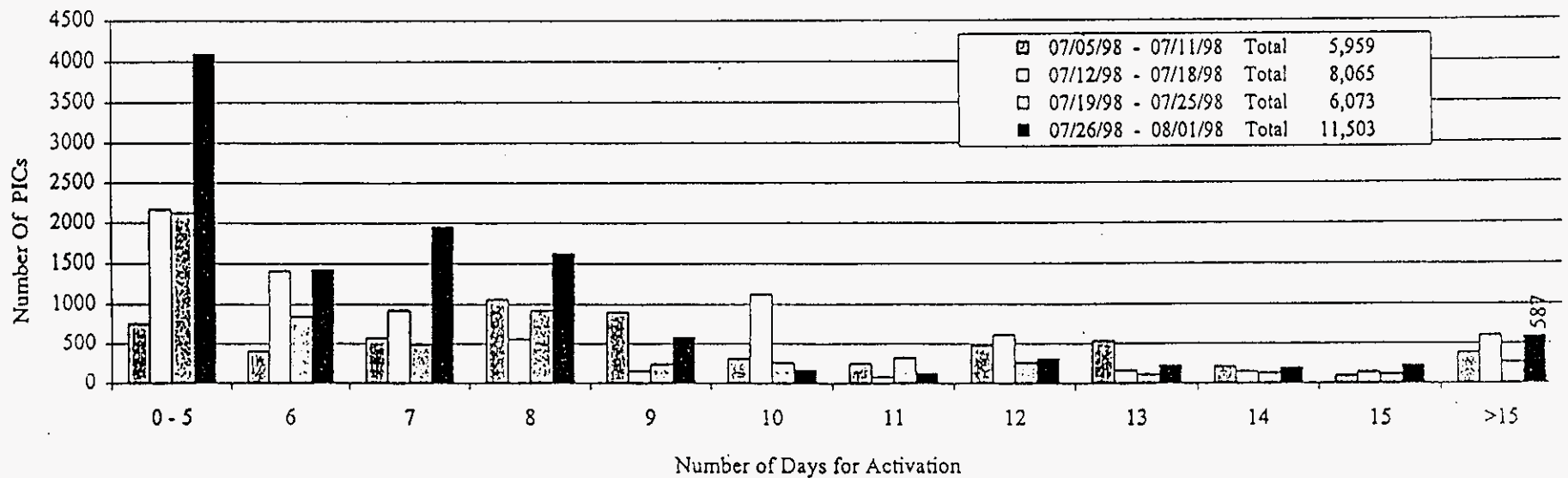
Measurement = Order Date to PIC Activation at OOF Switch

## % Of PIC Activations Within 5 Days

Goal 95%



## Number Of Days For PIC Activations (Res. & Bus.)



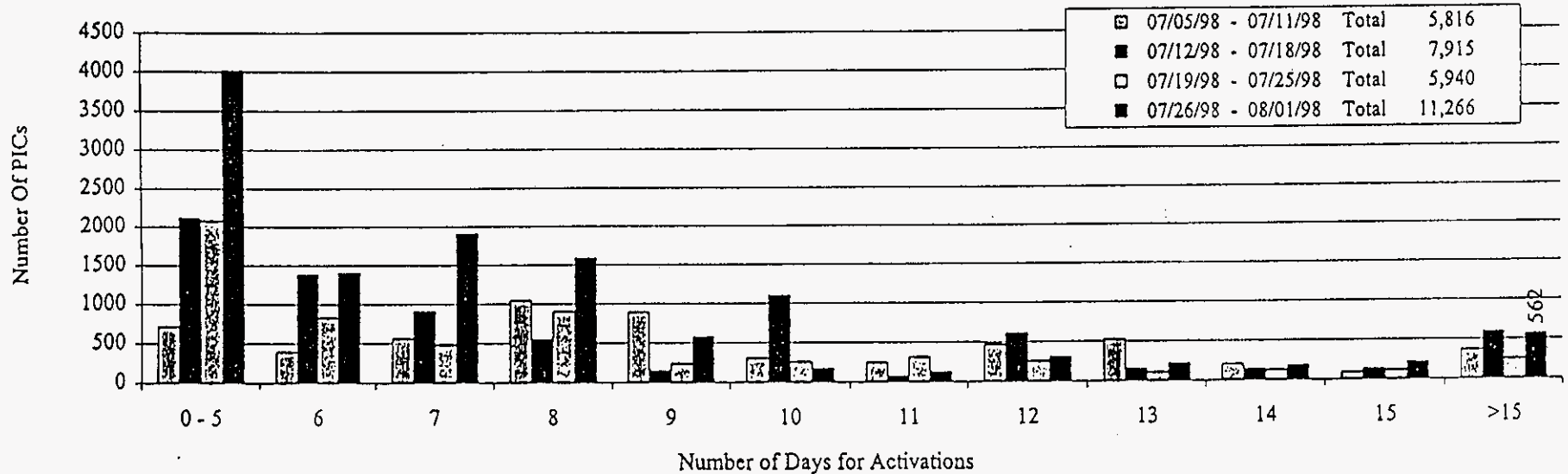


# PIC Activations (Out-of-Franchise)

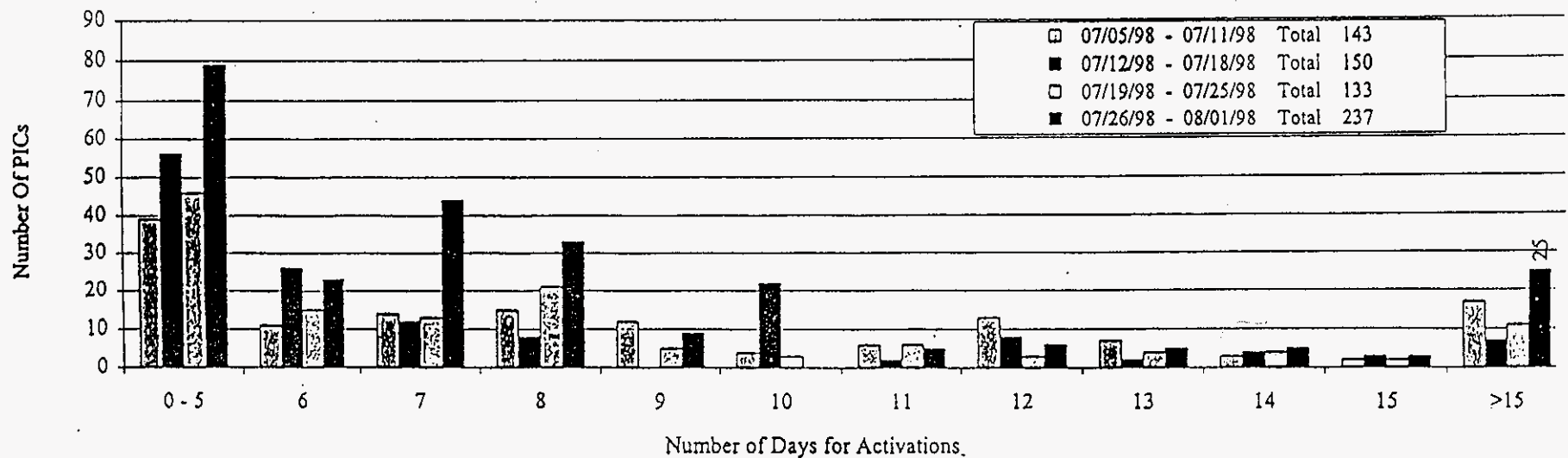
Order Originated In - Snyder

Measurement = Order Date to PIC Activation at OOF Switch

## Number Of Days For PIC Activations Residential



## Number Of Days For PIC Activations Business



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# Marketing Information Management

Patty Kirkley

20756



Patty Kirkley, 972.718.5712

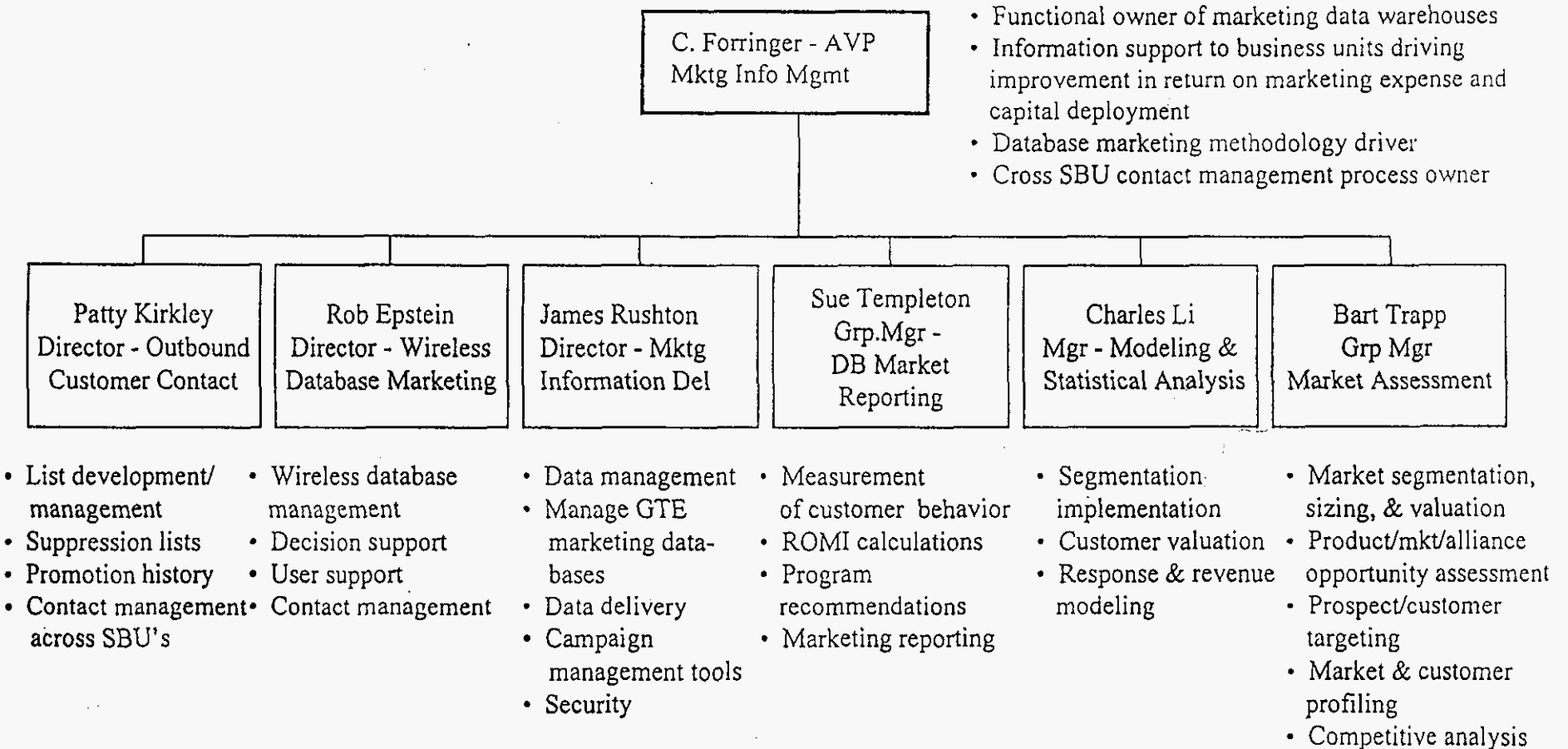
1

GTE Marketing Information Management

8/5/98

Docket No. 990362-TI  
Exhibit REP-28  
Page 19

## GTE MARKETING INFORMATION MANAGEMENT



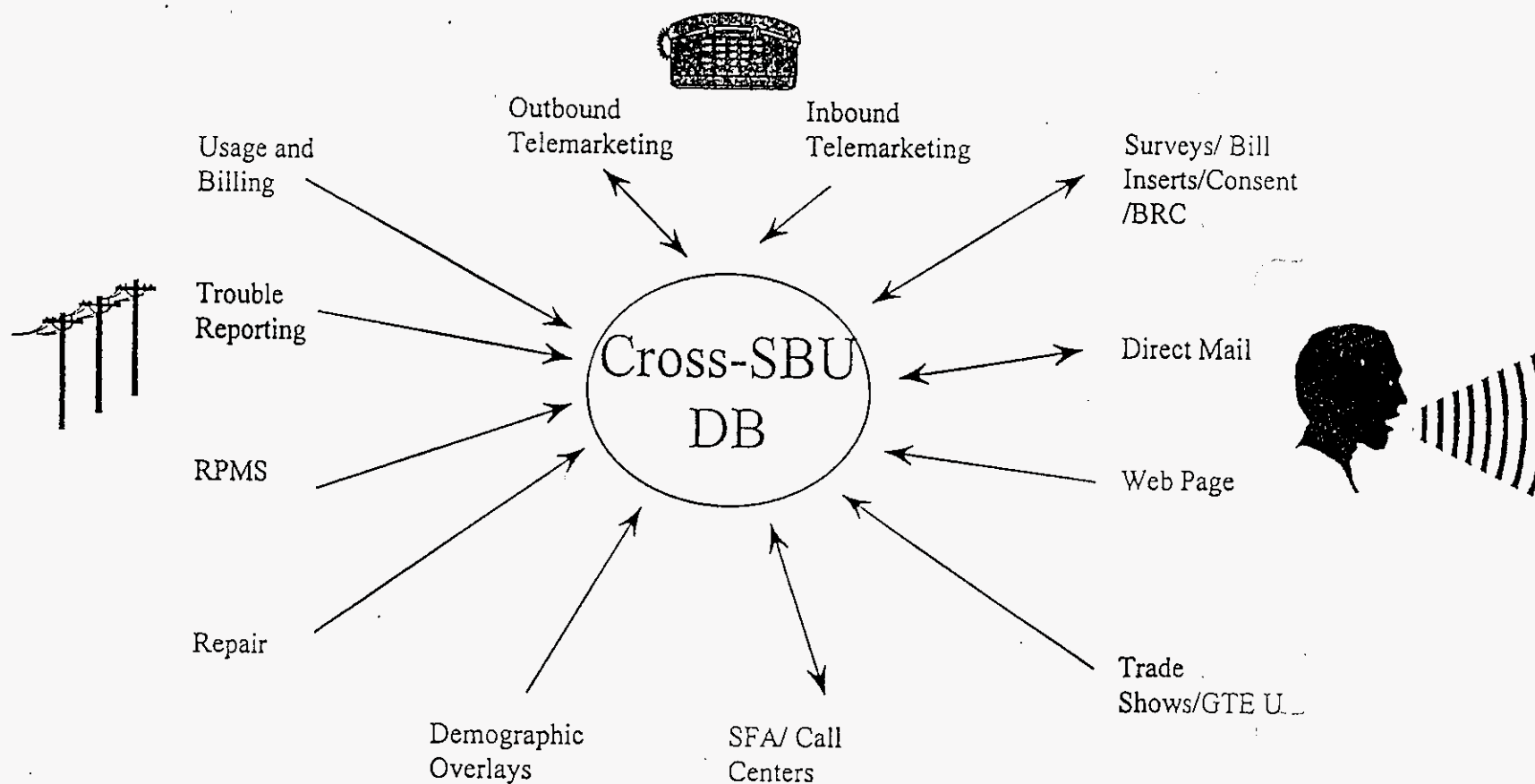
20757



Patty Kirkley, 972.718.5712

# The database vision is simple - capture all customer touch points

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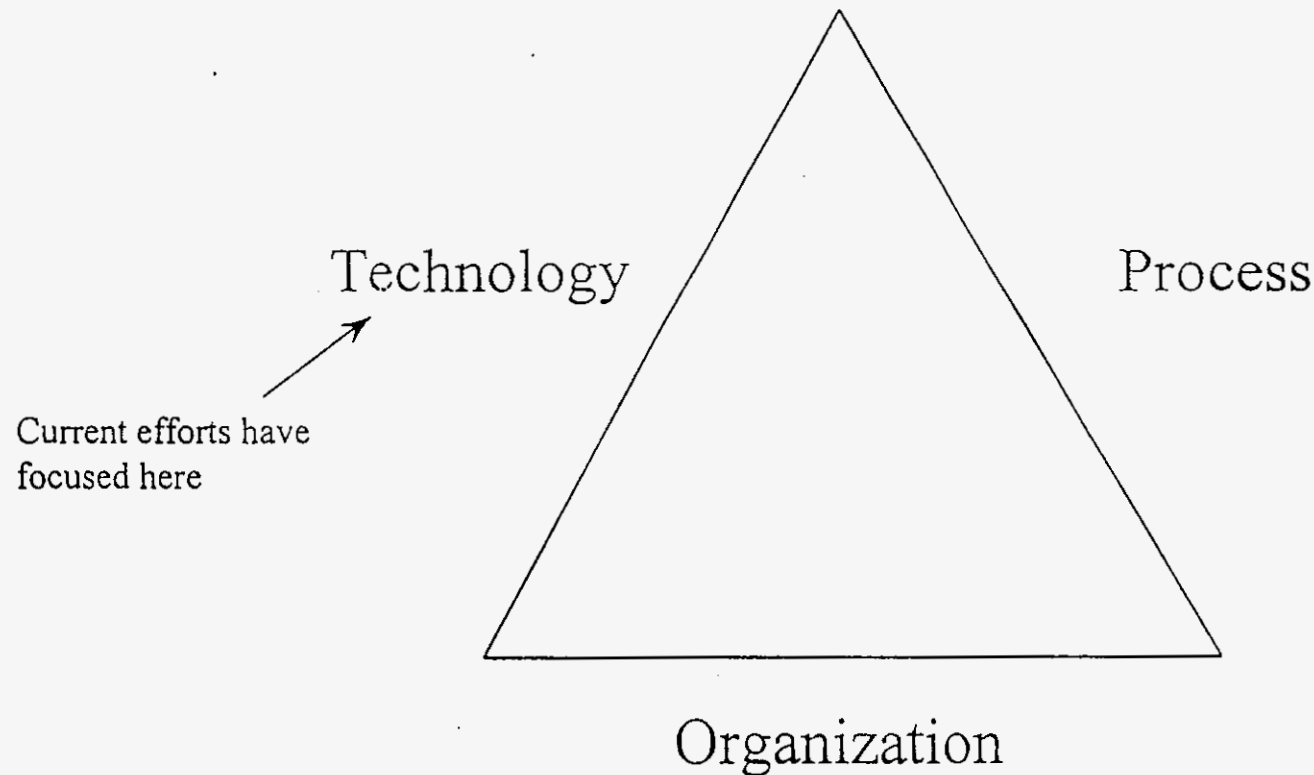
20758



Patty Kirkley, 972.718.5712

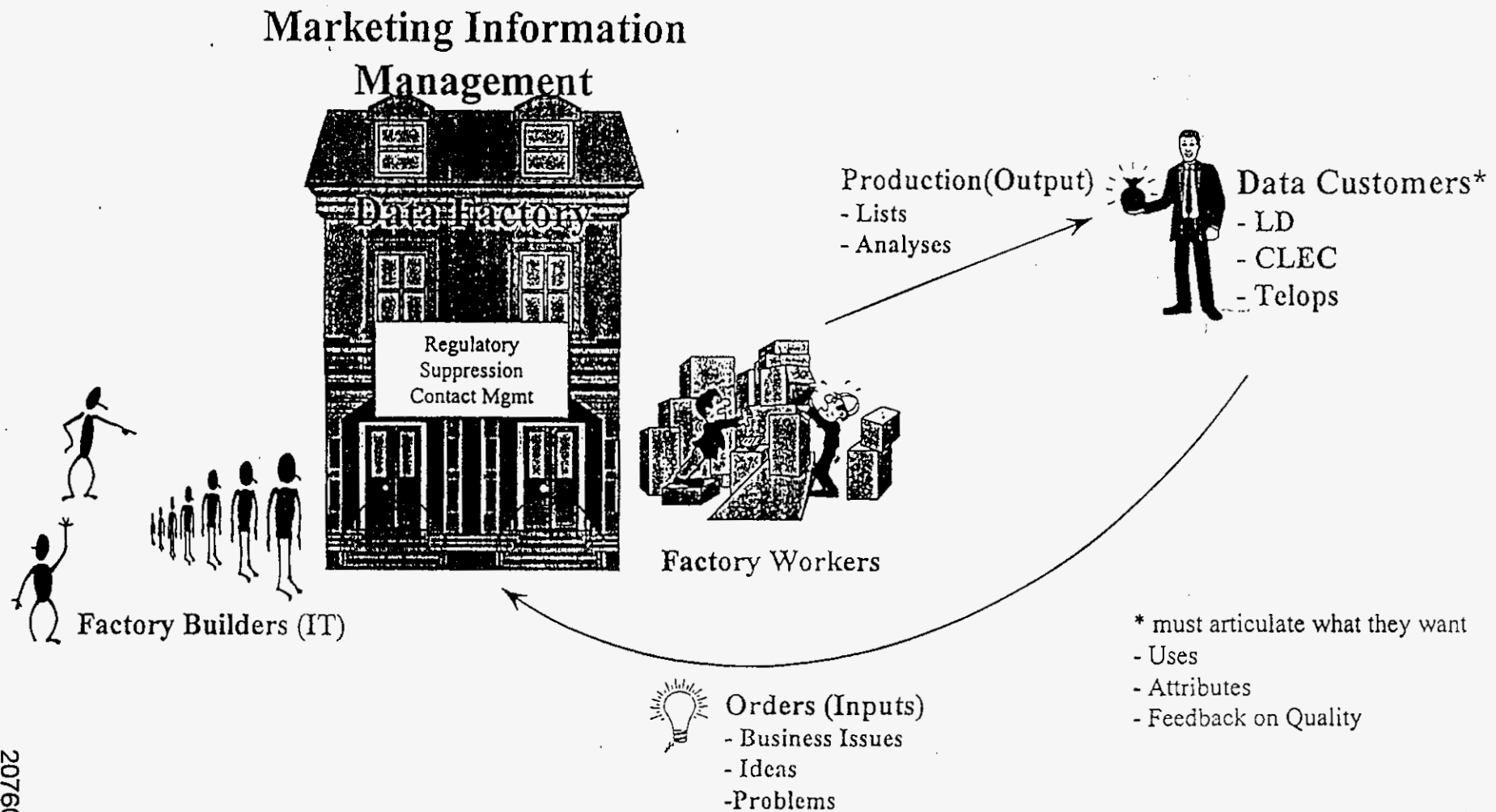
# While the database build is difficult, it is only one part of the equation

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*Business value is not driven by information alone, but how GTE uses it!*

# Efforts to date have been on building the foundation



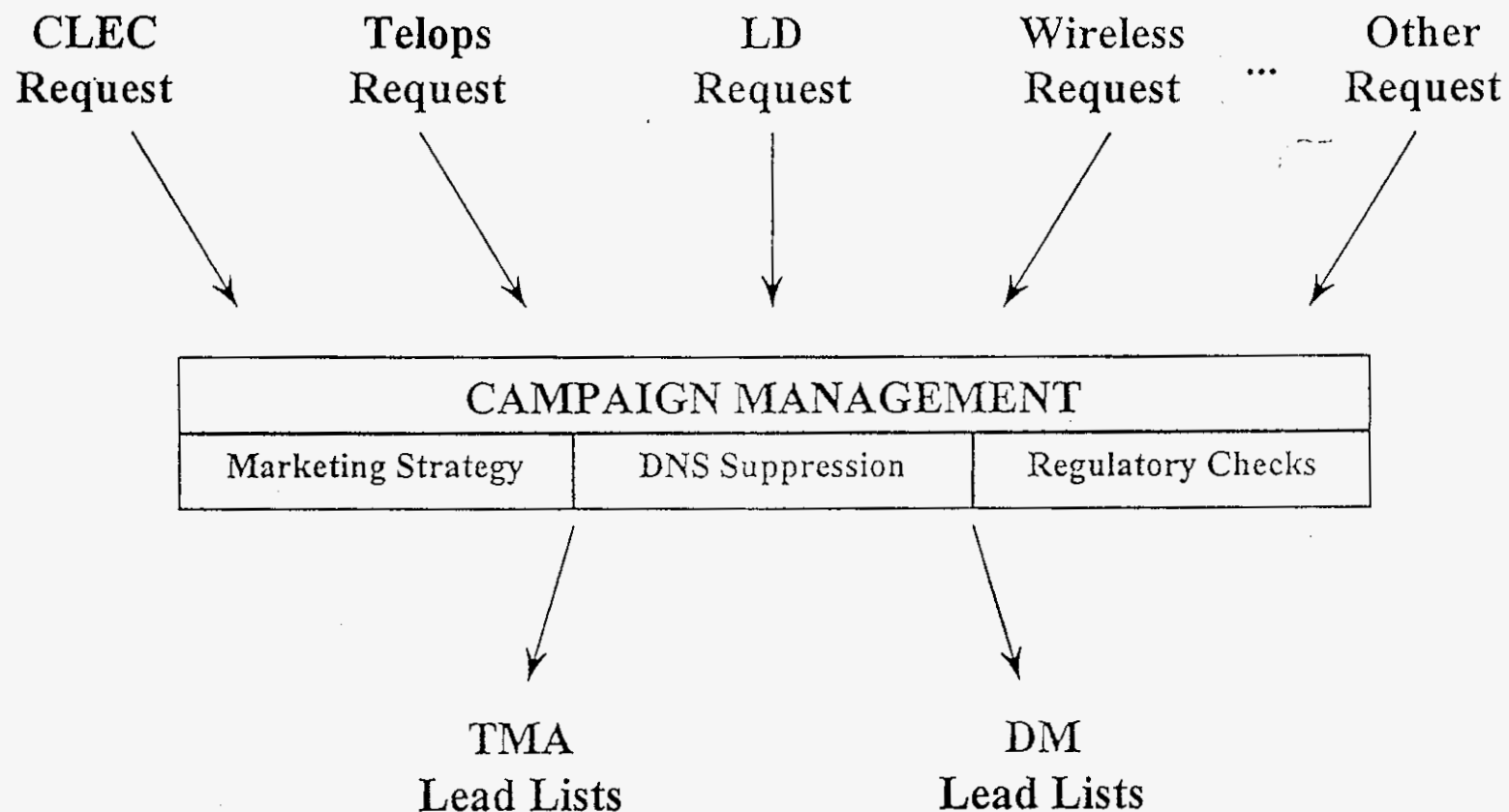
20760



Patty Kirkley, 972.718.5712

# Contact management must be controlled centrally

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20761



GTE Marketing Information Management  
8/5/98

# Marketing Calendar

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- ◆ Cross-SBU View of Marketing Initiatives
  - » Jane Satree is Coordinator
  
- ◆ Facilitates Planning
  - » Know about Campaigns in Advance
  - » Identify and Resolve Cross-SBU Conflicts

20762





# Marketing Lists

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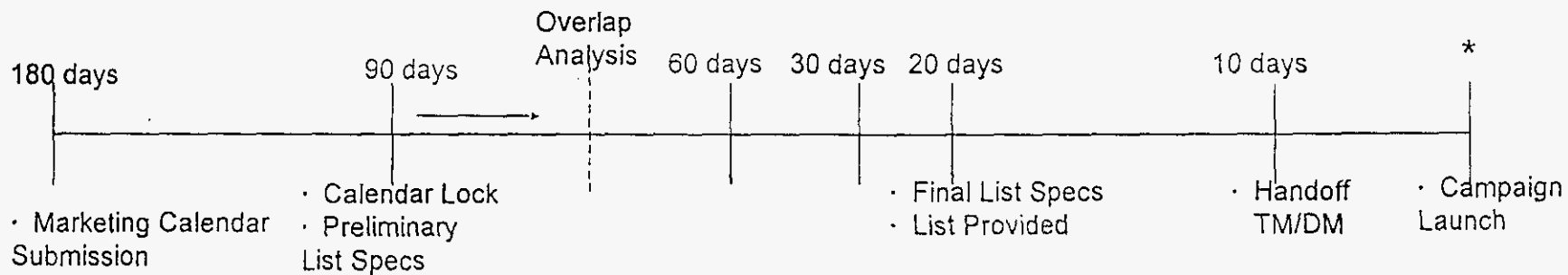
- ◆ SBU Marketing Manager and MARCOMM Develop Marketing Campaign and Submit It for Inclusion in the Marketing Calendar
- ◆ Marketing User Forwards List Request Form to MIM
- ◆ If Needed, Request Is Assigned to Programmer for Overlap Analysis
- ◆ Potential Cross-SBU Conflicts Identified and Resolved
- ◆ Request Is Assigned to Internal Programmer or External Vendor for List Delivery Date Commitment

20763



# Marketing Lists

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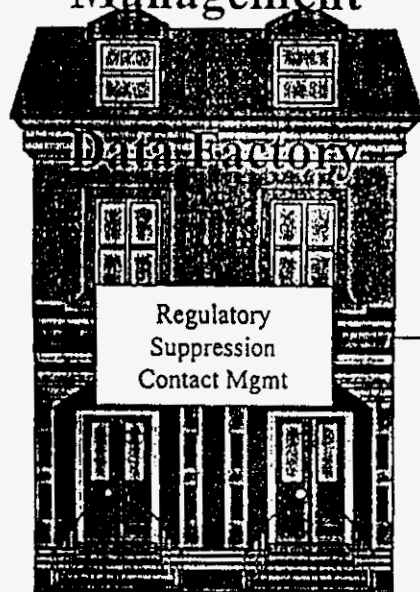
20764



Patty Kirkley, 972.718.5712

# 100% of leads; 100% of responses

## Marketing Information Management



100% of leads

TMA's,  
DMs

100% of responses

Cell	Names	resp rate	ROI
0 Vert. Svcs	100,000		
1 Vert. Svc	80,000		
2+ Vert. Svcs (w/ kids)	75,000		
2+ Vert. Svcs (w/o kids)	100,000		
Flex Pak (HV)	120,000		
Flex Pak (other)	200,000		
Random	50,000		
Control Group	10,000		

No add'l suppressions

No add'l adds

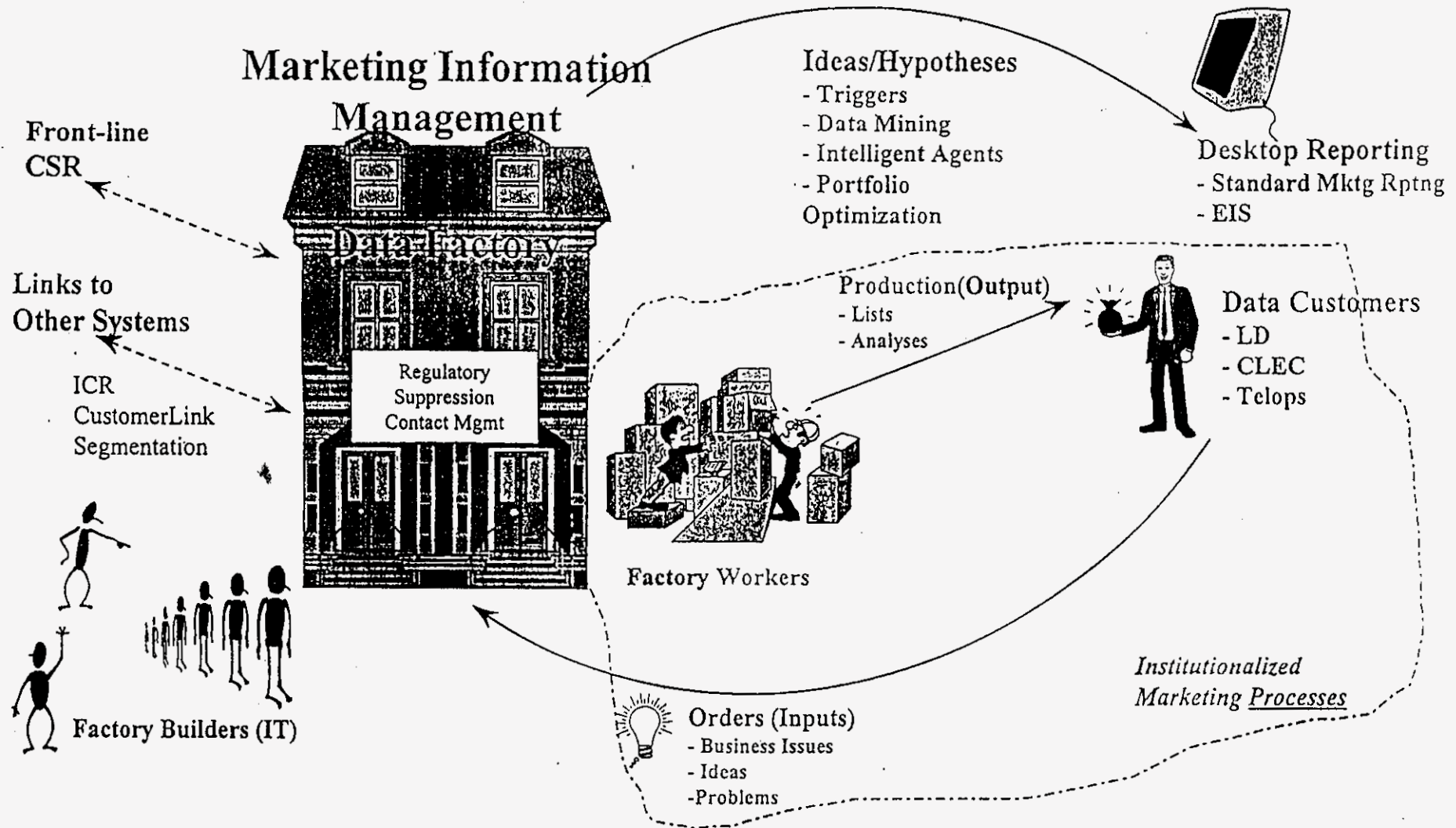
No add'l changes

No swapping of names

20765



# Our future vision “buttons up” execution and expands our capabilities



20766



# Opportunities

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- ◆ Advance Communication/Process Improvement
- ◆ Response/DNS Files
  - » Consistently Sent Daily
  - » Standard Format
- ◆ Institutionalized Marketing Process

20768



Ed Miller



# GTECC Customer Relations & Quality Management

May 13, 1998

GTECC Business, Consumer, LD,  
Internet, Wireless & Network Services,

Joe Caliro  
Director of Customer  
Relations & Quality  
Management

TeleTech

Post Sales  
Fulfillment

Core Process  
Improvement Team

2. VENDOR Works the FIX

3. VENDOR Up-Dates C.R.

Manager of Customer  
Quality Int.  
Continuous Improvement

Manager of Customer  
Quality Ext.  
Continuous Improvement

6. Report & Call To Action

QMR

Kolwal

MARC

ShopN'Check

Manager of Customer  
Performance  
Relationship Surveys  
Transactional Surveys  
Complaint Data Tracking  
Customer Councils  
Remote Monitoring  
Link Internals to Externals

4. Customer Resolution & Confirmation

1

1. Escalated Complaints

Manager Customer  
Relations  
Executive Complaints  
Regulatory  
Customer Communications  
Marketing Input  
Channel CR Support

4

7. Continuous Improvement

3

5. Voice of Customer Survey

2

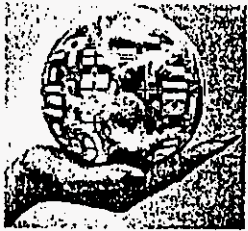
1. Escalated Complaints Reduction

2. Root Cause Complaints

3. Reported Complaints

4. Validate Customer Impact

20769



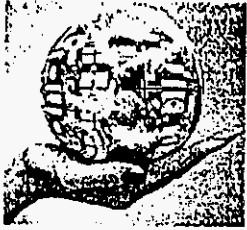
# Hispanic Marketing Calendar

May	June	July	Aug	Sept	Oct	Nov	Dec
		<p>TAMACC July 30 - Aug. 1</p>		<p>CEO Roundtable Sept. 16-18</p> <p>USHCC Sept. 23-26</p> <p>LA County Fair Sept. 10-27</p> <p>State of Texas Fair Sept. 25-Oct. 18</p>		<p>Se Habla Español Nov. 2-4</p>	
Ongoing In language Retention and Customer Service							

20770







# Hispanic Marketing Events

## Events and Sponsorships

- **TAMACC Convention**

(Texas Association of Mexican American Chambers of Commerce)

3,000 attendees

Houston, TX

Jul. 30 - Aug. 1

- **7th Annual CEO Roundtable**

300-400 attendees

Washington DC

Sept. 16-18

- **USHCC Annual National Convention**

(United States Hispanic Chamber of Commerce)

5,000 attendees

Kansas City Missouri

Sept. 23-26



# Hispanic Marketing Events

## Events and Sponsorships (Contd.)

- **LA County Fair**

Sept. 10 - 27

1.3 million attendees

LA County Fairgrounds, Pomona

- **State Fair of Texas**

Sept. 25 - Oct. 18

2.8 million attendees

Fair Park East of Downtown Dallas

- **Se Habla Español Conference**

Nov. 2-4

Los Angeles, CA



# Hispanic Market

## Products and Programs

- Talk To the Americas - Regional LD flat rate calling plan targeting:

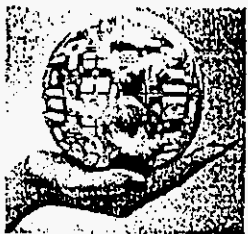
Argentina	Costa Rica	Guatemala	Paraguay
Belize	Cuba	Honduras	Peru
Bolivia	Dominica	Jamaica	Portugal*
Brazil	Dominican Republic	Mexico	Spain*
Chile	Ecuador	Nicaragua	Uruguay
Colombia	El Salvador	Panama	Venezuela

- 150 Free Domestic & International Minutes Promotion

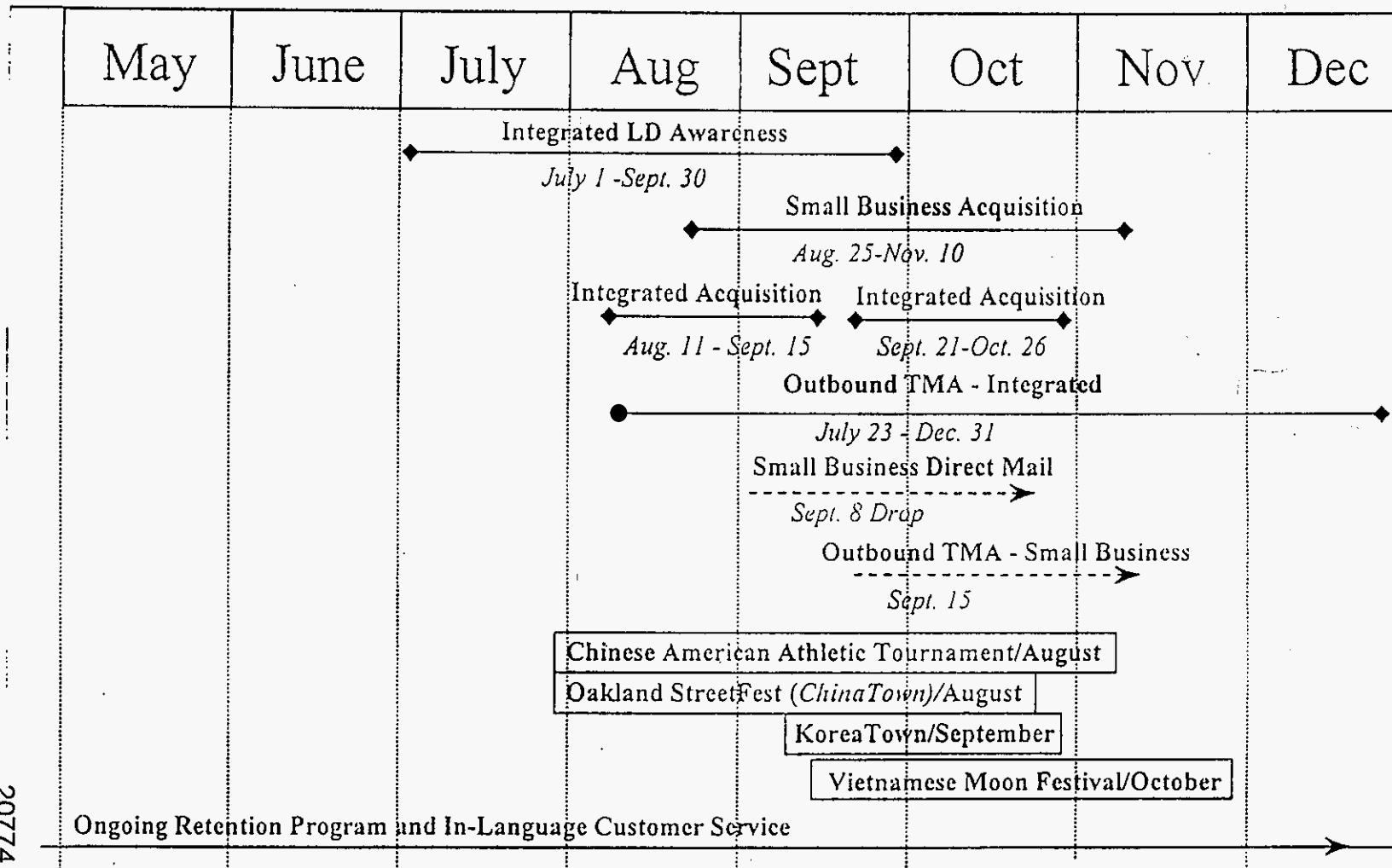
- 50 minutes every month for three months

- In Language Retention Program

- In Language Collateral



# Asian Marketing Calendar



20774

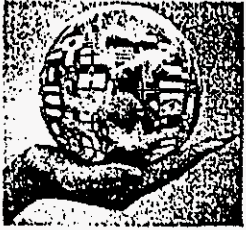




# Asian Marketing Events

- **Radio Seoul (7th Anniversary Concert)**
  - Saturday, August 1, 1998 - San Francisco, CA (7:30-9:30pm)
  - 2,000 attendees including Gov. Pete Wilson and the Mayors of San Francisco and Oakland
  - Public Relations ONLY (*GTE logo on 2 concert banners, full page ad in the program, radio mentions 3 times/day for 30 days in July, 10x2 table at the concert*)
- **Chinese-American Athletic Tournament**
  - Saturday, August 15, 1998 - San Jose, CA (9-5pm)
  - 60,000+ attendees (*heavily Mandarin*)
  - Sales Opportunity (*20x20 booth space by main stage, GTE sponsored events: Tug-o-war, Swimming, Track and Field - GTE can present medals for these events*)
  - **Golf Tournament**
    - Sunday, September 27, 1998 - San Jose, CA
    - 100+ golfers - small business owners and executives (*Cup w/GTE logo*)
    - GTE sponsored holes: 3, 6, 9, 12, 15, and 18 (*GTE banner at each of these*)
    - Public Relations ONLY (*No sales booth*)





# Asian Marketing Events

- **Oakland StreetFest**

- August 22 & 23, 1998 - Oakland, CA (*ChinaTown*) (9-6pm)
- 100,000+ attendees (*Mandarin and Cantonese*)
- Sponsorship shared with GTE Wireless (*sales booth*)

- **KoreaTown Festival**

- September 17-20, 1998 - Los Angeles, CA (*Ardmore Park*)
- 65,000+ attendees over the 4-day event
- Sales opportunity - **SNYDER ONLY** (*10x20 booth, parade's, games, music, food, pageant's, etc..*)

- **Moon Festival**

- Late September/early October - LA or San Jose, CA (*Holiday is Oct. 5*)
- LA event is late September, San Jose event is Oct. 3, 1998 (*12-12am*)
- Vietnamese event
- Details will be forthcoming....





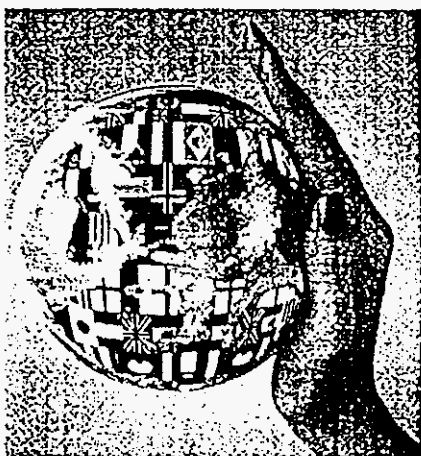
# Asian Market

## Products and Promotions

- **Talk to Asia plan** - targeted countries are the 15 Asian countries and France and Canada.

Cambodia	Malaysia	Singapore	Canada*
China	Hong Kong	South Korea	France*
India	Laos	Taiwan	
Indonesia	Philippines	Thailand	
Japan	Russia	Vietnam	

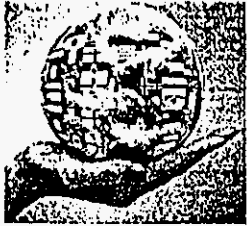
- **240 Free Domestic and International Minutes**
  - Customer must sign up for the GTE Platinum Value Plan and an International Plan.
- **In-Language Acquisition and Retention**
  - In Language Advertising, Direct Mail, Telemarketing, Collateral
  - In Language fulfillment, customer service
  - Languages include: *Mandarin, Cantonese, Vietnamese, and Korean*



## Asian Consumer Segment





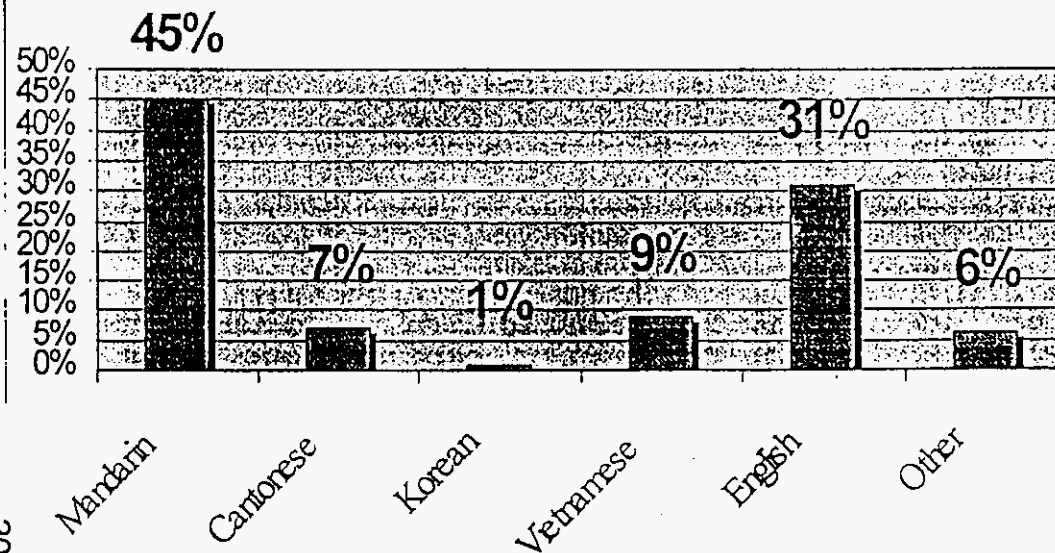


# Talk to Asia

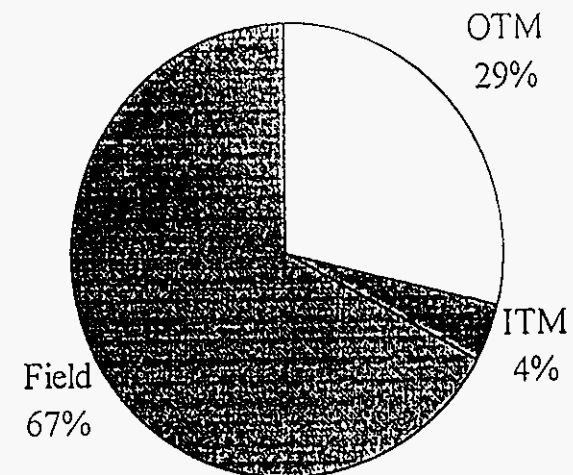
**Total Sales - 3,463** (as of 7/28/98)

Outbound Telemarketing efforts began 7/23/98

Sales by Language

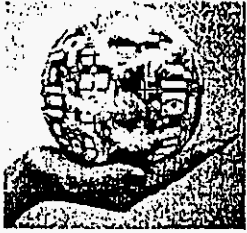


Sales by Snyder Channel



20779

**GTE**



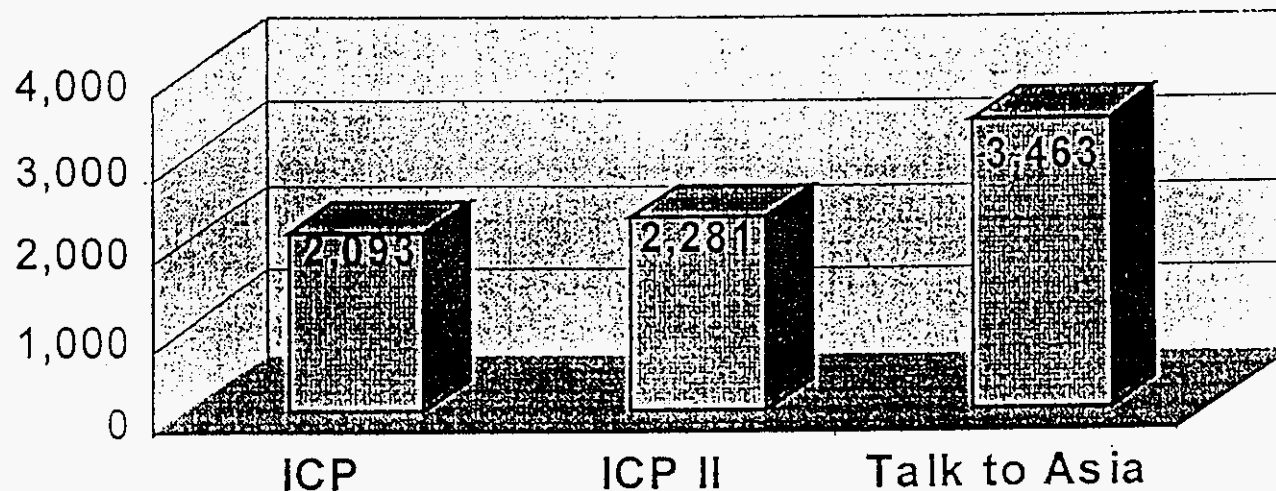
# Initial Market Response to Calling Plans

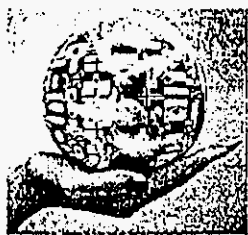
- 1st month Asian sales for Talk to Asia were 65% better than ICP and 52% better than ICP II

## Learnings:

- Talk to Asia is more attractive to Asian consumers
- Asian Campaign marketing and media support softened the Asian market

First Month Asian Sales by Calling Plan

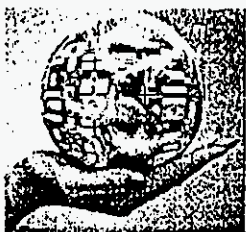




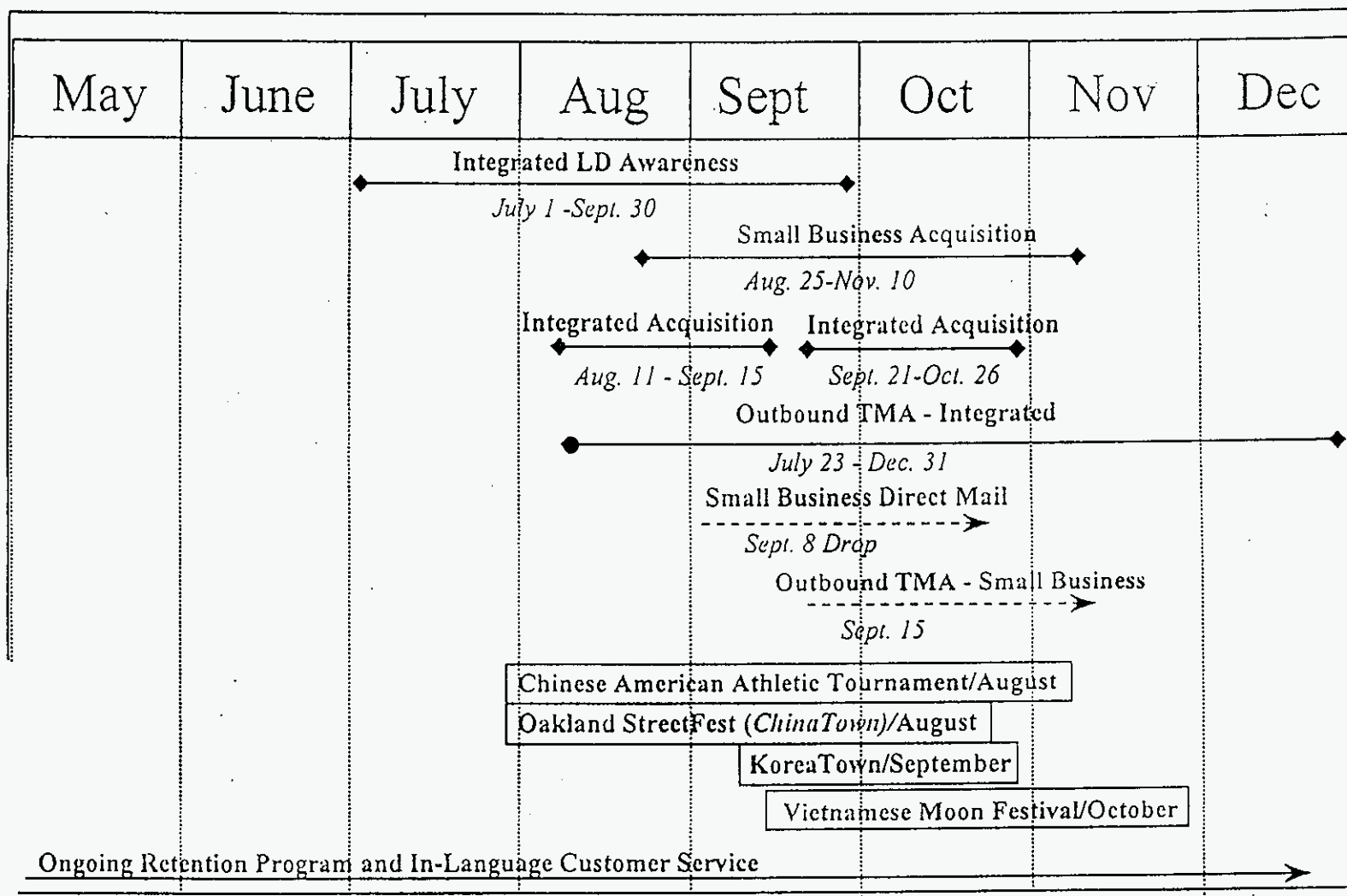
# 3Q and Beyond

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- **Asian Marketing Activities**
- **New Products/Services Planned**
- **Sales Collateral**

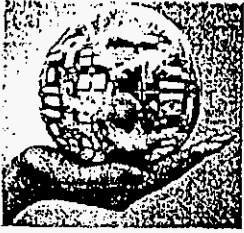


# Asian Marketing Calendar



20782

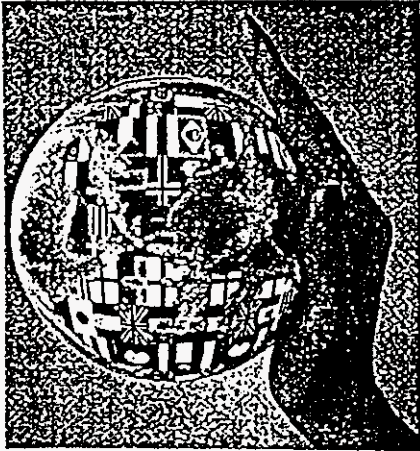




# **New Products/Services Planned**

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- **Calling Card Rate Plan**
- **International Toll Free Service**
- **International Origination Calling  
Cards**



## Hispanic Consumer Presentation Slides along with Talking Points

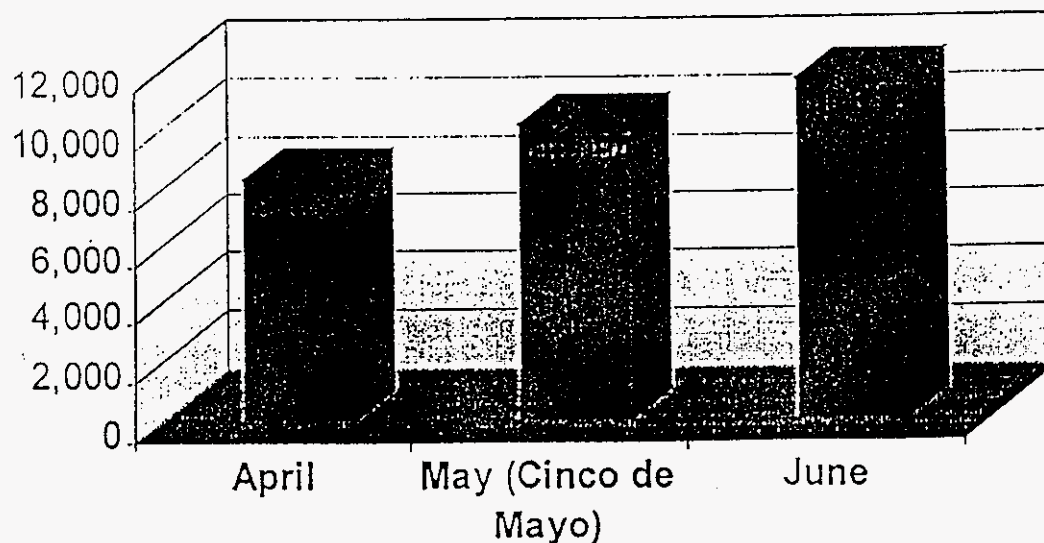


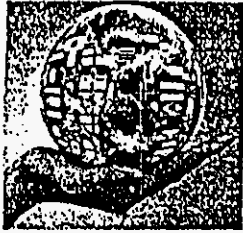


# 2Q Hispanic Sales

- **May and June Field Sales experienced 22% and 40% increases from April sales due to a lift from Cinco de Mayo marketing support.**

2Q Field Sales Results





# Cinco de Mayo (2Q)

---

## Event Marketing Benefits:

- “Mirame a los ojos - The F2F equation
- Point of Sale
- Promotion Tie-In Opportunities
- Positions GTE in Hispanic Target Markets
- Hispanic Cultural Impact



# ***California Cinco de Mayo Benefits***

## *“Mirame a los ojos” - The F2F Equation*

Personal and Face-to-Face contact generates the environment for a solid foundational relationship between GTE and the Hispanic high-value customer.

# ***California Cinco de Mayo Benefits***

## *Point of Sale*

As one of the top growing groups of new immigrants, Hispanic's influence and market power is multiplying rapidly.

These events provide GTE with a location to sell products and services by a company with integrity capable of communicating in the customer's language.

# ***California Cinco de Mayo Benefits***

## *Promotional Tie-in Opportunities*

These events become a framework around which GTE can create value-added, cost sharing partnerships and promotional opportunities.

# ***California Cinco de Mayo Benefits***

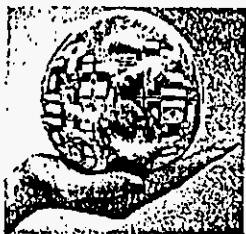
## *Positions GTE in Hispanic Target Markets*

Event opportunities, like the Cinco de Mayo weekend events, position GTE in the Hispanic community as a company who is sensitive to the Hispanic high-value customer's needs in a culturally correct atmosphere.

# ***California Cinco de Mayo Benefits***

## *Hispanic Cultural Impact*

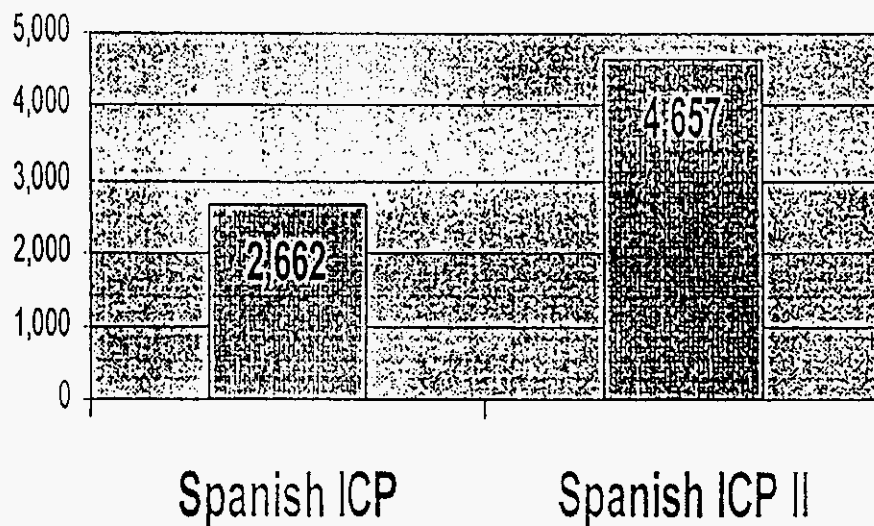
GTE's involvement in the Hispanic community is enhanced by its participation and affiliation with high-level Hispanic events (as perceived by the customer).



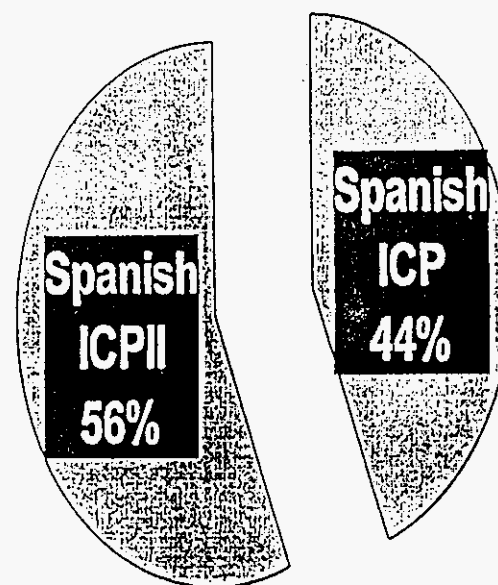
# Hispanic Sales for ICP and ICP II

- First month OTM sales for ICP II were 75% better than 1st month OTM sales for ICP.
- ICP II has accounted for 56% of all Hispanic sales, to date, with two (2) months less selling activity than ICP.

First Month OTM sales for ICP and ICP II



% of Total Hispanic Sales (as of 7/28/98)



20792

**GTE**



# **Hispanic 3Q and Beyond**

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- **Mi Familia Latinoamerica with 150 Free Minutes Promotion**
- **Hispanic Heritage (Sept. 15th, 1998)**
- **Co-Sponsored Events with Snyder**
- **Med-Card Product Trial in Florida**
- **Snyder Sales Collateral**

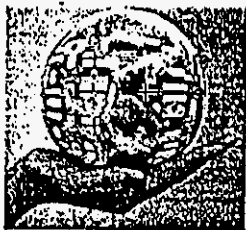


## Talking Points for 3Q and Beyond

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- **Mi Familia Latinoamerica with 150 Free Minutes.**
  - Better rates to Mexico than ICP or ICPII
  - Diversifies GTE's Portfolio
  - 150 Free Minutes offer more flexibility to the consumer
  - 150 Free Minutes can be used 7 days a week, 24 hours a day
  - 150 Free Minutes are for International and Domestic LD, not just International which is what the 360 Free Minute Promo offers





## Talking Points for 3Q and Beyond

---

- **Hispanic Heritage**

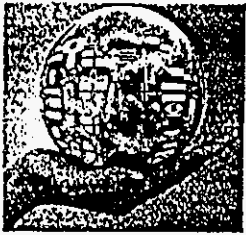
- In the process of creating a Hook or promotion into Hispanic Heritage Month to offer alongside Mi Familia and 150 Free Minutes



## Talking Points for 3Q and Beyond

- **Co-Sponsored Events with Snyder**

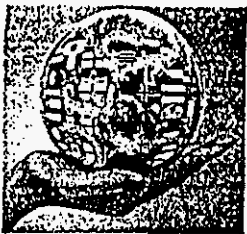
- Partnering with Snyder to gain access to event locations throughout Hispanic Heritage Campaign (LA County Fair, Texas State Fair, Funday events in Houston, and possibly a Florida event)
- Looking ahead we plan on sharing cost with Snyder to sponsor events with access for Field reps. Thus increasing sales and sales opportunities



## Talking Points for 3Q and Beyond

---

- **MedCard Product Trial in Florida**
  - November 1 launch
  - Test to see interest of Hispanic market for such a product
  - Possibly a product that will decrease churn and enhance product line



## Talking Points for 3Q and Beyond

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- **Snyder Sales Collateral**

- Currently working on a sales piece for consumer usage and a sales piece that acts more as a reference guide for the Sales Rep. As we move towards consultative selling.

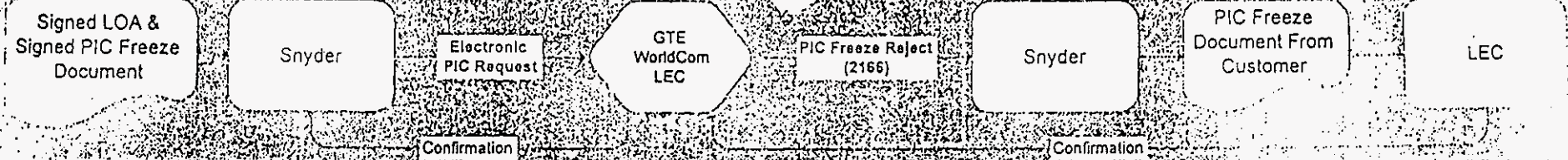
<i><b>ACTION TASKS</b></i>		<i><b>STATUS</b></i>	<i><b>DISCUSSION POINTS</b></i>
<i><b>REDUCING TIME INTERVALS</b></i>			
Cellular Phone Rollout	<ul style="list-style-type: none"> <li>Chicago</li> <li>New York</li> <li>Next Markets</li> </ul>	<ul style="list-style-type: none"> <li>Deployed 5/15</li> <li>Deployed End of May</li> </ul>	<ul style="list-style-type: none"> <li>Effectiveness of Cellular Phone in New Markets</li> </ul>
Internal Process Review	Review Systems & Make Recommendations – Analyze Timing of: <ul style="list-style-type: none"> <li>TDEC</li> <li>SSN</li> <li>QOC</li> <li>NOL</li> </ul>	<ul style="list-style-type: none"> <li>Interval Times Improving – See Graphs</li> </ul>	<ul style="list-style-type: none"> <li>Need to Further Reduce Time Intervals</li> </ul>
Field Timing of Orders Shipped	Develop Quality Metric by District & Recommendations for Improvements	<ul style="list-style-type: none"> <li>Interval Times Improving – See Graphs</li> </ul>	

ACTION TASKS STATUS DISCUSSION POINTS		REDUCING DEFECTS	
SSN/ Driver's License Number	<ul style="list-style-type: none"> <li>• Equifax SSN</li> <li>• Veris SSN Check</li> <li>• Implement Driver's License</li> </ul>	<ul style="list-style-type: none"> <li>• Alternate Name Implemented</li> <li>• Month/Day of Birth Targeted for Late August</li> </ul>	<ul style="list-style-type: none"> <li>• Effectiveness of SSN Checking</li> <li>• Timing of Driver's License</li> </ul>
Alternate Name Month/Day of Birth	<ul style="list-style-type: none"> <li>• Use Alternate Name of Someone in Household for Verification</li> <li>• Use of Month/Day of Birth as Verification</li> </ul>	<ul style="list-style-type: none"> <li>• Alternate Name Implemented</li> <li>• Month/Day of Birth Targeted for Late August</li> </ul>	<ul style="list-style-type: none"> <li>• Effectiveness of Alternate Name</li> </ul>
Positive Option Letter	<ul style="list-style-type: none"> <li>• Implement POL for customers that we have been unable to reach</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting on Pre-Paid Card</li> </ul>	<ul style="list-style-type: none"> <li>• Timing of Pre-paid Cards</li> </ul>
Rep Scoring	<ul style="list-style-type: none"> <li>• Proposal to pass orders to GTE with good rep scores</li> </ul>	<ul style="list-style-type: none"> <li>• GTE raised concerns that this does not protect against "customer fraud"</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss feasibility of proposal</li> </ul>
Eliminating Pending (Also a Churn & Time Interval Issue)	<ul style="list-style-type: none"> <li>• Complete Jan-Mar</li> <li>• Present Results of Calling Customers</li> </ul>	<ul style="list-style-type: none"> <li>• Project Completed</li> </ul>	
Reducing PIC Restrictions	<ul style="list-style-type: none"> <li>• Collecting Form at Point of Sale</li> <li>• Automated In-Language Letter w/800 Call-in to Snyder</li> <li>• Improving GTE In-Franchise Letter Process</li> <li>• Automated PIC Restrict Resolution Process</li> <li>• Point of Sale PIC</li> </ul>	<ul style="list-style-type: none"> <li>• QuickPIC Implemented</li> <li>• More information required from LECs</li> <li>• Testing QuickPIC letter</li> <li>• Point of Sale PIC being tested</li> </ul>	<ul style="list-style-type: none"> <li>• QuickPIC results</li> <li>• Resolving No-Responses</li> <li>• Confirmations</li> <li>• Update on meeting with LECs</li> <li>• Point of Sale PIC test results</li> </ul>
Reducing Toll Restrictions	<ul style="list-style-type: none"> <li>• US West - Approach LEC and Resolve</li> <li>• Nynex Apply US West Case to Nynex</li> </ul>	<ul style="list-style-type: none"> <li>• Letter Sent to US West - Waiting an Update</li> </ul>	<ul style="list-style-type: none"> <li>• Update on US West</li> </ul>
Focus on Miscellaneous Edits	<ul style="list-style-type: none"> <li>• Examples</li> <li>• Line Num Not Active</li> <li>• WTN Not Found</li> <li>• WTN rejected w/LSP Identification</li> </ul>	<ul style="list-style-type: none"> <li>• Most major operational issues have been resolved except for 75's (No Confirmation from RPMs.</li> <li>• Day to day investigations are underway for other types of smaller rejects of which a process should be developed.</li> </ul>	<ul style="list-style-type: none"> <li>• Status of 75's</li> <li>• Improving the problem resolution process</li> <li>• Status of Reconciliation</li> </ul>

ACTION TASKS		STATUS	DISCUSSION POINTS
<b>REDUCING CHURN</b>			
Churn Research	<ul style="list-style-type: none"> <li>GTE to Research Churn and Present Findings</li> </ul>		
Increasing PIC Restrictions	<ul style="list-style-type: none"> <li>PIC Freeze at Point of Sale</li> <li>QuicPIC Incentives</li> <li>PIC Freeze Post Card w/Incentive</li> </ul>	<ul style="list-style-type: none"> <li>GTE Regulatory to Determine POS Form</li> <li>GTE to acquire Pre-paid Cards</li> </ul>	<ul style="list-style-type: none"> <li>Update on POS Form</li> <li>Update on Pre-paid Cards</li> </ul>
New Plans & Promotions	<ul style="list-style-type: none"> <li>Develop New Plans Focused on Churn &amp; Target Markets</li> <li>Develop New Plans Focused on Winbacks</li> </ul>		
Informing GTE About Snyder	<ul style="list-style-type: none"> <li>Meeting w/Customer Service Centers.</li> <li>Informing the ILECs</li> </ul>	<ul style="list-style-type: none"> <li>Meetings held with AFNI/Alpharetta</li> </ul>	<ul style="list-style-type: none"> <li>Further information dissemination to ILECs and other GTE arems.</li> </ul>
Improve Fulfillment Process	<ul style="list-style-type: none"> <li>Integrate Fulfillment w/Provisioning</li> <li>In-language Fulfillment</li> </ul>		<ul style="list-style-type: none"> <li>Changes to inform customers on free minutes</li> <li>Update on changes made to minimize customer confusion</li> </ul>
Outbound Customer Winback Campaigns	<ul style="list-style-type: none"> <li>Review results of existing campaigns</li> <li>Develop expanded in-language Winback campaigns</li> </ul>		<ul style="list-style-type: none"> <li>Winback Implementation for 98 and beyond?</li> </ul>
Image & Target Market Advertising	<ul style="list-style-type: none"> <li>Implement Ad Campaign (Status Update)</li> </ul>		<ul style="list-style-type: none"> <li>Results of existing campaigns. Direction for future</li> </ul>
Welcome Calling	<ul style="list-style-type: none"> <li>Review results of existing program</li> <li>Consolidate program w/QOC</li> </ul>	<ul style="list-style-type: none"> <li>Breaking out Asian languages</li> </ul>	<ul style="list-style-type: none"> <li>Results of existing program</li> </ul>
Bundling	<ul style="list-style-type: none"> <li>Address Timing of Bundling</li> </ul>		<ul style="list-style-type: none"> <li>Strategy and timing for bundling</li> </ul>

ACTION		TASKS	STATUS	DISCUSSION POINTS
<b>MAINTAINING CUSTOMER PROFILE</b>				
Understanding Profile by Segment	<ul style="list-style-type: none"> <li>Identify yield trends by market</li> <li>Effects of Promotions</li> </ul>			
Calling Card & Call Me Toll-Free	<ul style="list-style-type: none"> <li>Finalize Testing AT GTE</li> <li>Roll Out at Snyder</li> </ul>	<ul style="list-style-type: none"> <li>Completed</li> </ul>		
Customer Usage Reporting	<ul style="list-style-type: none"> <li>Provide Aggregate Customer Usage Information to Snyder</li> </ul>	<ul style="list-style-type: none"> <li>Reporting requested by NPANXX, In/Out of Franchise, Language, LEC.</li> </ul>	<ul style="list-style-type: none"> <li>Status of Usage Reporting</li> </ul>	
Additional Target Markets	<ul style="list-style-type: none"> <li>Discussion on Other Markets</li> </ul>			
Additional Media	<ul style="list-style-type: none"> <li>Discuss additional media possibilities including Direct Mail, Print, etc.</li> </ul>			

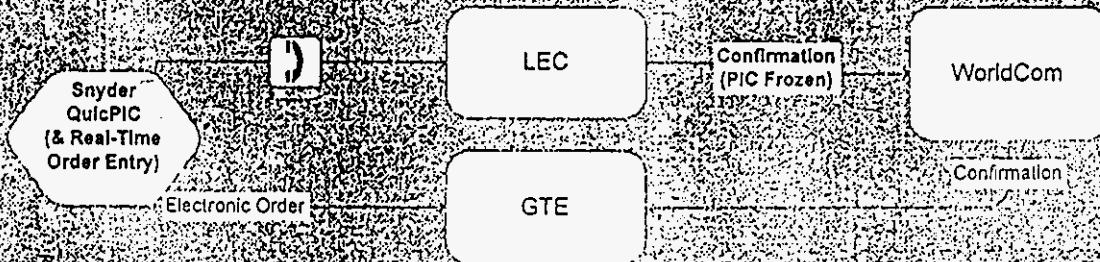




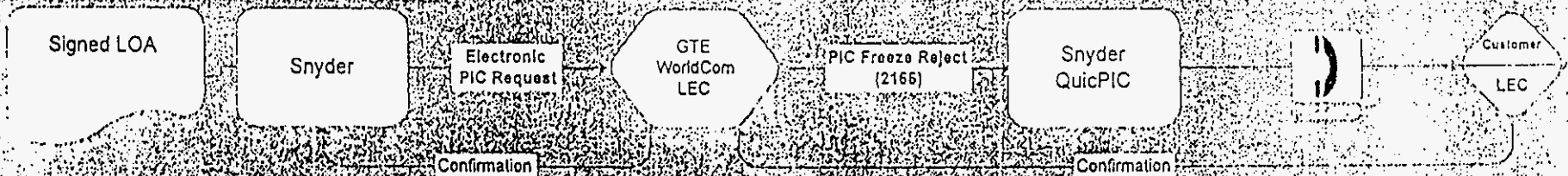
2. PIC Freeze Cellular At Point of Sale  
3. Post Card Call-In by Customer



Cell Call Made at Point of Sale or Post Card Call-In by Customer



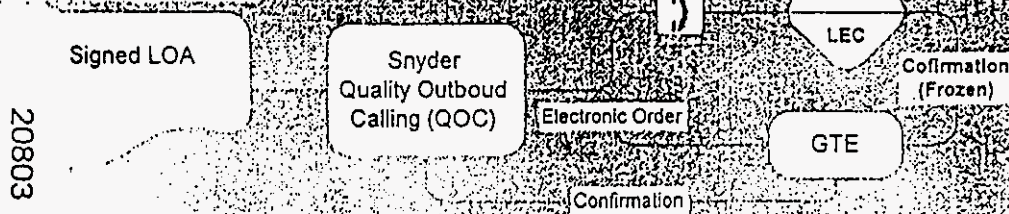
4. PIC Freeze Reject Resolution (QuicPIC)



5. PIC Freeze at Welcome Call



6. PIC Freeze at QOC

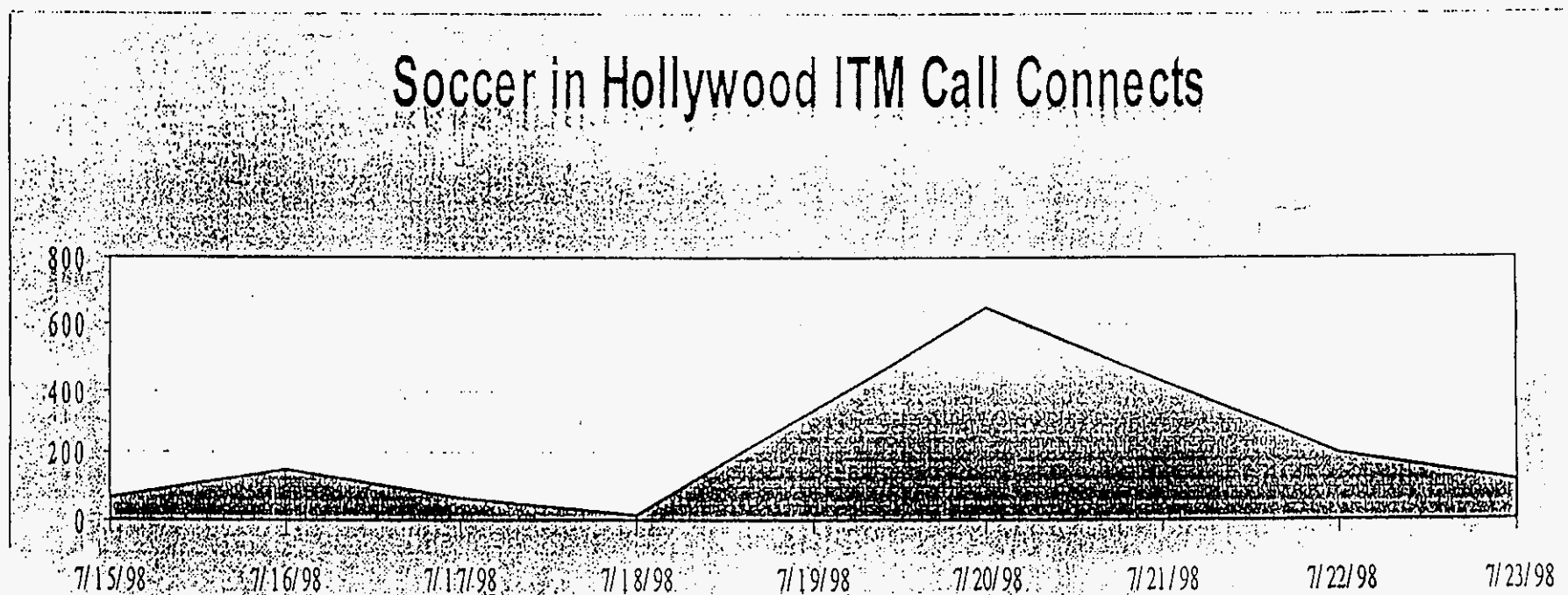


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# Soccer in Hollywood

- The July 15th Soccer in Hollywood retention mailing drove a 725% increase in call volume on July 20th from the previous four day average.





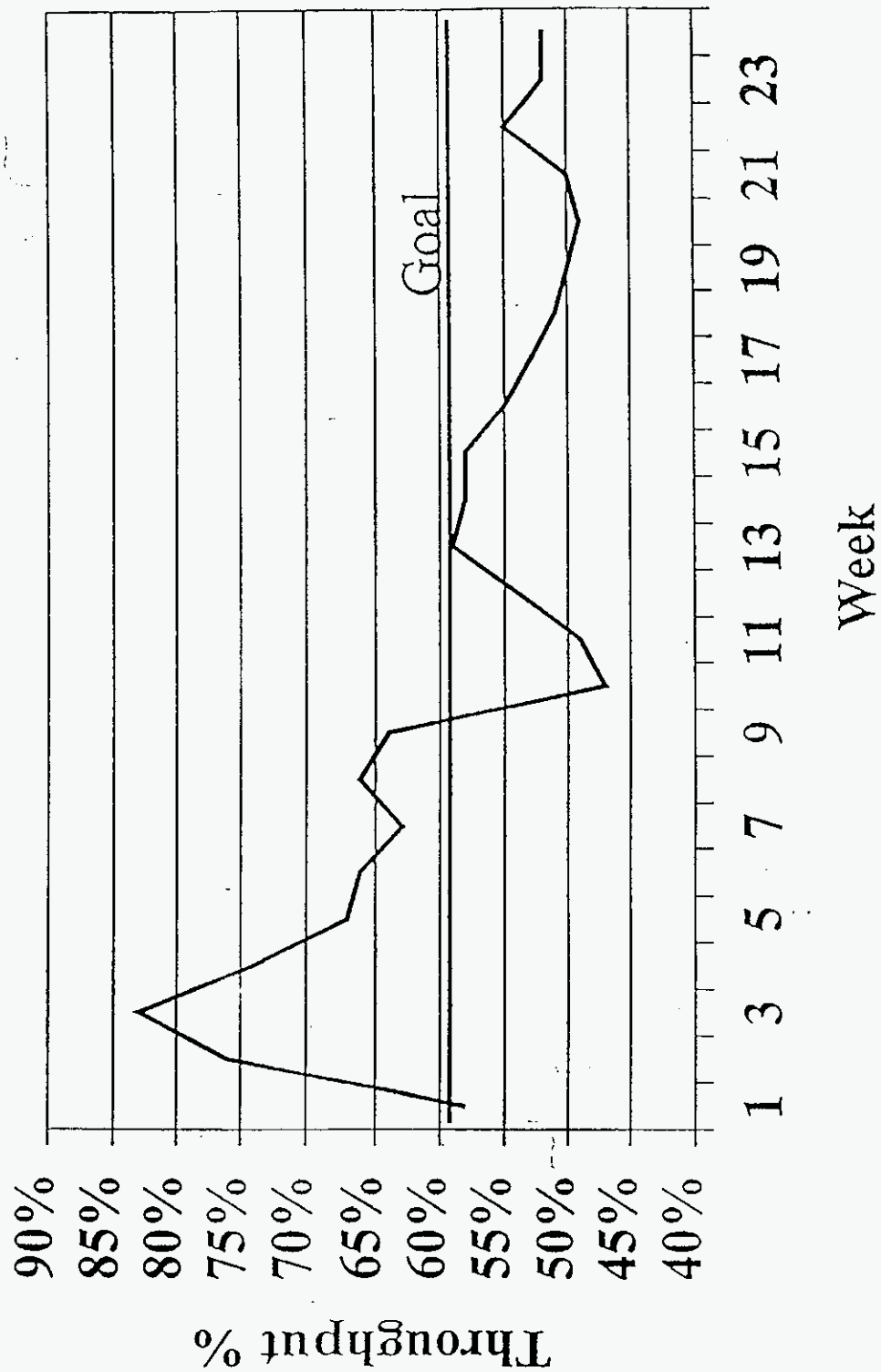
# The Top Line...

## Submitted Sales

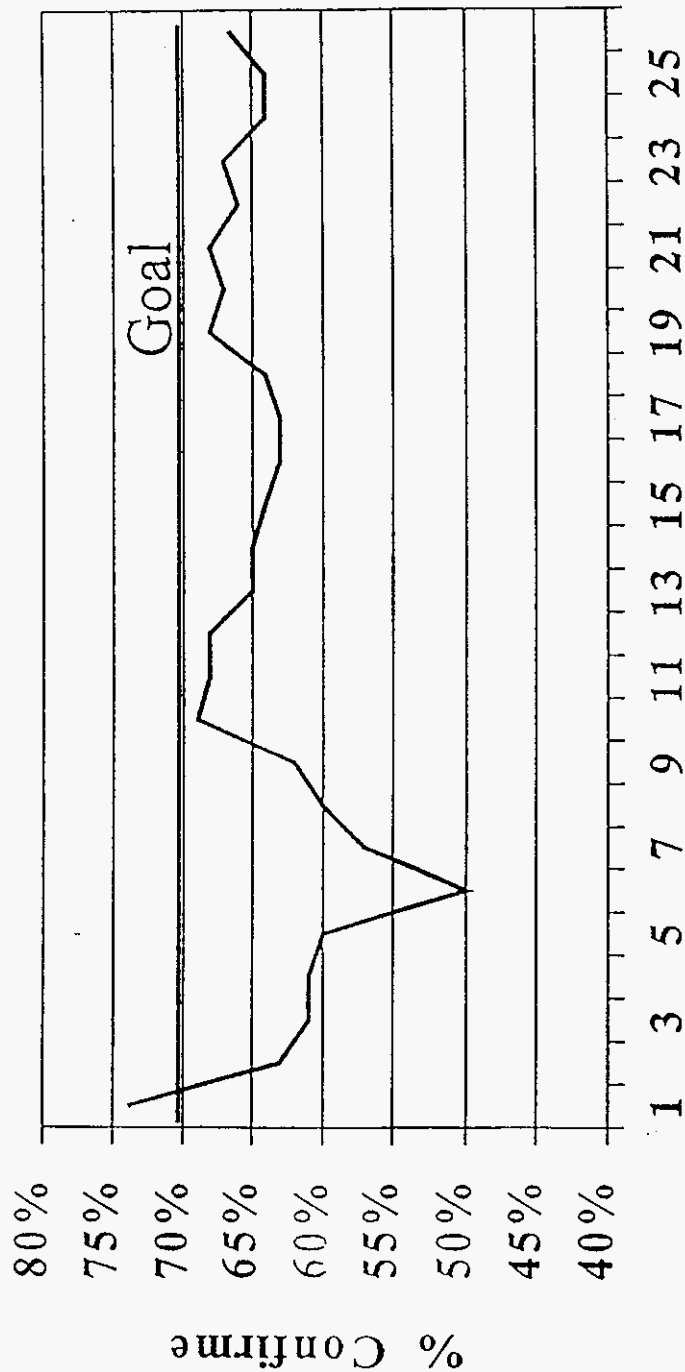
### By Channel & In/Out Franchise

Franchise Mix		1st Quarter	2nd Quarter	July
Field	In	12%	20%	18%
	Out	88%	80%	82%
OTM	In	20%	29%	26%
	Out	80%	71%	74%
Combined	In	15%	23%	25%
	Out	85%	77%	75%
Channel Mix				
Field		65%	64%	
OTM		35%	36%	

# Throughput Snyder Gross to GTE Submit



# Confirmation %



Week

	Jan		Feb		Mar		Apr		May		June	
	Act	Goal	Act	Goal	Act	Goal	Act	Goal	Act	Goal	Act	Goal
LEC Confirmed %												
Field Sales	66%		62%		61%		59%		62%		60%	
Telemarketing	74%		67%		74%		73%		74%		72%	
Total	69%		66%		68%		66%		66%		64%	



*SNYDER*  
*DIRECT SERVICES, INC.*



Monthly Update  
July, 1998

# Highlights



- **Consumer Field:**

- 120k gross sales in July--30% increase over June! August "Run-Rate" at 130k!
- 1,500 monthly producers --250 growth over June!
- New markets opened--Charlotte, Naples, Tampa,
- Key Personnel Actions:
  - New Southern Regional Director
  - Florida Region Created
  - Newly Created National Staff Position
- Throughput and PIC Rates Still Outstanding Issues
- *Momentum established for 503K goal-- Expect Growth Rate to Continue!*

- **Consumer - Teleservices:**

- *Record Setting Results!* -- 28.5k Submits -- 20% MTM Growth. August "Run Rate" of 31k
- Increased Staffing Levels From 347 in April to 491 in July
- Reorganized Sales Management Team
- Increased Mix of Multi-Cultural In-Franchise Leads
- Modified Compensation Plan To Balance In/Out Franchise Mix
- Established Referral Program to Increase Close Ratios (Effective August)
- *Momentum established for 228K goal-- Expect Growth Rate to Continue!*

- **GTE Business:**

- "Bundle" focus
- Restructured Bundle Compensation -- Meaningful Income Potential
- 300 bundle sales in July--3 times as much as the previous two months!
- Piloting a National Recruiting Firm
  - Goal of getting to 100 producers ahead of plan
- Opening Seattle and Dallas

# GTE/Snyder Top Issues List

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## **IMPROVING THE TOP LINE**

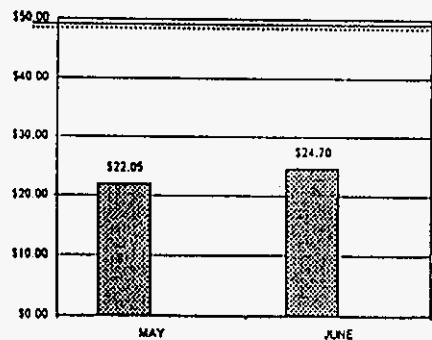
- **PIC Freeze (17% OF All Submits):**
  - GTE Legal to identify the LEC's allowed methods for requesting PIC freeze at point of sale (e.g., approved language, process, mailing address, etc.)
- **Throughput (50% Loss on Gross Sales)**
  - GTE to approve concept of Positive Option Letter
  - Evaluating Drivers License & Birth Date Alternatives
- **Rejects (3-5% of All Submits):**
  - Resolving "No Confirmation from RPMS" (75's) (Current file over 8,000)
- **Incentives**
  - GTE to Provide Pre-paid cards/offers to test:
    - Resolving PICs that are PIC restricted, and in QOC, Welcome Calling, Cellular Point of Sale, Positive Option Letter
- **Bundling**
  - GTE to provide plan and capability to sell bundled LD/Local
- **IMPROVING CHURN**
- GTE to implement win-back program but entertain use of Snyder in interim?
- GTE to provide feedback on churn research results.
- Incent PIC Freeze -- Only 47 of Over 900 Confirmations Have Churned (Only 5%)!
- **CUSTOMER PROFILE**
- GTE analysis of yield changes and promotional impacts
- GTE to provide customer profile information by In/Out Franchise, State, Field/OTM, Plan/Promo, etc.



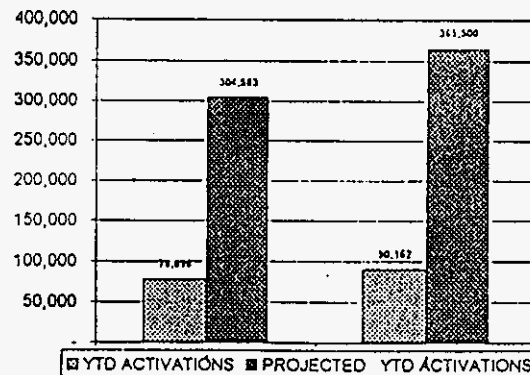
**CONSUMER SCORE CARD**

	INITIAL TARGET	AUGUST OUTLOOK	MAY	JUNE	PARTIAL JULY	Monthly Improvement (Loss)	FAV/(UNFAV)
REV. PER CUSTOMER	\$49.77	\$49.77	\$22.05	\$24.70	tbd 8-10-98	\$2.65	(\$25.07)
NEW ACTIVATIONS	836,000	731,000	43,594	46,568	tbd 8-10-99	2,974	tbd
NEW SUBMITS			69,505	67,361	57,052	INCOMPLETE	tbd
% YIELD	80%	70%	63%	69%	tbd 8-10-99	6%	
PROJECTED YTD ACTIVATIONS	348,333	365,500	304,583	365,500	426,417	121,833	(318,932)
YTD ACTIVATIONS	*	*	78,096	90,162	tbd 8-10-99		
YTD ELAPSED	*	*	41.67%	50.00%	58.33%	*	
YTD ACTIVATION GOAL ACHIEVED	*	*	25.64%	24.67%	tbd 8-10-99	-0.97%	-25.33%
CHURN	6.00%	15.00%	22.70%	18.20%	tbd 8-10-99	4.50%	-3.20%
CUSTOMERS IN BILLING	*	*	55,905	71,683	tbd 8-10-99	15,778	
% UNCOLLECTABLE	3.70%	3.70%	TBD	TBD	TBD	TBD	TBD
% REJECTS	8.00%	8.00%	3.70%	2.60%	0.91%	70.27%	5.40%
CUSTOMER COMPLAINTS	459	459	83	39	14	44	420
SERVICE LEVEL	80%	80%	48.2%	72.0%	76.13%	105.74%	-4%
ABANDON RATE	5.00%	5.00%	19.0%	9.3%	7.43%	39.11%	-2%
FIELD HEADCOUNT	1,400	1,400	1,256	1,200	1,450	50	50
TMA HEADCOUNT		480	422	418	440	22	40
CURRENT ACTIVATION DAYS	15	6	11	6.5	N/A	169.23%	-0.5

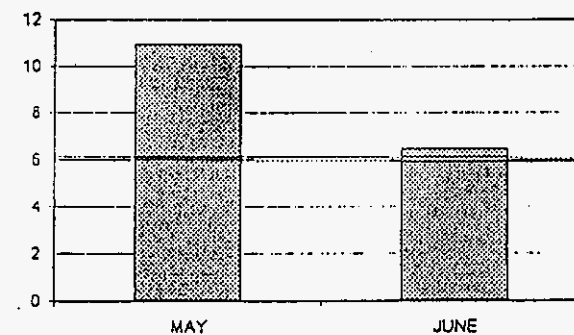
Revenue Per Customer



Activations vs. Projected Activations



Days to Activate



July figures marked as tbd will be available in mid-August.

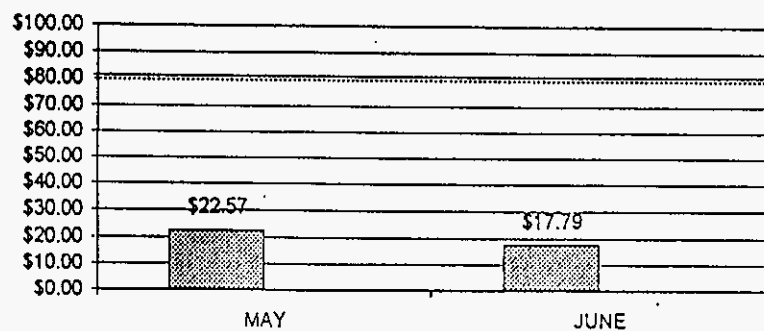
**BUSINESS SCORE CARD**  
**BUNDLES**

INITIAL	AUGUST	OUTLOOK	MAY	JUNE	PARTIAL	Monthly Improvement	FAV/(UNFAV)
TARGET						(Loss)	
\$185.00	\$185.00	3,343	bd 8-10-98	bd 8-10-98	bd 8-10-98		
11,293			bd 8-10-98	58	10	48	
			bd 8-10-98	32	74	INCOMPLETE	bd
90%	90%		bd 8-10-98	bd 8-10-98	bd 8-10-98		
3,343	11,293	3,343	bd 8-10-98	bd 8-10-98	bd 8-10-98		
			bd 8-10-98	78	92		
				50.00%	58.33%		
			41.67%				
			bd 8-10-98	bd 8-10-98	bd 8-10-98		bd 8-10-98
6.00%	15.00%		bd 8-10-98	bd 8-10-98	bd 8-10-98		
			bd 8-10-98	bd 8-10-98	bd 8-10-98		
3.70%	3.70%		TBD	TBD	TBD		TBD
8.00%	8.00%		bd 8-10-98	bd 8-10-98	bd 8-10-98		bd 8-10-98
TBD	TBD		TBD	TBD	TBD		TBD
80%	80%		bd 8-10-98	bd 8-10-98	bd 8-10-98		bd 8-10-98
5.00%	5.00%		bd 8-10-98	bd 8-10-98	bd 8-10-98		bd 8-10-98
108	100		bd 8-10-98	bd 8-10-98	bd 8-10-98		bd 8-10-98
N/A	N/A		N/A	N/A	N/A		N/A
TBD	TBD		bd 8-10-98	bd 8-10-98	bd 8-10-98		bd 8-10-98

\* July figures marked as tbd will be available in mid-August.

<b>BUSINESS SCORE CARD LONG DISTANCE ONLY</b>		<b>INITIAL TARGET</b>	<b>AUGUST OUTLOOK</b>	<b>MAY</b>	<b>JUNE</b>	<b>PARTIAL JULY</b>	<b>Monthly Improvement (Loss)</b>	<b>FAV/(UNFAV)</b>
REV. PER CUSTOMER		\$80.00	\$80.00	\$22.57	\$17.79	tbd 8-10-98	-\$4.78	(\$62.21)
NEW ACTIVATIONS		14,600	3,432	365	452	tbd 8-10-98	87	
NEW SUBMITS		*	*	605	786	289	INCOMPLETE	tbd
% YIELD		90%	90%	60%	58%	tbd 8-10-98	-2%	
PROJECTED YTD ACTIVATIONS		14,600	3,432	1,430	1,716	2,002	572	(1,264)
YTD ACTIVATIONS		*	*	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98		
YTD ELAPSED		*	*	41.67%	50.00%	58.33%	*	
YTD ACTIVATION GOAL ACHIEVED		*	*	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98
CHURN		6.00%	15.00%	12.60%	11.00%	tbd 8-10-98	1.60%	4.00%
CUSTOMERS IN BILLING		*	*	365	637	tbd 8-10-98	272	
% UNCOLLECTABLE		3.70%	3.70%	TBD	TBD	TBD	TBD	TBD
% REJECTS		8.00%	8.00%	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98
CUSTOMER COMPLAINTS.		TBD	TBD	TBD	TBD	TBD	TBD	TBD
SERVICE LEVEL		80%	80%	92.0%	90.0%	96.00%	106.00%	16%
ABANDON RATE		5.00%	5.00%	8.3%	12.5%	2.00%	24.01%	3%
FIELD HEADCOUNT		50	112	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98
TMA HEADCOUNT		N/A	N/A	N/A	N/A	N/A	N/A	N/A
CURRENT ACTIVATION DAYS		TBD	TBD	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98	tbd 8-10-98

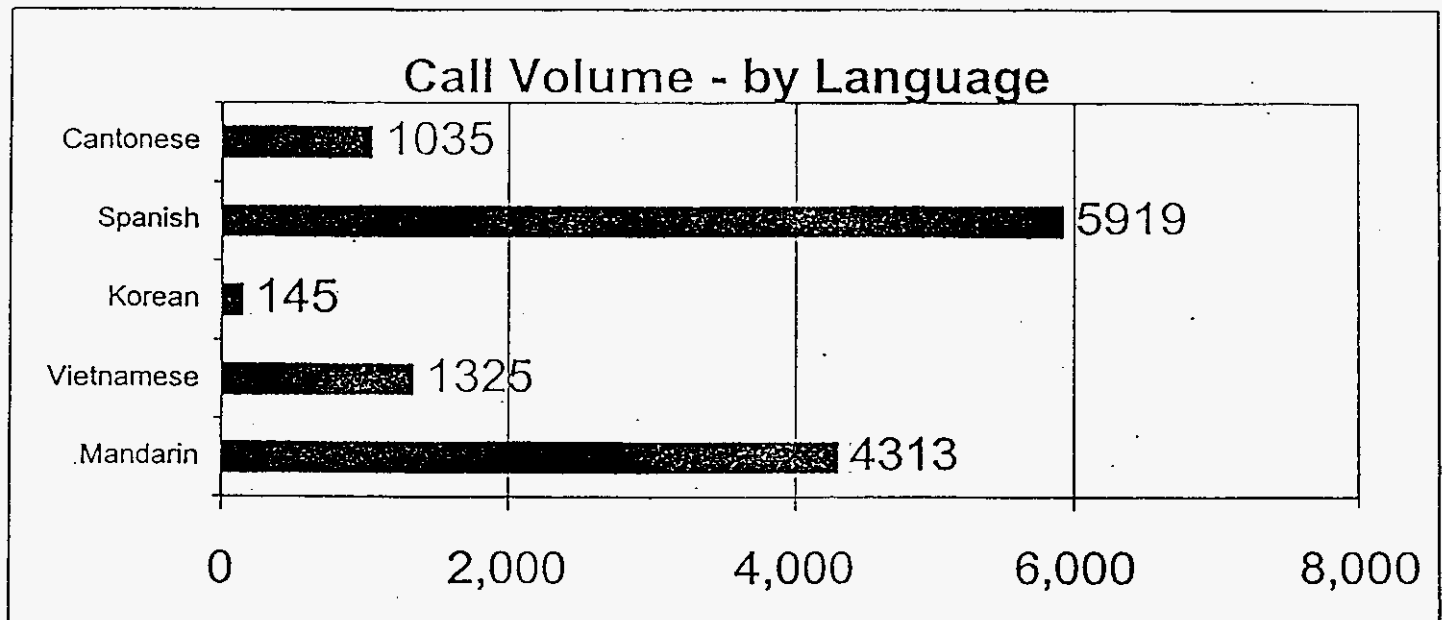
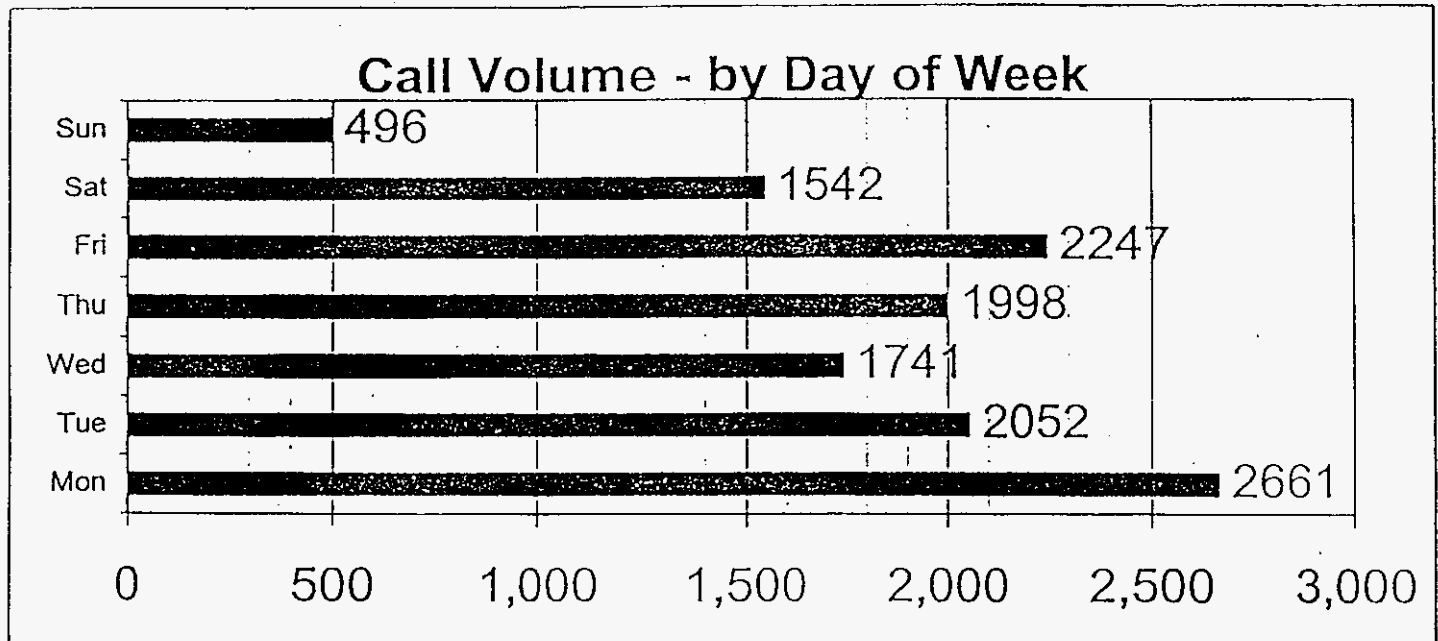
Revenue Per Customer



July figures marked as tbd will be available in mid-August.

20813

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Language Total	% of Calls
Mandarin	811	678	547	665	770	636	206	4313	33.86%
Vietnamese	259	223	190	191	223	170	69	1325	10.40%
Korean	34	24	18	27	24	8	10	145	1.14%
Spanish	1366	977	858	969	1064	542	143	5919	46.47%
Cantonese	191	150	128	146	166	186	68	1035	8.13%
<b>DAILY TOTAL</b>	<b>2661</b>	<b>2052</b>	<b>1741</b>	<b>1998</b>	<b>2247</b>	<b>1542</b>	<b>496</b>	<b>12737</b>	<b>100.00%</b>
% of Volume	20.89%	16.11%	13.67%	15.69%	17.64%	12.11%	3.89%		





GTE/SNYDER SECOND QUARTERLY REVIEW, 8/03-05, 1998

Expected Attendees:


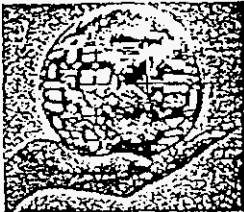
SNYDER	POSITION
Mitch Gershman	President
Rasim Tugberk	Senior Vice President
George Wolfand	Vice President, Operations
Vilma Viola	Vice President, Sales
Barbara Baker	Director, Project Operations
Dan Hall	Director, Application Development
Joe Lindsay	Projects Operations Manager

GTE	POSITION
Ted Gilmore	VP and GM, Ethnic/International Marketing/Sales
Ed Miller	Director, Marketing
Keith Magee	Director, Channel Management
Matthew Murray	Group Manager, Consumer Sales Performance
Ann Fields	Group Manager, Channel Quality Assurance
Jeff Fugitt	Group Manager, Business Sales Performance
Sandhya Karachiwala	Staff Manager, Consumer Sales Performance

Expected Cameo Guests:


GTE	POSITION
Butch Bercher	President, GTECC
Todd Eliason	President, Business Markets
Pam Jacobson	President, GTE LD-Consumer
Mildred Recio	Group Manager, Hispanic Marketing
Jo-i Cheng	Group Manager, Asian Marketing
Michael Lyons	Group Manager, Retention Marketing
Dianne Metcalf	Group Manager, Small Business Marketing
Ron Bigler	Director, Sales Performance & Program Management
Joe Caliro	Director, Customer Relations & Quality Management
Donna Sulak	Staff Manager, Consumer Financial Analyst
Jay Hohfeler	Director, LD Operations Support
Steve Mueller	Group Manager, LD Operations Support
Laura Northcutt	Staff Manager, LD Operations Support
Jeff Sherman	Staff Manager, Small Business Financial Analyst
Patty Kirkley	Director, Direct Marketing Operations Marketing Information Management
John Womack	Staff Administrator, Measurements/Reporting

Agendas



August 3-5, 1998  
Irving, Texas

**GTE** **SNYDER**  
COMMUNICATIONS, INC.

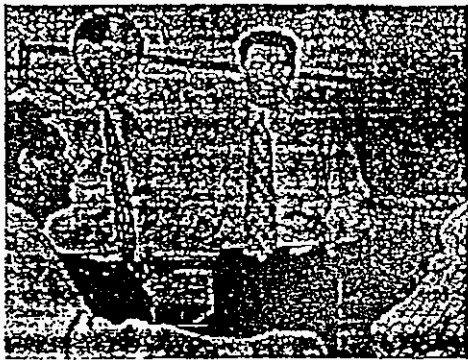


## Introductions

- **Not shown**
  - Barbara Baker
  - Dan Hall
  - Joe Lindsay
  - Vilma Viola

George Wolfand

Mitch Gershman




Rasim Tugberk

Nishan Aghajanian\*

\* Remote cameo

**SNYDER**  
COMMUNICATIONS, INC.



## Meeting Objectives

SHARE INFORMATION	FOCUS ON NEEDS	MAKE DECISIONS
Review Q2	Identify inhibitors	Create actions

**GTE** **SNYDER**  
COMMUNICATIONS,LLC



## Agenda



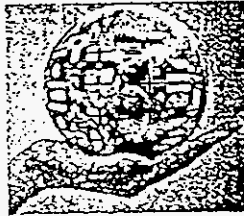
*Charles Barsotti*  
© 1992, 1994 CHARLES BARSOTTI

*"It's been moved that we conduct our meetings  
with the decorum befitting a Fortune 500 company.  
Do I hear a second?"*

**GTE** **SNYDER**  
COMMUNICATIONS,LLC







## GTE/Smc Quarterly Review

Quality Assurance  
Ann Fields



## Topics

- 2Q
  - Goals/actions
  - Issues resolved/status
- 3Q and beyond
  - Goals
  - Actions to meet goals





## • 2Q Goals/Issues/Status

- **Goals**

- Understand Occurrences for Pendings
- Provisioning Timeframes

- **Issues Resolved/Status**

- File of 75s Analyzed for Problem Determination and Root Cause
- Timeframe for OOF Provisioning Receiving Focus



## 3Q Goals

- **Pendings**

- **Reject Handling/Management**

- **Provisioning**

- **Complaints**





## Summary

**Proactive Commitment to  
Mature our Internal Processes**







## 3Q Key Actions

- Define Process to Proactively Identify and Manage Pendlings from RPMS/DMSS
- Identify Process Gaps and Implement Improvements
- End-to-End Understanding of the Order Process to Identify Improvements
- Establish System Edits
- Creation of the Snyder Activations Team
- Creation of the Escalated Complaints Sub Team

**GTE**



## 3Q Key Issues

- Rejects
  - Majority due to "Customer Already Exists with GTELD"
- Incomplete Order Form is a Reject Reason
- Utilization of Multiple Order Numbers
- Customer Profile/Quality of Customer

**GTE**



## Summary

**Proactive Commitment to  
Mature our Internal Processes**





Marketing

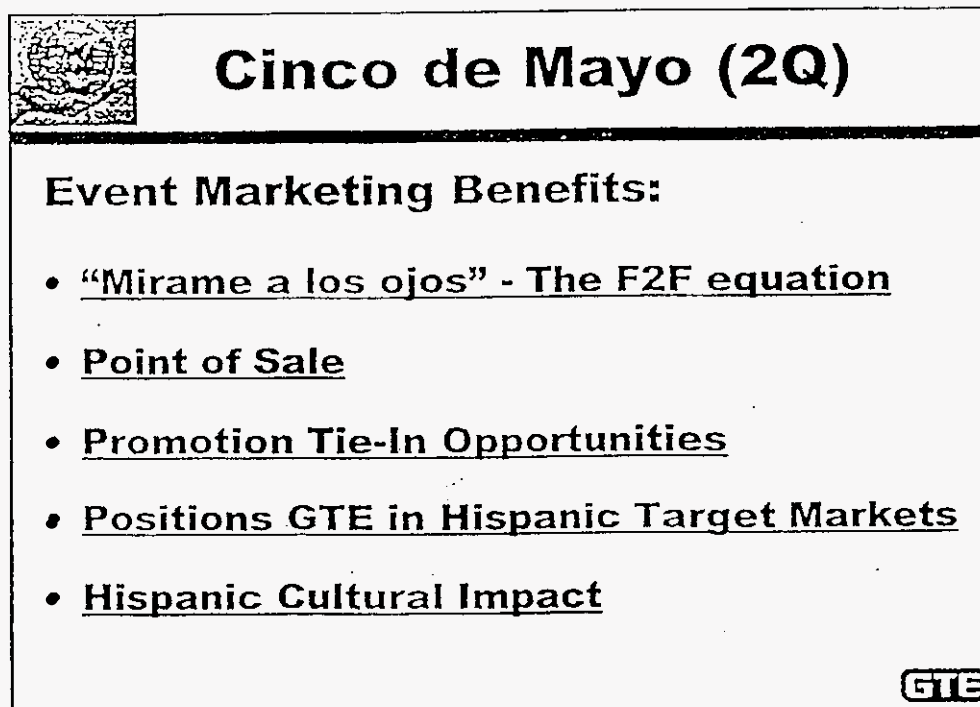
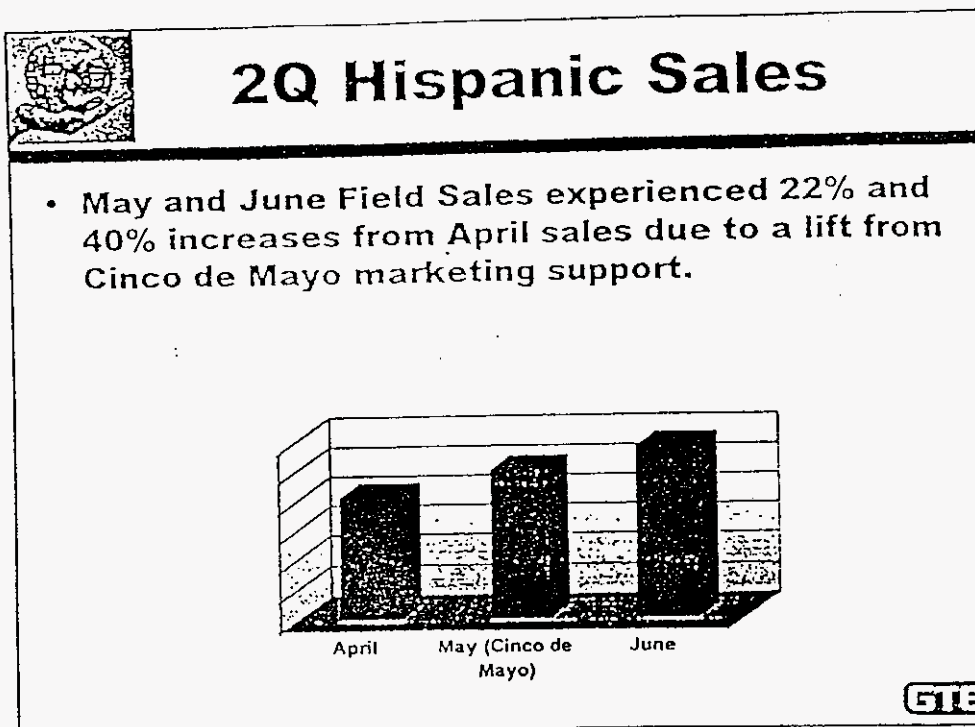


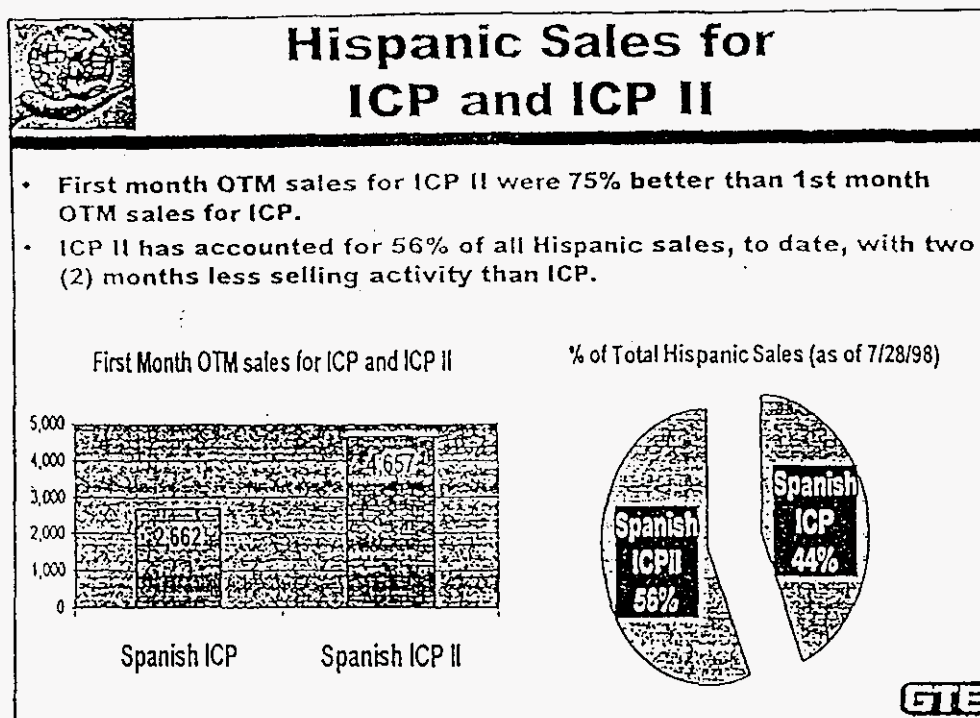
## Topics

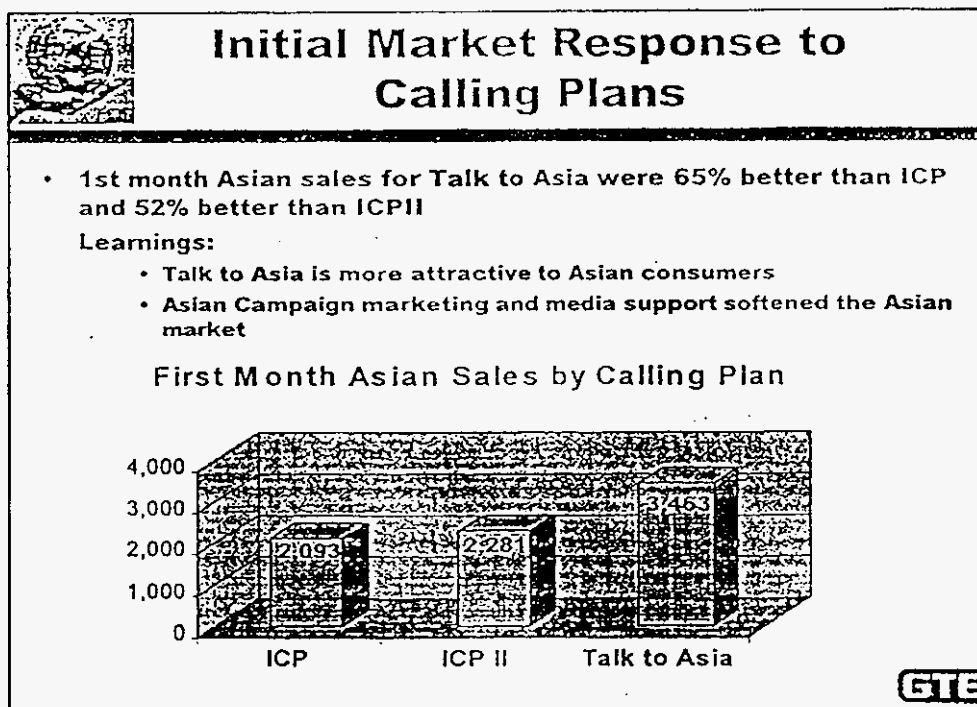
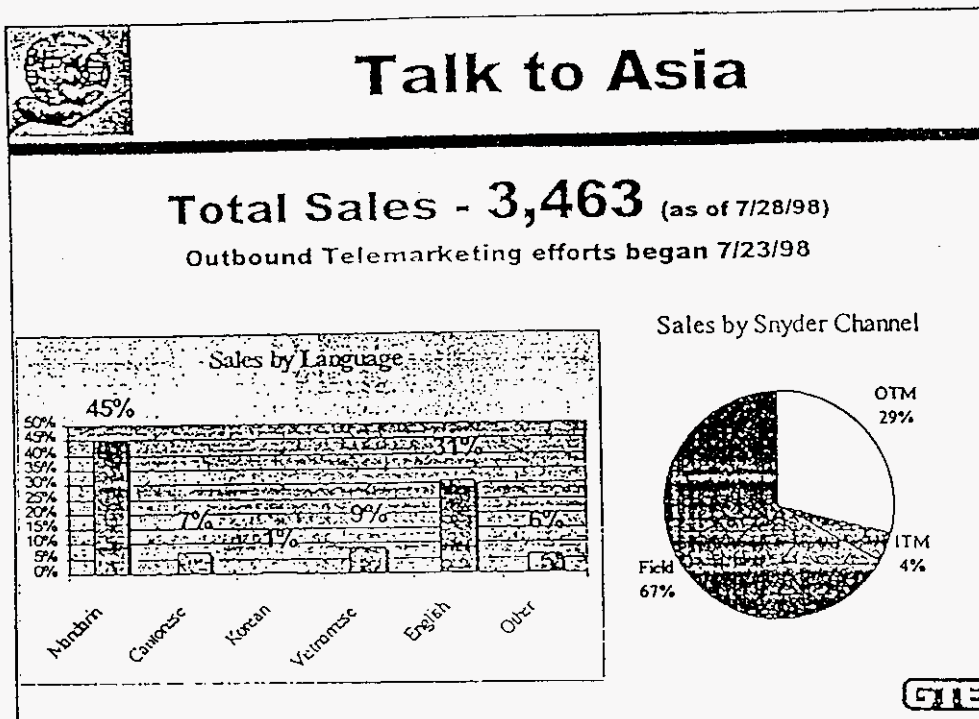
- Hispanic segment (Mildred Recio)
- Asian segment (Jo-i Cheng)
- Retention, Winback, Upselling  
(Michael Lyons)













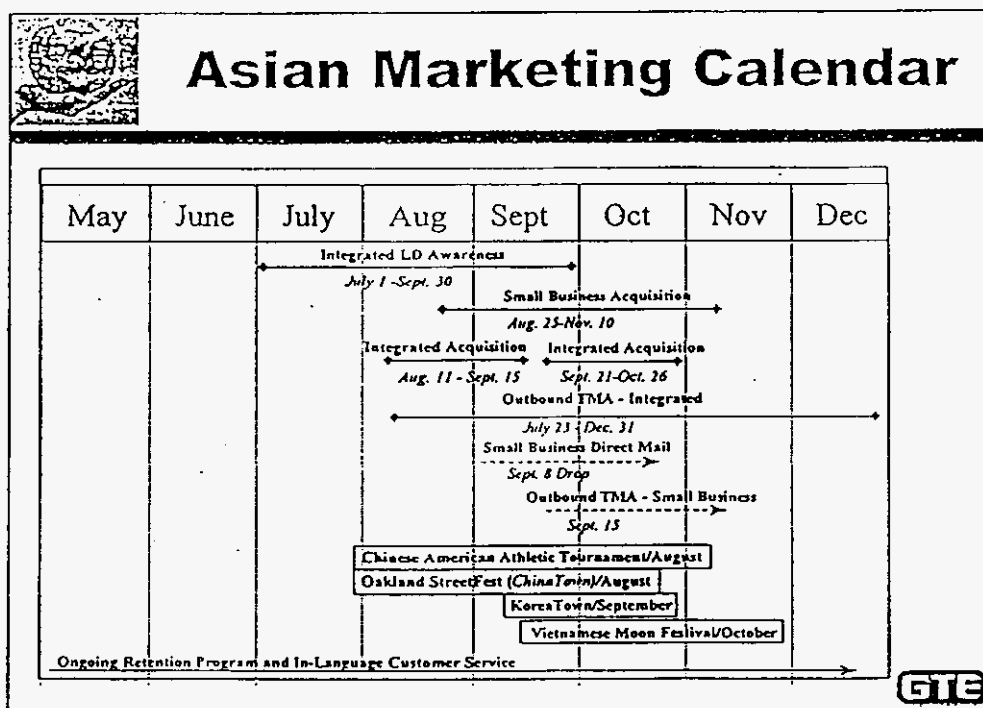


## 3Q and Beyond

---

- Asian Marketing Activities
- New Products/Services Planned
- Sales Collateral







## **New Products/Services Planned**

- **Calling Card Rate Plan**
- **International Toll Free Service**
- **International Origination Calling  
Cards**

**GTE**



## **Retention, Winback, Upselling**

- **Retention**
  - **Welcome Calls**
    - **Finalize Contract**
    - **Asian Languages**
    - **Detailed Reporting**
    - **Program Enhanced – Q&A's, Focus Groups**
- **Winback**
  - **Small Business**
  - **Consumer**
- **Upsell**
  - **Migrate existing customers to our new Calling  
Plans**

**GTE**



## GTE/Snyder Quarterly Review

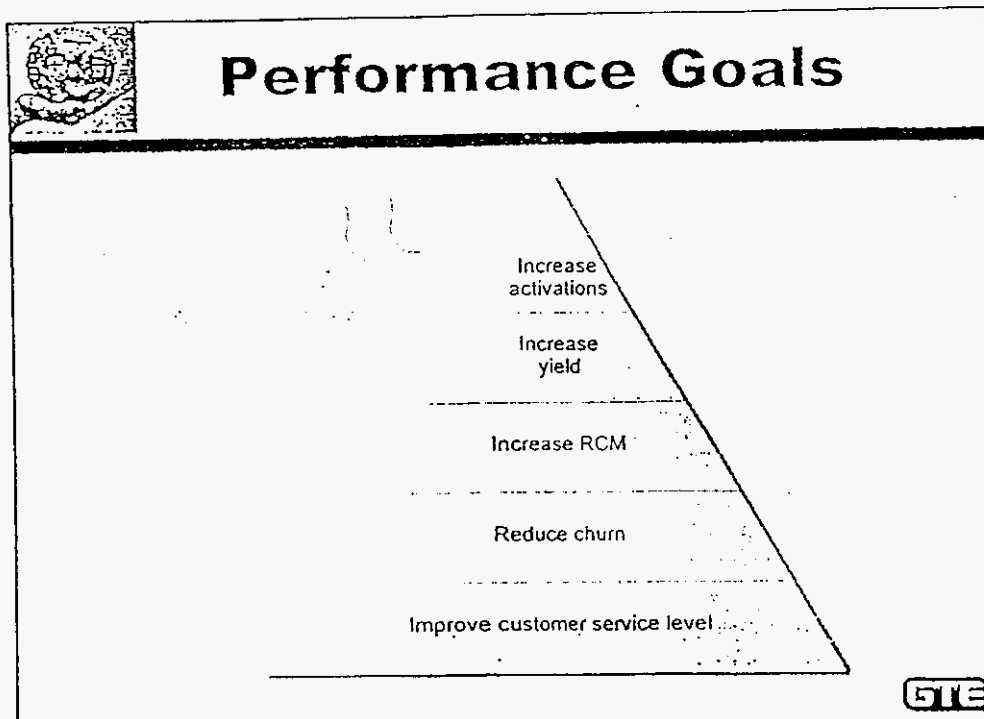
Channel Management  
Sandhya Karachiwala, Matthew Murray



## Topics

- Performance Goals
- Current Performance
- Strategies/Actions
  - by goal
- Other Key Actions





**Consumer Scorecard**

Goal	Current	Target
Activations	365,500	731,000
Yield	76%	80%
RCM	\$24.70	\$49
Churn	17%	6%
Customer Service	72%	80%

The GTE logo is in the bottom right corner.



## Increase Activations

- **2Q Program Launches**
  - May Celebration Sweepstakes
  - Talk to Asia
  - Summer Sweepstakes
  - Sales Contests

**GTE**



## May Celebration Sweepstakes

- **Description**
  - Rolled out end of April
  - Promoted Cinco De Mayo & Mother's Day
  - Supported by Radio, Collateral, T-shirts, Trinkets and Special Events
- **Strengths**
  - Rolled out within short window of time.
  - Increased field sales significantly, e.g., 30-35%.
  - Surrounded by a theme valued by the Hispanic community.
- **Areas of Improvement**
  - Allot more time for sweepstakes rollouts.
  - Reporting requirements more defined.
  - Process of submitting sweepstakes field entries.

**GTE**





## Talk to Asia

- Description

- A new plan that was rolled out July 1
- Targeted specifically to the Asian community
  - Reduced rates to 13 Asian countries
- Supported by Television, Radio, and Print Media

- Strengths

- Rolled out within short window of time
- Large volume of sales from the field
- Dual training of Small Business & Residential
- Flexibility on holding orders

- Areas of Improvement

- Testing completed before rollout
- Better definition of reporting requirements
- Training
  - Consultative Sale
  - Scripting to be completed at least 3 days before rollout



## Summer Sweepstakes

- Description

- "Soccer In Hollywood", was rolled out on July 7
- Promoted acquisition and retention
- Supported by Radio, Flyers, T-shirts, and Banners


- Strengths

- Met timeline guidelines for sweepstakes rollout
- Opened sweepstakes to outbound telemarketing
- Promoted to current customers as well
- Field entries simplified on the LOA

- Areas of Improvement



- Better definition of reporting requirements
- Lines being automatically disconnected - resolved
- Timing
- Training






## Sales Contest


- Description
  - Created to encourage acquisitions in field TM during June
  - Reward was an all weather jacket
  - Supported by flyers distributed to TM representatives
- Telemarketing
  - Required to meet 100% of weekly objective
  - 3 jackets were winners each week for 4 weeks
  - High participation
- Field
  - West Coast Region currently administrating the contest
  - Other regions used the jackets to increase producers
  - High participation.



## Increase Activations



- **Strategy**
  - Better trained reps in strategic markets
  - More GTE sales support
- **2Q Actions**
  - Buddy Bonus +
  - Monthly "stretch" bonus



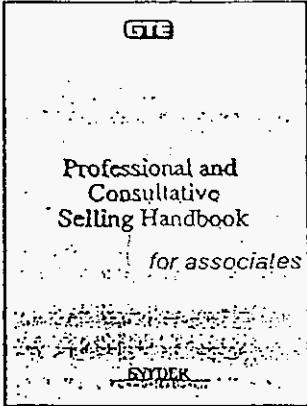




## Increase Field Activations

- 3Q Field support plan
  - Mi Familia and Med-Card rollout
  - Joint mini-marketing plans by Region
    - Access to more venues(Regional Fairs)
    - Non-cash sales incentives
      - Quarterly performance awards
      - Incentive based advanced learning
  - GTE visibility and access
    - Field visits
      - (roadshows, co-training, monthly manager's conference calls)
  - Channel communications
    - Sales Planner for Managers
    - Sales Associate's Consultative booklet



## Channel Communications








## Help From Our Partner

- **Field sales**
  - “Grassroots” competitive information
  - Quantitative and qualitative plans and promotions feedback
  - Event support lead time
  - Field event summary reports
  - Demographic producer profile by region
  - Sales/training observation opportunities





## Increase TMA Activations

- **3Q TMA support plan**
  - Training materials checkpoint
    - Practice call sessions
  - Standardize call monitoring evaluations
  - **GTE visibility**
    - **Non-cash incentives**
      - “Caught in the Act” for outstanding call awards
      - Quarterly performance awards
    - Banners/posters reinforcing GTE value
    - Poster sized ad slicks
    - Quarterly rep focus groups



## Help From Our Partner

- **TM**
  - Who's trained on what?
    - by plans and promos
    - by segment
    - by market (Business, Residential)
    - by channel (IB, OB, Field)
  - Demographic producer profile
  - Co-training opportunities





## **Increase Sales Throughput**

- **Strategy**
  - Retain at Point of Sale
- **2Q Actions**
  - In-franchise list prioritization
  - US West escalation
- **3Q Actions**
  - PIC Add/Remove initiatives
    - Calling cards available for Positive Confirmation letters
  - Rejects/Pendings resources

**GTE**



## **Increase RCM**

- **Strategy**
  - Free minutes reductions
  - Upsell programs
  - Cross sell to business owners
- **2Q Actions**
  - Talk to Asia 240 free minutes
- **3Q**
  - Mi Familia 150 free minutes
  - High Value Customer outbound calling
  - More cross sell emphasis in training

**GTE**



## **Reduce Churn**

- **Strategy**
  - Retention programs
- **2Q Actions**
  - Welcome Calls
- **3Q Actions**
  - “Save the Sale” advanced training
  - Customer exit survey

**GTE**



## **Improve Customer Service Level**

- **Strategy**
  - Performance monitoring
- **2Q Actions**
  - Additional reps added
  - Billing statement modified
  - Rated # 2 by surveys
- **3Q Actions**
  - Monthly customer satisfaction survey
  - Standardize unescalated complaints process

**GTE**



## Other Actions

- Integrated launch process
- Joint 1999 planning
- Revisit reconciliation process
- Standard inbound calling **SOW**
- Snyder visibility
  - DataGate Website
  - Who is Snyder Brief
  - Snyder Quality Process Brief

**GTE**



## Summary

- 2Q created platform for growth
- 3Q accelerated growth and refinement
- Growth Strategy
  - Invest in most productive markets first
  - Maximize sales support opportunities
  - Reward and recognize the eagles
  - Be responsive to partners needs
  - Channel resources managed by segment

**GTE**



**SNYDER**

**DIRECT SERVICES, INC.**



**2nd Quarter Review - 1998**

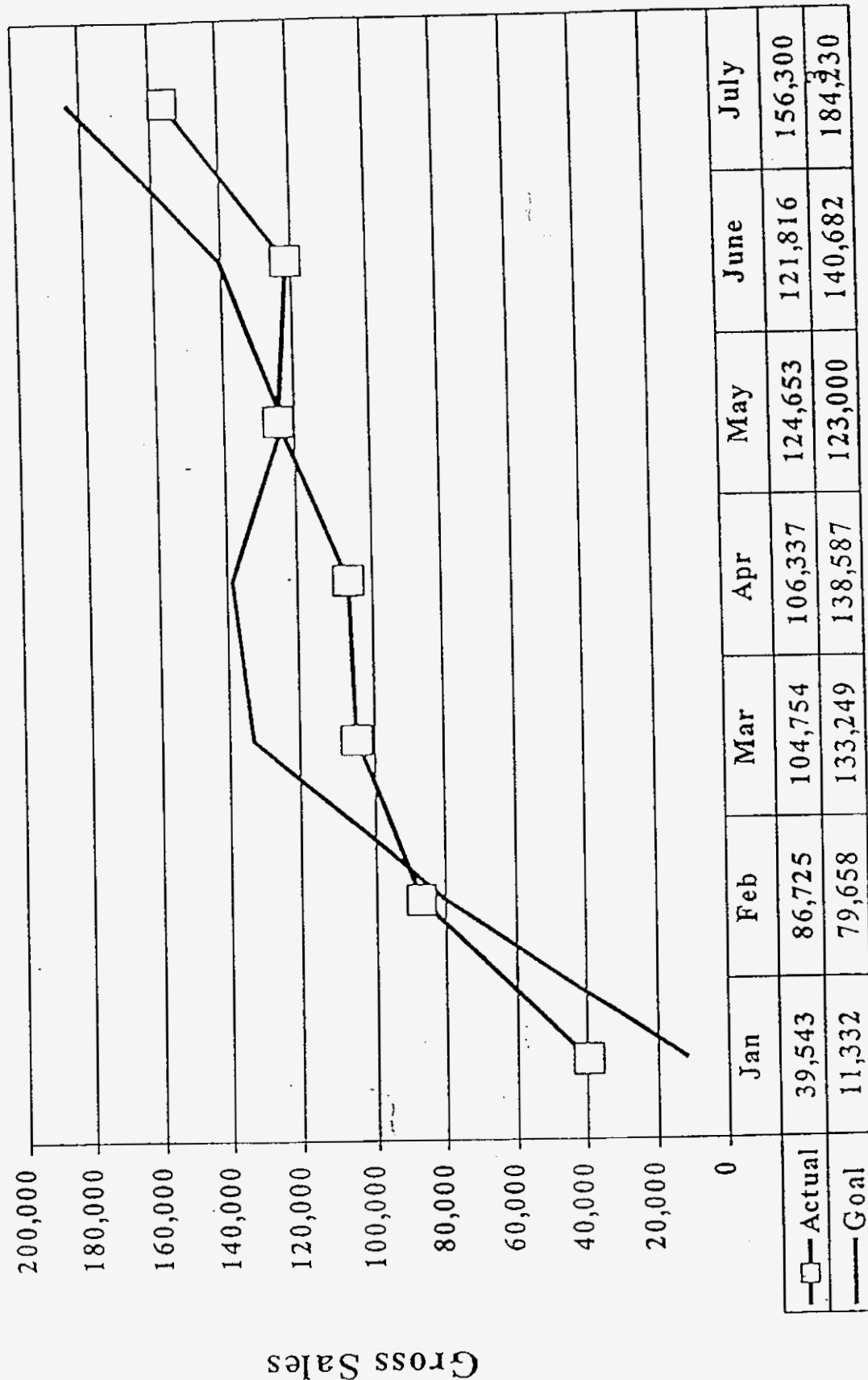
**August 3rd-5th, 1998**

# Achieving Results...

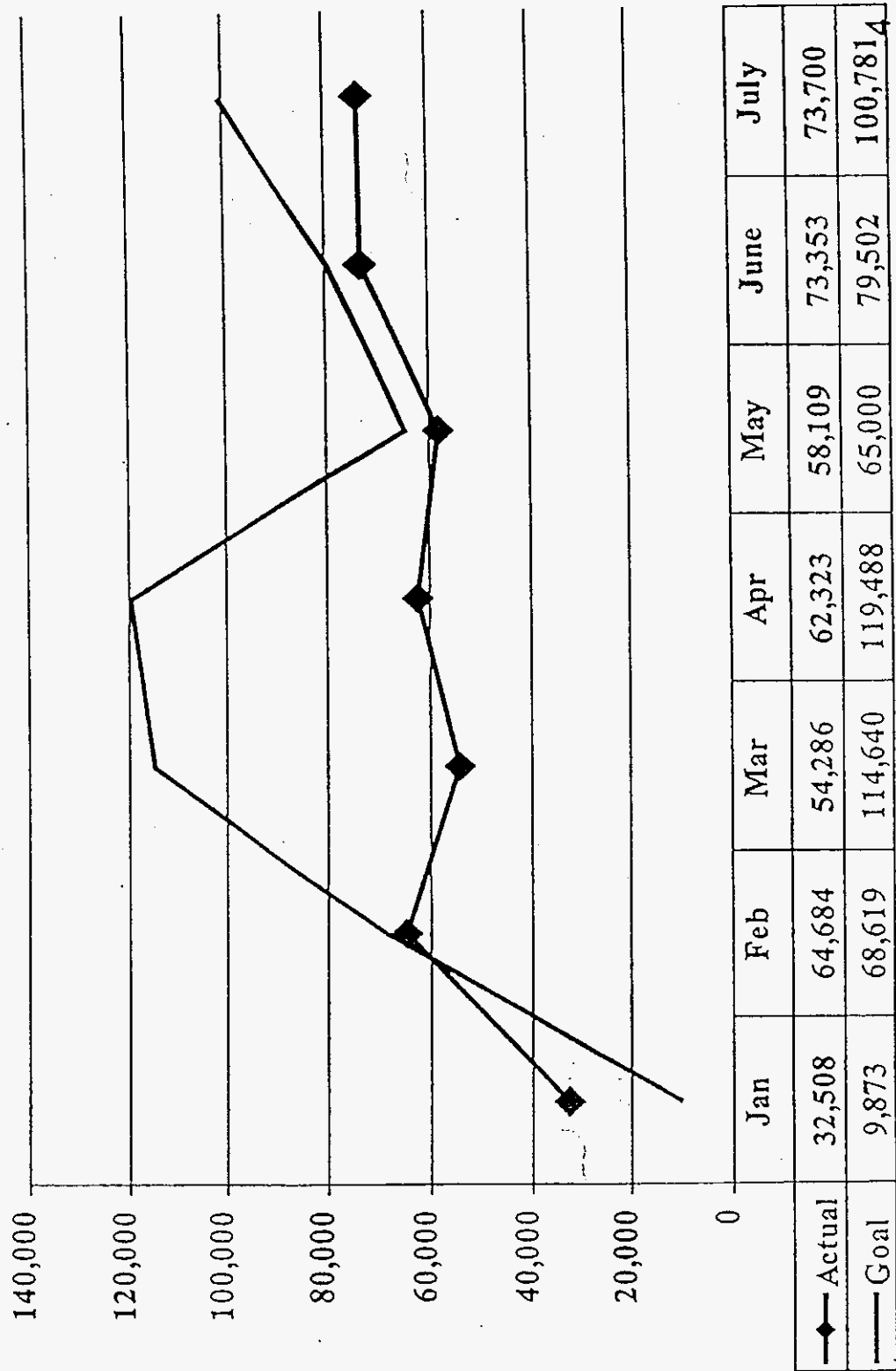
---

- The Top Line
  - Field Sales
  - Telemarketing
- Reduce Time Intervals
- Reducing “Defects” - Improving Throughput
- Reducing Churn
- Maintaining Customer Profile - (RCM)

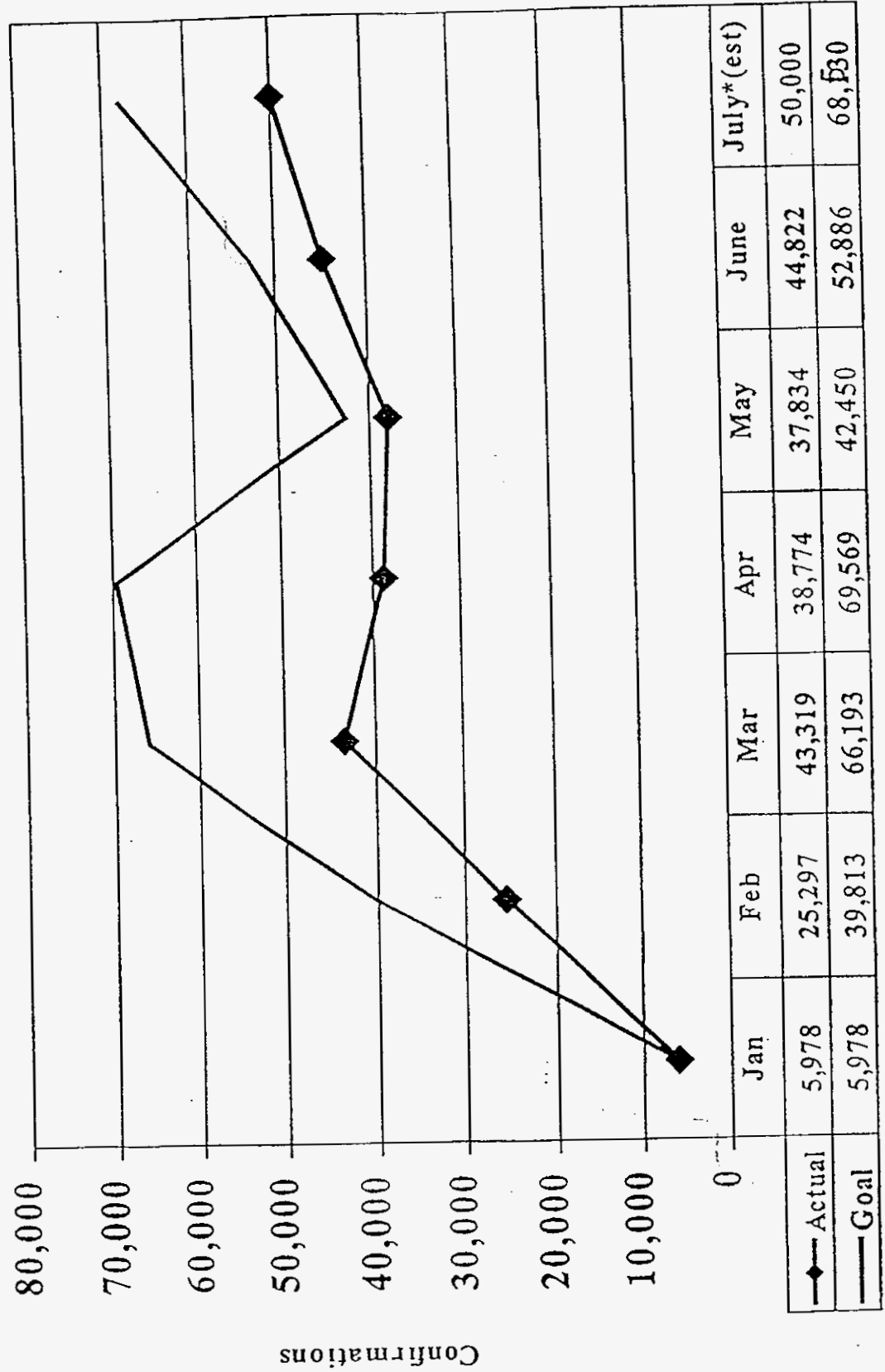
# The Top Line... Gross Sales



# Submits...



# Confirmations

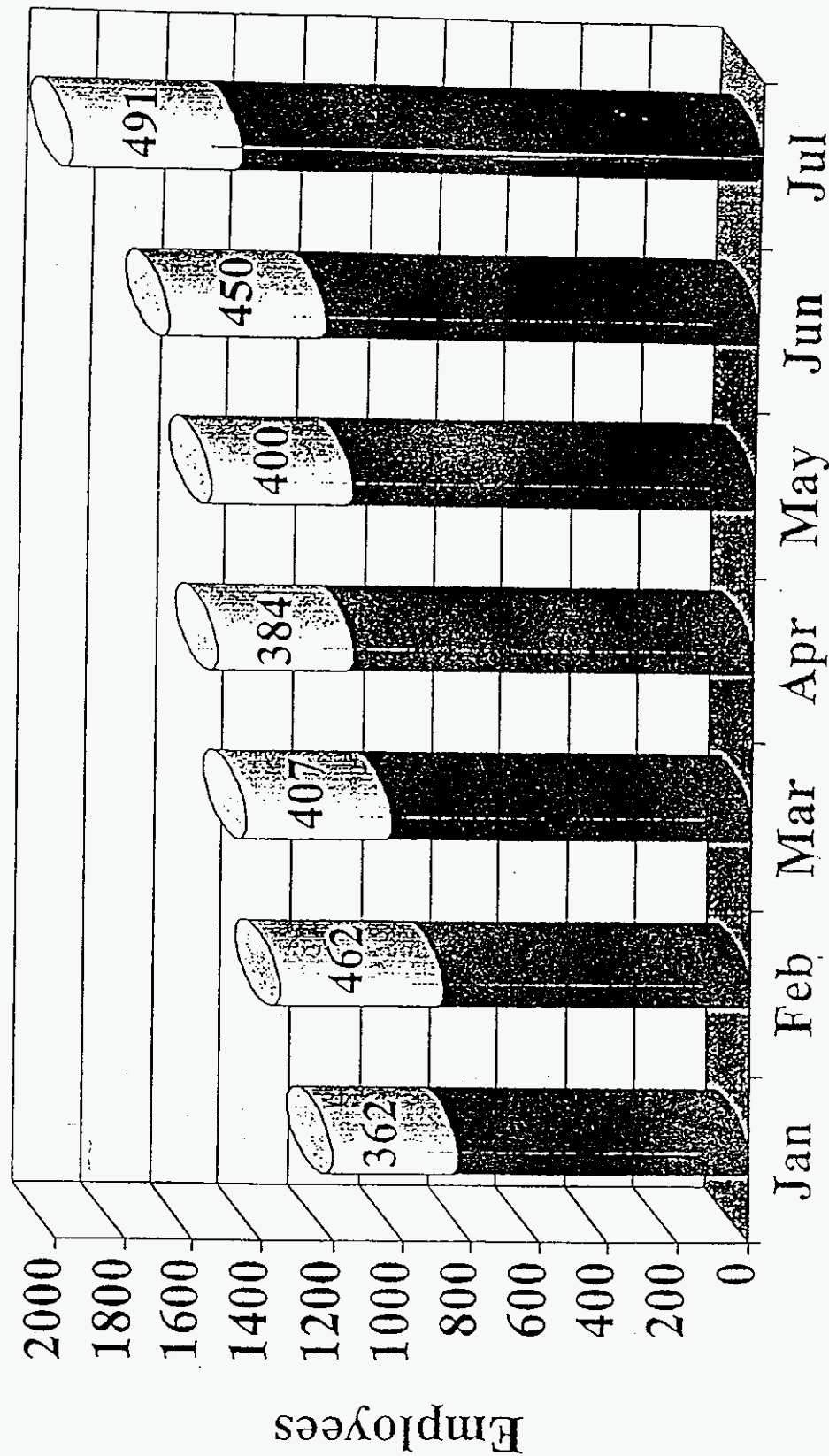


# The Top Line Summary

Field & OIM	Actual/Forecast	GTE Goal *	% of Goal
Gross:			
1st Quarter	231.0	224.0	103%
2nd Quarter	352.8	402.3	88%
July	156.3	184.2	85%
YTD	740.1	810.5	91%
Submitted:			
1st Quarter	151.0	193.0	78%
2nd Quarter	193.8	264.0	73%
July	73.7	100.8	73%
YTD	418.5	557.8	75%
LEC Confirmed:			
1st Quarter	75.0	112.0	67%
2nd Quarter	121.4	164.9	74%
July (est)	50.0	68.1	73%
YTD	246.4	345.0	71%

# The Top Line...

## Roster Counts



☒ Field
 ☐ Telemarketing

# Snyder Direct Services, Inc.

---

## GTE Consumer Field Sales Mid-Year Review



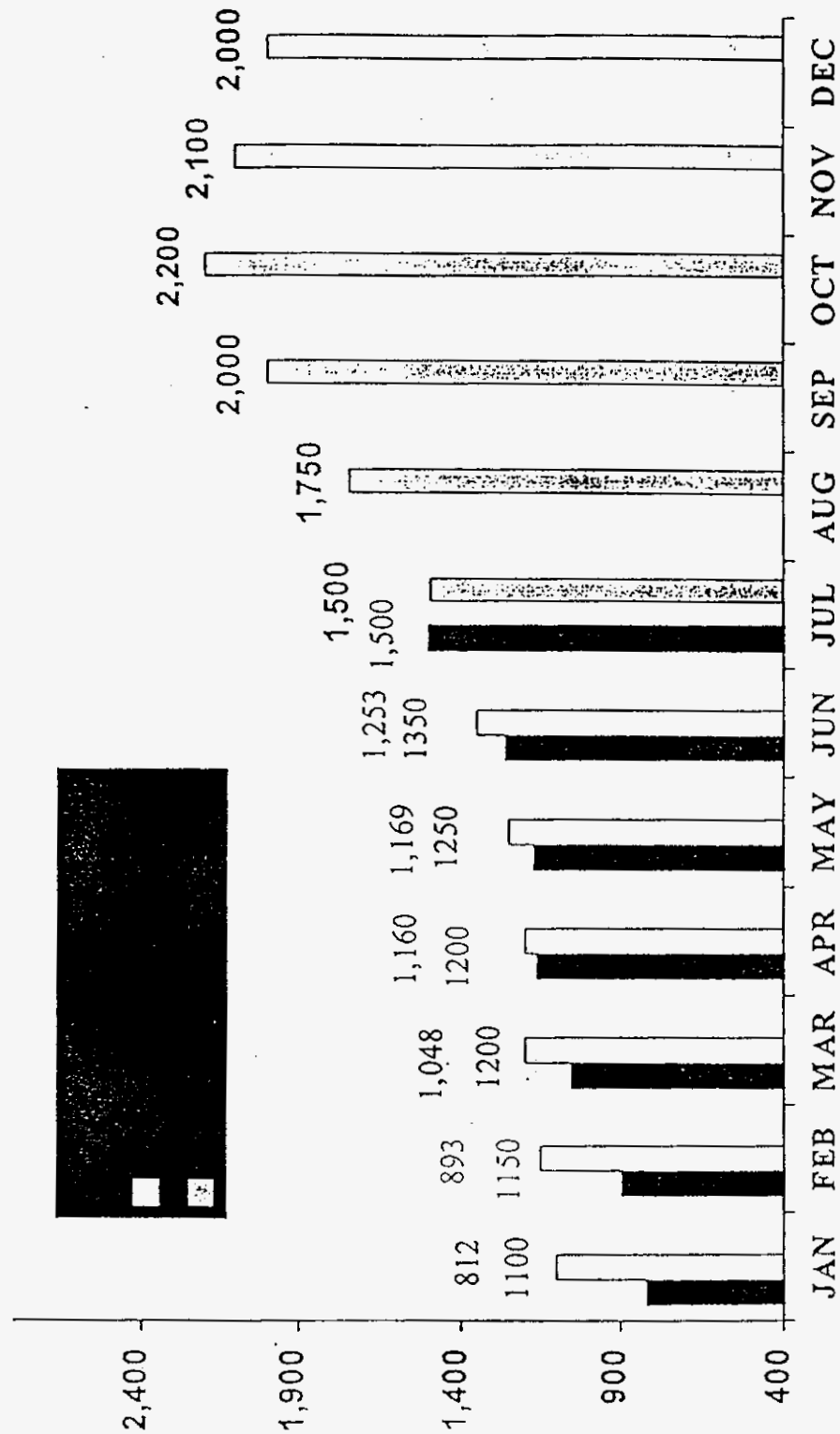
# *2Q Summary Accomplishments*

---

- Low throughput
  - confirmation letters
  - SSN #'s
  - cell phones
- Poor earnings
  - draw
  - higher commissions
  - recruiting bonuses
- Producer base growth: overcoming excessive turnover
  - pay on submits
  - increased payout
  - 2 level "Buddy Bonus"
- Low LEC confirm areas of Northeast
  - restructure NE compensation plan
  - Grow the sunbelt

# *Q1 & Q2 Sales Performance (000)*

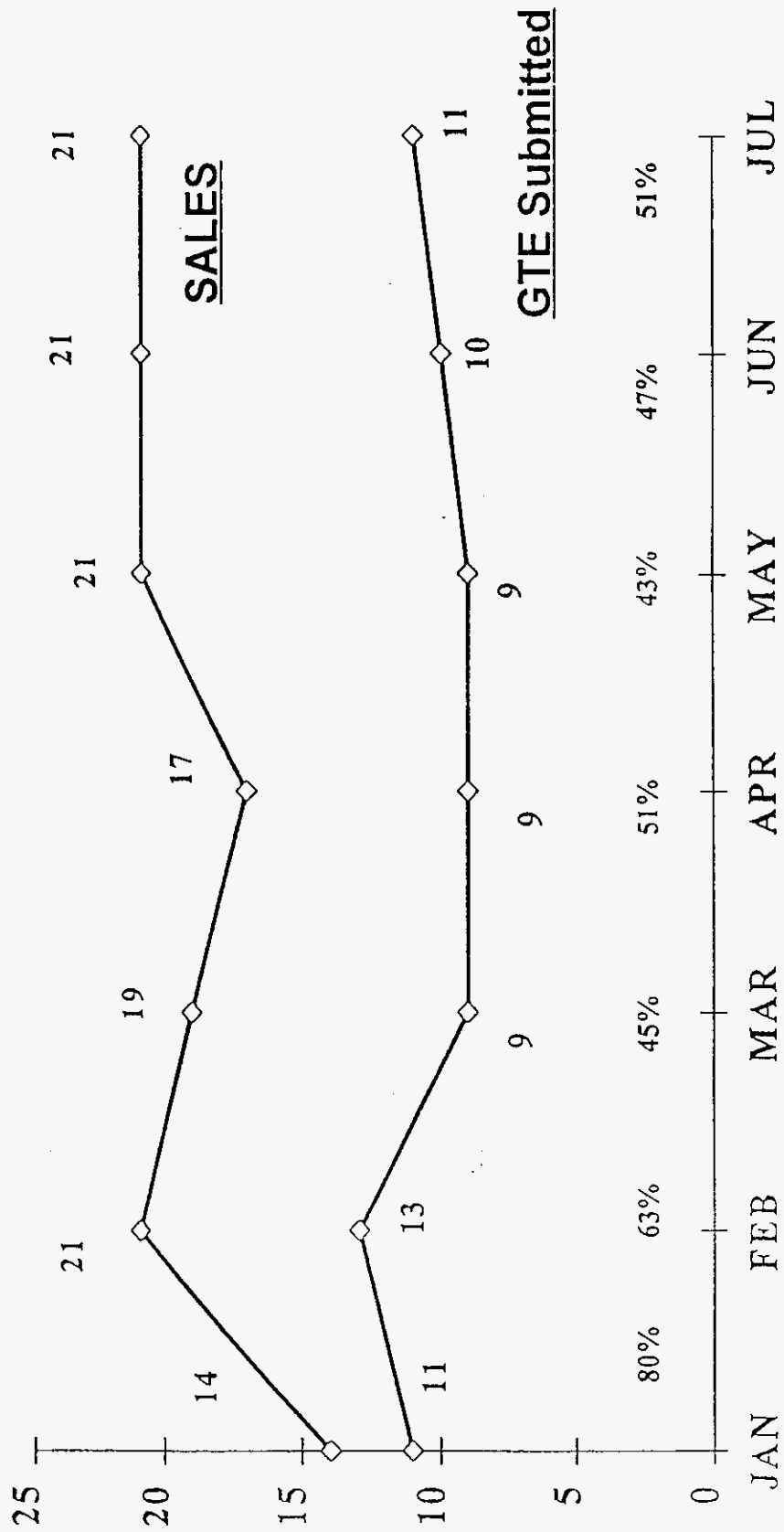
# Producers - "On Target"



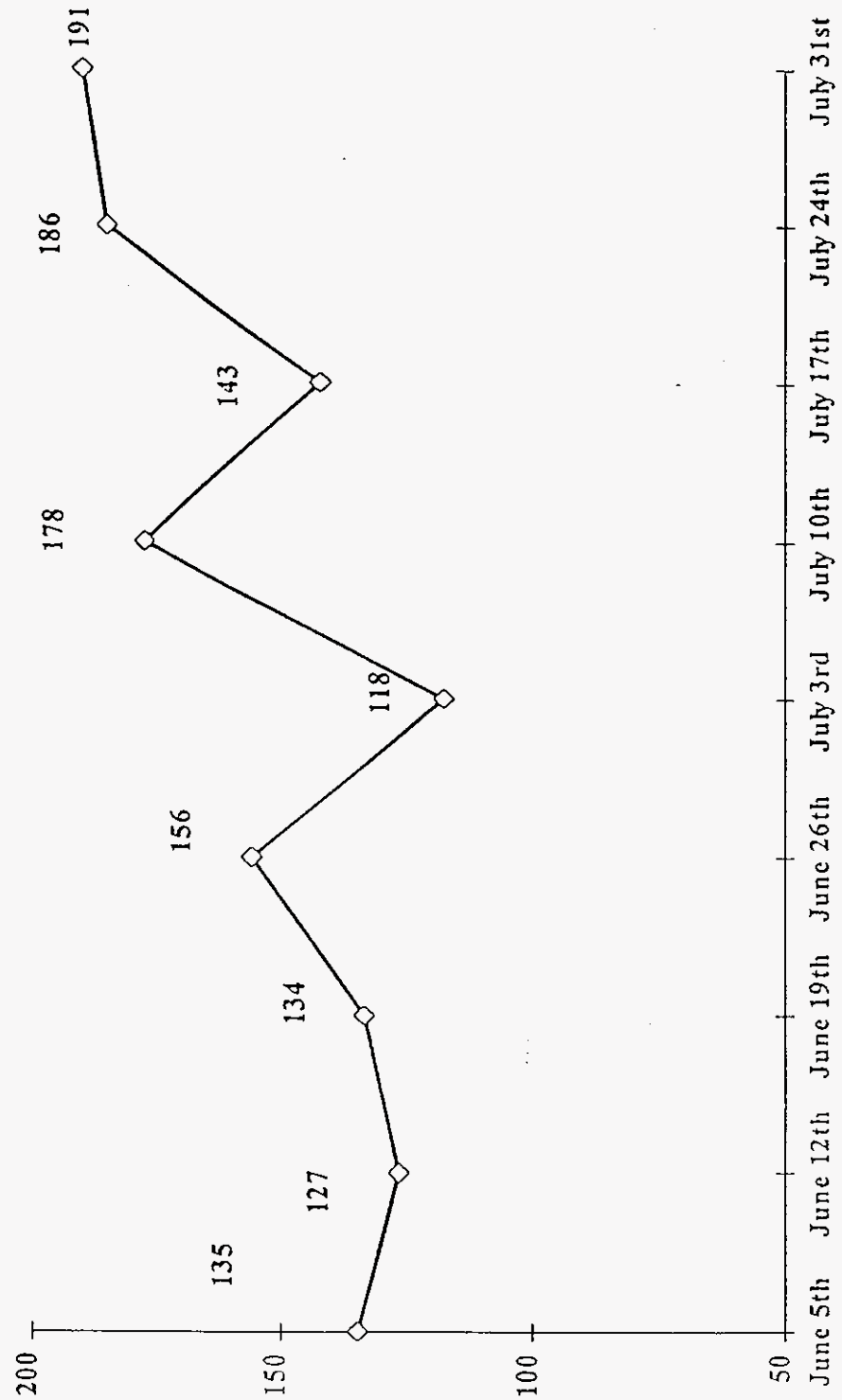
# *Producer Projection By Region*

Docket No. 990362-T1  
Exhibit REP-28  
Page 116

# Productivity And Throughput Per Rep Per Week

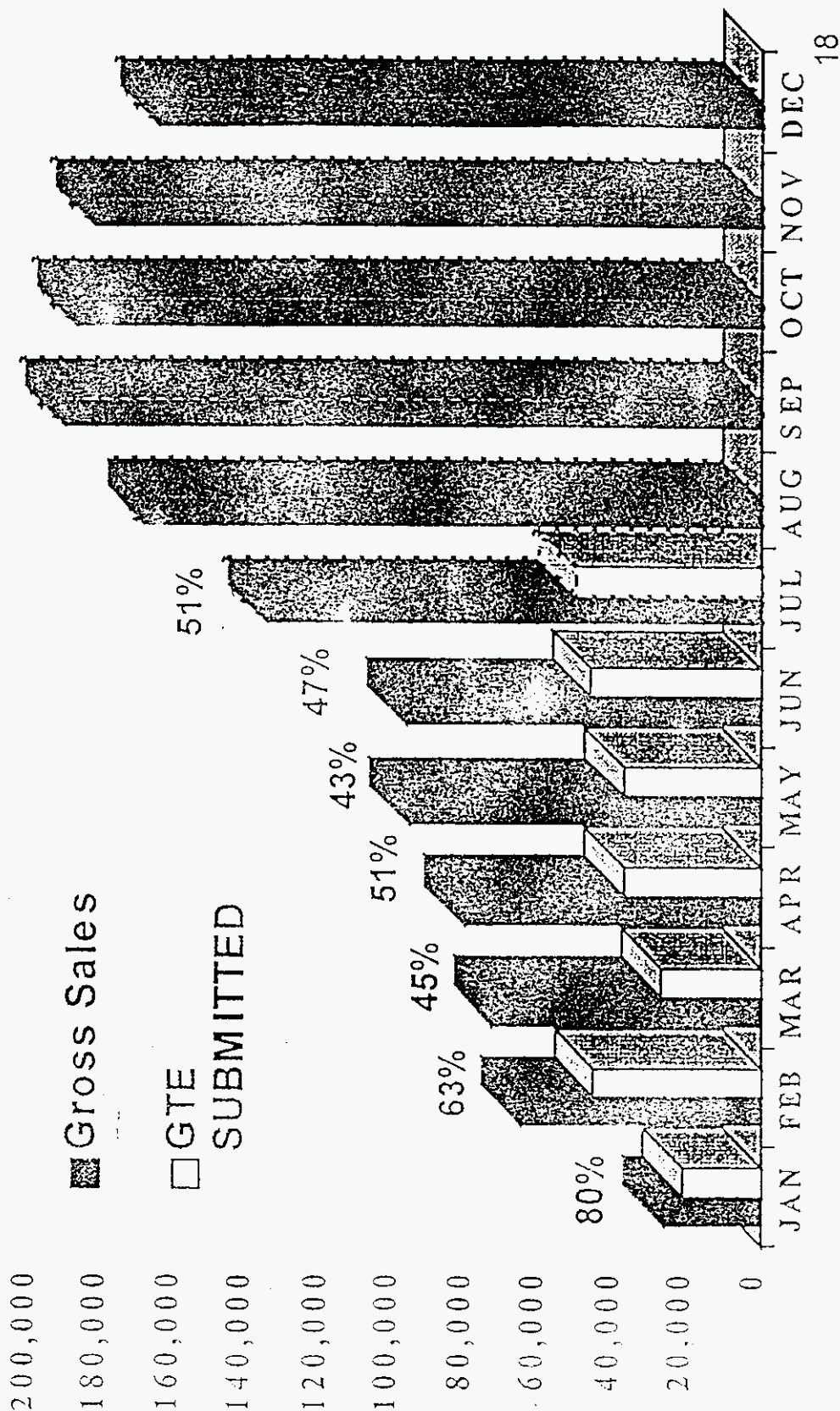


# New Trainees

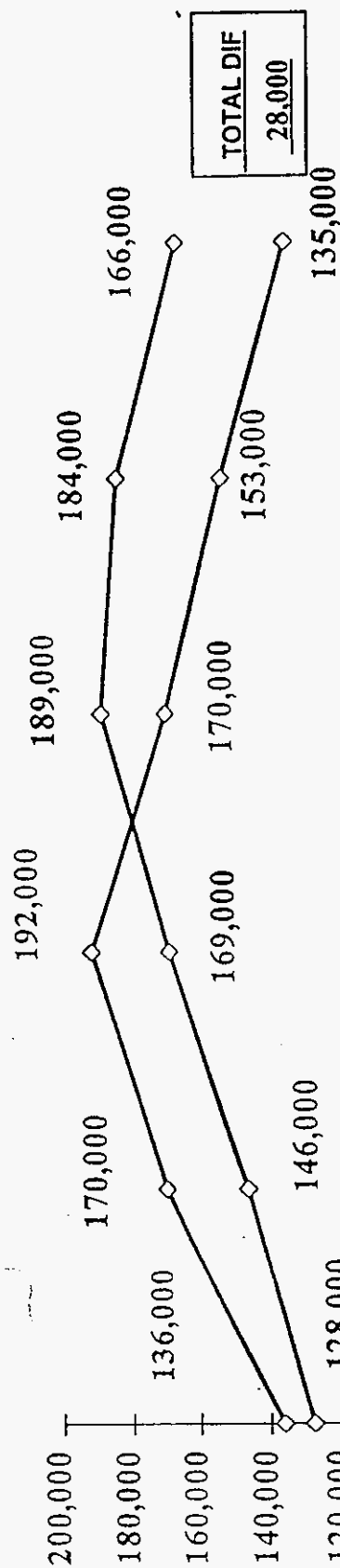


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# Monthly Gross Production and GTE Submitted



# Q3 & Q4 Gross Sales Projections



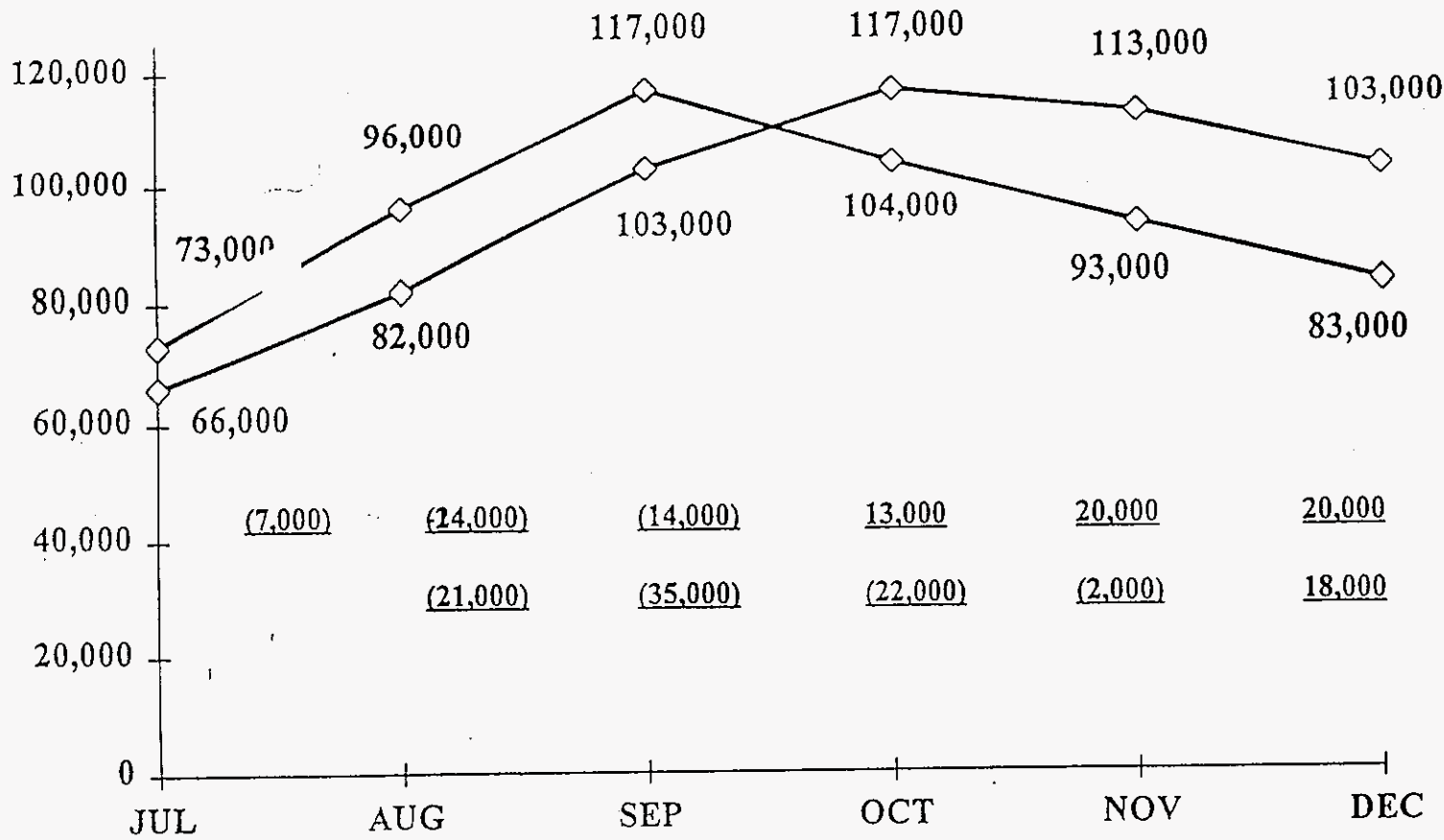
MONTHLY  
DIFFERENCE  
NET  
DIFFERENCE

(6,000)	(24,000)	(23,000)	19,000	31,000	31,000
(30,000)	(30,000)	(53,000)	(34,000)	(3,000)	28,000

JUL AUG SEP OCT NOV DEC

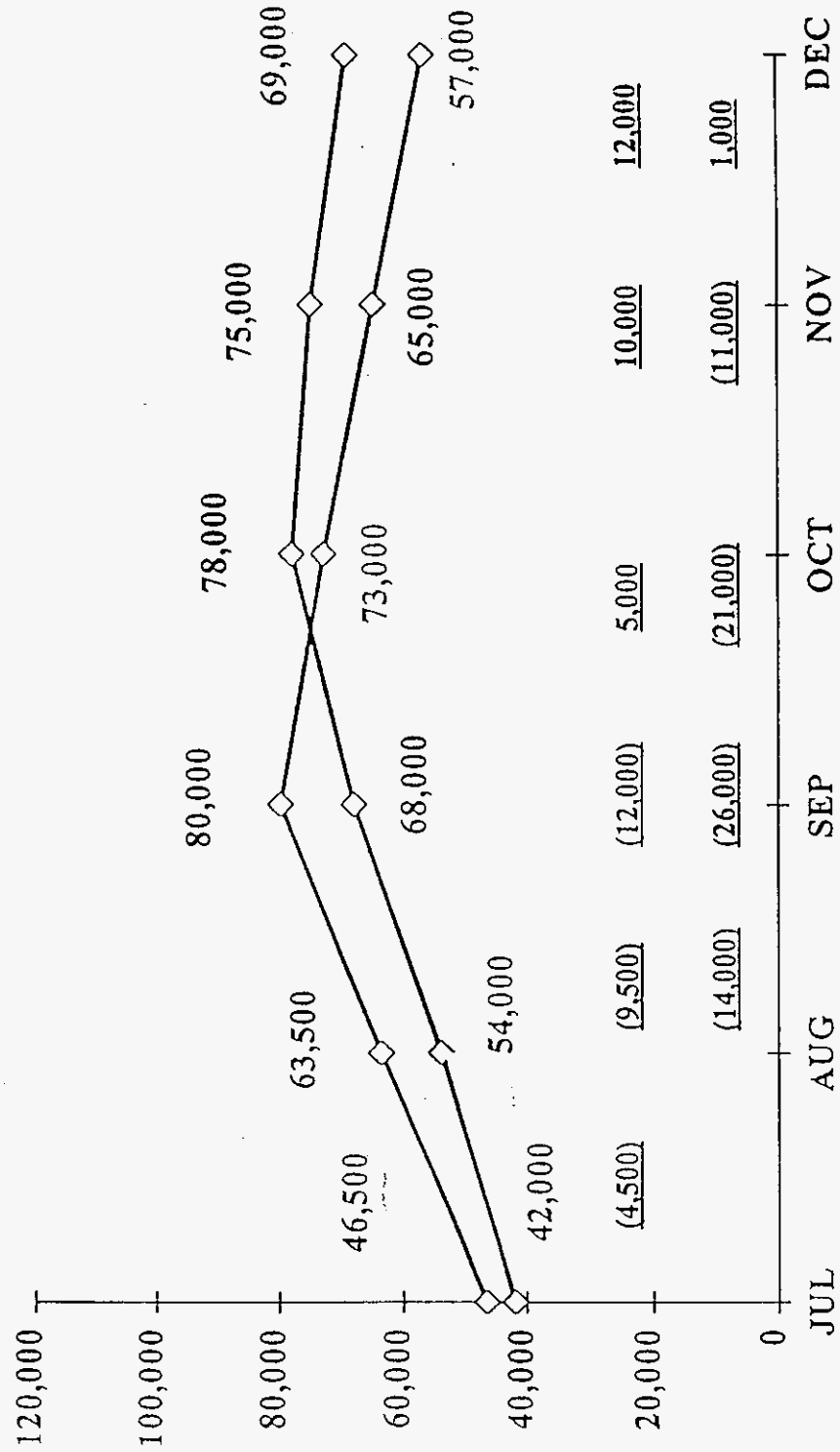


# Q3 & Q4 GTE Submits Projection



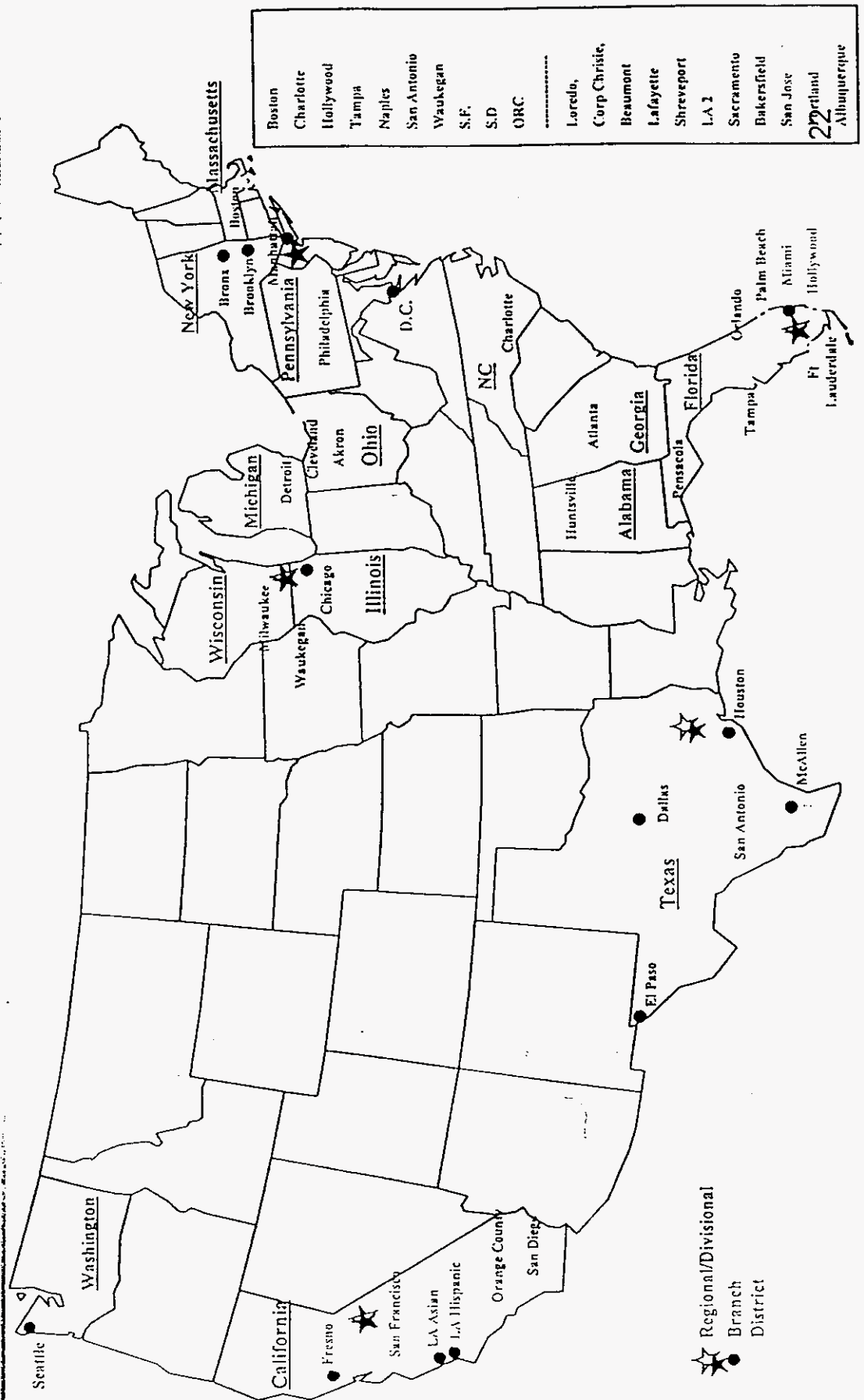
20863

# Q3 & Q4 LEC Confirmed Projection

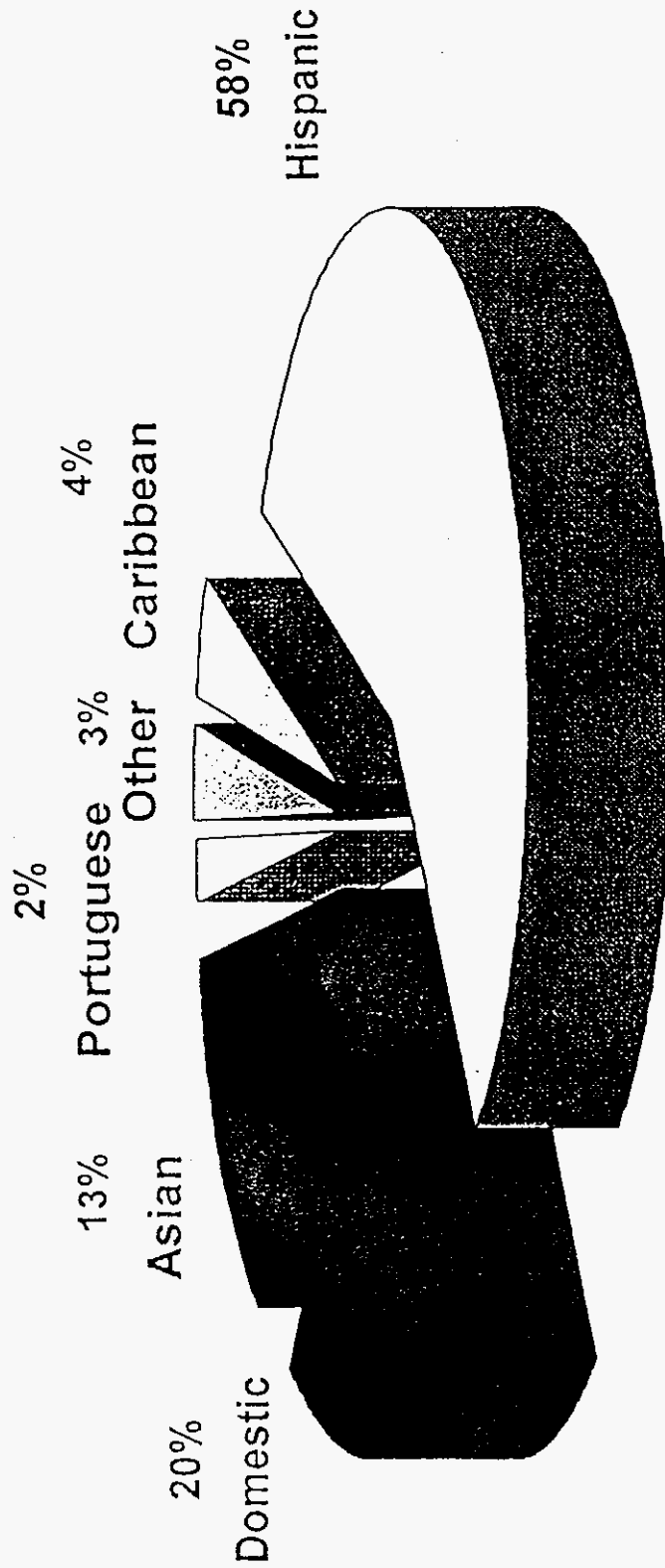


NET DIF  
1,000

# New Market Expansion GTE Consumer Offices



# Sales By Language



# *3Q Strategy*

---

- Continued emphasis on exponential growth:  
grow producer base to 2,000 EOS
  - open new markets; more hiring locations
  - implement National Staff resource
  - Submanagement development
  - job Fairs
- Continued emphasis on productivity and retention
  - Productivity Bonus
    - \$1, \$2 & \$3
    - 25% increased “Buddy Bonus”
  - Increased MGMT payout
    - \$100k DSM bonus plan
    - TC quarterly productivity bonus
  - Book more events (i.e. State Fairs)

# *3Q Issues*

## ■ Throughput (45% - 50% Vs goal of 60% +)

### – Alternate name

- training the field to capture 100% early positive indications
- ID verification (prepaid card opportunity)

### – Duplicates on the rise

- identify markets and reps
- open new locations

## ■ LEC confirms below expectation (62% Vs 70% goal)

### – toll restricts

### – pick freeze

### – no response from RPMS

## ■ Product competitiveness

### – rates

### – promotion

# *Summary*

---

- Significant 2nd QTR Progress
- July - “Turning the corner”
- Exponential 2nd half growth
- Must solve throughput & PIC role “NOW”

# Teleservices - Mid Year Review

## GTE

August 3rd-5th, 1998

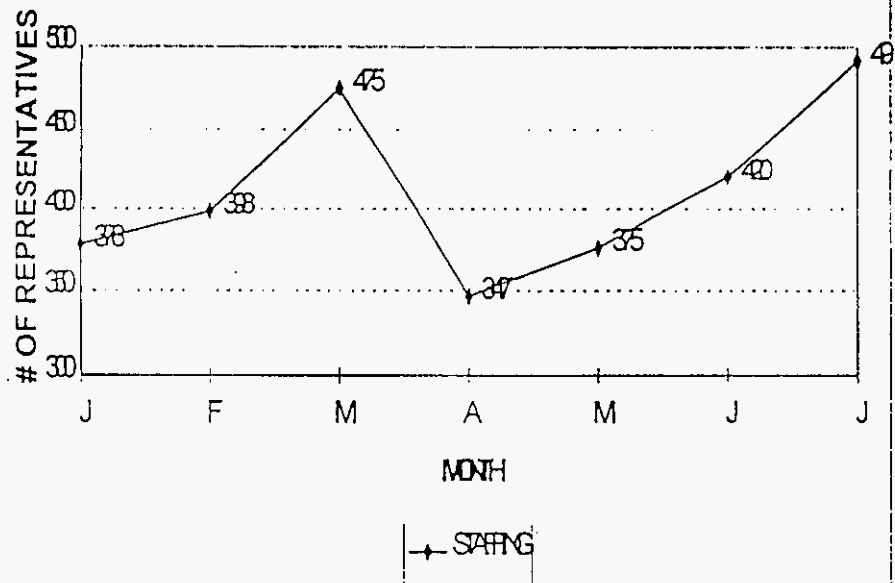


# AGENDA

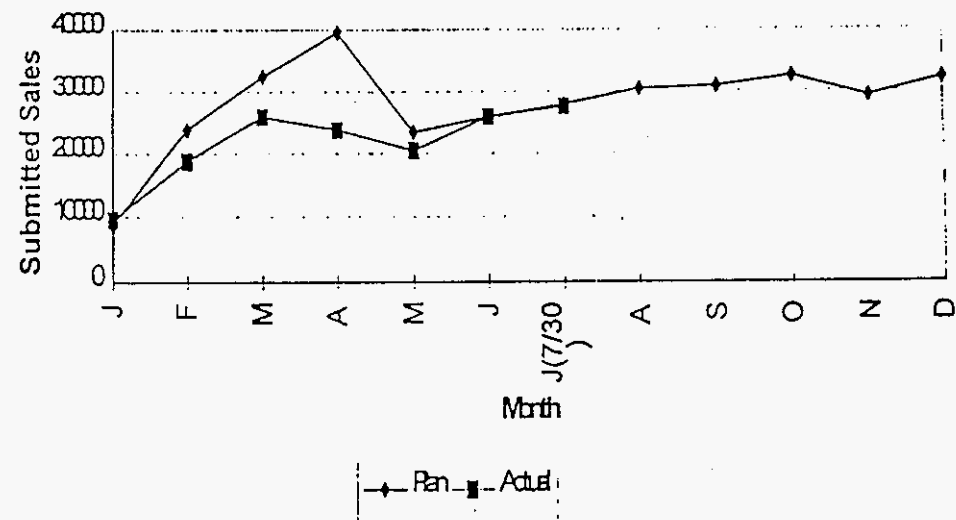
- SALES RESULTS
  - STAFFING
  - SUBMITTED SALES
  - PIC RESULTS
  - JULY TREND
  - SALES BY LANGUAGE
- ACCOMPLISHMENTS
- CHALLENGES
- 3RD QUARTER GOALS
- 3RD QUARTER STRATEGIES

# RESULTS

STAFFING



1998 Submitted Sales Plan vs Actual

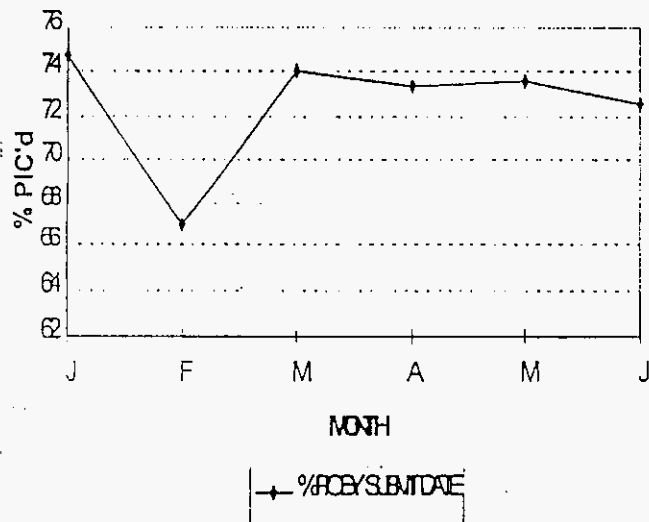


- INCREASED STAFFING LEVELS FROM 347 IN APRIL TO 491 BY JULY 31.
- IMPACT OF NEW MANAGEMENT STRUCTURE, NEW COMPENSATION PLAN, IMPROVED LEAD MIX AND INCREASED STAFFING LEVELS

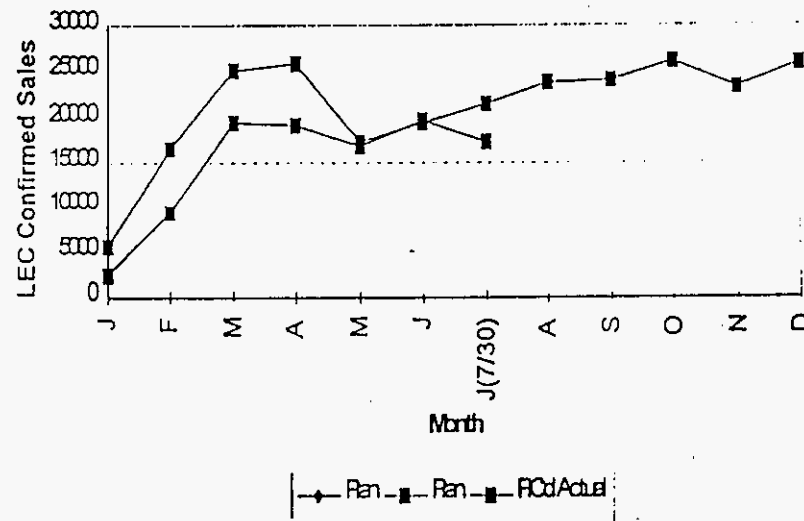
20872

# PIC % AND PIC RESULTS

%PIC'SUBMITDATE



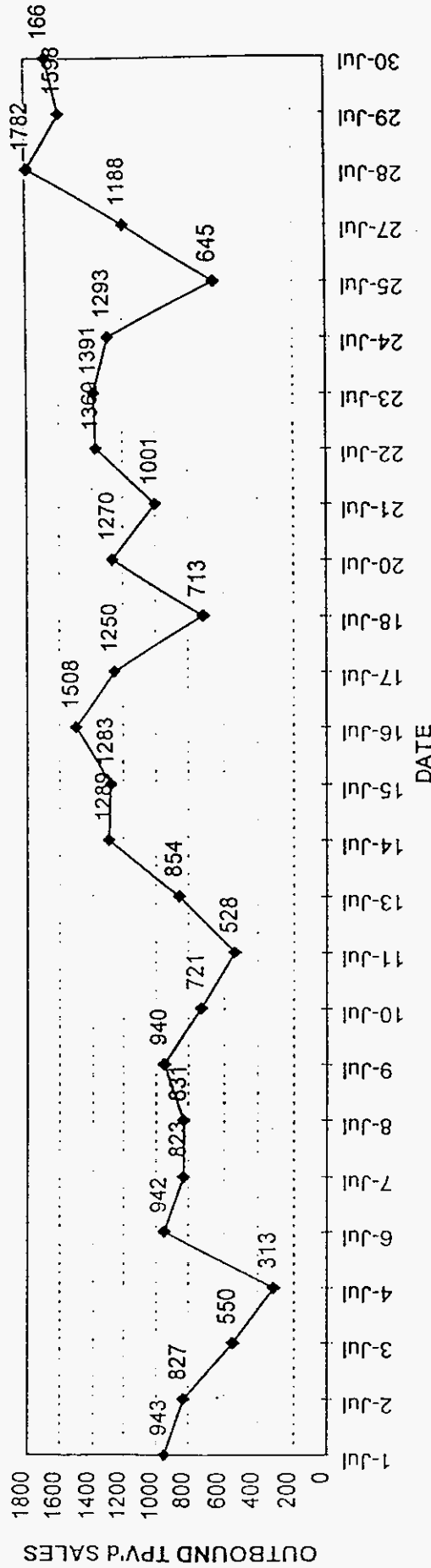
LEC Confirmed Plan vs Actual Sales



- QUARTERLY PIC PERFORMANCE OF 55K WAS 89% OF GOAL (62.7K).
- AVERAGE 73% OF SUBMITTED ORDERS PIC'd -- FLAT FROM Q1.
- AS OF 8/10/98, WILL REMOVE LOW PRODUCING NPAs. PRIMARILY SPANISH NY & IL. GOAL: 73% ➡ 80% PIC RATE
- EXCEEDED JULY SUBMIT GOAL BUT DUE TO 7 - 10 DAY PIC LAG, PIC RESULTS FALL SHORT OF GOAL. (APPROX 81% JULY PLAN)

# JULY: THE TURNING POINT

JULY OUTBOUND TPV'd SALES PER DAY

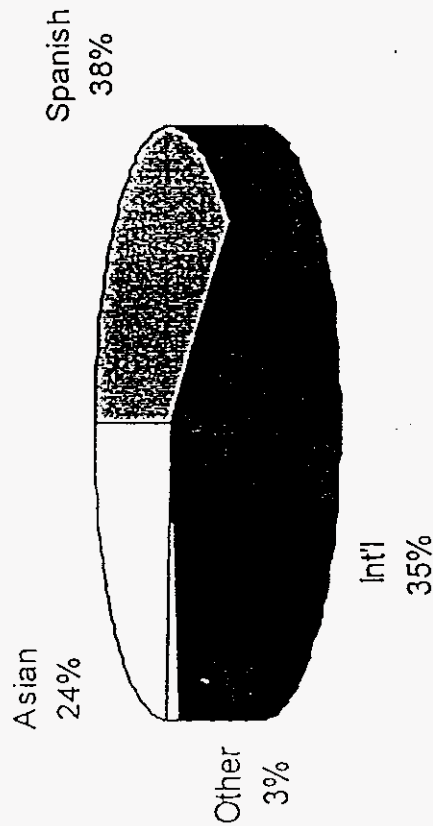


## OUTBOUND FULL DAY AVERAGE SALES

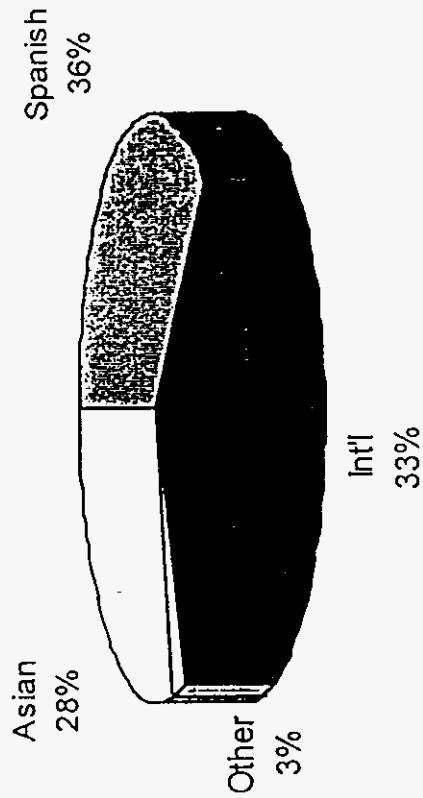
WEEK	1	2	3	4	5
DAILY AVG.	773	851	1237	1265	1559
					31

# PICS BY LANGUAGE

Q1 PICS BY LANGUAGE



Q2 PICS BY LANGUAGE



- SPANISH DECREASED SLIGHTLY AS ASIAN GREW AS A PERCENT OF TOTAL, OTHERWISE CONSISTENT.

# ACCOMPLISHMENTS

---

- REORGANIZED SALES TEAM TO CREATE NEW OPPORTUNITIES AND STIMULATE TALENT.
- GAINED AGREEMENT TO LET SNYDER CALL MULTI-CULTURAL IN-FRANCHISE PROSPECTS (BEGAN 7/13/98).
- MODIFIED COMPENSATION PLAN TO BALANCE IN/OUT FRANCHISE MIX AND ADD NEW INCENTIVE TO ACHIEVE HIGHER PAYMENT LEVELS. (EFFECTIVE 6/26)
- INCREASED STAFFING LEVELS FROM 347 IN APRIL TO 491 BY JULY 31.
- STARTED TO UTILIZE METRO MAIL DATABASE.
- ESTABLISHED REFERRAL PROGRAM TO INCREASE CLOSE RATIOS. (EFFECTIVE JULY)

# CHALLENGES

---

- INBOUND CAMPAIGNS NEED TO BE SWITCHED FROM A "FLEX" ENVIRONMENT TO A DEDICATED "INBOUND ONLY" ENVIRONMENT. IMPLEMENTATION TARGET DATE: 8/10/98.
- BETTER CONSISTENCY, SCRIPT ADHERENCE
  - BETTER REPORTING
  - BETTER CALL "WHISPER" PROMPTING
- PIC %'s HAVE NOT INCREASED AS EXPECTED
  - TELESERVICES WILL ELIMINATE NPA's WITH LESS THAN 60% PIC RATES FROM OUR CALL LISTS. GOAL TO MOVE FROM 73% TO 80% PIC RATE. (10% IMPROVEMENT)
- SIMPLIFY THE 2 WEEK SCRUB PROCESS.
  - NEW 60 CYCLE TO BE PUT IN PLACE STARTING SEPTEMBER 1.
  - STILL NEED AGREEMENT TO SCRUB GTE IN-FRANCHISE BASE AGAINST SNYDER SURNAME TABLE TO CAPTURE RECORDS NOT TAGGED IN THE BTN SCRUB.
  - NEED THE "TEMPORARY SUPPRESSION" LEADS TO BE RELEASED AS THEIR 60 DAY WINDOW BECOMES AVAILABLE. (APPROX. 200,000 PROSPECTS)

# Reducing Defects

ACTION	TASKS	STATUS	DISCUSSION POINTS
<b>REDUCING DEFECTS</b>			
SSN/ Driver's License Number	<ul style="list-style-type: none"> <li>• Equifax SSN</li> <li>• Veris SSN Check</li> <li>• Implement Driver's License</li> </ul>	<ul style="list-style-type: none"> <li>• SSN Implemented</li> <li>• Veris Implemented</li> <li>• Source found - Under evaluation</li> </ul>	<ul style="list-style-type: none"> <li>• Effectiveness of SSN Checking</li> <li>• Timing of Driver's License</li> </ul>
Alternate Name Month/Day of Birth	<ul style="list-style-type: none"> <li>• Use Alternate Name of Someone in Household for Verification</li> <li>• Use of Month/Day of Birth as Verification</li> </ul>	<ul style="list-style-type: none"> <li>• Alternate Name Implemented</li> <li>• Month/Day of Birth Targeted for Late August</li> </ul>	<ul style="list-style-type: none"> <li>• Effectiveness of Alternate Name</li> </ul>
Positive Option Letter	<ul style="list-style-type: none"> <li>• Implement POL for customers that we have been unable to reach</li> </ul>	<ul style="list-style-type: none"> <li>• Waiting on Pre-Paid Card</li> </ul>	<ul style="list-style-type: none"> <li>• Timing of Pre-paid Cards</li> </ul>
Rep Scoring	<ul style="list-style-type: none"> <li>• Proposal to pass orders to GTE with good rep scores</li> </ul>	<ul style="list-style-type: none"> <li>• GTE raised concerns that this does not protect against customer fraud</li> </ul>	<ul style="list-style-type: none"> <li>• Discuss feasibility of proposal</li> </ul>
Eliminating Pending's (Also a Churn & Time Interval Issue)	<ul style="list-style-type: none"> <li>• Complete Jan-Mar</li> <li>• Present Results of Calling Customers</li> </ul>	<ul style="list-style-type: none"> <li>• Project Completed</li> </ul>	
Reducing PIC Restrictions	<ul style="list-style-type: none"> <li>• Collecting Form at Point of Sale</li> <li>• Automated In-Language Letter w/ 800 Call-in to Snyder</li> <li>• Improving GTE In-Franchise Letter Process</li> <li>• Automated PIC Restrict Resolution Process</li> <li>• Point of Sale PIC</li> </ul>	<ul style="list-style-type: none"> <li>• QuickPIC Implemented</li> <li>• More information required from LECs</li> <li>• Testing QuickPIC letter</li> <li>• Point of Sale PIC being tested</li> </ul>	<ul style="list-style-type: none"> <li>• QuickPIC results</li> <li>• Resolving No-Responses Confirmations</li> <li>• Update on meeting with LECs</li> <li>• Point of Sale PIC test results</li> </ul>
Reducing Toll Restrictions	<ul style="list-style-type: none"> <li>• US West - Approach LEC and Resolve</li> <li>• Nynex Apply US West Case to Nynex</li> </ul>	<ul style="list-style-type: none"> <li>• Letter Sent to US West - Waiting an Update</li> </ul>	<ul style="list-style-type: none"> <li>• Update on US West</li> </ul>
Focus on Miscellaneous Edits	<ul style="list-style-type: none"> <li>• Examples               <ul style="list-style-type: none"> <li>• Line Num Not Achieve</li> <li>• WTN Not Found</li> <li>• WTN rejected w/ LSP Identification</li> </ul> </li> <li>• Designate People and Improve Process</li> </ul>	<ul style="list-style-type: none"> <li>• Most major operational issues have been resolved except for 75's (No Confirmation from RPMS)</li> <li>• Day to day investigations are underway for other types of smaller rejects of which a process should be developed</li> </ul>	<ul style="list-style-type: none"> <li>• Status of 75's</li> <li>• Improving the problem resolution process</li> <li>• Status of Reconciliation</li> </ul>



1. PIC Freeze at Pont of Sale

Signed LOA & Signed PIC Freeze Document	Snyder	Electronic PIC Request	GTE WorldCom LEC	PIC Freeze Reject (2166)	Snyder	PIC Freeze Document From Customer	LEC
		Confirmation			Confirmation		

2. PIC Freeze Cellular At Point of Sale

3. Post Card Call-In by Customer

Cell Call Made  
at Point of Sale  
or Post Card  
Call-In by  
Customer

Snyder  
QuicPIC  
(& Real-Time  
Order Entry)

Electronic Order

LEC

Confirmation  
(PIC Frozen)

WorldCom

Confirmation

GTE

4. PIC Freeze Reject Resolution (QuicPIC)

Signed LOA

Snyder

Electronic  
PIC Request

GTE  
WorldCom  
LEC

PIC Freeze Reject  
(2166)

Snyder  
QuicPIC

Customer  
LEC

Confirmation

Confirmation

5. PIC Freeze at Welcome Call

Signed LOA

Snyder

Electronic  
PIC Request

GTE  
WorldCom  
LEC

Confirmation

Snyder  
Welcome Calling  
& Snyder  
QuicPIC

Customer  
LEC

Confirmation

PIC Frozen

6. PIC Freeze at QOC

Signed LOA

Snyder  
Quality Outboud  
Calling (QOC)

Electronic Order

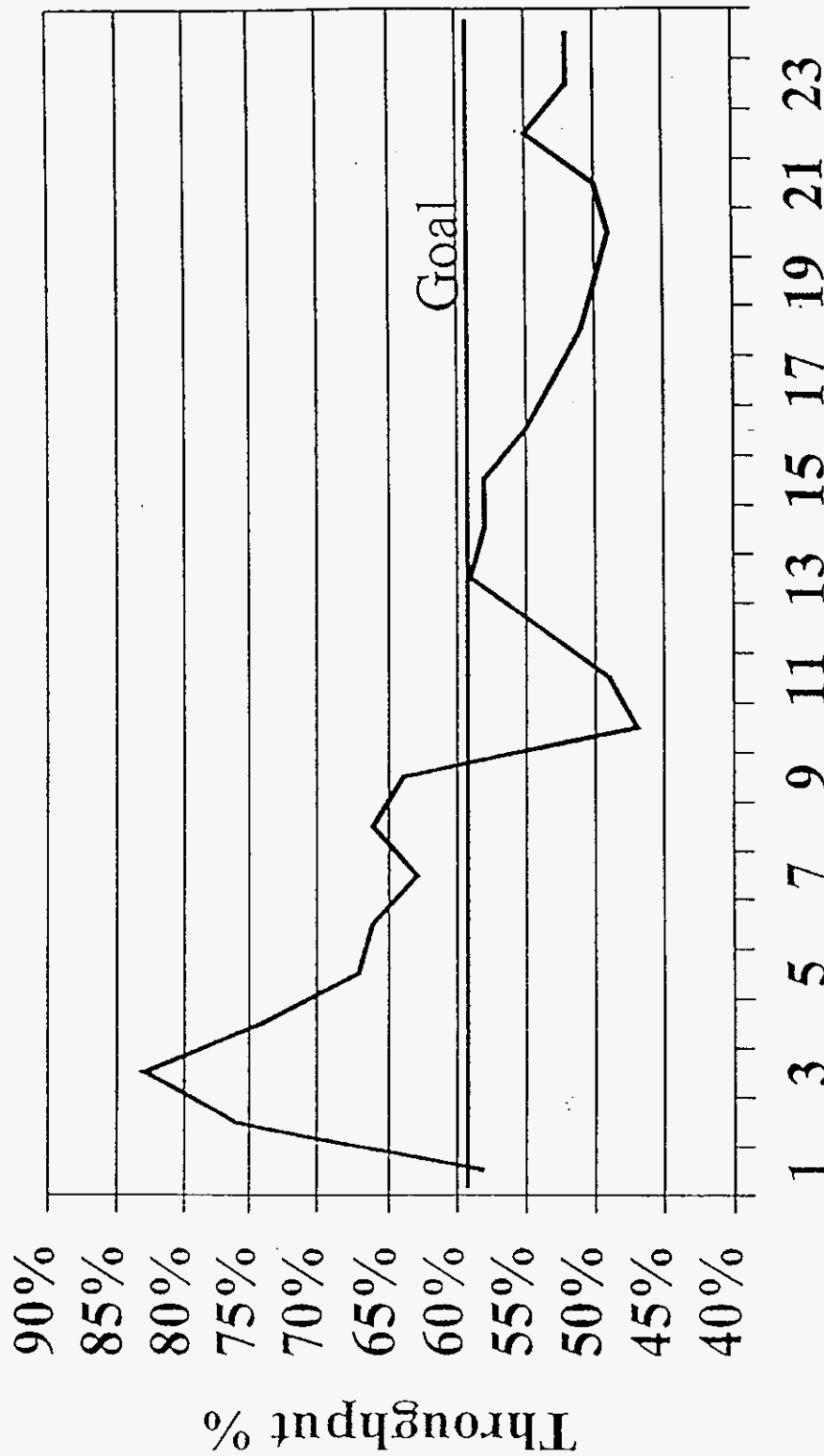
Customer  
LEC

Confirmation  
(Frozen)

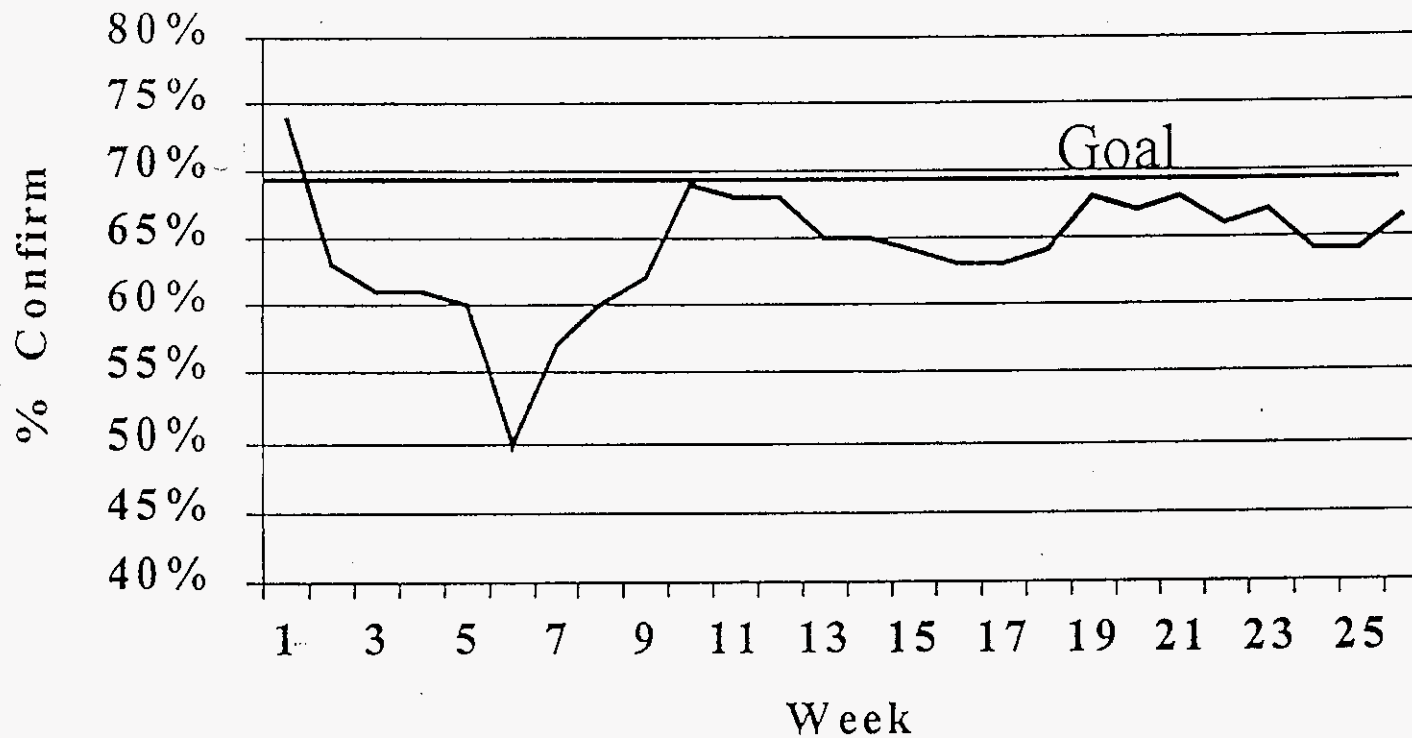
GTE

Confirmation

# Throughput Snyder Gross to GTE Submit



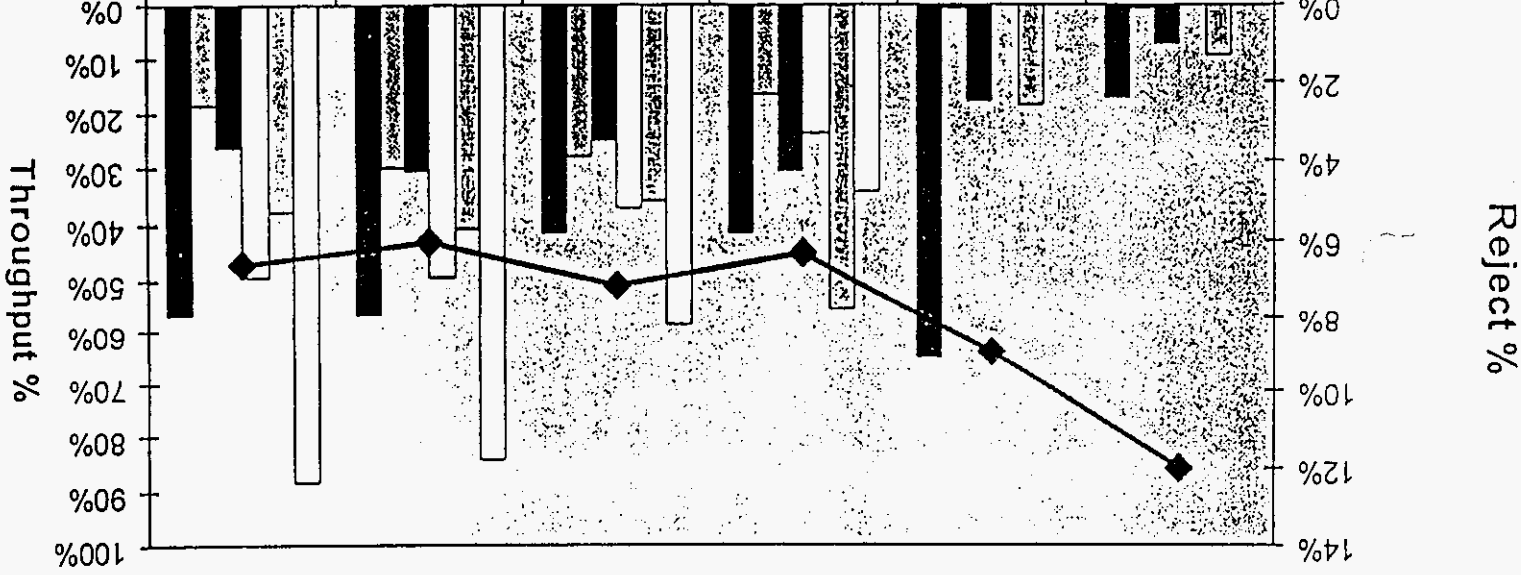
# Confirmation %



	Jan		Feb		Mar		Apr		May		June	
	Act	Goal	Act	Goal	Act	Goal	Act	Goal	Act	Goal	Act	Goal
LEC Confirmed %												
Field Sales	56%		52%		61%		59%		62%		60%	
Telemarketing	74%		67%		74%		73%		74%		72%	
Total	61%	63%	56%	63%	66%	63%	64%	62%	66%	65%	64%	66%

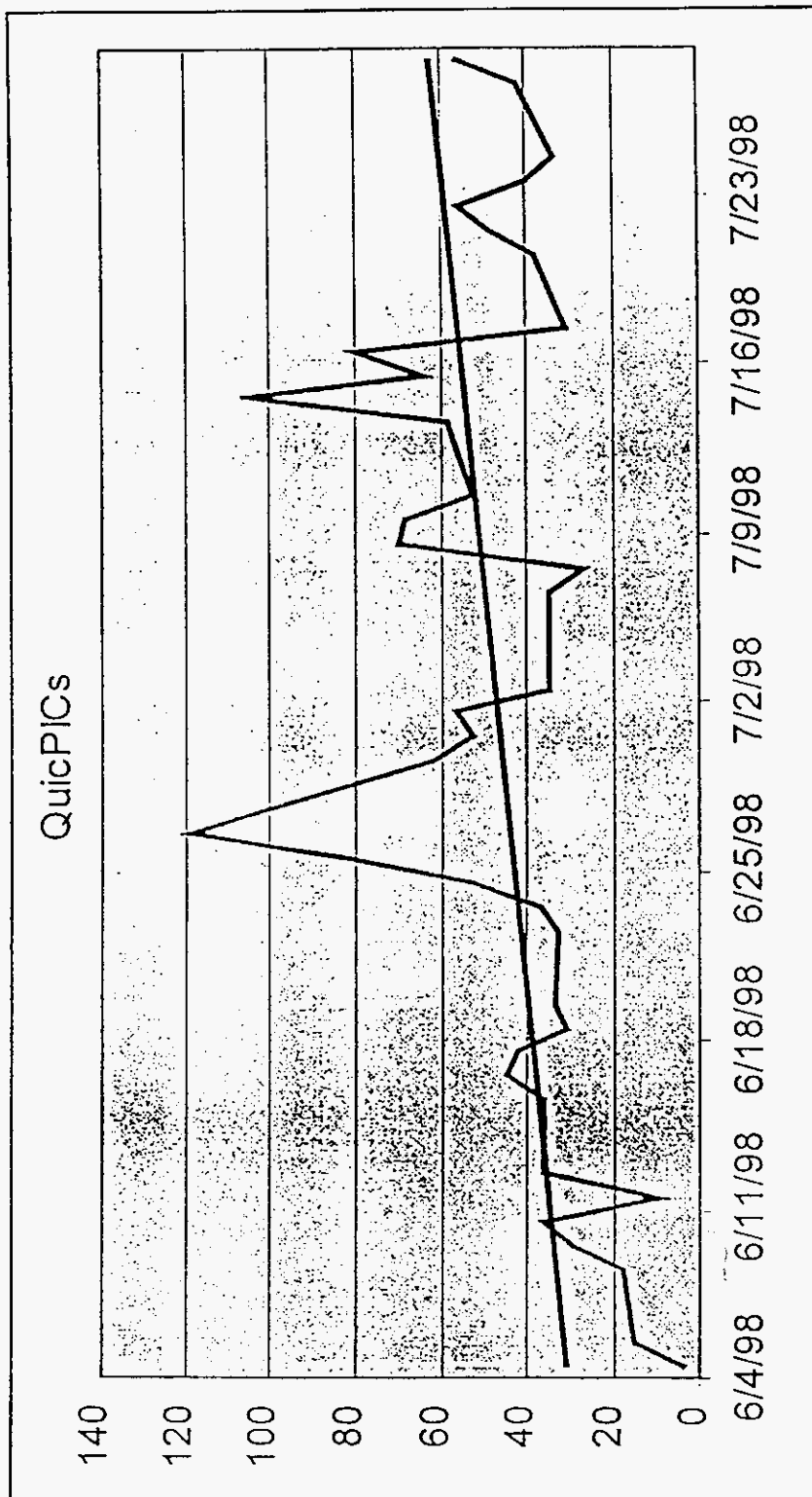
# Analyzing Field Throughput

20882



Status	status_desc	0198	0298	0398	0498	0598	0698	Total	%
<b>CONFIRMED:</b>									
		19,136	34,652	39,372	44,120	35,649	42,903	229,865	64%
<b>PENDING</b>									
		253	82	26	44	485	3,773	4,663	1%
<b>DMSS:</b>									
21	175 Not Confirmation From RPMS	1,636	1,529	2,064	2,388	1,733	2,134	10,434	3%
21	64 Not Applicable To RPMS Process	442	2,829	392	5	3	61	3,732	1%
21	24 Already Entered	535	1,039	249	199	164	136	2,322	1%
21	7 (0) Disconnect Order	36	1,632	128	165	41	44	2,046	1%
21	27 Customer Cancel	6	1,660	20	42	17	11	1,756	0%
21	55 Line Num Not Active	144	455	53	1			653	0%
21	10 Unknown Reject Code from GILE	41	107	152	141	33	81	555	0%
21	58 PIG Restricted	7	394	79	106	49	32	367	0%
21	Other Misc DMSS Rejects	464	395	195	245	163	148	1,649	0%
21	DMSS SUBTOTAL	2,311	9,740	3,332	3,242	2,203	2,647	23,514	7%
<b>RPMS:</b>									
21	2166 PIG restricted at customer's	15,408	10,435	9,786	12,478	8,988	10,463	57,558	16%
21	3126 WTN ineligible - toll restrict	2,893	2,851	3,502	4,259	2,577	2,369	18,911	5%
21	2107 WTN not found	273	1,802	443	1,139	729	1,327	4,713	1%
21	3148 WTN rejected with USP identifi	279	1,609	649	959	933	858	4,287	1%
21	3139 WTN exists but not active	33	165	347	784	431	530	2,290	1%
21	2133 WTN ineligible for subscription	134	321	279	277	204	289	1,504	0%
21	3109 Pending due date order already	3	62	140	440	50	145	840	0%
21	2104 BIN not found	17	92	90	148	99	178	624	0%
21	2135 WTN on suspended service	10	25	112	162	137	166	613	0%
21	3117 Jurisdictional indicator missi	31	319	14	88	55	53	560	0%
21	2150 Conflict WTN - other LP compan	126	62	65	84	60	53	450	0%
21	2139 WTN already GILE LP	20	24	23	158	214	10	449	0%
21	2147 Conflict WTN - other LP compan	7	18	82	161	115	38	421	0%
21	Other Misc RPMS Rejects	2,023	1,143	981	1,462	1,120	679	7,563	2%
21	RPMS SUBTOTAL	41,197	16,929	16,513	22,599	15,712	17,158	100,263	28%
<b>TOTAL:</b>		32,897	61,403	59,243	70,005	54,049	66,481	358,305	100%

# QuicPIC Results “Gross Sales”



ONLY 43 OUT OF APPROXIMATELY 900  
CONFIRMATIONS HAVE CHURNED!



# Reducing Churn

ACTION TASKS		STATUS		DISCUSSION POINTS	
REDUCING CHURN					
Churn Research	<ul style="list-style-type: none"><li>GTE to Research Churn and Present Findings</li></ul>	<ul style="list-style-type: none"><li>GTE Regulatory to Determine POS Form</li><li>GTE to acquire Pre-paid Cards</li></ul>	<ul style="list-style-type: none"><li>Update on POS Form</li><li>Update on Pre-paid Cards</li></ul>		
Increasing PIC Restrictions	<ul style="list-style-type: none"><li>PIC Freeze at Point of Sale</li><li>Quire PIC Incentives</li><li>PIC Freeze Post Card w/ Incentive</li></ul>				
New Plans & Promotions	<ul style="list-style-type: none"><li>Develop New Plans Focused on Churn &amp; Target Markets</li><li>Develop New Plans Focused on Winbacks</li></ul>				
Informing GTE About Snyder	<ul style="list-style-type: none"><li>Meeting w/ Customer Service Centers</li><li>Meeting w/ Informing the MICEs</li></ul>	<ul style="list-style-type: none"><li>Meetings held with ANNI/Alpharema</li></ul>	<ul style="list-style-type: none"><li>Further information dissemination to ILECs and other GTE arens</li></ul>		
Improve Fulfillment Process	<ul style="list-style-type: none"><li>Integrate Fulfillment w/ Provisioning</li><li>In-language Fulfillment</li></ul>		<ul style="list-style-type: none"><li>Changes to inform customers on free minutes</li><li>Update on changes made to minimize customer confusion</li></ul>		
Outbound Customer Winback Campaigns	<ul style="list-style-type: none"><li>Review results of existing campaigns</li><li>Develop expanded in-language Winback campaigns</li></ul>			<ul style="list-style-type: none"><li>Winback Implementation for '98 and beyond?</li></ul>	
Image & Targeted Marketing/Advertising	<ul style="list-style-type: none"><li>Implement Ad Campaign (Status Update)</li></ul>			<ul style="list-style-type: none"><li>Results of existing campaigns</li><li>Direction for future</li></ul>	
Welcome Calling	<ul style="list-style-type: none"><li>Review results of existing program</li><li>Consolidate program w/ QOC</li></ul>	<ul style="list-style-type: none"><li>Breaking out Asian languages</li></ul>	<ul style="list-style-type: none"><li>Results of existing program</li></ul>		
Bundling	<ul style="list-style-type: none"><li>Address Timing of Bundling</li></ul>		<ul style="list-style-type: none"><li>Strategy and timing for bundling</li></ul>		



# Maintaining Customer Profile

ACTION	TASKS	STATUS	DISCUSSION POINTS
MAINTAINING CUSTOMER PROFILE			
Understanding Profile by Segment	<ul style="list-style-type: none"> <li>Identify yield trends by market</li> <li>Effects of Promotions</li> </ul>		
Calling Card & Call Me Toll-Free	<ul style="list-style-type: none"> <li>Finalize Testing AT GIE</li> <li>Roll Out at Snyder</li> </ul>	<ul style="list-style-type: none"> <li>Completed</li> </ul>	
Customer Usage Reporting	<ul style="list-style-type: none"> <li>Provide Aggregate Customer Usage Information to Snyder</li> </ul>	<ul style="list-style-type: none"> <li>Reporting requested by NPANXXX In/Out of Franchise, Language, LEC</li> </ul>	<ul style="list-style-type: none"> <li>Status of Usage Reporting</li> </ul>
Additional Target Markets	<ul style="list-style-type: none"> <li>Discussion of Other Markets</li> </ul>		
Additional Media	<ul style="list-style-type: none"> <li>Discuss additional media possibilities including Direct Mail, Print, etc.</li> </ul>		



# Reference

# Quality Checkpoints Field Order Processing

- Cellular TPV
- SSN/
- Driver's License
- Date of Birth
- Alternate Name

LOA  
Point of Sale

LOA Review

Snyder  
District  
Office

TDEC

- BTN Dups
- SSN Dups.
- Plan/Promos

Snyder  
Order  
Validation

SPIN

Veris/Equifax  
(SSN Verification)

Name and Address  
Verification  
MetroMail/Prospect  
Database

• Rep Compensation

- PIC Disputes
- LEC Reject Reporting
- Customer Complaints
- Escalations

Quality Outbound  
Calling  
Alternate Name - If Supplied

Verification Letters  
(Positive/Negative)

Re-SPIN

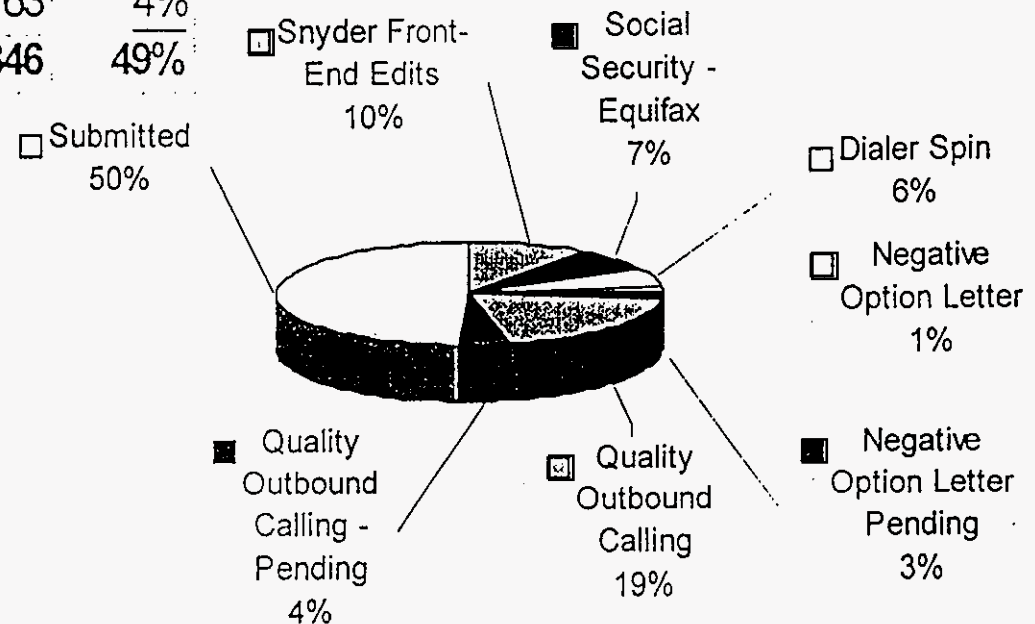


Snyder  
Back-End  
Reporting

# Process Overview

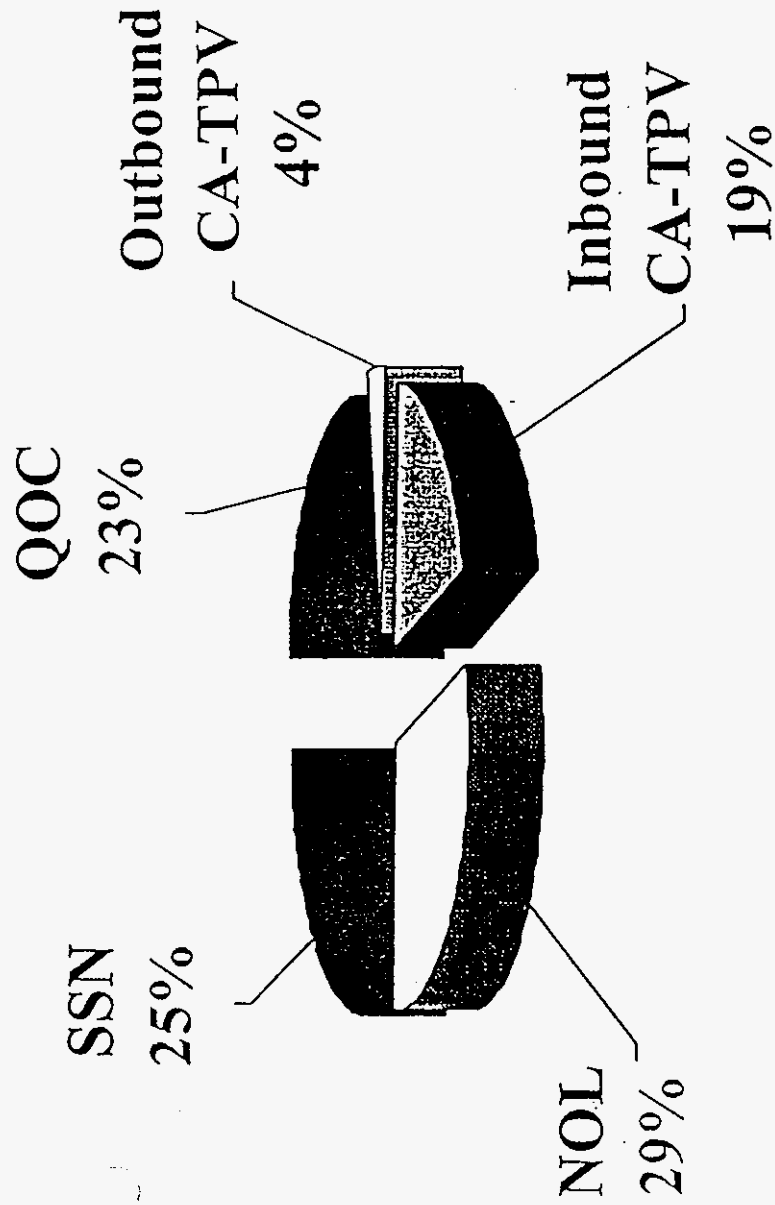
## Snyder → GTE

Total Field Orders 4/3 - 4/10	17998	100%
Snyder Front-End Edits	1800	10%
Social Security - Equifax	1292	7%
Dialer Spin	1136	6%
Negative Option Letter	176	1%
Negative Option Letter Pending	532	3%
Quality Outbound Calling	3453	19%
Quality Outbound Calling - Pending	763	4%
Submitted to GTE	8846	49%



# Process Overview

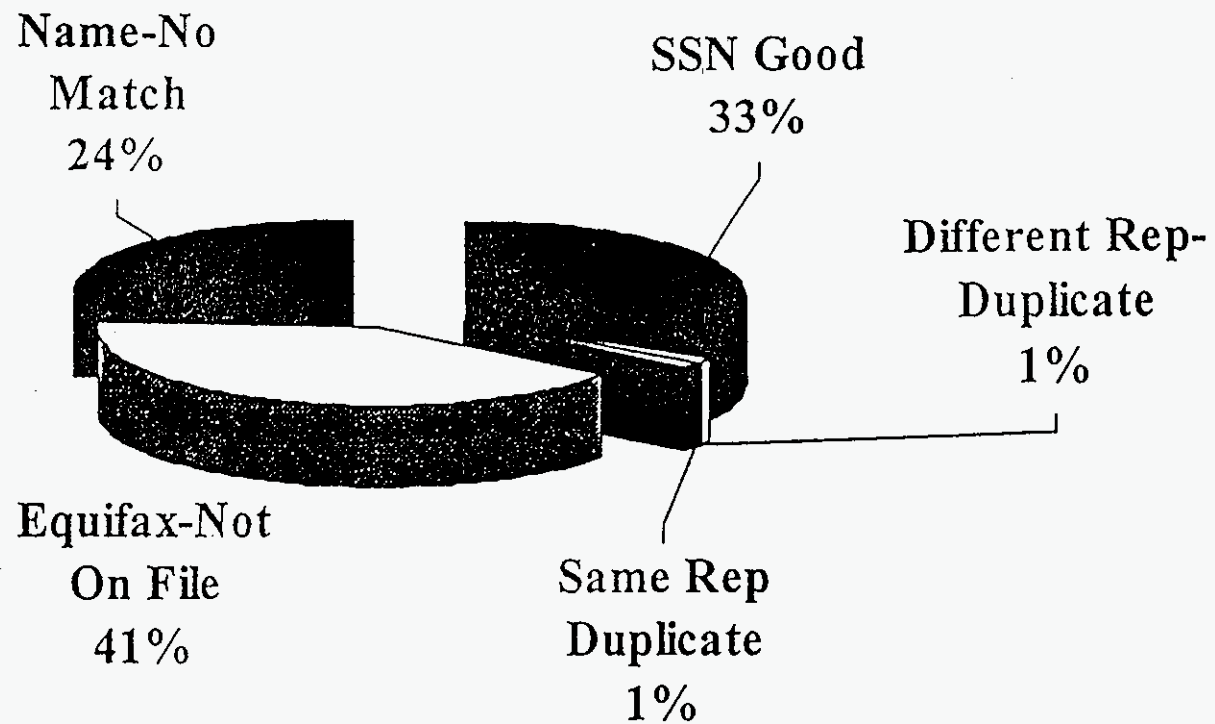
## Breakdown of Submitted to GTE



■ QOC □ Outbound CA-TPV ■ Inbound CA-TPV □ NOL ■ SSN

# Process Overview

## SSN Verification

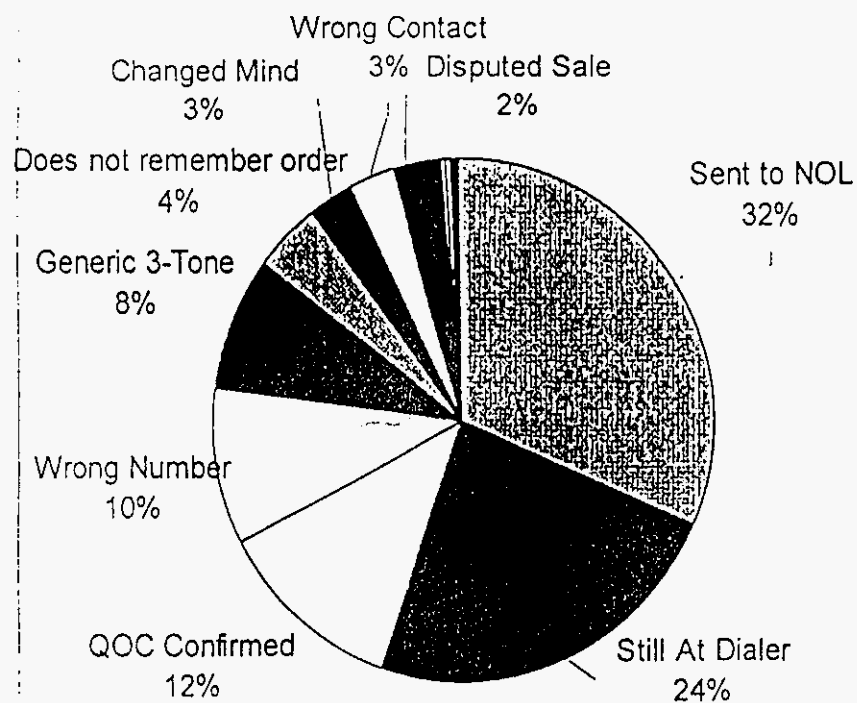


<input checked="" type="checkbox"/> SSN Good	<input type="checkbox"/> Different Rep-Duplicate
<input type="checkbox"/> Same Rep Duplicate	<input type="checkbox"/> Equifax-Not On File
<input checked="" type="checkbox"/> Name-No Match	

# Process Overview

## Quality Outbound Calling

Statistics From April 28th



31.63%	□ Sent to NOL
23.74%	■ Still At Dialer
11.73%	□ QOC Confirmed
9.97%	□ Wrong Number
8.23%	■ Generic 3-Tone
4.49%	□ Does not remember order
2.75%	■ Changed Mind
3.01%	□ Wrong Contact
1.59%	■ Disputed Sale
1.68%	■ Disconnect or Changed Number
0.48%	□ Business
0.28%	□ Language Barrier
0.26%	■ Operator connected to 3-tone
0.11%	■ Question on Plans
0.03%	■ Previously Submitted to GTE
0.03%	■ New Number

# Quality Control

**GTE**

## Quarterly Review

**Aug 3- 5, 1998**

# Q2 Accomplishments

---

- + Implementation of Verification Letter
- + Automatic 100% QC Process
- + Rolled out SNAP Complaint Module
- + Developed Reporting for the Quality Control Process
- + Development & Implementation of Cellular Verification Process (Mini-Verification)
- + Tested Cellular Verification Process (NY,CHI)
- + Began Development of Driver License Verification Process (Expected Q3)



# Q3 Initiatives

## (Zero Tolerance)

---

- + Continued Evaluation of QC Process  
(Trending Analyses, Identify and Correct Weaknesses in QC Process)
- + Re-Educate Sale Force to Think Quality First
- + Continue Development of Procedures to Eradicate Customer Complaints

## 20896

Docket No. 990362-T  
Exhibit REP-28  
Page 154

# Complete History

## Complaint Detail for Rep 1

BTN	Sale ID	Date Written	Reason	Classification	Action	Requestor
3015703920	4	12/04/97	Unauthorized Switch	CRC	N/A	dhall
5096635385	30401643	05/15/98	Unauthorized Switch	GTE Complaint	N/A	BBARAHONA

# Instant Status Changes

Rep Detail Information - Microsoft Internet Explorer

QOC Status for Rep ID # 1

Rep ID	1	Employee Name	RODRIGUEZ, OLGA
Supervisor		District	Miami
Status	Standard	Reason	Management Authorization

Comments: This is comments so Vince can see

[View All Sales Reps](#) [View All Sales Reps](#)

---

Change Rep Status

Rep Status: 100% QOC ☒

Reason for Change: Poor Quality Production ☒

[Submit Query](#)

Done

Rep Detail Information

20898

# QC Reporting

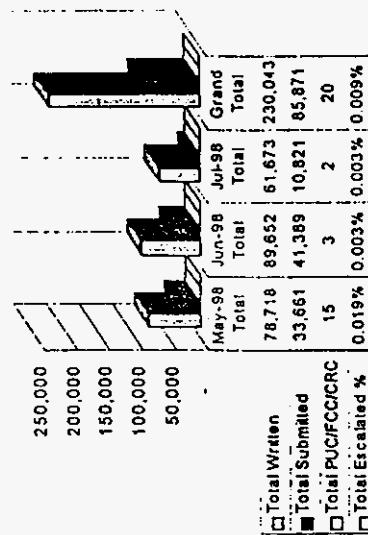
Point Key: PUC = PUC; FCC = FCC; ER = ER; CSIR = CSIR; AFN = AFN; Rates = Rates; Other = Other; Total = Total

Rep ID	Employee	Location	Status	Hired	Total Written	Total Submitted	PUC	FCC	CRC	ICRC	CSIR	AFN	Rates	Other	Total	Internal Complaints	Internal	Compl	Points
10176	Rashim Tugbark	Miami	Active	10-Feb-98	189	189	0	0	0	0	0	0	0	0	189	0	0	0	189
10176	Vilma Viola	Miami	Active	10-Feb-98	104	104	0	0	0	0	0	0	0	0	104	0	0	0	104
11275	Mitch Gershman	Bronx	Active	12-Mar-98	284	284	0	0	0	0	0	0	0	0	284	0	0	0	284
6206	Joe Lindsey	Brooklyn	Active	7-Jul-97	196	196	0	0	0	0	0	0	0	0	196	0	0	0	196

Escalations										Customer SVC									
Status	Wrote	Total	Submitted	PUC	FCC	CRC	ICRC	CSIR	AFN	Rates	Other	Total	Internal Complaints	Internal	Compl	Points			
Active	18	18	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Active	147	147	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Active	103	103	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Active	233	233	0	0	0	0	0	0	0	0	0	0	0	0	0	0			

Rep ID	Employee	Location	Status	Hired	Month	Total Written	Total Submitted	PUC	FCC	CRC	ICRC	CSIR	AFN	Rates	Other	Total	Internal Complaints	Internal	Compl	Points
13489	Rashim Tugbark	Alabama	Active	3/30/98	Apr-98	169	142	0	0	0	0	0	0	0	0	169	0	0	0	169
13491	Vilma Viola	Alabama	Active	3/30/98	Apr-98	100	68	0	0	0	0	0	0	0	0	100	0	0	0	100
13491	Mitch Gershman	Alabama	Active	3/30/98	May-98	12	9	0	0	0	0	0	0	0	0	12	0	0	0	12
13509	Joe Lindsey	Alabama	Active	3/30/98	Apr-98	31	24	0	0	0	0	0	0	0	0	31	0	0	0	31
	Alabama Total					312	243	0	0	0	0	0	0	0	0	312	0	0	0	312

Month	May-98	Jun-98	Jul-98	Total	Grand Total
Total Written	78,718	89,652	61,673	230,043	
Total Submitted	33,661	41,389	10,821	85,871	
PUC	3	1	0	4	
FCC	1	0	0	1	
CRC	1	2	1	4	
Total PUC/FCC/CRC	5	3	1	9	
Submitted%	42.8%	46.2%	17.5%	37.3%	
Total Escalated %	0.019%	0.003%	0.003%	0.009%	



☐ Total Written  
☐ Total PUC/FCC/CRC  
☐ Total Submitted  
☐ Total Escalated %

# QC Reporting

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- \* QC Complaint Top 20 *(waited point system)*
- \* QC Complaint Top 20 *(percentage of gross production)*
- \* Rep Y-T-D Complaint History
- \* QC Complaint by District
- \* Complaint Summary *(by month)*

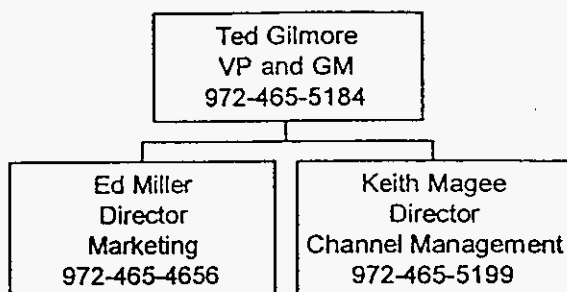
Business Review

20901

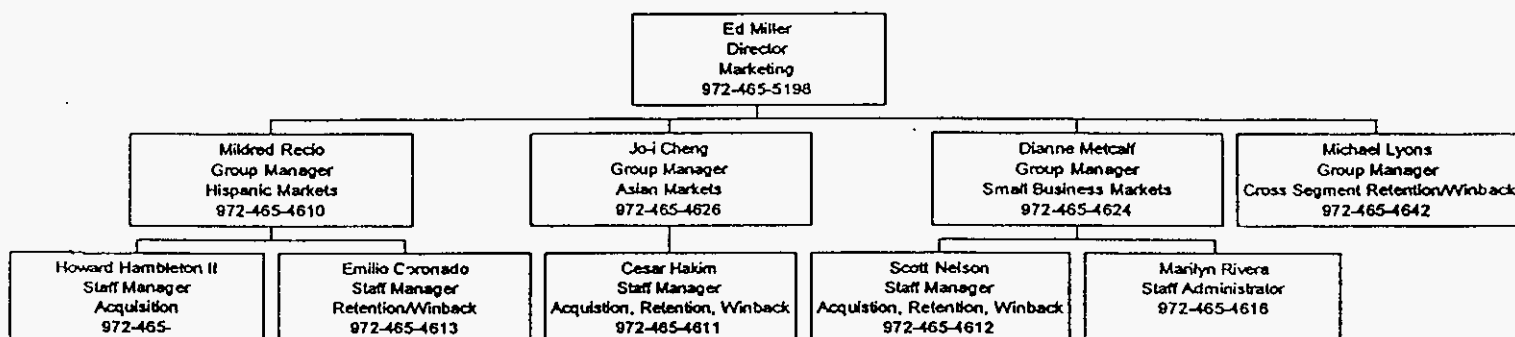
Witness Affidavit  
Reference Material



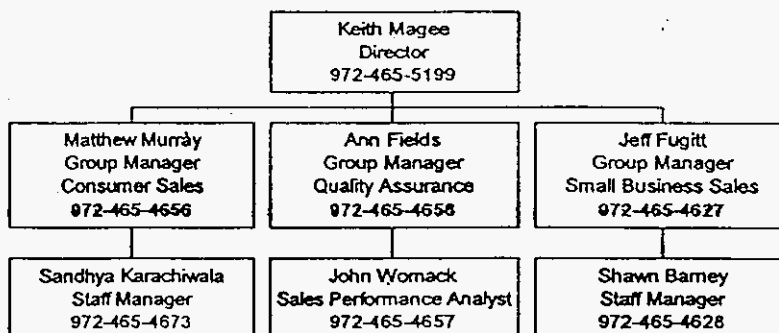
GTE Long Distance  
Ethnic/International Markets



GTE Long Distance  
Ethnic/International Marketing



GTE Long Distance  
Ethnic/International Channel Management



**J. Ted Gilmore**  
Vice President/General Manager  
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**Keith Magee**  
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**Jo-I Cheng**  
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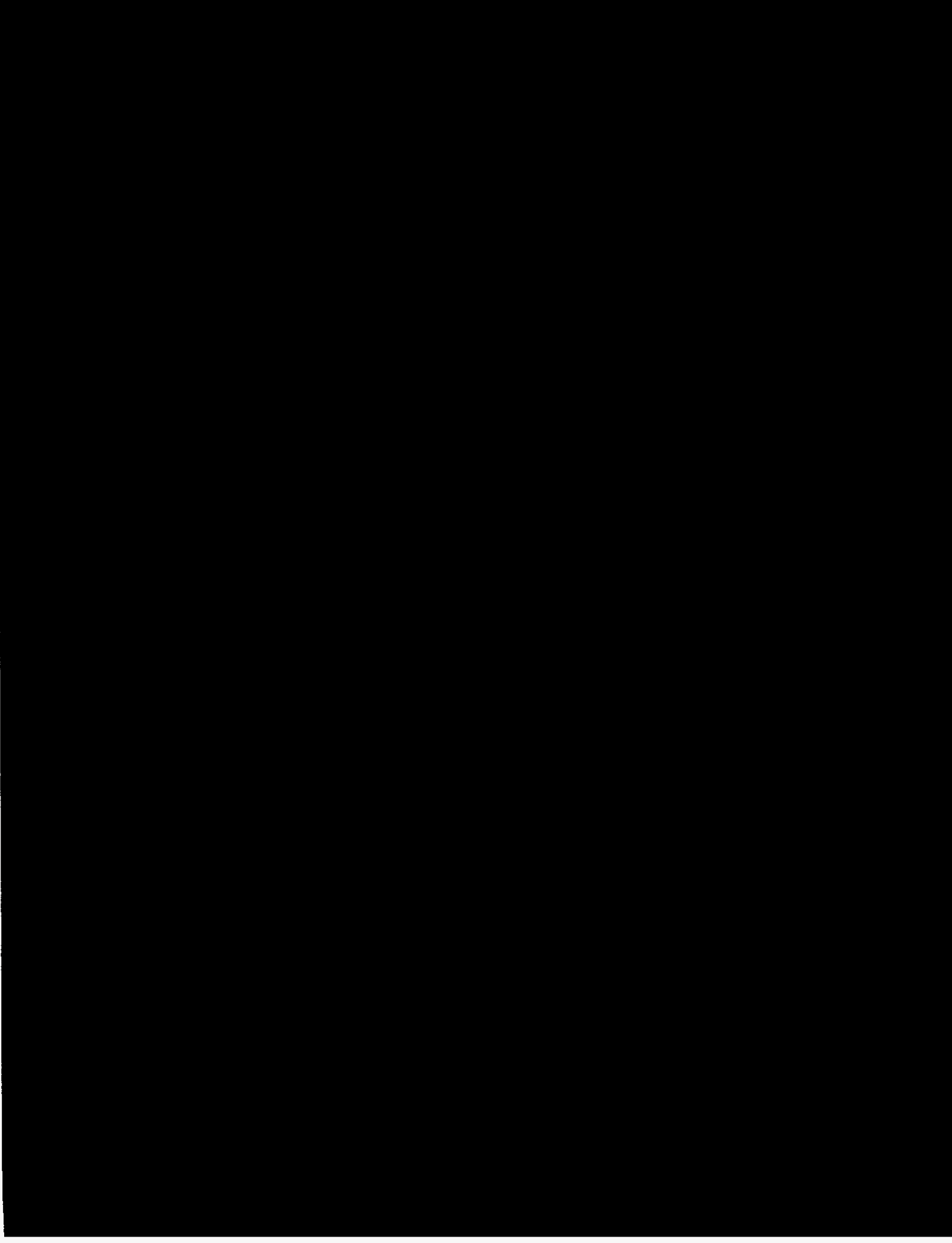
**Dianne Metcalf**  
Group Manager-Ethnic  
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ALPH  
Misc.

20905

Exhibit REP-29  
Docket No. 990362-TI

**SALES OBJECTIVES FOR  
ETHNIC MARKETING PROJECT**

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EIP-1

1998 GTE EXECUTIVE INCENTIVE PLAN

Form 000513LN (1/97)  
Ref S5180

Docket No. 990362-TI  
Exhibit REP-29  
Page 1

NAME Pamela S. Jacobson	COMPONENT GTE Telephone Operations
TITLE President-Consumer Markets	LOCATION Irving, TX

INCENTIVE PLAN OBJECTIVES

SUBMITTED BY Pamela S. Jacobson	DATE
APPROVED BY Clarence F. Bercher	DATE
APPROVED BY Kent B. Foster	DATE

PARTICIPANT EVALUATION OF OVERALL ACHIEVEMENTS VERSUS OBJECTIVES

	BELOW EXPECTATIONS	AT MINIMUM EXPECTATIONS	MEETS EXPECTATIONS	ABOVE EXPECTATIONS	EXCELLENT	EXTRAORDINARY
CHECK ONE						

SIGNATURE	DATE
-----------	------

NAME Pamela S. Jacobson	COMPONENT GTE Telephone Operations	Docket No. 990362-T1 Exhibit REP-29 Page 2
TITLE President-Consumer Markets	LOCATION Irving, TX	

### MANAGEMENT EVALUATION OF INCENTIVE PLAN ACHIEVEMENTS VERSUS OBJECTIVES

NAME ( Immediate Supervisor )	BELOW EXPECTATIONS (No Payment)	AT MINIMUM EXPECTATIONS (50-74% of Norm)	MEETS EXPECTATIONS (75-104% of Norm)	ABOVE EXPECTATIONS (105-134% of Norm)	EXCELLENT (135-164% of Norm)	EXTRAORDINARY (165-200% of Norm)
Clarence F. Bercher						
TITLE President-GTE Communications Corp.		%	%	%	%	%
COMMENTS:						

NAME ( Next Higher Level of Supervision )	BELOW EXPECTATIONS (No Payment)	AT MINIMUM EXPECTATIONS (50-74% of Norm)	MEETS EXPECTATIONS (75-104% of Norm)	ABOVE EXPECTATIONS (105-134% of Norm)	EXCELLENT (135-164% of Norm)	EXTRAORDINARY (165-200% of Norm)
Kent B. Foster						
TITLE President-GTE Corporation		%	%	%	%	%
NEXT LEVEL SUPV COMMENTS ( Comments with respect to agreement or change in immediate supervisor's evaluation )						
HUMAN RESOURCES REVIEW AND COMMENTS						

NOTE: All ratings should be in increments of 5%.

**CONFIDENTIAL**

PART I: COMPANY CORE OBJECTIVES (50%)

1998 OBJECTIVE	1997 RESULTS	1998 OBJECTIVES	1998 RESULTS	1998 RESULTS NARRATIVE
1. GTECC Revenue	\$ 630	\$1,680	\$1,070	<b>CONFIDENTIAL</b>
2. Operating Income	\$(394)	\$ (582)	\$ (470)	
3. Net Income	\$(274)	\$ (400)	\$ (354)	
4. Capital Expenditures	\$ 260	\$ 263	\$ 263	
5. Cash Flow	\$(446)	\$ (642)	\$ (663)	
6. Investment	\$ 280	\$ 522	\$ 550	



1998 OBJECTIVES	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE
<u>GTE Communications Corporation</u>				
1. GTECC Customers in Service (OOO's)	N/A	3.0M	2.8M	<b>CONFIDENTIAL</b>
2. GTECC Customer Satisfaction	N/A	76	76	
3. Incurred Cost (Excludes Capacity)	N/A	\$890	\$656M	
4. Uncollectibles	N/A	2.4%	4.47.	
<u>Consumer Markets</u>				
<u>CLEC</u>				
• Gross customer acquisitions <ul style="list-style-type: none"><li>• In Franchise</li><li>• Near Out of Franchise</li></ul>	8,560 8,560 0	572,161	85.2K	
• Average churn/month	N/A	2%		
• Customers in billing	N/A	513.9	74.7K	
• Average revenue/customer/month	N/A	\$68-\$72	Non-Zero Bills \$23 (J) \$68 (D)	
• Total revenue (Excludes Ethnic)	N/A	\$169.2	\$26M	
• Average cost per acquisition	N/A	\$289	\$228	

1998 OBJECTIVES	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE
<u>Consumer Markets</u> (continued)				
<u>Long Distance</u>				
• Gross customer acquisitions	2.5M	2.4M	2.6M	CONFIDENTIAL
• Average churn per month	9.8%	8.4%	7.5%	
• Customers in billing	1.5M	1.9M	2.1M	
• Average revenue/customer/ month	\$17.33	\$21.50	\$18.60	
• Total revenue	\$237M	\$415M	\$415M	
• Average cost per acquisition	\$46	\$49	\$38/Cust	
• Operating income (managerial)	N/A	(\$61M)	TBD	
<u>Ethnic Markets</u>				
• Gross customer acquisitions (OOO's)	N/A	836K	611K	CONFIDENTIAL
• Average churn per month	N/A	5.1%	17.9%	
• Customers in billing (OOO's)	N/A	590K	189K	
• Average revenue/customer/ month	N/A	\$75.30	\$22.91	
• Total revenue	N/A	\$207M	\$26.7M	
• Average cost per acquisition	N/A	\$76.53	\$89.47	
• Contribution margin	N/A	\$(41M)	(\$71.5)M	

1998 OBJECTIVES	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE
<u>Consumer Markets</u> (continued)				
<u>Card Services</u>				
• Total revenue	\$28.9M	\$ 46.8M	\$ 48.6M	
• Operating margin	\$ 1.8M	\$ 6.0M	\$ 14.9M	
<u>Incurred Costs</u> - Consumer Markets	N/A	\$383.9M *	\$329.9M	
*Target restated to show total managerial costs				

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## PART III: WORK PLAN OBJECTIVES ( \_ \_%)

NAME: Pamela S. Jacobson

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
<p>1. Provide distinctly superior customer experience</p> <ul style="list-style-type: none"> <li>• Define desired experience</li> <li>• Measure customer satisfaction</li> </ul>		<p>2Q98</p> <p>Monthly measures beginning 2Q98</p>	<p>Complete</p> <p>Complete</p>	<ul style="list-style-type: none"> <li>• Through customer surveys/market analysis, specific customer experience defined and tested within a control pod in Niagara. Results demonstrated higher close ratios with greater add-on sales ratios.</li> <li>• Customer satisfaction surveys implemented 2Q98. Sales scores began high and remained there throughout the year. Repair scores were very low initially due primarily to customer order backlog in first 4 months of the year. Repair scores improved dramatically as a more stable systems environment and new processes were put into place. Quarterly reviews of the data were presented to many internal functions (Marketing, BA, IT, etc.). Teams targeting key areas for improvement were formed to ensure issues were addressed.</li> </ul>
<p>2. Support the GTE Data Plan.</p> <ul style="list-style-type: none"> <li>• Achieve sales target</li> <li>• Maintain effective distribution channels</li> </ul>		<p>\$40M (all segments)</p>	<p>\$4M</p>	

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## PART III: WORK PLAN OBJECTIVES ( \_ \_ %)

NAME: Pamela S. Jacobson

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
3. Improve the efficiency and effectiveness of the service fulfillment process	N/A	<ul style="list-style-type: none"> <li>No significant order backlogs exist</li> <li>Process/systems are enhanced to handle maximum customer acquisition levels required</li> <li>Customer experience fully meets expectation</li> </ul>		<p>Call Center operations consistently performed at very high levels always reflecting the segments business strategy:</p> <ol style="list-style-type: none"> <li>1. Close rates averaging 30%+</li> <li>2. Excellent penetration of add-on product sales, especially during promotional periods</li> <li>3. Bill analysis suggests most customers (85%) are sold appropriate packages</li> </ol> <ul style="list-style-type: none"> <li>Tremendous effort and analysis conducted to truly understand throughput capacity to ensure positive customer experience. Once known, focus turned to balancing front-end sales order activity with back office capabilities. Unique partnership formed with Marketing requiring mutual understanding of functions and trust to execute to plan. Well attended weekly meetings ensured expectations were clear.</li> </ul>
<p>4. Develop the Service Dev. Platform to ensure we have scalability to deliver:</p> <ul style="list-style-type: none"> <li>Achieve IT/DP budget.</li> <li>Process transactions in targeted time frame.</li> <li>For the period of 3/98 thru 12/98, less than 20 hours down-time per rep.</li> </ul>	N/A	<p>Cons 140 Min Cons \$300</p> <p>\$112M</p> <ul style="list-style-type: none"> <li>Consumer order: 46 minutes</li> <li>20 (Avg. 1.75 hrs/rep./mo.)</li> </ul>	<p>Cons TBD Min Cons \$TBD</p> <p>30</p>	<ul style="list-style-type: none"> <li>Significant progress made in understanding the requirements of the CLEC business model.</li> <li>In July 1998, Dream Team effort launched to determine how step function improvements could be made to the platform.</li> <li>In September 1998, implementation of Dream Team recommendations initiated, which will result in a significant reduction of Consumer order processing time.</li> </ul>

**CONFIDENTIAL**

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
<p>5. Reduce our capacity costs from 81.1% to 80% of revenue by:</p> <ul style="list-style-type: none"> <li>Analyzing traffic/services to lower costs.</li> <li>Shifting minutes of use onto GNL.</li> </ul>		80% of Revenue	71.1%	
<p>6. Develop new, innovative approaches to engage customers.</p>	N/A	<ul style="list-style-type: none"> <li>Customer buying behavior and channel economics are well understood</li> <li>New channels drive approximately 10% of total customer acquisition in 1998</li> </ul>	Complete	<p>Segment position identified following qualitative and quantitative research; position now being pursued GTE-wide in all Consumer-facing units (more than a number).</p> <p>The following engagement techniques developed and tested in 1998:</p> <ul style="list-style-type: none"> <li>Sports Events (i.e., Tampa Bay Devil Rays)</li> <li>Multi-Dwelling Units</li> <li>Office Depot</li> <li>Direct Response Print</li> <li>Compaq</li> <li>CD Now</li> </ul>
<p>7. Drive distribution costs and effectiveness through:</p> <ul style="list-style-type: none"> <li>Adding new channels</li> <li>Positioning cost per gross add or as a % of sales expense to revenues for:</li> </ul> <p>Consumer Markets</p>		<p>Open 18 New Sales Channels</p> <p>Cons \$289</p>	<p>Opened 23 New Sales Channels</p> <p>Cons \$320</p>	

**CONFIDENTIAL**

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
<p>8. Standardize/integrate all key processes in Consumer Markets</p> <ul style="list-style-type: none"><li>Market analysis</li><li>Customer segmentation/list management</li><li>Competitive Analysis</li><li>Offer rationalization/development</li><li>Go to market planning</li><li>Adv/promo development</li><li>Distribution channel development/management</li><li>Performance reporting/review</li></ul>		<ul style="list-style-type: none"><li>All current processes assessed - 1Q98</li><li>Standardization/integration opportunities identified and implemented 2Q98</li><li>Organizational implications assessed/changes implemented 12/1/98</li></ul>	<ul style="list-style-type: none"><li>Complete</li><li>Complete</li><li>Complete by 12/31/98</li></ul>	<ul style="list-style-type: none"><li>Assessment of marketing/channel activities for Consumer Markets substantially completed during Q1 and Q2.</li><li>Reconstituted plan initiated in late Q3 to incorporate Small Business into integration/rationalization process.</li><li>Implementation of adjusted marketing/channel plans in Q4 to position for 1999.</li><li>Integrated structural changes implemented Q4 for General Markets:<ul style="list-style-type: none"><li>Single Marketing Organization</li><li>Single LD Sales &amp; Operations</li><li>Single CLEC Sales &amp; Operations</li></ul></li></ul>

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EIP-1

PART III: WORK PLAN OBJECTIVES ( \_ \_%)

NAME: Pamela S. Jacobson

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
<p>9. Create a fun, challenging work climate which assists every employee in achieving their professional and personal goals and commitments</p> <ul style="list-style-type: none"> <li>Desired work climate defined</li> <li>Development plan in place for 100% of employees</li> <li>Participation in work and family balance programs encouraged</li> <li>Candid, frequent communications to all employees</li> <li>Workforce diversity valued and fostered</li> <li>Leadership and outstanding performance regularly recognized, rewarded and celebrated</li> </ul>		<p>4/30/98</p> <p>7/1/98</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>6/30/98</p> <p>7/1/98</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> <li>General Markets "culture," within context of GTECC culture, defined</li> <li>All employees provided with formalized feedback bi-annually; plans developed with clear deliverables</li> <li>Employee family needs assessed and nurtured on an individual basis</li> <li>Monthly Breakfast meetings provide forum for open communication and Q&amp;A</li> <li>All possible opportunities sought to ensure proper treatment and representation</li> <li>Written and verbal recognition provided on ongoing basis, as well as Individual Excellence Awards and CLA nominations</li> </ul>

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1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
10. Implement the "Six C" model, relative to GTECC culture, presented at the GTECC Leadership 1998 Kickoff Meeting.		Implement the GTECC culture plan and maintain an overall employee satisfaction score (as measured by the GTE Viewpoints Survey) greater than 74%	Plan implemented, overall employee satisfaction of 78% YTD	<div>CONFIDENTIAL</div>

During the second half of 1998, the following events/activities were managed with the Consumer Markets group:

1. Supported the GTE/Bell Atlantic merger efforts, specifically relating to Long Distance, Card Services and CLEC activities.
2. Began renegotiations efforts for the distribution contract with Snyder Communications, after completing an assessment of the financial performance of the ethnic segment. Final results of renegotiation are expected to yield a significantly scaled-down contract with more flexibility and favorable terms for GTECC.
3. Served as lead GTECC executive on team in renegotiation of contract with Teletch, which resulted in favorable pricing terms for GTECC (both 1998 and beyond) as well as more advantageous terms and conditions for GTECC.
4. Assumed responsibility for Small Business Markets during Q4, including both LD and CLEC bundle. The Small Business organization effectively combined into Consumer to create the General Markets organization. Developed and executed plan to clean up the Small Business backlog in Alpharetta. Began process to thoroughly assess and restage the Small Business bundled offer.

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997 GTE EXECUTIVE INCENTIVE PLAN

form 000513LN (1/95)  
of 55180

NAME Christopher D. Owens	COMPONENT GTE Telephone Operations <u>and</u> GTE Communications Corporation
TITLE VP-Regulatory & Governmental Affairs <u>and</u> President-Consumer Markets	LOCATION Irving, TX

INCENTIVE PLAN OBJECTIVES

SUBMITTED BY Christopher D. Owens	DATE
APPROVED BY Clarence F. Bercher	DATE
APPROVED BY Kent B. Foster	DATE

PARTICIPANT EVALUATION OF OVERALL ACHIEVEMENTS VERSUS OBJECTIVES

	BELOW EXPECTATIONS	AT MINIMUM EXPECTATIONS	MEETS EXPECTATIONS	ABOVE EXPECTATIONS	EXCELLENT	EXTRAORDINARY
CHECK ONE				✓		

SIGNATURE 	DATE 12/2/97
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CONFIDENTIAL

-02:97(TUE) 18:30 GTE GOVERNMENTAL AFF

TEL: 214 718 3910

P. 002

## GTE EXECUTIVE INCENTIVE PLAN

3/1/95

Christopher D. Owens	COMPONENT GTE Telephone Operations
President-Regulatory and Governmental Affairs	LOCATION Irving

## TIVE PLAN OBJECTIVES

ED BY Christopher D. Owens	DATE 1/15/97
ED BY Michael B. Esslman	DATE 1-28-97
ED BY Thomas W. White	DATE 1-31-97

## CIPANT EVALUATION OF OVERALL ACHIEVEMENTS VERSUS OBJECTIVES

	BELOW EXPECTATIONS	AT MINIMUM EXPECTATIONS	MEETS EXPECTATIONS	ABOVE EXPECTATIONS	EXCELLENT	EXTRAORDINARY
CK ONE						

SIGNATURE	DATE
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**CONFIDENTIAL**

NAME  
Christopher D. OwensCOMPONENT  
GTE Telephone Operations and GTE Communications CorporationDocket No. 990362-TT  
Exhibit REP-29  
Page 16TITLE  
P-Regulatory & Governmental Affairs and President-Consumer MarketsLOCATION  
Irving, TX

## MANAGEMENT EVALUATION OF INCENTIVE PLAN ACHIEVEMENTS VERSUS OBJECTIVES

NAME (Immediate Supervisor)	BELOW EXPECTATIONS (No Payment)	AT MINIMUM EXPECTATIONS (50-74% of Norm)	MEETS EXPECTATIONS (75-104% of Norm)	ABOVE EXPECTATIONS (105-134% of Norm)	EXCELLENT (135-164% of Norm)	EXTRAORDINARY (165-200% of Norm)
Blairance F. Bercher						
TITLE President-GTE Communications		%	%	%	%	%

COMMENTS:

NAME (Next Higher Level of Supervision)	BELOW EXPECTATIONS (No Payment)	AT MINIMUM EXPECTATIONS (50-74% of Norm)	MEETS EXPECTATIONS (75-104% of Norm)	ABOVE EXPECTATIONS (105-134% of Norm)	EXCELLENT (135-164% of Norm)	EXTRAORDINARY (165-200% of Norm)
Kent B. Foster						
TITLE President-GTE Corporation		%	%	%	%	%

NEXT LEVEL SUPV COMMENTS (Comments with respect to agreement or change in immediate supervisor's evaluation)

HUMAN RESOURCES REVIEW AND COMMENTS

OTE: All ratings should be in increments of 5%.

**CONFIDENTIAL**

PART I: COMPANY CORE OBJECTIVES (50%)

NAME: All GTECC EIP Participants

EIP-1

1997 OBJECTIVE	1996 RESULTS	1997 OBJECTIVES	1997 RESULTS	1997 RESULTS NARRATIVE
1. GTECC Operating Income		(394.1)	(375.8)	
2. GTECC Capital Expenditures		254.6	267.4	
3. GTECC Total Revenues		617.9	613.5	

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EIP-1  
PART II: TEAM OBJECTIVES (30%)

NAME: CONSUMER, BUSINESS, PRODUCT DEVELOPMENT, CARD SERVICES

1997 OBJECTIVES	1996 RESULTS	1997 TARGET	1997 RESULTS	1997 RESULTS NARRATIVE
1. Customers in Service - Residence		14,693	14,693	CONFIDENTIAL
2. Customers in Service - Business		9,103	9,103	
3. Incremental CLEC Operating Income		(\$155.5M)	(\$138.1M)	

EIP-1

PART III : WORK PLAN OBJECTIVES (20%)

NAME: Christopher D. Owens

1997 OBJECTIVES	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1997 RESULTS ACHIEVED
<p>2. <u>Local Competition and Interconnection</u> Develop and execute plans to achieve terms and conditions acceptable to GTE in local competition and interconnection forums, such as arbitration proceedings, intercompany agreement negotiations, rate rebalancing filings, cost and pricing proceedings, and legal actions.</p>	Ongoing	Plans are prepared and aggressively pursued to achieve results consistent with GTE policy and positions.	<p>Plans have been developed and implemented to achieve GTE's cost and pricing objectives, rate rebalancing and interconnection arrangements. All categories of regulatory filings have been designed to further rate rebalancing requirements, the need for a competitively neutral USF mechanism and to support GTE's legal actions emulating out of inappropriate decisions by state and federal regulators. As of year end, GTE will have filed and/or participated in the following:</p> <ul style="list-style-type: none"> <li>295 Interconnection Contracts Approved</li> <li>425 Interconnection Contracts Negotiations</li> <li>38 Arbitration Cases</li> <li>47 Universal Service Cases</li> <li>43 Cost and Pricing Cases</li> <li>18 Depreciation Cases</li> <li>3 Mega Cases (End-to-End Pricing &amp; USF)</li> </ul> <p>In all instances, GTE aggressively pursued GTE objectives.</p>

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1997 OBJECTIVES	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1997 RESULTS ACHIEVED
<p>3. <u>Revenue Management and Enhancement</u></p> <p>Achieve regulatory approval in tariff, contract, and earnings review proceedings which enhance GTE's market position and increase its' shareholders' value by successfully managing rate and service filings.</p>	Ongoing	<p>Tariffs and contracts are filed on schedule and approved. Favorable regulatory orders are received which enhance GTE's market position and exceed budget targets.</p>	<p>Economic Life Depreciation filings were used as a means of managing earnings and accelerating capital recovery. Of the 18 cases filed in 1997, the pending cases request increased capital recovery of \$148M with decisions expected this year, orders received this year are valued at \$65.4M. Informal earnings review in Illinois is underway. The Company has a plan to manage earnings via economic depreciation and competitively targeted rate reductions depending on positions taken by Commission Staff. Earnings potentially at risk are approximately \$44M. Oregon earning review will be addressed as a part of Mega Case filing scheduled for 12/17/97.</p> <p>Numerous informal earnings discussions have taken place in various other states, however, to date Commission action has been forestalled.</p> <p>Hawaii - rate case order awarding GTE a \$23.6M rate increase. Also the Company was allowed to increase rates by an additional \$1.4M to cover its rural service plan.</p> <p>California - Obtained favorable PBOP decision which allows the Company to collect approximately \$30M per year to cover these expenses.</p> <p>Kentucky and Minnesota - Earnings investigations were completed without any significant impact on GTE earnings.</p> <p>The Company's earnings and revenue streams have been effectively protected from potentially accelerated erosion through interconnection negotiations, arbitration presentations, pricing and costing and USF filings, as well as, court actions. These filings are extensive and impact the Company's ability to maintain and grow its future regulatory revenues which currently are approximate \$14B system wide.</p>

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1997 OBJECTIVES	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1997 RESULTS ACHIEVED
4. Regular demonstration of and visible <i>commitment to the Regulatory and Governmental Affairs Leadership Attributes</i> (5%).	Ongoing	<p>Emphasis on Employee Management and Development</p> <ul style="list-style-type: none"><li>• Developmental Plan established and executed for each employee.</li><li>• Utilization of Work/Family Balance Programs when appropriate.</li><li>• Frequent candid communications.</li><li>• Enhanced diversity and organizational renewal.</li></ul>	<ul style="list-style-type: none"><li>• Complete - Developmental Plan established for all Regulatory &amp; Governmental Affairs employees. Developmental Plans incorporated into all staffing decisions.</li><li>• Complete - 20% of Regulatory &amp; Governmental Affairs employees participated in some Work and Family Program. Forty (40%) of director groups have one or more employees participating.</li><li>• Complete - Comprehensive Regulatory &amp; Governmental Affairs Leadership Meeting held February 1997. Completed one-day visits with Regulatory &amp; Governmental Affairs in approximately 75% of remote locations (total 22) by June 1, 1997.</li><li>• Complete<ul style="list-style-type: none"><li>(A) Women - 49% of employees</li><li>(B) Minorities - 14% of employees</li><li>(C) Minimal external hiring accomplished</li><li>(D) Implemented structured interview process for director level and above positions to enhance quality of individuals hired</li></ul></li></ul>

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OBJECTIVES (LIST IN ORDER OF PRIORITY)	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1996 RESULTS ACHIEVED (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
4. (Continued) Regular demonstration of and visible commitment to Regulatory and Governmental Affairs Leadership (5%)	Ongoing	<ul style="list-style-type: none"> <li>• Demonstrates personal enthusiasm for company and its objectives</li> <li>• Makes things happen and produces results.</li> <li>• Fosters teamwork.</li> <li>• Simplifies issues and focuses efforts on top priorities.</li> <li>• Establishes and demands standards of excellence.</li> <li>• Recognizes/rewards performance and sets climate for having fun at work.</li> <li>• Demonstrates highest standards of professionalism and integrity</li> <li>• Demonstrates vision and develops plans consistent with vision.</li> </ul>	<ul style="list-style-type: none"> <li>• Complete - Demonstrated Desired Leadership style on a daily basis.</li> </ul>

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PART IV: UNSCHEDULED SPECIAL ACCOMPLISHMENTS  
OR OTHER UNANTICIPATED 1997 EVENTS

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Regulatory & Governmental Affairs

Moved transitional interconnection program management office to a permanent organization within Carrier Markets on June 15, 1997. This transfer was made one year ahead of schedule due to the ongoing workload and the fact that the team was functioning smoothly and had set the proper processes in place to manage the work effort on a business-as-usual basis going forward.

Set up, in February/March time frame, a new program management office to oversee and manage anticipated regulatory filings resulting from the interconnection negotiations/arbitration activities and FCC positions on universal service, access reform, and cost and pricing matters. This cost and pricing PMO was chartered with policy, planning and overall management of such matters. This PMO was fully operational in late March and recently was merged with the permanent regulatory organization. This merger was two years ahead of the plan, due to then evolution of GTE's new integrated structure and the fact that a solid platform for managing the work activities had been established in the PMO.

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\*Assumed responsibilities of President-Consumer Markets in GTE Communications Corporation (GTECC) on June 5, 1997:

General/Business Accomplishments

- Designed and staffed Consumer Markets Organization
- Successfully transitioned the activities of CLEC Planning Teams into formal GTECC organization
- Recommended and participated in a comprehensive analysis of GTECC's Accountability Assignments and Decision Making Authorities
  - Resulted in significant clarification of roles and responsibilities within GTECC Leadership Team

Process Improvements

- Led the development and implementation of several disciplined performance management processes to maintain focus on market launch readiness and post launch performance
  - Daily Status Calls with key cross-functional Launch Team Leaders (August-December 1997)
  - Weekly Market Launch meetings "Operation Launch" (July-December 1997)
  - Weekly Consumer Markets Performance Reviews (November-December 1997)
  - Monthly Executive Meetings with GTE Network Services
- Initiated an extensive analysis of the Service Fulfillment Process
  - Identified redundancies between Consumer Sales and Service Delivery
  - Eliminated or delayed significant cost requirements
  - Clarified roles and responsibilities

Market Entry

- Co-initiated and helped lead a Comprehensive Assessment of Operational Readiness (Platform and Workforce) prior to launch
  - Resulted in redesign of Launch Schedule and aggressiveness of marketing approaches
- Implemented a Market Trial and Controlled Launch approach to test market plans and operational readiness prior to aggressive customer <sup>Acquisition</sup> ~~requisitions~~
- Market Entry Velocity
  - Original Plan - 14 states
  - Actual - 2 states
- Customer Acquisitions
  - Original Plan - 202K
  - Outlook - 14K
  - Actual - 10K

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Market Entry cont'd)

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- Initiated the development of several unplanned marketing approaches to enhance acquisition potential
  - Outbound Calling
  - Direct TV
  - Information Center (i.e., Manned Kiosk)

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Call Center

- Successfully transitioned Call Center responsibilities from Service Delivery to Consumer Sales
- Initiated comprehensive review of contract with Teletech
  - Identified numerous contractual disadvantages and began development of plan to correct

Incurred Cost Management

- Severely constrained staffing in Consumer Markets organization to better align costs with expected revenues
- Identified/initiated implementation of numerous cost reduction opportunities within current Call Center model

Mentoring

- Provided informal career counseling to approximately 12 employees outside of Consumer Markets
- Mentium 100 Program participant - mentored high potential female executive from Texas Instruments

Associate Development Program (ADP)

- Participated in 1997 ADP Orientation Session
- Initiated and hosted a reception for all Dallas-based Associates and the GTECC Leadership Team

Employee Focus

- Initiated monthly Consumer Markets Breakfast and Information Session to enhance communication
- Initiated a standard recognition across organization to express appreciation to employees achieving milestone service anniversary dates
  - Recognition includes call from President and lunch/dinner for employee/spouse and supervisor

