#### 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



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#### **FOR**

#### THE OFFICE OF PUBLIC COUNSEL

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## 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.
0		(Verizon)
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2		I will start first with Mr. Owens.
3	Q.	What is your response to Mr. Owens testimony?
4	A.	Mr. Owens was in charge of Verizon overall operations between January and May of
5		1998 when he was succeeded by Pam Jacobson who no longer works for the
6		company. While he was ultimately responsible for the performance of all his
7		subordinates and their operations, it is the operational managers who were explicitly
8		charged with the responsibility of dealing with fraudulent sales practices, such as Mr.

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

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- Mr. Owens states that "in the absence of any documents or other evidence showing VSSI deliberately slammed customers, he's (Poucher's) obliged to create a willfulness theory from unsupported assumptions that lead him to draw unjustified conclusions." What is your response?
- Both Mr. Owens and Mr. Caliro do not dispute that the staff's 209 cases constituted unauthorized carrier changes. Both of them maintain that the unauthorized carrier changes they admit to were not willful. Neither Mr. Owens nor Mr. Caliro deny that some portion of the unauthorized carrier changes were fraudulent or forgeries. Yet both of the witnesses maintain that the rule violations were not willful. What they are telling this Commission is that because the violations were committed by its agent,

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

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

- 14 Q. You make a distinction between fraudulent LOA's and forgeries. What do you15 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.
- Q. Is there evidence of willful fraud and forgery committed on behalf of Verizon?
   Yes. Exhibit REP-20 is a listing of all investigations conducted by Verizon involving
   Florida customers who complained to regulators or higher management because of
   unauthorized switching. I would add that these records involved only escalated

Public Counsel as a discovery request. Verizon simply failed to document or investigate the much larger number of slamming complaints that were not escalated.

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

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

A.

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

- signature was a forgery. Exhibit REP-20 provides a list of all customer slamming complaints that were escalated and investigated by the company.
- Q. Are these the only investigations made by the company of fraudulent and forged
   LOA's?
  - A. I would emphasize that these are the only investigations furnished to us as a result of our discovery requests. There is no evidence of any other investigations furnished to us by the company other than what is contained in Exhibit REP-18, primarily one page summaries of approximately 1500 Florida slamming complaints. In addition, Exhibit REP-21 shows an additional summary of 1,165 nationwide Verizon slamming complaints, 687 that are classified as fraudulent by Verizon, including 330 fraudulent slams in Florida. Neither of these lists are all-inclusive since the monitoring, tracking and investigations of slamming appeared to be relegated to those complaints escalated to higher management and regulatory complaints.

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

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

A.

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

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

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

unauthorized carrier change that I classified as a forgery is contained in Exhibit REP22. The Verizon investigation revealed 5 LOA's, five signatures that all look
different, three different social security numbers, two different zip codes and two
different addresses. I concluded that this slam was a forgery. Verizon's response to
the PSC is shown on page one of this document. It mentions only one LOA and none
of the other forged documents, and it states that the company has high ethical
standards and apologizes for any inconvenience the customer may have experienced.
The company told the PSC that the customer signed the LOA and refused to make
an adjustment on the bill. The most common fraudulent LOA I found was when a
third party signed the LOA for the customer and the customer denied knowing the
third party. (Exhibit REP-23)

A.

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

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

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

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

happened and I have eliminated those kind of errors from all of my data. It is only through additional investigation that it is possible to determine if fraud existed. For example, Exhibit REP-24 is a printout of a complaint from Jan Zielewicz regarding an unauthorized carrier change. This form shows that the root cause of the error was "FRAUDULENT". Exhibit REP-24 describes the investigation that allowed the company to determine that it was a fraudulent slam. The notes read "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." I assumed that this was fraudulent 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?

A.

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?

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

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

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

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

A.

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

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

was an integral part of the investigation. In some cases, the withholding of data did not allow the Commission Staff to make a proper determination of a rule violation. In other words, the 209 cases would have been greater, had Verizon been more forthright in its reports to the Commission. A good example of the failure to provide information to the PSC Staff is seen in REP Exhibit-26. The Verizon letter to the Commission states that "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." This explanation significantly understates the real facts involving this case. Pages 2 and 3 of the exhibit includes 2 different LOA's with different signatures. Page 4 reveals that the customer was slammed twice and that Snyder had produces 5 LOA's. Pages 5, 6 and 7 contain the three additional LOA's. The five LOA's reveal with 5 different signatures, 3 different driver's license numbers and 2 different Social Security numbers. Needless to say, we would call this a case of forgery. The amazing thing is that Verizon knew it and was able to characterize the results of its investigation as a misunderstanding between the customer and the company. This case was not one of the violations charged against the company by the PSC staff. Is there further evidence regarding the inadequacies of the investigations?

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#### Q.

Yes. There is clear evidence that the company took forgeries and fraud very lightly in its day to day operation. Mr. Caliro was responsible for quality control efforts within Verizon Long Distance during the period in question. When asked in his deposition whether the company had ever called in its Security Department to investigate, Mr. Caliro stated that he had asked security to look at a couple of cases so that he could understand how a person could falsify the LOA information. Mr. Caliro stated in his deposition that he thought forgery was a crime. (Page 77, L19L22) Mr. Caliro stated that when he suspected fraud, he did not use Security to investigate it "because that wasn't part of the process." (Page 77 L16-L18) Mr. Caliro stated that Snyder was responsible for determining fraud and for prosecuting the individuals. (Page 79, L16-Page 80, L12) When asked if he was aware of any single instance of Snyder seeking to prosecute an individual, Mr. Caliro stated, "No, I wouldn't be privy to that." (Page 80, L13-L16) When asked again to confirm that neither he, personally, nor the company pursued the issue of prosecuting, he stated, "That's not my responsibility." (Page 80, L23-Page 81, L11)

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

18 Q. Why

A.

Why should the company have called in its security organization in this case? One of the first things I learned when I went to work for BellSouth was that if I encountered theft, fraud, falsification of company records, or any other activity that could be considered to be criminal I was to notify the Security Department. It was Security's responsibility to handle any improper activities that were beyond normal expectations of the job. Our Security organization did not report to operational management. The lines of reporting were directly to Company Headquarters top management. Security investigations were, therefore, conducted by third party investigators from outside the organization who were not concerned about

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

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

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

  Verizon failed to fully investigate all of the frauds and forgeries committed on its behalf. Verizon failed to call in Security to deal with criminal activities committed in its name by its agent. Mr. Caliro states that this was not the business process, however, it was his responsibility.
- Q. What about the company's claim that it was taking appropriate action to deal with the fraud and forgeries being committed by Snyder?
- A. Mr. Caliro states that the company implemented reasonable and timely measures to respond to Snyder-related problems; and that it rejected revenues from asserted unauthorized sales. (Page 3, L12-15)

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

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

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

A.

Mr. Caliro also maintains that the company investigated No-Fault complaints later.

It would appear that the Company investigated cases where they thought customers

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

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

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

- Q. What evidence do you have to support your conclusions that Verizon Long
  Distance was interested in the revenue and not stopping the fraud and
  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

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

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

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

1 It is also clear that Verizon was glossing over the problems of fraud and forgeries, while concentrating on revenue growth and market strategies. There are references 2 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 behalf, it is not at all obvious in this meeting of top level management of both 7 8 companies in early August. 9 Why do you think Verizon failed to stop the fraudulent and forged LOA's? 0. I can only speculate, however, the Snyder project was a critical effort to expand the 10 A. 11 market into ethnic customer groups who were historically higher than average long distance users. Reputations were at stake. Failure of this project would have 12 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 were part of the calculations used to determine the bonuses. 17 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.

# Q.

How much revenue was at stake?

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A.

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

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

6 Q. Did Verizon act with reasonable speed in addressing the problems with Snyder? 7 A. 8 9 10 11

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

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It is highly relevant that when Verizon was meeting with Snyder to terminate the contract, Verizon was still accepting orders without third party or internal verification and processing those orders through the system. The company continued to process orders through late November, and Snyder continued to forward LOA's that were either forgeries or fraudulent. Because of this late rash of fraudulent LOA's, Verizon employees were still processing slamming complaints well into 1999. Mr. Caliro states that Verizon decisively rejected the intentional slamming of customers by Snyder (Page 11, L10-11) However, even when they knew it, Verizon 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.
- Q. Do you still maintain that the company committed at least 4,000 slamming violations and at least 3,000 forgeries during the time at issue in this docket?

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

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

A.

A.

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

- Q. Mr. Caliro indicates that you recommended a fine of \$75 million and he characterizes your recommended penalties are absurd. (Page 29, L1-3) What was your recommendation?
  - My recommendation was that the actions of the company justified cancellation of their certificate or a multi-million dollar fine. I calculated that if you multiplied a maximum of \$25,000 per violation against my estimate of 3,000 rule violations, that the total would amount to \$75 million. I would compare that number to the \$444 million in annual revenue that the company planned to gain from its Snyder venture.

Unlike Mr. Caliro, I would assume that the company is liable for any willful violation of PSC rules regarding carrier changes that occurred during the period at issue in this 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		
0		After reviewing the recalcitrant position of Verizon in this case, I would strongly
1		recommend that the Commission consider the maximum penalty it can justify for the
2		209 violations the company does not contest, taking into account that the goal of
3		Verizon's partnership with Snyder was to generate \$444 million per year in annual
4		revenue. I would reiterate the recommendation in my direct testimony that the
5		Commission should seriously consider revoking Verizon's long distance certificate.
6	Q.	If the Commission chooses not to cancel the company's long distance certificate,
7		what do you recommend?
8	A.	Now that the Commission is more fully aware of the full facts in this case, it can more
9		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

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.

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

Anything less than a multi-million dollar fine would be insufficient as a deterrant to future violations. With a company as large as Verizon, one of the largest telecommunications companies in the nation, it is important that this Commission establish a penalty that will hurt, in order to establish a clear deterrent to other 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**

EXHIBIT NAME	EXH. NO.	
WHAT CONSTITUTES FRAUD	REP-19	
VERIZON INVESTIGATION	<u>REP-20</u>	
VERIZON FRADULENT SLAMS	<u>REP-21</u>	·
FORGERY - 5 LOA's	REP-22	
FRAUD WITH DECEASED CUSTOMERS	<u>REP-23</u>	
ZIELEWICZ FORGERY	REP-24	
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	REP-28	
SALES OBJECTIVES FOR ETHNIC MARKETING PROJECT	REP-29	

## 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.

## **VERIZON INVESTIGATION**

1

## ANALYSIS OF INVESTIGATED SLAMMING COMPLAINTS

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

Docket No. 990362-TI Exhibit REP-20 Page 2		m sa di				
6.99 P.39	Source	Name	Slammed	Forgery	Fraud	Misc.
ket N	Box D	Abad, Rodolfo		Yes		
Q T R	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	1	
	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		

Docket No. 990362-11 Exhibit REP-20 Page 3	Source	Name	Slammed	Forgery	Fraud	Misc.
age et set set set set set set set set set	D	Bacchus, Rabiah		Yes	1	
Pag Fig.	D	Baker, Lee A. (Agnes)		Yes		
1	D	Barbauri, Maurice		Yes		
	Box A	Barker, Anthony	Yes			
	Box A	Barr, Wanda A.			Yes	1
		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	1		
	PSC	Briceno, Ramon A.			Yes(PSC)	
	Box E	Brown, Alice			YES	

Docket No. 990362-TI Exhibit REP-20 Page 4	Source	Name	Slammed	Forgery	Fraud	Misc.
et No. 9 bit REP. e 4	D	Brown, James	Yes			
- <u>이</u> 전 전 - <u>이</u> 전 호 	E	Brumby, Ed & Chia			YES	
	Box D		Yes			
	D	Buckingham, Doris				YES
	PSC	Buckley, H		<del>-  </del>		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		,	<del></del>	Yes(PSC)
	Box C			yes	-27% man	
	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	·	Yes			
	D	Chavarrea, Clara		yes		
	Box F	Cheung, Danielle				Yes

lo. 99 EP-2	Source	Name	Slammed	Forgery	Fraud	Misc.
Docket No. 990362 Exhibit REP-20 Page 5	D	Chiusano, Anthony		Yes		
Q M M M	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	Currlin, 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			

Docket No. 990362-TI Exhibit REP-20 Page 6	Source	Name	Slammed	Forgery	Fraud	Misc.
8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	Box C	Davalos, Gloria			yes	
Cket hibit ge 6		Davarona, Martina			Yes(PSC)	
S M &	Box C	Davis, Be <b>nita</b>		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.
et No	Box D	Errol, Charles		Yes		
Page —	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		1		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			

Docket No. 990362-TI Exhibit REP-20 Page 8	Source	Name	Slammed	Forgery	Fraud	Misc.
86.99 P. —	Box D	Francillon, Nancy	Yes			
g bibit	Box D	Frankel, Joe		yes		
궁 项 때	Box D	Freeman, Michael	Yes			
	Box A	Freeman, Walter D.				
	Box D	Fresin, Nadine		Yes		
	Box E	Fuentes, Maria C.			Yes	T
	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		
	Ε	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

 Docket No. 990362 Exhibit REP-20 Page 9	Source	Name	Slammed	Forgery	Fraud	Misc.
Sket Nibit 7 P	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	-	
		· · · · · · · · · · · · · · · · · · ·				1

Docket No. 990362-TI Exhibit REP-20 Page 10	Source	Name	Slammed	Forgery	Fraud	Misc.
No. 92	Box F	ishaq, Khalid				Yes
cket I	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		1		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				

Docket No. 990362-Ti Exhibit REP-20 Page 11	Source	Name	Slammed	Forgery	Fraud	Misc.
66. 99 		Lavalle, Louis & Irene Corrillo		Yes		
yket N		Lax, George		Yes	<del></del>	<del> </del>
—— Ş X X		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	
	С	Losteorto, E.			·	Yes
	Box D	Lowry, Paul & Alice		·	Yes	
	Box F	Lu, Richard				Yes
	Box D	Lucas, George		Yes		
		Luker, James & Charlene			Yes(PSC)	
	PSC	Lundquist, Robert				Yes(PSC)
	Box C	Mac Neill, Joseph				Yes
	Box D	Maciaf, Daphney (Macias?)		Yes		
		Maclean, Donald				
	PSC	Madak, Andrew				Yes(PSC)
	Box D	Maharaj, Gloria				Yes

Docket No. 990362-TI Exhibit REP-20 Page 12	Source	Name	Slammed	Forgery	Fraud	Misc.
10. 99 IEP-2	Box D	Maiville, John				Yes
ket N je 12	Box D	Malek, Sandra		Yes		
D T S	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		
<u> </u>	Box D	Maslowski, Kevin				Yes
	Box F	Massipe, Daisy				Yes
	Box D	Mathena, Shalon				Yes
	Box E	Mathiew, Roland		Yes		
	Box E	· · · · · · · · · · · · · · · · · · ·		Yes		
	Box E				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)	

Docket No. 990362-TI Exhibit REP-20 Page 13	Source	Name	Slammed	Forgery	Fraud	Misc.
ket N ibit R e 13	Box D	Monroe, Marty		Yes(PSC)		
5 전 원 -	Box D	Montaivo, 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	Moralez, 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

Docket No. 990362-Ti Exhibit REP-20 Page 14	Source	Name	Slammed	Forgery	Fraud	Misc.
86 G	Box E	O'Connor, Marie				Yes
Sir Ret	PSC	Odam, Jorge	Yes(PSC)			
Dock Exhit Page	PSC	O'Keefe, John				Yes(PSC)
1	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
	С	Proctor, Trevor				yes
	Box F	Quezada, Vivian				yes
	Box E	Quick, David		Yes		
	Box E	Quintanilla, Ileana			Yes	
	E	Quintela, Edward	Yes			
	С	Quintero, Claudia		Yes		

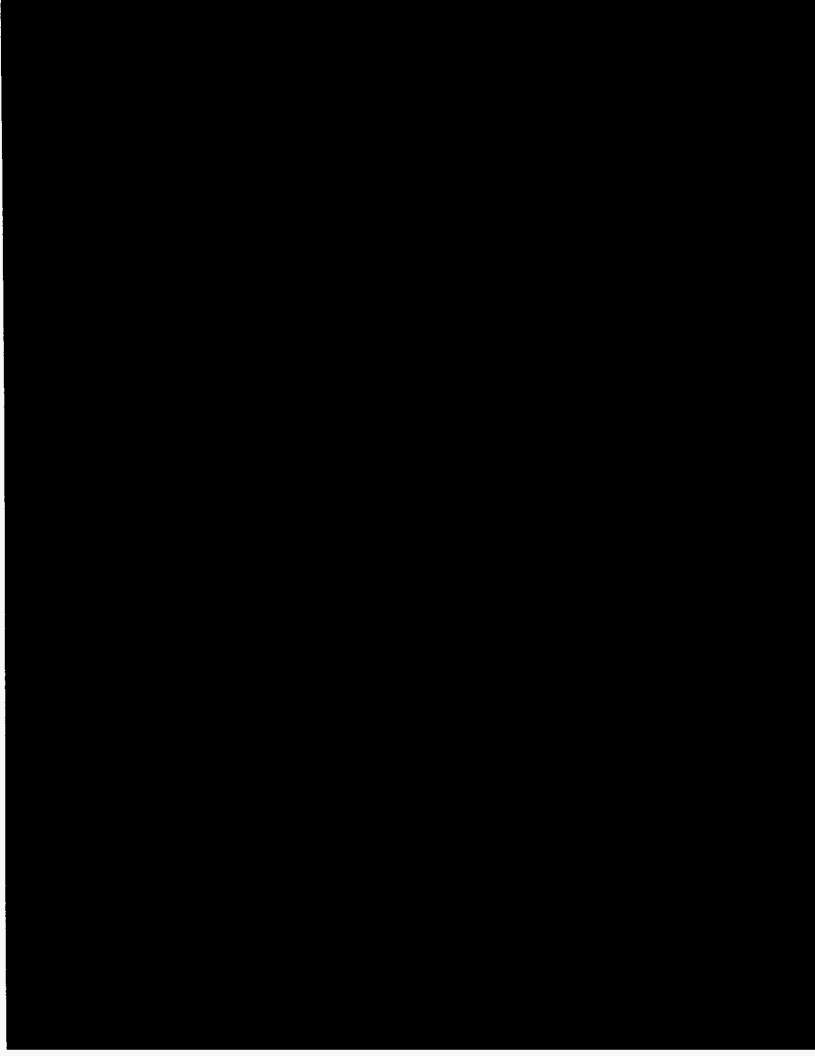
	Source	Name	Slammed	Forgery	Fraud	Misc.
t No.	Box E	Quintiana, Jorge		Yes(PSC)		
Docke Exhibi Page	Box C	Rebholz, Rod				yes
	PSC	Reaveley, Peter	_		Yes(PSC)	
	PSC	Revuelta, Angelica	Yes(PSC)			
	PSC	Reinhardt, Robert	Yes(PSC)	,		
	PSC	Renaut, Theresa		Yes(PSC)		
	Box F	Rios, Josefina				yes
	Box F	Rivera, 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		1		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)	1		
et No Dit Re	Box E	Sanchez, Eugene		Yes		
Dock Exhit	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)	
	С	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	et en mande	
	Box C	Simpson, Marne			i	Yes
	С	Simpson, Tony				yes
	Box E	Sinhan, Niranjan			Yes	
	Box E	Sisselman, Murray			Yes	
	G	Slaughter, M.				Yes
	PSC	Smith Chemicals				Yes

Misc.	Fraud	Forgery	Slammed	Name	Source	Docket No. 99034 Exhibit REP-20 Page 17
Yes				Smith, Gary	∃ xo8	17 E No.
			Хes	Smith, Odias		Page —
``	·	Yes(PSC)		Smith, Richard		mmG
Yes				Smith, Zaid		
		Yes		Smitherman, Harold		
		yes		Socol, Siri		
Yes(PSC)				Spencer, Hertha	<u> </u>	
	Yes			Soto, Mercedes		
		Yes(PSC)		Stack, Kevin	D	
		Yes		Stack, Vincent & Geraldine	. О	
SeY				Stambaugh, Steven	Box E	
Yes				Stanko, Connie	A xo8	
XeS				Stiles, Jason	а	
		Xes		Stine, Clifford	3	
Yes				Striplin, Donald	∃ xo8	
			ХөХ	Suarez, Aldo	PSC	
			Xes	Suman, Michael	Box E	
		Yes		Summey, Mary	∃ xo8	
Yes				Swan, George	∃ xo8	
	Yes	·		Tamayo, Eugenio	Box E	
		Xes(PSC)		Tatarfky, Herbert	∃ xo8	
				Taylor, Darla	A xo8	
			Kes	Templer, David	ອ	
	·		Yes(PSC)	Teague, John	PSC	
Хes				Teller, Wayne	ອ	
-	Yes(PSC)			Thivierge, Clement	ЬгС	
	Xes(PSC)	T		Thomas, Margaret	ьгс	

Docket No. 990362-TI Exhibit REP-20 Page 18	Source	Name	Slammed	Forgery	Fraud	Misc.
 19.30 	PSC	Tootle, Nick		Yes(PSC)		
ket N bit Ri e 18	PSC	Tovar, Rafael		Yes(PSC)		
Pag ——	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	

No. 99036 REP-20 9	Source Name	Slammed	Forgery	Fraud	Misc.
Docket Exhibit Page 18	PSC Zimmerman, Ellen				Yes(PSC)
_ Sag	Box E Zielewicz, Jan			Yes	
	Box E Zock, Mouhamad			Yes	
	Box E Zuniga, Jaime			Yes	



**VERIZON FRADULENT SLAMS** 

Ţ.							•			
Docket No. 990362-T Exhibit REP-21			FLORES, DAVID	9155844188	Mart	4/27/98	602	. Silel	Cust was switched to GTELD without authorization.	L'Armero
et No.	<del>-</del>	1F	KRUEGER, C. G.	5624302895	Phyll	4/30/98	602	Fax Sitel	Cust switched to GTELD without authorization.	
S S S S S S S	Page	•	FRIGENIO, ANTONIO	3055341296	Davi	4/27/98	602	Fax Site!	Cust was switched to GTELD without authorization.	4
05	R		KIMBRELL, LEON	3346754260	Phyll	4/27/98	4/30/98 602	Fax Sile!	Cust was switched to GTELD without authorization.	Advised cust Least Cost 699 routing is reseller and is separate from any company. They only use GTELD network are not part of GTE. Cust advised contacted FCC.
05	R		TAVERAS, MIRYA	7188921164	Daví	4/27/98	602	Fax Sitel	Cust was switched to GTELD without authorization.	I found.
05	R	IF	SUXTON, 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 Silel	Cust switched to GTELD without authorization.	
МIS	R	IF	WALCH, MARTY	8137267745	Bett	4/30/98	5/1/98 602	Fax Silel	Cust switched to GTELD without authorization.	Rpms shows CLEC account. Refered to Jennifer by fax.
11	R		ROBIN, MICHAEL	7138741007	Davl	4/30/98	602	Fax Susan Robinson	Cust was switched to GTELD without permission,	/ wrong 7 th . Pi
02	R	IF	STUBBS, GEHREN	7022663182	Davl	4/30/98	4/30/98 602	Email Karen Curelon / HOT	Cust was switched to GTELD without authorization.	Nelscaped deactivition of 602 ani, Order to switch back to original carrier, Credit Issued.
11	Ŕ		PULIDO, MARTHA	6262808559	Davl	5/1/98	602	Fax CA Cust Rel	Cust told Ima to send information in writing because didn't understand English very well, Ima signed cust up anyway.	Lustin him one
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	Davl	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.	
02	R	,	RAJA, ABDUL	81676550 <b>65</b>	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	Davl	4/30/98	602	Fax Karen Curelon	Cust switched to GTELD without authorization.	•
02	R	IF	INGERSOLL, JIM	5628643309	Davl	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.	+771.1.1.1.1.1
02	R		LAZARUS, CECILIA A.	7186570278	Davl	4/27/98	602-	Tel Susan Robinson/Cust	Cust was switched to GTELD without authorization.	100 Tomas dillong
ı			·							Carl Primar dillong

.

1,	Exhibit REP-21 Page 2		ONTRERAS, MARCELA	5164880117	Davl	5/6/98	602	Cunmons/Laller	Cust was switched to GTELD without authorization.	freed.
6	P-21		CHEN, ANDREW	7184630938	Belt	5/6/98	602	Sitel	Cust switched to GTELD without authorization.	frank :
ket No	bit RE e 2	٠	CHEN, JYUN H.	2032884837	Mart	5/4/98	602	Email Xavier Castro/Snyder	Cust was switched to GTELD without coauthorization.	Lywis airyris 73
<b>8</b> 0	Pag		ELLIOTT, KEN	9152354436	Phyll	5/6/98	5/7/98 602	Silel	Cust switched to GTELD without authorization.	Advised cust Least Cost 699 * Routing switched the cust and cust would have to contact them, Gave cust their in.
05	Ŕ		NASIBA, ABDUL-GHANI	6094011265	Dell	5/6/98	602	Sitel	Cust switched to GTELD without $-\mathcal{Q}_{\mathcal{T}}$ authorization.	+ mirrar
05	R	•	MARTINEZ, CARLOS	3053628987	Mart ı	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization. Name on account is Ana Hernandez.	frank.
05	R		NO NAME PROVIDED	2127372335	Phyll	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	fraint:
05	R		NO NAME PROVIDED	7702797049	Phyli	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	sep vivo
05	R		NIEVES, DANIELLA	5165612097	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Armid
05	R	IF '	NGUYEN, JOSEPH	5628033970	Bett	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization.	LOF 5113- 8
05	R		PITTS, PAULA	4045243833	Phyll	5/5/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants to know who did it.	LCA CYISTS
05	R		KAISER, PAULO	2125017229	Bett	5/4/98	602	Fax Snyder	Cust was switched to GTELO without authorization. Cust wants something done about it.	Snyder has loa. NO ssn or 602 dl#. Called cust left / //
07	Ŕ	IF	ROBBINS, HEIDI	5625946556	Phyll	5/4/98	5/4/98 602	Fax Ray Sirell/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.	message. Only name on account is 699 California Western Financial Investments. Emailed Ray strait, Larry Commons and Connie Swain.
05	R		FLORIDO, LIBRADA	3058581805	Delí	5/6/98	602	Snyder	Switched without authorization.	ust. Signed but charged
07	R	15	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.	fand
05	R		MONTEZ, MAYRÁ	3058892021	Phyll .	5/5/98	. 602	Snyder	Cust switched to GTELD without authorization.	12s ever
MIS	S R	Į.	MIXOU, GLORIA	3019670713	Betl	5/6/98	5/7/98 602	Sitel	Cust switched to GTELD without authorization.	Not GTELO issue. Refered 602 cust of Least Cost Routing, they had made the change.

Docket No. 990362-TI Exhibit REP-21 Page 3	: IARTINEZ, LEWIS	3058872309	Phyli	5/5/98	602	'er	Cust switched to GTELD without authorization. Cust Spanish speaking, was contacted by Spanish speaking re	
ket No. bit REF	NEDERVELD, FARRAH	6163533347	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	0 1
Doct Exhi Page	THOMAS, AUDREY	51028 <b>43858</b>	Bett	5/6/98	602	Snyder	authorization.	- ( rau c) 25
רט וי כּט י .F	ZAMORA, GILBERTO	2098751039	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Chist . Missingle , tom. +
05 R	WOODLAND, SABAT	9544381916	Mart	5/5/98	602	Snyder	Cust switched to GTELD without authorization.	Anna
05 R	WILSON, CARLA	2025268588	Eliza	5/5/98	602	Snyder .	Cust switched to GTELD without authorization.	100 -W1075
05 R	WILLIAMS, JOYCE	2813674588	Eliza	5/6/98	602 602	Snyder	Cust switched to GTELD without authorization.  Cust switched to GTELD without	france
05 R	WILLENKEN, CHRISTOPHER	2128747601 3057565039	Phyll Eliza	5/6/98	602	Sitel Snyder	authorization.  Cust switched to GTELD without	faces
05 R	O'NEAL, MICHAEL		CIZA	3/030		Silyddr	authorization. Cust wants credit for charge to change back to previous carrier.	france
05 R -	VARGAS, CARLOS	2135840306	Dell	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	LCA
05 R IF	MROALES, MARIA	5034927843	Dell	5/6/98	602	Sile!	Cust switched to GTELD without authorization.	
INQ R IF	TALARICO, PETER	2194899804	Bett	5/4/98 5/6	5/98 602	Email Ray Strall	Cust switched to GTELD without authorization.	Issued \$5 credit to cust. 602 The cust never had GTELD.
05 R	SHARP, MARIE	2025466549	Mart	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	franci
06 R IF	SANCHEZ, JOSE	8138800250	Davi	5/7/98	602	Bob Robinson/Regulat ory 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.	Life thists.
MIS R }	SAEED, ASAD	3146476982	Davl	5/4/98 5/4	4/98 602	Fax Karen Curelon	Cust was switched to GTELD without authorization.	This is a <u>BFIC</u> account. 699
05 R	ROSA-RAMIREZ, CARMEN	718639 <b>7025</b>	Dell	5/6/98	602	Snyder .	Cust switched to GTELD without authorization. Cust wants to be credite for calls.	d 100 C11545
05 R	WANG, SHELIN	6262844398	Dell	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	CLUST - MIS
05 R	GUTIERREZ, GLORIA	2815869820	Mart	5/5/98	602-	Snyder	Cust switched to GTELD without authorization.	+m.

	2-11	: I	Ĺ	BRAHIM, JOHN	6144789643	Davl	5/4/98	5/4/98 602	Karen Guraton	Cust switched to GTELD without authorization.	This is a BFIC account, not a GTELD issue.	
	96066	Exhibit REP-21		MARTINDALE, LARYSSA	7188594949	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Banch	
	ket No.	bit RE	·	KANHUN, CHAN	7185077848	Phyll	5/4/98	602	Fax Snyder	Cust was switched to GTELD without authorization.	Fr	
	8	EX		HERBIG, MARK	7856281432	Dell	5/6/98	602	Sitel	Cust switched to GTELD without authorization.		
0	7	R		ZINN, REINALDO	3052524656	Mart .	5/6/98	602	Ray Strait / internet	Cust was switched to GTELD without authorization. Was told by Flavio ext 294 was taken care of, now cust has received a bill.	4 Fr	
0	5	R		HŚU, TONY	6262823148	Mart	5/4/98	602	Email Xavier Castro/Snyder	Cust was switched to GTELD without authorization.	Fr.	
0	5	R		GUZMAN, MERCEDES	4078894366	Mart '	5/6/98	602	Snyder	Cust switched to GTELD without authorization March 29. Cust has alread switched back to prefered carrier, but lost some rewards and points.	r fr	
C	)5	R	IF .	JACKSON, ROSE LEE	80377 <b>39472</b>	Mart	5/6/98	602	Sitel	Cust switched to GTELD without authorization.		
C	5	R		KWAN, POK	9163876945	Deli	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Cust misk.	
C	)5	R		LOPEZ, JOSE CARLOS	3018689109	Bett	5/6/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants bill re-rated.	fy.	
C	05	R	IF	MARQUES, PRIMITIVO CURZ	8054968923	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	100 1.41	•
(	05	R		MANDARA, ANNETTE	4402437589	Phyll	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	1er enon	,
	05	R		MALDONADO, FRANK	9155 <b>321376</b>	Ellza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	Coman is	
(	05	R		EIM, WILLIAM	6264467635	Dell	5/5/98	602	Snyder	Cust switched to GTELD without authorization. Cust wants credit on upcoming GTELD bill.	Tep eno	
(	05	R		LEAK, D.	2152235502	Eliza	5/6/98	602	Snyder	Cust switched to GTELD without authorization.	fr	
	05	R	T	GERSTNER, RENEE	8133600402	Mar	5/8/98	5/8/98 602	Larry Commons	Customer daims changed to GTELD without authorization.	SSN on LOA was customer's sons; was probably trying to change his service (Bus not Res).	602
											Had customer call her LEC to have service switched back to QCC.	
(	05	R		GUTIEREZZ, NADA	7185337368	Mart	5/6/98	502	Sitel	Cust switched to GTELD without authorization.	4-	
	02		Į IF	HARTWEG, LARRY	3103720155	Davl	5/6/98	602	Karen Cureton	Cust was switched to GTELD without authorization. Wants credit for calls.		
<u>/</u>	02	`R		CHAN, WAI C.	7184921199	Daví	5/6/98	602	Karan Curelon	Cust was switched to GTELD without	100 0115-	خ

,	<u>.</u>			•							•
	8		JAVIS. JOE	7188983660	Bell	5/14/98	602	lomer	Switched to GTELD without authorization.	FR	
è	38.20		WHITMARSH, DAVID	7342692723	Davi	5/11/98	602	Naren Cureton	Switched to GTELD without authorization.		•
•	2 0		HERMAN, MICHAEL E.	2025443035	Davi	5/15/98	602	Karen Curaton	Switched to GTELD without authorization.	ED.	
	2 2		OBRYNE-BERERLY,	5407863805	Davi	5/15/98	602	Karen Curelon	Switched to GTELD without authorization.	FR .	•
	ž ž	<i>റ</i> മ	DEBORAH L.	0.1.00000	<b>5 .</b>	0, 10, 10	702		This is a fact that a strict to the strict t	,	:
1	Docket No. 990362-1 Exhibit REP-21	ද ක .	MARINO, BARBARA	5168686180	Davi	5/11/98	602	Karen Curelon	Cust switched to GTELD without authorization.	Lot exists	· ·
01	R		HADDAD, DONNA V.	6153560362	Davi	5/15/98	602	Karen Curelon	Switched to GTELD without authorization, New In 615/333-2838.		•
MIS	8	IF	SCHIFFER, DOUGLAS J.	3108211895	Mar	5/14/98	5/14/98 602	Larry Commons / Latter	Switched to GTELD without authorization.	CLEC Account. Forwarded to Ray Strait.	602
05	В		NILL BROTHERS SPORTING GOODS	9133844242	Dell	5/13/98	602	Silel	Switched to GTELD without authorization. 913/438-9300, 913/764-1488, 913/345-8655.	; ·	•
					1		Total Reason:	33			
07	R	IF	HANLEY, JOSEPH	813596 <b>6501</b>	Mar	5/13/98	603	Robert Taylor/HOT	Switched FROM GTELD by another carrier	<b>:</b> .	
							Total Reason:	1		,	i
BIIII	na		20	In F	ranchise:	15			ulatory: 6	•	•
	_							_		•	_
TYPE			CUSTOMER NAME	BTN		RECEIVED	CLOSED CA		Complaint issue	Carrective Action	DISP
08	R	IF.	SHIELDS, JUNE	9095976000	Bett	5/14/98	701	•	Being billed by MCI.	•	
04	R	!F	LANGLEY'S WRECKER SERVICE	6185448109	Phyl	5/11/98	701	NE Cust Rei	Being billed by integretal.	•	
80	R	}F	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	Pic line monthly charge by Hold Billing who is billing for Americal, Cust has GTELD.	) and and	
			S	1400570000	01	E44 0 10 0			m to the de attended and		
02	R	1F	DUNCAN, JOE	4192572982	Davl	5/13/98	701	NE Cust Rei	Being billed by OAN for Minimum Rate		
									Priding.		
04	В	)F	J. O. KAISER, INC	6069282744	Phyl	5/13/98	701	VA Cust Rei	Being billed by LDDS, wants adjustment.		
02	8	IF	RC COMMUNICATIONS	8183529599	Davi	5/15/98	701	Karen Cureton	Cust being billed by other carrier.		•
08	R		PENDLETON, SYLVIA	9042614524	Dell	5/13/98	Total Reason: 799	7 Ray Strail	Being billed for old to 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	1	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.	<ol> <li>Overnighted all copies of bills to Barbara/Cust Rel to handle from her end.</li> </ol>	808
MIS	R	IF	Tandy, Madon	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	!F	LINEHAN, DAVID	9413629415	Davl	5/13/98	<b>5/13/98</b> 799	Karan Cu <b>relon</b>	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
80	R		COPPOLA, NICHOLAS	9724819 <b>219</b>	Eliz	5/11/98	799	Ray Strait / Internet	Being billed for calls on account that didn't make.		

	•	Billed by OAN, Minimum Rale Pricing.	Ray Strall	107	86/61/9	ilsΩ	2402989197	LAM, RICHARD	귉	Я	80
		Billed by OAN for Minimum rate Pricing. Has GTELD:	NE Cust Rel	101	86/07/9	Dell	.2872252835	FENNIMORE, JAYMA	اك	Я	<b>†</b> 0
	•	Being billed by inlegratel for LDC Telcom. Dials 700# and says GTE.	ME Cust Rel	107	86/0Z <b>/</b> 9	ZHE	1202527055	WILEY, ARDEN A.	ьĺ	Я	<b>&gt;</b> 0
dsio.	Corrective Action	Compliant lasue				OHM	BTN	CUSTOMER NAME	- •	8/8	
0310	notice a cultomana	• • • • • • • • • • • • • • • • • • • •	Bource J.		RECEIVED						
		ilatory: 2	Jp9A S		8	ranchise:	4 ul	15		Du	BIIII
			ŀ	Total Reason:			. •				
		Thed to sign up for GTELD, billed by both GTELD. GTE & AT&T, was told didn't have GTELD. Received credits. Then canceled GTELD and afterwards was activated on GTELD.	f nosnidoM nesed	Tokal Resson: 699	96/61/9	lvsO	3013174016	СОНЕИ' Н <b>ЕГЕИЕ W</b> '	ᆌ		70
	escatellon desk, Margle inputling now, should be working shortly. Called cust, working, cust tested on GTELD.	·			*:						
£09 .	Called Everett, Called	Can't dial long distance.	Larry Commons	2/21/98 603	2120/88	Mar	56511639316	виотом эмон	ᆁ	8	70
	•	Swliched to GTELD without authorization.	Karen Cureton	709	86/81/3	lvsQ	1042820967	BOATERS MARINE	비ե	В	20
209	Least Cost Routing, not a GTELD Issue.	Switched to GTELD without authorization.	Karen Curaton	Z09 86/1Z/S	·86/61/9	Davi	78 <del>11</del> 827189	SOIHGARD JATOT		а	SIW
203	a ton national tradition t	Switched to GTELD without authorization.	Karan Curaton	209 8011573	86/61/5	lvs()	9036932489	BURTON, JOHN W.		Я	10
	•	Switched to CTELD without suthorization.	Susan Robinson	Z09	86/22/9	[VSC]	205335432	BUCHANAN, EVA	ᆌ	ษ	70
	, <del>, , , , , , , , , , , , , , , , , , </del>	Switched to GTELD without authorization.	Karen Cureton	209	86/07/9	lvsQ	8702465743	GREEN, CHARLES D.		Я	02 25 20 20 20 20 20 20 20 20 20 20 20 20 20
	しずして	Switched to GTELD without authorization.	Karen Cureton	209	86/02/9	IVEC	2562333410	WALKER, WANDA		Я	(30
209	CLEC accountdispute.	Switched to GTELD without authorization.	Sussn Robinson	2/22/98 602	86/22/9	'nεQ		JUPTNĖR, WILLIAM F. CX	ᆲ	Я	70
	-4 07	Switched to GTELD without authorization.	Sitel	Z09	86/02/9	Dell	122376851	GARZA, JAVIER		ਖ਼	90
	・ガゴ	. notherhorius	le∕A					X9 CONDINGE			
	<b>~</b> ,	Stockholder switched to GTELD without	Executive Cust	Z09	86/02/9	TeM	3058939097	. 2YOA ID TGBBBU		Я	60
•	१६६ दारहर	Swiched to GTELD without authorization.	Larry Commons	Z09	86/61/3	Phyl ,	6263071062	YANG, SUN &		Я	70
		Switched to GTELD without authorization.	էստրաօշ Հոջվ	209	86/02/5	계골	7136404372	CAUDELL, MILDRED		Я	10
4\$10	Corrective Action	Complaint leave	source J.	CLOSED CAL	RECEIVED	онм	ита	CUSTOMER NAME	•		
. '	•	ilatory: 7	3 Kedr	Business:	9	suchise:	ii ni	13	pha	nth i	Una
•			ţ	Total Reason:	•						
	•	keep calling.									
	•	Place on DMS list. Told GTE reps didn't want to change long distance service, reps	2 Karen Curelon	Tolal Reason: 502	86/61/9	Med	9318522576	JOLLY, JAMES		Я	20
	•	Add to DNS list as well as 414/264-4882.	Heat Strall	108	86/61 <b>/9</b>	제크	4142645369	FAUX-FARIS, LEANNE		u	70
								•		g	₩ Q
	Sent request to Therese ; Sud to DNS list	Customer does not want any more into about GTELD (he doesn't have a telephone	Leket from Customer	INC DEMIN	06/01/10		No telephone	Conzalez, Irving		, Ø	탈
109				2/18/98 201	2/18/98	0		CUSTOMER NAME	UPIJ		RNO
421Q ·	Corrective Action	Complaint Issue	Bource		RECEIVED	МНО	ВТИ		2003		P 98
	·	រ[atory: 1	Redu	- tssənisuB	0	:esidonsi	7 nl	ε			C Docket No. 990362-TI Exhibit REP-21

Docket No. 990: Exhibit REP-21 Page 7	IF	DOBLER, CARL	3104779862	Chrl	5/26/98	Total Reason: 499	Robert Taylor	from GT	r has received 43 Welcome Letters ELD. Three to five each week. illing this customer with kindness.	5	
					_	Total Reason:					•
DNS		' 1	ln F	ranchise:	0	Business: 0	_	ulatory:	0		
TYPE B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CAL	L Source	Complair	nt Issue	Corrective Action	. DISP .
3 R		Miller, Richard	303-745-5292		5/28/98	5/28/98 504	Customer called executive customer relations (Kerri	from Sny immedial	r has received multiple TMA calls der and wants them to stop ely (he is a very ill cancer patient in't want to be disturbed)	Send e-mail to Edward Boddy, Michael Lyons, Carole Bonilla, Elliol.Glover. Informed	504 them that customer
rants		-			<i>:</i>		Pins)			them that customer want written notification from Snyder that this has been taken care of.	•
		•				Total Reason:	1		•		•
Unauth (	Chg	16	In F	ranchise:	5	Business: 2	. Reg	ulatory:	10		
		CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED CAL	L Source	Complain	nt lasue	Corrective Action	DISP
(02)R		COMPEL, JOSEPH	3052614428	Davi	5/29/98	601	Karen Curelon	•		LOA exists	
02 R	•	CYPRESS, LORI	2129799445	Davl	5/29/98	601	Karen Curelon	Received GTELD.	fulfillment letter. Didn't choose	AC	
		0 <			•		2			-0	
07 R		~ /		Dell	<b>5/28</b> /98	602	Ray Strait / Internet	Wants to	lo GTELD without authorization. be re-imbursed for switching fee.	FR	
09 R		- 1	2135872395	Eliz	5/29/98	602	Wentzville Service Bureau		lo GTELD without authorization.	LCA-	
07 R		/	3058581656	Chrl	5/29/98	602	Ray Strait / Internet		to GTELD without authorization.	FR	<b>'.</b>
09 R	1F	HEINRICHS, BRUCE QX	9159477196	Davi	5/27/98 5/27/98	602 602	GTE Security FL Cust Ref		to GTELD without authorization.  To GTELD without authorization.	isb ciron	
04 R	IF .	CAVE, ERNEST RX	9413779504 3022344023	Eliz Davi	5/29/98	602	Karen Curelon		to GTELD without authorization.	100 croop	<u> </u>
01 R 02 R	15	MAHARAJ, GLORIA	8139337016	Oavi	5/28/98	602	Karen Cureton		to GTELD without authorization.	17 CA CA CA AL	and by
01 R		HAAS, KARL	2152955074	Davi	5/29/98	602	Karen Cureton		to GTELD without authorization.	_	•
√02⊃ R		DELUCA, GERALDINE	7189412835	Davi	5/27/98	602	Susan Robinson		to GTELD without authorization.	FR	
R R		SALERNO, THOMAS	7184579273	Davi	5/29/98	602	Karen Cureton	Switched	to GTELD without authorization.	Lit.	
02 R	łF	REI <b>SBERG,</b> RUDOLPH	8137258804	Davl	5/28/98	602	Karen Curelon		to GTELD without authorization.		
01 B		CELPA HEALTH CENTER	9999999999	Davl	5/29/98	602	Karen Cureton	Switched	to GTELD without permission.	•	•
02 B	IF	US EPPERSON UNDERWRT CO.	8138864479	Davl	5/28/98	602	Karen Curelon	Switched	to GTELD without authorization.	,	
	1					Total Reason: 1	3				
03 R		TAUBEL, STUART	2127693605	Mar	5/27/98	603	Larry Commons / HOT	Switched authoriza	away from GTELD without tion.		
						Total Reason:	1				
Billing		9	in F	ranchise:	5	Business: 1	Reg	ulatory:	2		
	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CAL	L Source	Complain	t Issue	Corrective Action	DISP
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999	5.		_	1			Total Re		D	ulata a m	. ,	•
86	7		2		Franchise.		Busine		-	ulatory: 1		
26	ž	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSE		Source	Complaint issue	Corrective Action	DISP .
Docket	Exhibit KEP-21 Page 8		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.	man year	•
10	R		PEREZ, LORENZO	3059948112	Davi	6/16/98	Total Re	ason: 1 599	Karen Curelon	Contacted by Monica Arias, rep selling GTELD, cust is on DSN list.	î .	
							Total Re	eason: 1	1		•	•
Una	uth	Chg	15	In F	ranchise	: 5	Busine	ess: 2	Reg	ulatory: 3		
		_	CUSTOMER NAME	вти	WHO	RECEIVED	CLOSE	D CALL	Source	Complaint Issue	Corrective Action	DISP
07	R		HO, DAN & JUDY	4089969485	Mart	6/16/98			Larry Commons / Letter	Ordered GTELD, wants to cancel, said never was switched from AT&T. Wants	•	
07	R		AGGARWAL, SARWAN	6038884361	.: Mart	6/15/98		601	Larry Commons	billing and service stopped.  Received fulfillment letter, wrote, "Please undo anything you did. Not interested."	, ,	
							Tolai Re	eason: 2	•	ondo anything you did. Not interested.	•	;
07	R		VASQUES, VICTOR Q		Eliz	6/15/98	10.0.	602	Larry Commons / Letter	Switched to GTELD without authorization.	fraud	
07	R		PENSO, HILDA	9544573856	Chol	6/16/98			Larry Commons / Letter	Switched to GTELD without authorization.	oller	
07	R		PINA, GUADALUPE	/512993 <b>9490</b>	Bett	6/16/98			Larry Commons / Letter	Switched to GTELD without authorization.	cust ins.	
07	R	IF	MARTINEX, ARMANDO	9724242165 5019963739	Mart Del!	6/16/98 6/15/98			Ray Strait MW Cust Rei	Switched to GTELD without authorization. Switched to GTELD without authorization.	•	
04 07	R R	IF IF	HOLLAND, REUEL JONES, JESSE	9413490551	Dell	6/15/98		602	Larry Commons / Letter	Switched to GTELD without authorization.	Lot	
07	R		REICHELT, FRANK	3026537353	Dell	6/17/98			Ray Strait	Switched to GTELD without authorization. Ray Strait will issue \$10 check to cust for plc change charges. Wants to know how got switched.		,
09	R		ARNOLD, BERNADETTE		Mar	6/15/98			Liz Smith / HOT	Switched to GTELD without authorization,	per ares	
82	R		TRAN, THAI	7139371127 8135229945	Davl Davl	6/16/98 6/17/98			Karen Cureton  Karen Cureton	Switched to GTELD without authorization, Switched to GTELD without authorization.	lep.cror	•
05	8 8	IF	BARABOLAK, ROMAN TAYLOR MORGAN INC	9043780422	Chol	6/15/98	6/16/98		Silei	Switched to GTELD without authorization.	Cust changed back to carrier of choice, Advised cust now has Least Cost Routing. Advised cust about pic restriction.	602
07	В		BRISON AIRCRAFT	9722419152	Dell	6/15/98			Larry Commons / Letter	Switched to GTELD without authorization, wants credit. Add to DNS/DNM list, threatened to contact attorney.	•	
		1					Total Re	ason: 12			•	
02	R	lF	SEGARINI, CAROL J.	5734429927	Davl	6/15/98			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 Phylis Flowers/PSF on her letter the Missouri PSC. Copy sent to Karen Cureton.	699
							Total Re	ason: 1			June to region Curbium.	

Total Reason: 1

	13										'	
	o. 990362 EP-21			OHREY, ANN	5056308021	Mar	5/25/98	301	M Cust Rel	Oldn't receive 50% discount originally stated when signed up, wants to get credits when return back to New Mexico.		
	žã	_		LIVINGSTON, JEFF	9728222861	Mart	6/26/98	301	Larry Commons	Not being billed rates signed up for.	•	•
	Docket No. 9903 Exhibit REP-21	Page 9	•	KELLY, SHERRY	5129928115	Mart'	6/25/98	301	Sitel	Promised .08/mln 24 hours a day, 360 free instate minutes weekend calling and 1000 free state to state minutes.		
D4	н		iF	KEHOE, CAROL	2082453070	Mart	6/26/98	301	NW Cust Rel	Signed up for .14/min, being charged .27/min.		
02	R		1F	HINSHAW, THERION	5734427765	Davl	6/24/98	301	Susan Robinson	Not receiving free minutes as promised, has to call each month to get credit.	: .:	
08	В		IF	JIM'S CAN-AM SPECIALITIES	2194712469	Chrl	6/23/98	301	Ray Strait	Didn't receive free minutes or quoted rates.		
08	В		IF	BUTTON UP GRAPHIC DESIGN	3178670387	Mar	6/23/98	301	Ray Strail / HOT	Didn't receive credits was promised.	•	•
								Total Reason:				
09	R		IF	CYPERT, WILLIAM	5018437424	Mart	6/23/98	303	Susan Prinslar / Cust Rel	Wants to know the rates for the calling card is using.		•
07	R			SMITH-MICHAEL, SHARMAINE	7168811132	Chd	6/23/98	6/25/98 303	Donna Hegdahi	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.	Cust's fec has order pending from another id carrier, Denna Hegdahl will contact cust and advise need to contact	. 101
	_				0150510000	D . H	0.00.100	0,05100,000	<b></b>		local lec to resolve.	
04	R		iF	HERRINGTON, ARTHUR	9155512536	Bett	6/23/98	6/25/98 303	TXNM Cust Rel	Wants to know if cust can still get free minutes for 3 months.	All AT&T calls after 1/12 have been credited. Advised cust. Carelyn Sartori decided re-start promo for cust.	. 303
						•		Total Reason:	3	•		
TI	ΜA		•	2	In F	ranchise:	2	Business:	0 Regi	ulatory: 0		
	PE B	IR.	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CA	LL Source	Complaint issue	Corrective Action	DISP
07			IF	GALLAGHER, GREGORY	4256403828	Eliz	6/23/98	404	Ray Strait	Rep didn't tell cust was switching carriers, only told was signing up for free minutes.	•	2.27
•								Total Reason:	1	orn, tota neo organisa op for mao (initiato).		•
08	3 R	ł	1F	HINOSTROZA, VICTOR	9727905843	Bett	6/23/98	405	Ray Strait	Cust quoted comparable rates to Peru, but was charged \$1.70/min. Wants credit for calls made. Has switched carriers.	,	
	•			•				Total Reason:	1			
U	nau	th (	Chg	22	ļņ E	ranchise:	6	Business:	1 Regu	ulatory; 12		
TY	PE B	/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CA	LL Source	Complaint issue	Corrective Action	DISP
0				ANDERSON, MARVINM	4092333620	Dell	6/24/98	601	Larry Commons / Letter	Cust received fulfillment letter, didn't request change.	crist wis	
0	7 8	₹	}	WILCOX, RODNEY	7122661048	Dell	6/25/98	601	Larry Commons	Received fufiliment letter, didn't order GTELD.		
				Ο Υ	,			Total Reason:	2	<b>- </b> .	٠. ١	
0				ROACH, EUGENE H.		Mar	6/23/98	602	Larry Commons / Letter	Switched to GTELD without authorization.	FRANK LC+	
0	7 F	₹		LERMA, JESUS	9158513484	Eliz	6/23/98	602	Larry Commons	Switched to GTELD without authorization. RPMS shows Snyder sale.	LCt	•

										1	
		Billed by OAMMinimum Rale Priding.	NE Cust Rel	101	. 86/52/9	ZI13	<b>3763</b> 723313	вликге, слятои	ಕಟ	ਖ	ÞΟ
		.թփգտց.									
	•	Being billed by OAN for Minimum Rate	NE Cust Ret	107	86/97/9	NovY	467464A237	KRUGER, JEFF	ᆁ	Я	<b>7</b> 0
		Billed by OAM for Minimum Rate Pricing.	NE Cust Rat	107	86/23/9	heM	3095792734	TURBYFILL, BEN	비는	ਬ	<b>†</b> 0
•	.•	Магф.							15	S.1	۲0
		Being billed by MCi. Swliched to GTELD in	CA Cust Rel	TOT	86/97/9	hsM	\$3615SE03T	КИОЕТТСЕИ, КЕИИЕТН	킈	Я	70
	stating bill is deliberately								·		
	is going to continue escalation of complaint										
	agreed with credits. Cust	will receive .14/min.									
	credit, Called cust,	as quoted. Wants written contract staling									
104	Re-rated June bill, issued	Billed by US Billing. Not receiving . 14/min	NE Cust Rel	6/23/98 701	86/27/9	Bell	8648468047	MOORE, HAROLD		ਬ	70
		Billed by OAN, Wants credit.	ME Cust Rel	101	86/27/9	lleCl	4148622992	MARKEE, DAVID	킈	Я	<b>†</b> 0
DISP	Corrective Action	Compliaint Issue	Source -	Crosep Cyri	RECEIVED	онм	итв	CUSTOMER NAME	Fran	H/8	TYPE
	,, , ,, ,						•		_		
		lalory: 4	noaA	Business: 0	10	suchlse:	2 <u>년</u> 년 .	91		Du	11118
,	,		1	Total Reason: 1							,
	,		WorkdCom)								
	(000-071-00)		Complaint @								
	(502/429-4560)	.8961 lhqA	Attorney General								
903		was billed by USBI from May 1997 until	huossiM)	200 000710	00.07.0		0000-044-040	Annatus, oau		Я	10
503	etted at alat aven 1	Customer ordered GTELD in Feb. 1997, bu	moObboW	6/25/98 603	86/52/9	эm	62 <b>63-641-6</b> 78	Villiams, Deb		٥	U F
	•	Asimona tomico oi pomento de	,	21 :nozsaR isloT							
		wants credit. Add to DNS/DNM list, threatened to contact attorney.									
	•	Swiched to GTELD without authorization,	TOH I lish? YSA	209	. 86/52/9	Mar	251915274	вигои мискает		8	70
	٠ . ٢٠	SWICHED TO GIELD WITHOUT BUTHOUTSHOR.	Karen Curaton	209	86/52/9	IV&CI	7037395196	GORDON, SYLVIA			द्विहिंदिह
	SIM TREE	Switched to GTELD without authorization, a	Susan Robinson	209	86/72/9	IVEO	2565320521	LOITEN, ANDREW		ษ	.50
	-407	Switched to GTELD without authorization.	Susan Robinson	209	6/24/98	Davi	6610977816	MAESE, JUAN		и и и	<i>?</i> ₹0)
	,	Switched to GTELD without authorization.	Sussn Robinson	709	86/52/9	NEQ	8139623316	MAIVILLE, JOHN	31		টে
•		Switched to GTELD without authorization.	Karen Cureton	Z0 <del>9</del>	86/22/9	IVEQ	6068456281	CLARK, HELEN	عالد		ŀΩ
	5 hr 431.0	Switched to GTELD without authorization.	Susan Robinson	Z09	86/22/9	lvsQ	3022318258			Я	(39)
	下で・	Switched to GTELD without authorization.	Susan Robinson	Z09	86/77/9	lvsQ	2125352416	изнаэта ,иогизв		Я	$\mathcal{D}$
	-4:07	GTELD.									25
•		Received fulfillment letter, never ordered	Raten Curelon	209	86/72/9	, lvsQ	2159224929	KENT, FRANK		Я	320
	77	Switched to GTELD without authorization.	Katen Cureton	209	86/72/9	lvsQ	3029429285	O'CONNOR, MARIE		Я	
	· •	Switched to GTELD without authorization.	Katen Curelon	Z09	86/72/9	MsQ	8132473213	РЕККҮ, ЈЕККҮ ВКОМИ, Ј.В.			20
	•	Switched to GTELD without authorization.	/ Letter Karen Curelon	Z09	86/22/9	ivsQ	2813160128	70031 70030	21	u	CO
		Switched to GTELD without authorization.	Larry Commons	209	86/77/9	СРЧ	3095822273	КЕТИЕЯ, GLENNA	H:	Я	<b>Z</b> 0
		- alterheding brodiling a latter of badethus	2002220,000	603	60//6/5	F43	3006933333	REVERLY		Ū	
•	· ,	Switched to GTELD without authorization.	Ray Strait	209	86/57/9	제크	8126639281	• • • • • • • •		Я	10
	•	anti-chadian in diff. A 1970 of hadeling	,,,,	<b>C</b> 03	80/70/3	~:(_	700000000	1,440 2,102,17	-		
_	• •	and wants credit for switching fees.								TO ITT	n
• •		later stating switched without authorization								Exhibit REP-21 Page 10	8
	Sing!	services desclivated. Cust wrote 2 weeks	/ لـعالود							e d	<u>ē</u>
		Previous complaint worked, GTELD	Larry Commons	Z09	86/72/9	IvsQ	9126917128	FIERRO, YOLANDA L.		유	Ž
		Switched to GTELD without authorization.	CA Cust Ret	209	86/52/9	Eliz	4082750501	YNOHTNA JEGERT		Ö	.9
·		. Tåta					٠.		1	13	8
		Stated TMA who called claimed to be with									8,
		Switched to GTELD without authorization.	19 H	602	86/22/9	IləQ	0155267318	NHOL, HZA_			2-7

	Docket No. 990362-TI Exhibit RFP-21	Page 11	IF	RODELA, RODOLFO LENZ, MARY	7036400862 5175314264	Davi Oavi	7/2/98 7/2/98	501 Total Reason: 502	Cust Rel  1 Karan Cureton	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.  Add to DNS list, cust feels harrassed. Remove from list and send letter that has been done.		
			۵.	_	4		_	Total Reason:	•			:
(	Jna	uth	Chg	9	in l	Franchise.		Business:	•	ulatory: 2		•
٦	TYPE	B/R	. Fran	CUSTOMER NAME	BTN .	WHO	RECEIVED	CLOSED CA	ALL Source	Complaint Issue	Corrective Action	DISP
	07	R	łF	YOUN, CHRISTINE	8157588214	Mart	7/2/98	602	Ray Strait	Switched to GTELD without authorization. Ray Striat committed that cust wouldn't receive any billing.	· · · · · · · · · · · · · · · · · · ·	
	07	R		MONTGOMERY, LINDA	77737228069	Chrl '	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	Davl	6/30/98	602	Larry Commons	Switched to GTELD without authorization. Cust also wrote to FCC.	Lot.	
	03	R		RAYMOND, CHARLES	2129774002	Bett	6/30/98	7/1/98 602	Exec Cust Rel	Switched to GTELD without authorization, received bill.	Issued credit. This is closing statement. Rpms shows cust with occ. Called cust advised of credit and that TMA has been dealt with. Larry Commons will send	F.C
	07 02 02 07	R R R B	18 18 18	HIDALGO, OLIVIA CORAM, ROBERT LEWIS, DAISY TRAIL NURSERIES	7188560425 8138373840 8135955202 7172925187	Mart Davi Davi Eliz	7/2/98 6/29/98 6/29/98 6/29/98	602 602 602 502 Total Reason:	Larry Commons Karen Cureton Karen Cureton Larry Commons 8	Switched to GTELD without authorization.	FR.	
	07	В	IF	T E PITMAN FUNERAL HOME	3143276600	Mar	7/2/98	603 Total Reason:	Larry Commons	Customer changed from GTELD without authorization by Sprint; PIC restricted; can' dial LD, 2nd time happened.	ı	
	BIII	na		14	în l	Franchise	: 8	Business:	0 Reg	ulatory: 5	•	1
		_	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CA	_	Complaint Issue	Corrective Action	DISP
	04	R	IF.	HARRIS, MICHAEL &	2174328054	Eliz	7/1/98	701	NE Cust Rel	Being billed by OAN,	- Alt adata Landii	Jiur
	08 08 08 05	R R R R,	IF IF IF	FORBES, JOHN OREBAUGH, RICHARD GARRISON, KENNETH HYLTON, JONAS	2088837758 5408792101 7042893830 5094489716	Eliz Mari Eliz Eliz	7/2/98 6/30/98 6/30/98 6/30/98	701 701 701 701	Larry Commons Larry Commons Larry Commons Sitel	Being billed by USBI. Cust has GTELD. Being billed by OAN. Being billed by OAN. Being billed by US West. Wants GTELD. Sitel has placed 2 orders for cust. Wants credit for calls.		•
,	02	R	15	· DALEY, JAMES	60654 <b>82425</b>	Davi	7/2/98	701	Karen Cureton	Being billed by Worldcom Network Services, Inc.	•	•
								Total Reason:	6		•	

Transport No contract	Exhibit REP-21	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	JALAN, FRANCES	2104322196	Davl	7/6/98	7/10/98 602	in Curelon	Customer Slammed	LOA was mailed by cust and order entered as inbound by Sitel. Out order issued. Cust didn't receive bill due to address. Final Four NCAA. Order submitted b another cust, was	Ye
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 R		HUFF, MARY FIERRO, YLOANDA	71389 <b>59750</b> 915591 <b>7128</b>	Davl Davl	7/6/9 <b>8</b> 7/6/98	602 602	Karen Cureton KAREN CURETON	Customer slammed Customer Slammed	FR.	•
02	R ·	IF .	HART, THOMAS	9039833666	Davi	7/6/98	7/10/98 602	Karan Curaton	Customer Slammed	Misdirect - Not GTELD. GTELD has never provided service to this customer. No customer contact.	699
(1)	R		MULACK, KEVIN & CAROL	2562333634	Davl	7/8/98	602	Better Business Bureau	Son had signed an LOA. Son is only 16 years old.	ofter	•
(A) (82)	R R		CARRILLO, MIGUEL SUMAN, MICHAEL	7139215103 3057592521	Davi Davi	7/6/98 7/7/98	602 602	Karen Cureton FL PSC	Customer Stammed Customer long distance was switched without his knowledge.	LCH	
		•		, and			Total Reason:	9			
04 07	R R	1F	HADDAD, HIKMAT SERNIOTTI, S. A. TONY	7145500999 5036664967	Chrl Mar	7/6/98 . 7/9/98	603 603	Ca Action Line LOCR/Larry Commons	Slammed away from GTE LD Customer has been changed from GTELD without authorization, can't dial LD		
07	В	ΙF	BALLOON FAIR INC.	5036618987	Mar	7/9/98	603	LDCR/Larry Commons	Customer has been changed from GTELD without authorization, can't diai LD.	•	
02	8		CITY AUTO PARTS & ELEC	2563965418	Mər	7/8/98	603	LDCR/Karen Curelon	AL PUC called to advise customer had been "slammed" fro the second time and wants changed back to GTELD.	1	•
							Total Reason:	4			
BIII	lnα		10	In F	ranchise	: 8	Business:	1 Regi	ulatory: 2		
	E B/R	R Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CAL	L Source	Complaint Issue	Corrective Action	DISP
04	R	IF	MALINOWSKI, JOE	3099652 <b>105</b>	Chrl	7/9/98 }	701	NE Cust ReVEdna 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	Eliz	- 717/98 	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.	•	•
		1				<b>W</b> .			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-raled to GTELD rates and credit issued.		
80	R	lF	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.		
		1				;					

푸											
390362-	7.21	II	WINNINGHAM, ARLEEN	6269192915	Mar	7/20/98	·,402 ·	Cust Rel - Jam de St Jean	received a call offering GTE (LD?). Can yo Identify from where and why call so late. See letter for more details.	u	
Docket No.	Exhibit REP-21 Page 13	IF •	SEHMI MOTORS	3104776739	Chot	7/20/98	7/24/98 402	LD Cust Rel - Larry Commons	Agent keeps calling harassing him. Cust has already changed to GTELD, but he keeps calling him and threatened to have his service disonnected started cursing	E-mailed Debbie Marquis, was unable to locate any history. Sent DNS request. Cust said didn't want to be bothered, not	402
08	R	1F	WU, CHIHSIEN	3104785178	Mart	7/21/98	Total Reason: 405	2 Larry Commons	Nim.  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.		
			. <b>.</b>			_	Total Reason:				
DNS	3		3	; In F	ranchise	: 1	•	_	ulatory: 1		
TYPE	BIR	Fran	CUSTOMER NAME	BTN	WHO '	RECEIVED	CLOSED CAL	LL Source	Complaint Issue	Corrective Action	DISP
04	R		SHIRLEY, LOIS	3192333690	Mart	7/24/98	501 Tolal Resson:	MW Cust Ref	Add to DNS list only.	•	
04	R	IF	HARMEYER, CRAIG	2194840334	Chol	7/23/98	502	NE Cust Rel	Add to DNS list, cust was called at 8:30 a.m., after teiling rep wasn't allowed to call until 9:00 a.m., rep hung up. Please check to see if really was GTELD.		:
10	R		SANSONE, ANNETTE	_9416270982	Eliz	7/22/98 ·	Total Reason: 599	1 Silel	Claims contacted by a rep named Carlos Muno, Cust is on the DNS list as of 4/21/98.	· ,	
						_	Total Reason:				
Una	auth	Chg	11	in F	ranchise	: 5		-	ulatory: 4		
TYPE	E B/R	Fran	KI.	BTN	WHO	RECEIVED	CLOSED CAL	L Source	Complaint Issue	Corrective Action	DISP
05	R	IF .	CHEN, RAYMOND EX	/3103785 <b>167</b>	Сһл	7/20/98	602	ccc	Customer claims to have been stammed by GTELD	lot exists	· .c.
.04 05	R R		TARANGO, ANA EX BELLO, BARBARA	9155989124 2127241209	Chri Mart	7/21/98 7/23/98	602 602	TX/NM Cust Rei Silei	Switched to GTELD without authorization, Switched to GTELD without authorization, Being charged \$4.10 for international if Calling Plan, Cust doesn't make International calls.	FR	tron. of
04	R	IF	BELLEZZA, JO	9413836089	Chrl	7/23/98	602	FL Cust Rai	Switched to GTELD without authorization, Signed a maller for free tickets for soccer		
									and said it never stated would change id carrier. Maller was for father, Nicholas, 941-972-1072.	oller	
05	R	) <sup>1</sup> F.	SHIPMAN, KENNY	9408885153	Chol	7/24/98	602	Sitel	and said it never stated would change id carrier. Maller was for father, Nicholas,	Oller.	
05	R	∫ <sup>lF</sup> ·	SHIPMAN, KENNY	9408885153 9036286150	Chol	7/24/98 7/21/98	602	Sitel  TX/NM Cust Rel	and said it never stated would change id carrier. Maller was for father, Nicholas, 941-972-1072. Switched from GTELD without permission to Willtel, Willtel told cust his local company GTE authorized the switch. Sent	Oller.	

ket No. 990362-1	Exhibit REP-21 Page 14		WHITTLE, RICHARD KILE, GORDON SAVAGE, ROBERT	7275398755 7277865739	Eliz Eliz Eliz	7/24/98 7/21/98 7/21/98	602 7/24/98 602 602	en Curelon "ren Curelon Karen Curelon	Switched to GTELD without authorization. Switched to GTELD without authorization. Switched to GTELD without authorization.	Misdirect - Rpms shows CLEC account. Not GTELD issue.	
, <u> </u>	P Sy	'.	GARCIA, MARIA	9155905068	Eliz	7/21/98	602 Tolal Reason:	Karen Curelon	Swilched to GTELD without authorization.	FR	•
BIIIi	ng		- 20	In F	ranchise:	: 13	Business:	2 Reg	ulatory: 6		
TYPE	_	Fran '	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CA	ALL Source	Complaint Issue	Corrective Action	. DISP
03	R	IF	TOMPKINS, DW	9155243073	Mar	7/22/98	701	TX/NM Cust Rel	Being billed by NBCWorldcom. Problem has been corrected in switch to GTELD.	·	
04	Я		PORTER, DAVID	74059 <b>83708</b>	Deli	7/23/98	701	NE Cust Rel	Billed by OAN for Minlmum Rate Pricing since February 1998. Suppose to have GTELD for Interlata.	· .	•
04	R	IF	MILHOUS, NICK & BRIGITEE	5153823724	Mart	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	1F	BOSINGHAM, RONALD	2177328477	Choi	7/24/98	701	NE Cust Ref	Billed by OAN/MRP.		
04	R·	lF	RHODE, ERMA	6188632288	Dell	7/23/98	701	NE Cust Rei	Billed by OAN/Minimum Rate Pricing. Should have GTELD. Referred by IL-ICC.		
03	R	IF	HARTKE, LEONARD	2178953142	Mar	<b>7/2</b> 2/98·	701	NE Cust Rei	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 Dapt. She's a GTELD customer but her bill, for the past three months, is showing OAN.	,	
02	R	(F	MILLER, GEORGE	7172352704	Ellz	7/23/98	701	NE Cus! Ral	Billed by Wiltel, Cust has had GTELD Interlata and Intralata.		•
	_		DAILEY DACUEL	2066342722	Chrl	7/23/98	Total Reason: 799	-	Source and on 7/4 bill which must do you't		
08	R		BAILEY, RACHEL	2000342722	Chit	7723/90	:	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.	•	
80	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	Ŕ		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	J <sub>IF</sub>	BENGIN, SLAVKO	7148423412	Chrl	7/23/98	799	Karen Curelon /	Over charged on long distance calls.		
02	R	IF	SCHWEMLER, RICK	7603282483	Eliz	7/21/98	799	Karen Curelos	Disputing calls on phone bill.		
02	R	IF	HEFNER, MARION	9184735331	Eliz -:-	7/24/98	799	Karen Curelon	Upset because Id services were disconnected for non-pay.		
02	R		PEREZ, RICKY	9566181 <b>372</b>	Ellz	7/22/98	· 799	Karen Curelon	Being billed for GTELD and doesn't have GTELD for id service.		

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ក្តេខ្នា	asia	Corrective Action	Call Description		JnisigmoD lesue	מערר	CFORED (	ECEINED	ино в	ИТВ	CUSTOMER NAME	Fren	B/8 E	IGYT
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NE		<del></del>	Billed for calls on 800% gaid never	- 20		664		86/61/8	מרא	7177542205	SCANLAN DEBORAH		Я	20
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		2201 service disconnect												
		disconnect order and												
	•	1.88 for bills through Sept. 2620 pending												
		In 5-98, issued credit for												
$ \overline{}$	・コンン	zervice was disconnected												
		\$.53 plot charge but									H.		v	80
70 70	667	customer being billed for	Being charged for using no long dista - Still being billed for GTELD MRC for	. 80	667	667		86/81/8	ME	1122112118	ROLLO JEANNIE ROBINSON III ROBERT		R	80
30			Belog charged for traing no long dista	80		66 <i>I</i>	zes위 IsloT z	86/81/8	EG	6666666666	BOLLO TEANNIE			•
40		Sny der—	Wants combined billing. Cust was adv	+0		704		86/07/8	ЯО	2173297460	DIVAD IUS		Я	<b>†</b> 0
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NE		17 -	Not being billed by GTELD. Received	<b>b</b> 0		507		86/02/8	LY.	<b>†90†</b> 99†61†	LENBER ROBERT	31	Я	<b>7</b> 0
		777119	<del> </del>			g :uo:	zssA IsloT							
CA		<del>-</del> :	Being billed by another carder. Mr.	60		107		8/18/98	dМ	76034 <b>06654</b>	TREMBLAY NANCY	31	ਬ	50 50
ОИ		IR	Balng billed by VAO yd beilig galeB	50		102	<u>'</u>	86/02/8	ME	7153596248	JAKAL LOIS	ᆁ	Я	30
ON		一〇- <i>7年</i> 上文	Being billed by OAN for Minimum Rate	90		102	,	86/07/9	53	1091687818		ᆲ	Я	<b>†</b> 0
OF	•		Being billed by another company. We	80		107		86/02/8	WE	2036512348	COLONY NURSERY	٠.	Я	80
MM		一大打造过	Being billed by <u>another carrier</u> . Cus	10		102		86/81/8	сги	5157243766	MOORE DWAYNE	31	Я	<b>P</b> 0
ON	107	QJ3TO 180-benlbzily	- Being billed by AT&T Changed 3	SIM	107	107	86/61/8	86/81/8	٨٦	21948 <b>24394</b>	<b>МССОИИЕГГ ЕЛОИИЕ</b>	ᆈ	Я	SIM
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CJ noige#	9210	Corrective Action	Call Description		Somplaint	סארר	CLOSED	ECEINED	мно в	ИТВ	CUSTOMER NAME	กราวี	ਸ਼\ਬ :	39YT
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70 70	1	· · · · · · · · · · · · · · · · · · ·	<ul> <li>Switched to GTELD without authorizating switched to GTELD without authorizating.</li> </ul>			209		88/71/8	סרא בל	4072987218	EDWARDS DAVID (((1))		Я 뭐	20
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OE		Customer called back	Switched to GTELD without authorizati	20	7	209	86/12/8	86/11/8	סרג	824283534	' SINON EMORE'		70 %	
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REP-21 6		IF	CARSON ROBERT &	9099400210	DLK	8/24/98		405		02	- Not receiving benefits promised for s	行电子		CA
ည်း ဖွ	•		50.,0	•			Total Rea	ason: {	3					
e E	Lih	Chg	18	Jn	Franchis	se: 6	Busine	ss 1	Red	gulato	ory: 13			•
Exhibit Page 16	ווי	-		BTN	WHO	RECEIVED	CLOSED		Complain	•	Call Description	Corrective Action	bis	Regio
=	- אונ	Fran	CUSTOMER NAME	BIN	WAO	KECEIVED	CLUSED	CAL	Lissue		Can Description	Corrective Action	P	u veñio
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03	R '		COHEN JAY	2154829011 9545842757		8/25/98		602		03 03	<ul> <li>Switched to GTELD without authorizati</li> <li>Switched to GTELD without authorizati</li> </ul>	- li	٦.	OF
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9 <u>7</u> 01 )	R		BJARNASON SIGUROUR	2525203546	חוא	8/28/98		602		01	- Switched to GTELD without authorizati	Shyden +-	28	OF
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01	R		ANDERSON CAROL	9544346846			=rand	602		02	- Switched to GTELD without authorizati	Sing art G = 2.	2_	OF
02	R		PEKAR MICHAEL &			8/24/98	, .,,,	602		02	- Switched to GTELD without authorizati			CA
02	R	IF( P	DEBRA	- hish		4 .	41+	<b>002</b>				CTELD 4	2.3	0
	_	W.t	BELKHOLM DANA-JOEL	2063205392	T TOVI	8/24/98	461	602		10	- Switched to GTELD without authorizati	Shuder 7-2	164	A ) OF
10	R R	CH	BINA JAMES	-6148636540	DLK	8/24/98		602		02	- Switched to GTELD without authorizati	BFIC and I		\\OF
02	R	۱۱ ب	BORRELLO MIKE		DLK	8/24/98		602		02	- Switched to GTELD without authorizati	Sxy der 2-19	الأبراء	OF
02 02	R	( 7)	MEDEROS NESTOR	3059333908	DLK	8/24/98	FR.	602		02	- Switched to GTELD without authorizatt	3rq a 2 - 19	(C4)	OF
02	R	سد ) د بو	PALLOTT NORMAN &	3055985214	DLK	8/25/98	FR.	602		02	- Switched to GTELD without authorizati	Shudor	•	OF
02	1.	1	ANNE				, , ,					- white		
01	Ŕ	15 5	MANZELLA ANTHONY	9419234163	DLK	8/28/98	France	602		01	- Switched to GTELD without authorizati	Sharer		F٤
02	R	Ξ.	CAMPBELL JOY	9042699301		8/24/98		602		02	<ul> <li>Switched to GTELD without authorizate</li> </ul>	法をとうです。	/ <del>'=</del> _ `	OF
02	R	بالتا	GARCIA FABIAN A	3058654536	DLK =	8/24/98		602	_	02	- Switched to GTELD without authorizati	Shuder lands	أوسو ا	) OF
		1 -					Total Re		5		6 h	onques or it	(FL)	<i>).</i>
02	R	IF IV	PORTZEN ROBERT	6087424837	DLK	8/28/98	Total Da	603		02	- Switched from GTELD without authoriza	ひがらり さえ	CUI	, NO
				0446000554		050000	Total Re		1	^7	Description dished from CTFLD	(120	•	NE
07	R	IF	WAGNER GEORGE	8146622551		8/28/98 8/25/98		699 699		07 07	Repealedly switched from GTELD     Received letter from GTELD staling sw	CiteII-		NE CA
07	В	1F	BOB KISLING AUTO	2095621373	MEM	0/25/90		033		07	- Received letter from GTELD stating sw	CT ELE	•	UA
			PARTS				Total Da		า					•
							Total Re							
Billi	lng		13	In	Franchis	se: 8	Busine	ss 0	Reg	gulato	ory: 3		•	
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain		Call Description	Corrective Action	DIS	Reglo
									t Issue				ρ	n
	ς.	(F	LEIDY GLEN & SUE	3307223496	ΙY	8/24/98		701		08	- Being billed by OAN for Minimum Rate	GUELD-		NE
08	R' K	IF	OVERBAY CLEON	8124481637		8/25/98		701		04	- Being billed by OAN for Minimum Rate	7	•	NO
04 04	R.	IF	GORMAN LINDA	3302392922		8/24/98		701		04	- Being billed by Telco for LD Wholesal	ii	•	NE
04	R	••	MAZALIC DANIEL H.	7406583947	CMR	8/26/98		701		04	- Customer Is not being billed by GTELD	1,		NE
02	R	IF	STEVENS LOUISE	7153562988		8/24/98		701		02	- Being billed from OAN for Minimum Ral	<i>i</i> :	•	МО
VΖ		スジ	,			:	Total Re		5 .		· ·	**		
05	R	1	PATEL AMRUTBHA!	9723129214	CMR	8/28/98		702		05	- Has not received a bill. There was a	<i>!</i>	••	OF
-	• •	,				i	Total Re		1		- i			
02	R		TAYLOR'S WAX	8774263521	DLK	8/26/98		703		02	- MI PSC Major billing problems. The			OF
•			COMPANY										•	
				1		1.5							;	

-	02 R	02 R	02 R	02 R	02 R }	02 R	06 R	07 R IF	07 R	•	08 R				06 R	07 R (			07 R	8	ocke xhibi age	t No. 990362-7 t REP-21 17
	SMITHERMAN HAROLD	PATERSON LISA	SIEGEL HOWARD	SASTRE DOMINGO	ROSENTHAL ALLEN & RITA	REVUELTA ANGELICA	KOOKOO'S NEST	FOUKE LOIS	GUTIERREZ MARIA		SU LIAN SONG				GRIFFIN JOHN	GOROSTOLA JAMES			LEE YEN CHUN	WANG QIAO-LING	WILSON BERNICE	HIGBY KELLY
	3055760057 DLK	3058652489 DLK	3059497015 DLK	3052671146 DLK	3059373812 DLK	3052610456 DLK	5072475251 EG	4195476037 CLM	3055594299 DRFX.		7184581171 CLM			See	3056619645 EG	) 3055416551 ヒイビス:8/31/98		ς: Π	7148706930 CLM	9204679012 LY EX.	7735683365 OR FY	2106590292 DR E
	9/1/98	8/31/98	9/1/98	8/31/98	9/4/98	9/2/98	9/1/98	9/3/98	9/3/98		8/31/98			18	9/1/98	( 8/31/98		-	8/31/98	( . 8/31/98	· 9/3/98	X · 9/1/98 X · 8/31/98
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				,		02 -	06 -	07 .	07 -		0.				8	07		8-1	<u>†</u> .	0	07 -:	°° C.
	Switched to GTELD without authorizati	· Switched to GTELD without consent. R	Switched to GTELD without authorizati	Received a bill for \$1.60 from GTE fo	Sitched to GTELD without authorization	Swliched to GTELO wilhout authorizali	- Customer service was stammed.	- Switched to GTELD without authorizati	- Switched to GTELD willhout authorizati		- Swilched to GTELD without authorizati			travid	Customer was transfered to us by	-Switched to GTELD without authorizati		chotomen	<ul> <li>Switched to GTELD without authorizati</li> </ul>	- Switched second line (920/467-9013) (	Switched to GTELD without authorizati	Switched to GTELD without authorizati
5	Snyder 5-3	Tak	Snyder 7-1	Snyder 7-23	Snyder - 40+ my	Snyder 7-22	10x12 - 18	4×12-(No.)	Snyder 6-23	Issued, 1 issued O order with Michelle (AFNI) & cr. (-,) 4 for 1.28.	Customer switched without 602 OF permission by Shryder & customer has recy. bill of . Shy d.( ** 1.22. O order naver	_	Was very upset that GTE hires Snyder and allows this to happen. He stated	CHANGE TO GTELD. He was out of town. Customer Streft ( ) to does not want GTELD.	CUSTOMER STATES 602	Customer still doesnt know 602 C who could have signed $Sh \downarrow (d, \varepsilon)$ to a. He request copy of to verify signature.	retund of \$5.26 for switching fee that customer requeste	A was billed by GTE for DR ( d < f' wo months, Requested credit issued from billing (Anita ) for charges plus	Customer switched to 602 ( GTELD without permission	- - - -	Snyder 8-17	Sinder 5-1
	읶	QF	유	유	THE STATE OF THE S	٩ :	AHW Stores	NE .	유	4	A.C.		.م <sub></sub> ر	d:,	四	크 <u>,</u> 占	U		្ត 158	유 841	유	E OF
					7	•	, .	<b>~</b> =												•		

	_												
	Docket No. 990362-11 Exhibit REP-21	;	\===== CUAO 181A	7175845379	DLV	9/4/98	602	e exists -	curtarer refuel to lieter to it · Swilched to GTELD without authorizati	Snyder .	)・/-	OF	
	P-2		RESE CHAO HUA	9547256688		9/4/98	602 fra	1 1	- Swliched to GTELD without authorizati	٠,	8.19	OF	
	S H .	<u>∞</u>	BENOIT JUDITH A	4076450625		8/31/98		ul L.1 A 02	- Switched to GTELD without consent. R	Snyder		o=	
	ŠĘ.	ege e	BAKER LEE & AGNES	7858233850		8/31/98	602 LC		- Switched to GTELD without authorizati	Sny dair	8 - (8	OF	
		ò.	ABLE DENISE A	9413696217		8/31/98		1- ugKnouzn	Switched to GTELD without authorizati	2/0/2		OF	$\Omega$
02	R·		SILVANO DANIEL	3052380853		8/31/98	• •	d. LOH 02	- Switched to GTELD without authorizati	Soude	<u>.                                    </u>	OF	5842
02	R		PALACIO CRIS			8/31/98	·_	d. LOX 02	- Switched to GTELD without authorizati	Snyder		OF	47
02	R		LAVALLE LOUIS	9549433693			•					TX	
01	R	ΙF	FITZGERALD SHELDA	9725176523		9/4/98	602	01	- Switched to GTELD without authorizati	9 te la	•		
02	R	1F	FITZGERALD ESTER	972 <b>4911529</b>		9/1/98		ecrepoz	- Switched to GTELD without authorizati	9+10	<b>4</b>	TX	
02	R		FERNANDEZ MARGARITA	3053819844	DLK	9/1/98	_	id LO+02	- Switched to GTELD without authorizati	Snyder	7-13	OF	
02	R		FISCHER ALLEN	7186431718	DLK	9/2/98	602 frace	L L OA 02	- Switched to GTELD without authorizati	Snyder	((・))	ζ OF	
07	R	IF	S'& G Services	8068946425	MP	9/2/98	Total Reason: 32 603	07	- Switched from GTELD without authoriza			TX	
03 witched	from (	IF GTELD	HUNT'S MAINTENANCE ( without authorize  EXCAVATING	& NO	219785	52333 MP	8/31/98	603				03	•
•			EXCAVATING				Total Reason: 2						
BIII	ling		15	In	Franchi:	se: 11	Business 3	Regulato	ry: 2	•			
	-	₹ Fra	n CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED CAL (	Complain	Call Description	Corrective Action	DIS	Regio	
				•				tissue			Р	n	
08	R.		GUILLEN SANDRA	9044476491	EG	9/3/98	701	08	- Being billed by AT&T. We received a	,		OF	
04	R.	lF.	JABLECKI REBA	3347742811		9/3/98	701	07	- Billed by OAN. Chose GTE as Inter an	ateld		so	
04	R	i. IF	WILLIAMS DAVID	7607704113		9/1/98	701	04	- Billed by US Billing. Switch reflect	li		CA	
-	R	.; IF	PATTERSON LYNN	6164837191		8/31/98	701	80	- Being billed by MCI. Cust switched t	n		NE	
80			MYERS KATHY	8123543567		9/1/98	701	02	- Being billed by MCI. Has been lold t	71		NO	
02	R	IF	SHEBBY TERRY	5178738033		9/1/98	701	01	- Being billed by OAN for Minimum Rate	$\frac{n}{n}$		NE	
01	R	IF		7403326024		9/1/98	701	04	- Interlata billing by MCI/HBS/National	11	•	NE	
04	₿		BECKY'S VIDEO		•		701	04	Being billed by AT&T. Switched to GT	LCR		NE	
04	В	IF 1	BENSON WELDING	5175693344	EG	9/1/98		04	- being uned by ATAT. Switched to GT	LCI		,,,	
08	R	) IF	WHITE LINDA	4095843538	MP	8/31/98	Tolal Reason: 8 799	08 .	- Billed for 800# calls that aren't cus	ateld	•	TX	
08	R		TRAN TAM	7607249 <b>845</b>		8/31/98	799	08	- Being billed for GTELD services. Dis	Sny der		OF	
						9/1/98	799	07	- Wants to know how much charged for		•	TX	
07	R	۱F	HERD KELLY	9404849049		3/1/30	100			1.18/0			

						(or 9-23)	Still open (or	1.45 - SXI		
			- SMICUEO IO O I ELD MILIONI BURDINAN	02	602	9/11/98	3059478003 DLK	LEKHAWIWAT HATHAKOSOL		02
	چ -   C : OF	במיז ק כנ	- Switched to GTELD without authorizati	. 02	602	9/8/98	5026516825 DLK	MEDSOURCE INC.	Н	8 f
	so		- Swilched to GTELD without authorizati	2	602	9/11/98	7183996998 DLK	GERALD KEVIN T	Œ	8
	\ ?	(1)	Switched to GTELD without authorizati	2	602	9/11/98	7184455527 DLK	CHAN BICK FONG	<b>7</b> 0	02
į	ا با . ا با .	Sh. 1.	- Switched to GTELD without authorizati		602 ドアシロ	9/8/98	7186276527 DLK	BERNE DAVID V	<b>D</b>	ន (
اللاسيار 15		Syday	- Switched to GTELD without authorizati		602 LOY 4:54X	9/8/98	√3133933831 DLK	WHITAKER DOUGLAS	. ac	ર દ
	الا - الايل الله الله الله الله الله الله الل	0 J / . / . / . / . / . / . / . /	Customer called in to Stryber and spon	0000	602 FX+O D	9/9/98	7182372113 DLK	SANDMAN DAVID	<u>.</u>	3
The state of the s	THE P. S. CO. L.	7 t 2	Switched to GIECO Milnoot administration			9/9/98	4152924699 LY	ANG MICHAEL	æ	
EX		2	Switched to GTELD without authorizati	ឧ	602	9/9/98	2124771694 MP	GORDON ROBERT	я	2
	- 1		Call Description		CLOSED CALL Comploin	RECEIVED	BIN WHO	CUSTOMER NAME		34/1
	. DISP Regio	Corrective Action	•	Regulatory:	Business: 0	se: 2	In Franchise:	12	th Cha	linauth
	100				Total Reason (1)			_		
	rsiles of	Suy der Silv	- Was told calls would be .07/mln state	07	Tolal Reason ()/ 405	9/10/98	4106761532 DR	CAIGA MYRA	٠,	07 R
	NO		<ul> <li>Reps are harrassing cust and using pr</li> </ul>	07		9/11/98	2194649596 MP	ESTRADA JOSEPH	 	07 R
	AFNI	Shyxx	<ul> <li>Treated rudely by customer service.</li> </ul>	07	Total Basson (1)	9/11/98	9706671239 LY	KUU VINH		07 R
_	2					XECELATO	BIN	CUSTOMER NAME	B/R Fran	TYPE B
	DISP Regio	Corrective Action	Call Description	ć		5	ā	3 /		TMA
			y; 0	Regulatory:	Business: 0	1	7			
i	-	4	Castoons cannal Sugar contract and a	ç	_	9/11/98	8059879634 ME	ANDREWS'JACKIE	ñ	04 R
	ი <u>ი</u>	01.40.6	Wants GTE International Plan #2. Cus	9	399	9/9/98	3019900810 DR	PATEL DILLIP		07 R
		loa's. Said he hadn't signed enything to euthorize switching of his long distance. Advised								
158	ору	process of switching customer. Received copy of loa's & advised customer of the signed		,		9/8/86	2127953676 LY	DIAZ RICARDO		:
348	. 399 OF	Was able to stop the	- Received letter 8/27/98 stating chose	ደ	Total Reason (1)			ENTERTAINMENT	-	Docket Exhibit Page 1
	WW	The lot	- Ordered פסס and wants to know when i	07	303	9/11/98	4173341463 DR	MCPHEARSON HEADHUNTER	<del>-</del> n	No. 990362 REP-21 9
	. •									<b>-</b> T

•	Docket No. 990362-TI Exhibit REP-21							- 01 15					,		
	990			LAZAR RONNIE	9544574201	DLK	9/8/98	<b>FRAUD</b>	602	02	Switched to GTELD without authorizati	Shyder 8	ک. , –	OF $\bigcirc$	,
	S E	δ.		MARTIN HEATHER	7184930790	DLK	9/8/98	FRND	602	02	- Swliched to GTELD without authorizati	Shyder 8	-17	OF	ud
	Sket	ige 2	•					Total Rea	ason (11)			•			
	åä	<u>~</u>	IF	MULLER PATTY	8123671447	DR	9/9/98		699	07	- Always getting changed to a different	ateld		NO	
				· /				Total Rea			<u> </u>	· · · · · · · · · · · · · · · · · · ·		••• •	
	BIIII	ng		. 9 🗸	· In	Franchi	se: 3	Busine	ss: 0	Regulato	•				
	TYPE	B/R	Fron	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL Complai	n	Call Description	Corrective Action	42IQ	Regio	5849
	08	Я		HANSON FRANK	5414463394	DR	9/10/98		702	80	- Hasn't received any bills from GTELD.		,	OF	73.
							1	Total Rea	2500			•			
	04	R		ROBICHAUD JOHN	7158398929	AF8	9/8/98	12	706 706	04	- Mr. Robichaud referred to Long dista	Records still show customer PICCd to	706	PS	
						•		174				GTELD but only receiving charges for Primary Carrier		<i>i</i> 1	
												Charge for \$.60. Advised customer will credit him for	9-18	10	
												the charge and make sure service is cancelled. Sent	•		
									$\circ$		•	EM_			
								Total Res	\ /						
	80	R		REED BILL	9727129555	MP	9/11/98		799	08	· Has paid bill but still is getting n		. Ld W	wy <sup>F</sup>	
	08	R		BELLVER RAFAEL	3052614180	CL	9/9/98		799	08	Billed for a previous bill. Billed \$	Snyder W	bill'A	OF	
•	081	R		NOISEUX GEORGETTE	3059407398	LY	9/10/98		799	08	- Being billed by GTE for long distance	Snyder w Snydered	exist=	s OF	
	.08	R	)F	BURKETT JERRI	9159283608	EG	9/9/98		799	08	Overcharged repeatedly for long dista	alita	•	TX	
	ОВ	В		AHMAD SYED	8102324354	DR	9/9/98		799	08	- Received notice of 'toll block warnin	Snydertoll	block:	OF	
	02	R	!F	KLEMME STANLEYH	5734454882	DLK	9/11/98		799	02	Seing billed for calls to Hawaii that	ateld	LEC	MW	
	.02	R	1F	HOAG CHARLENE	8133720048	DLK	9/9/98		799	02	- Being billed for long distance calls		•	FL	
				/	• .			Total Rea	ason (7)			•			
	Oth	er		7 0	In	Franchi	se: 2	Busine	ss: 0	Regulato	ry: 1	**************************************		• • • •	1
	TYPE	B/R	)Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CALL Complai	n	Call Description	Corrective Action	DISP	Regio -	
<b></b>	07	R		POTTEPALEM SIVA	7325484822	EG	9/10/98		801	07	- Called 888/483-1143 three times and	Snyder i	AFNI	OF	
	INQ	R	15	CRANLEY COLLEEN	9725391381	CL	9/8/98		801	INO	Unknown concern. Received e-mail fro			TX	
								Total Rea	ason 2			·			
	07	R	ţ	ROWE JOHN	9724090288	MP	9/8/98		899	07 c	- Remove GTELD from account and issue			OF	
	07	R		FAULCONER PHILLIP	8048450250	LÝ	9/9/98		899	07	- Discontinue long distance service and	ateld	• •	OF	
												-11-			

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					_	ilssue				<b>!</b>				<b>ਮ/8</b> ∃	7.11
•	noigaA	DIS6	Corrective Action	all Description		Compláin	CALL	Crosed	CEIVED		· ·	CUSTOMER NAME	0613		
				Þ	egulatory:	BR (	-	enizu8	11	ranchise:	1 4	91		buj	11118
						ı	9200:	Folal Re		•					
	OF	•		geceived 'negative action' letter tro	d - 50		669		86/91/6	סרא	3052745528	SAICHICK GERALD	1	ิย	20
		•				7	Z :nose	9A IsloT					,		
	OE			The funditive BTD of TATA mont bertative	s - zo		709		86/71/6	םרא	0021002000	g. KONSONBON GEORGE		. <b>ଧ</b>	20
											•	ROWE PATTY	ᅿ	. <del>-</del>	01
	WW			solidated to GTELD without suthorized			Z09		86/91/6		7552583233		ᆁ	Я	10
	ΑV		501016	- fones Bizelon 9 ziermusno O ol telle.	•		209		86/71/6		5409721769	ADAMS JESSE			
	∀O		9 teld.	July 14 1997 GTE phone company			209		86/11/6		5628667745	LEE CHEN	킈	Я	10
	OF		·	Ilaxhodius luodilw GJETO ol bedoliwa	S - ZO		209		86/91/6	סרא	0743838206	MONROE MARTY		Я	. 20
	30			Jua Juorilly STD of T&TA mon bodoliwa	S - 20	,	209		86/11/6	םרג	8817267188	LOWRY PAUL		Я	20
	40	77	Snyther L	Was slammed, by GTELD. Caled thom	oue 1 - 20		.209	brend	86/71/6	סרא	3134912791	CRIGGS WINIFRED		Я	(20)
	OF	$\left( \mathcal{Z} \right)$	1-1 Jayhus)	Inezargor zelsz s Yisunst ni ysb onC	)- II		209		86/71/6	סרא	2106734026	(DIPNY)	+	ر کی زور	111
	OE	`-}.	Zryder sil	Swiichod to GTELD without authorizati	s - zo	<b>5</b>   <b>5</b>	= 12000r	407	86/51/6	סרא	1270324426	כטמתנוע אבעמונדדנ	•	(U	70
	٦±	_ع	בצאקדו מ-	Switched to GTELD without suthorizall	s- zo	-+/ 5	209	FRAUD	86/91/6	סרא	8418242848	JOSEPH Colella	. <b>3</b> 1	ेर्ड	- <u>70</u>
	OE			Jaun mori 88/TXIT belab DDF of relie.	1- 10	•		6400 TO		םרא	£65188170Þ	NHOL MYSARAH		์ ย	10
	OE	£	-P 12 by	Switched to GTELD without authorizati	s- zo	515!%	Oeds	7	£86/81/6	סרא	9268797726	RENAULT THERESE		(8	05
	OE	土七	Sudder 8-	itexhortus luoriliw QJ3TO of bertaliw?	s- zo	•	-	באאש=	1 86/21/6	םרג	9268776817	PALATNEK BLOSSOM		<u>∠</u> <sub>В</sub>	20
	OE	01-	शिष् तिरा ह	ilazhoriua iuoriilw GJBTD ot barbhw?	s - zo		Z503Y		7 86/81/6	טרא	897869806	SUMMEY MARY E.	7129	<u></u>	70
	OE	•		lisshodius fuodiiw OJBTO of bedoliwa	5- 10		209		86/11/6	EG :	2125348118	РВІИСЕ ВЕИЕ		Я.	10
	40	Z ( -	T YSLYACK T	Switched to GTELD without authorizati	3- 10		2092	tsika yo	77 86/11/6	以今,17	3028252828	YAAM JJ308AM		Я	۲0
	чO	さり	-1. 720 pas	Switched to GTELD without suthouzeti	S- SO		209 ⊊	٥٨ وباعد	7 86/81/6	Ø яа	01184098170	10НИ2ОИ ВЕТПЕ		Я	50
	CA	D-13	+6 . +6-S	Switched to GTELD without authorizali	S- 20		- 209		86/81/6	EG	6944996818	KINC2FAND HEKB	31	ਬ	۲0
15864	-上1 ソファ 30	, ج	Switched without sulhorization. Sale made sulhorization. Sale made thur Snyder. Listen to last such mer sureed to saled Mr. Mieves to solivse. Mr. Mieves to solivse. Mr. Mieves listen to last solic	Switched to GTELD without suthorizati	S- <b>S</b> O	. 7	209 	86/12/6 L HII)	115/98 9/15/98	Ф. У-	9287486106	MEVES RAFAEL A.		Page 21	Docket No. 990362-TI

Shyder (9-16) FL

					- /		LOA	
						•		
07	R		HENRY TIM C	4076575441	EG EX	9/23/98	602 frand LOA	07
07	R		ROSALES JOSE	3058547208	CL EX	9/22/98	602 fraud LOA	07
02	. R	سام و	GOLDMAN JASON	3055471644	DLK	9/23/98 Lot Wists		02
02	R	$\sim$	CHIUSANO ANTHONY	5614987502	DLK	9/23/98 fr and Lo	602	02
02	R		VIGIL MANUEL	3052643055	DLK	9/21/98	602 Lot exists	02_
02	R	IF)	CASS ALEXANDER	9413884161	DLK	9/23/98 FK XU D		02
02	R	11.	BRUMBY ED & CHIA	5613368581	DLK	9/21/98 didn'-1 1	real to chinge	3
02	R	, tr	MARTONE ANNE D	9547641443	DLK	9/23/98 LOX exist:	≤ <sub>602</sub>	67
02	R	1 a .	BLACK LEONARD	7185831234	DLK	9/22/98 FRAUD	602	02 -
02	R	ŀ	MOORE HERBERT	3057588040	DLK	9/25/98 FR AUD	602	02
11	R		MULLEN STEVE PH.D.	8172958860	DLK	9/21/98 T.P. AUD	مر المراجعة 602	11 o t
02	R		ABOELLA EDMOND	5617456824	DLK	9/25/98 Lot exist		02
02	R 1	,	JACKMAN KIRK	3052555934	DLK	9/21/98 F. R NUD	602	02
02	R		DOMINGUEZ ORLANDO	3052265452	DLK	9/25/98 F. P. AUD	602	02

In Franchise:

7147721044 AFB 9/22/98

9155857478 LY EX 9/24/98

3058683311 ME EX 9/21/98

7182533983 LY EX 9/22/98

9/21/98

2122061116 MP ()

2129951642 CL

BTN

34

POSVAR CHARLES

TRASK MICHAEL

MARTENS BRUCE

ABEND ZACH

GEBBIE ANNA

OVERTURE DEBORAH

Unauth Ci.,

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TYPE B/R Fran CUSTOMER NAME

Business: .

602

602

602-frand. Lot 07

602

fraud

. 502 fraud LOT, 37

602 Fraud

602 LOX exist 5 07

LOX

RECEIVED CLOSED CALL Complaint

9/23/98

Regulatory: 23

FOR GTE

07

Call Description

· Better Business Bureau · Letter from

- Switched to GTELD without authorizati

- Unauthorized change of long distance Snyder (8-27) FL · Switched to GTELD without authorizati Shylle (7-13) F/

	F.										•		
	990362-Ti			GISSELE CARDINAL	9544570032	DLK	9/23/98 1 KAU	602	02	- Switched to GTELD without authorizati	Suyder (6.23)	OF	
	0.00 0.00	i i		GIBSON ANTHONY	7184692876	DLK	9/22/98 FRAUL	602	02	- Switched to GTELD without authorizati	Snyder (4-19) NY	OF	
	Docket No. 9900	age 23	. IF	ENSIGN MARY & ROBERT	9064843292	DLK	9/21/98	602	02	· Upset with <u>unauthorized charges</u> from	STELD	OF	
		<u> </u>		TOOTLE NICK	3055699532	DLK	9/22/98 FRAUD	60,2	02	- Switched to GTELD without authorizati	Snyder (8-26) Fl.	OF	5879
							Total R	eason; 24			(11.11. C) 1 C V 1 L		35
	02	R	IF	SMITH JENNIFER	6065485089	DLK	9/24/98	603	02	- Switched from GTELD without authoriza		so	χ
				:			Total R	ason: 1					
	07	R		ARREDONDO TOMAS	5613683428	WE EX	9/24/98	699-fraud	LO+ 07	Received 'negative option' letter di	- Snyder	OF	•
	07	R		GILL MARTIN	3055541981		9/22/98	699 699-	fraud 07 LOA	- Received 'negalive option' letter. M	Customer slammed by 699 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 Snyd & C	OF	
	07	R		RICHARDSON HENRY	3018391066	MP EX	9/23/98	699 - franc	1 Lo 407	- Received Welcome' to GTELD letter in	Snyder (9-9) MD	OF	
	11	R		RANDALLE YOLANDE	5615856838	DLK	9/24/98 FFAUD	699	11	- Received 'negative option' letter da	Snyder FL	OF	
	11	R	1F	WILLIAMS ANITA	9419247391	DLK	9/24/98 FRN.D	699	11	- Received 'negative option' letter cu	Snyder FL	FL	
	02	R		LEVINE NORMAN	7182581525	DLK	9/24/98FRX UD	699 602	02	Received 2 negative option letters ac	Snyder (9-1) NY 602	OF	
	02	R		MOSER ANTHONY	9544731475	DLK	9/23/98 FRAUD	899	02	Received 'negative option' letter. D	Shider FL	OF	
	. 02	R		LIBOU BERNARD	7187635469	DLK	9/23/98Lod exist	S 699	02	- Received 'negative option' letter adv	- Snyder NY	OF	
	02	R	IF	MOORE DENISE &	9099430346	DLK	9/23/98	699	02	- Switched to MCI without authorization	CLEC).	CA	
				50.12			Total P	rason: 9					
Γ	RII	ling		19	In	Franchise:	9 Busin		Regulator	ry: 3			1
-  -  -		<u>-</u>	₹ Fran	CUSTOMER NAME	ВТИ		ECEIVED CLOSED		nplaint ssue	Call Description (3)	Corrective Action DISP	Region	
_	09	R	) <sub>IF</sub>	SWANN ARRYBELLA	8044938541	AFB	9/23/98	701	09	- Being billed by OAN for several month	GTELD	VA	_
	08	R	lF	SANDERS WILLIAM SCOTT	3346776221	СМ	9/23/98	701	0.8	- Billed by OAN/MRP. I received a call	,1	so	
	04	R	lF	RADEL CHERYL	6167771579	СМ	9/23/98	701	04	- Being billed by OANMRP. Switched in	$\sigma_{ij} = \sigma_{ij}$	NE	
	09	R		CORNELISON KENNETH	2565876954	CL	9/24/98	701	09	- Being billed by OANReceived phone	n .	so	
	07	R	IF	DUTT LISA	2196226069	CL	9/24/98	701	07	- Being billed by AT&T and GTELD. Swil	<i>n</i>	NO	

, <u></u>						<b>и</b>	130		ime.		
62-T			COOKSEY JULIE	7732383607	CMREX!	10/1/98	601 KNOF	05 - Received fax from Snyder.	Snyder 9-2.	OF	
990362-TI			HARRELL THOMAS C.	4077881805	DLK	10/1/98	601	11 - Received fax from Snyder Florida Dep		OF	
Docket No. 9903 Exhibit REP-21	₹				•		ason: 2	1 Description			
ië et	Page 24	1F	BRISENDINE LYNN	8066373987	MP	9/28/98	602	- Please Investigate why/how this custo	6711.	ΤX	5886
S 2	2		GUNDLACH JENS	2063286352		9/30/98	602	Switched to GTELD without authorizati		OF	158
07	R		DALAL SARYU	21069668 <b>72</b>		9/29/98Lox exist.	<b>5</b> 602	07 X Switched to GTELD without authorizati	Shyder 8-26	OF	`
80	R		NOEL ANDRE	7185266077	CMR Ø	9/28/98	602 502 Taus	08NY - Called because he received a bill fro	Shyder 9-14 602	OF	
03	R	IF	PARKER ROSS I.	9413492387	MP	9/28/98	602 Ver. letter	03 - Leiter from customer addressed to Cha	GTELD:	FL	
07	R		MOORE ERIC	3056611522	MEM EX	9/28/98	602-fraud Lot	707 FL Letter from Customer: "I've been 'SL	Snyder 8-28	OF	
05	R	IF	MCBRIDE ART	8139712359	CMR	9/29/98	602 602	05 - Switched to GTELD without authorizati	GT E ' 602	FL	
07	R		JUAN ROMEO	9259373304	LY EX	9/30/98	602 LOX Wists	07C.A Switched to GTELD without authorizati	Snuder 7-29	OF	
05	R		BERRY TOM	6105448152	мем 放	9/29/98	602 602 frau 0	OSD A Switched to GTELD without authorizati	Snyder 9-1.5 602	OF	
07	R	IF	LAMBERT VIVIAN	9413493464	MEM EX	9/29/98	602 HARMOTON	p7 = _ Switched to GTELD without authorizati	Snyder 8-27	FL	
05	R	IF	THOMAS TRUMAN &	9416799838	CLM	9/28/98	602 602 track	05 - This customer called and claims that	Called customer & 602 apologized for the swithchi.	FL	
			LINUA						I called GTEEA (Sally) w/customer conf.on line to have him swithched back to sprint. Sally switched customer back per his request. I apologized again.	1	
02	R		BONO THOMAS	5617462453	DLK	10/1/98	602	02 Target Received fax from Karen Cureton Flor		OF	
02	R	Jopen	14 - 13	3052328467	DLK	10/1/98	602 froud	02 FL-Received fax from Karen Cureton Flor	Snyder 8-31	OF	
02	- <u>``</u>	· .	SHAW MICHAEL	4076788310	DLK	9/28/98 fraud	602	02 T Customer Is being billed for unauthor	Snuder 9-16	OF	
(02	R.	5	CALLEJAS OSCAR B	3052217171	DLK	9/29/98	602 france	02 = L-Switched to GTELD without authorizati	Snyder 7-27	OF	
02	R	IF .	STILES JASON	8138480955	DLK	9/29/98	602	02 七 / Switched to GTELD without authorizati	ong wer	FL	
02	R		SOUTH DAL MABRY	8168316955	DLK	10/1/98	602	02 Received fax from Karen Cureton Flor		OF	
٠. ٠.٠			FINANCIAL CONS INC			·					
(02	R		HACK NIZAM	3052527754	DLK	9/29/98	602 Frais	02 FLSwitched to GTELD without authorizati	Snyder 9-2	OF	
02	R	_ )	GENTILE APRIL	3056549150	DLK	9/28/98 LOA exist =	602	02 FLEL PSC - States that she was switched	Snyder 9-14	OF	
10	_Ŕ_	_IF	HADIL YASAR	5734427034	DLK	10/1/98	602 fixual	10 M ( - Switched without authorization by GTE	GIEL."	MW	
(11	Ŕ	)	AMOS ELAINE	3128423075	DLK	9/29/98	602 Traces	1 L - Switched to GTELD without authorizati	Snyder 5.18	OF	
02	R		HERNANDEZ SANTIAGO	5618839494	DLK	9/29/98	602	02 F.L. Switched to GTELD without authorizati		OF	
								, -			

	Docket No. 990362- Exhibit REP-21	:	1		7102524025		0/20/08. <del>I</del>	American American	LOA .	-ists	oz 315	Switched to GTELD without authorizati	Snyder 9	- (	OF	
	о. Р. У		,	SAHALIS GEORGIA	7182521026		3/59/98[	726161	•••						OF	
	set N Sit N	C.		GONZALEZ HOMERO M.	3055950184 AU 122	ULK	9/29/98		602		os LT	_Switched to GTELD without authorizate	Syder 9-	10	OF	
		r ge	IF	MASLOWSKI KEVIN J.	8139962828	DLK	9/28/98	. 1	602		02F!	- FL PSC - States that his long distanc		et	FL	
1	υZ	۰. ر ۲	>	MAY JOHN	3054487867	DLK	9/29/98	iaud	602		02 FL	Switched to GTELD without authorizati	Snyder 9-	8	OF	87
`	02	R		MOORE ERIC Alicely	3056611622	DLK	9/29/98		602		02 FL	Swithced to GTELD without authorizati	Snyder 8-	2.8	OF	15887
(	02	R	)	FORREST RALPH & AUDREY	4078765676	DLK .	9/29/98		602		02 FL	- Switched to GTELD without authorizati	Sny der 9-	·20	OF	τ.
(	 02]	R		FRANKEL JOE	5614873878	DLK	10/1/98 La	or exist	<i>ح</i> . 602 -		02 FL	Received fax from Karen Curelon Flor	Snyder 9-	29	OF	
٠,-	: زيسينس	R.	<b>)</b> .	GONZALEZ JOSE	3058544180	DLK	10/2/98 L	st exist	€02			Switched to GTELD without authorizati		- cj	OF	
			1F	WAUSAU TITLE COMPANY	7153593121	MEM !	9/30/98		602		07	- Switched to GTELD without authorizati	GTELD	L	NO	
	02	В	1F	RADIATION SERVICES INC.	8136853796	OLK	9/28/98		602.		02 F	FL PSO - Customer's long distance ser	<u> </u>		FL	
	11	В	IF	STORM STAN	8157587426	DLK	9/29/98		602		11 T	Switched to GTELD without authorizati		· ·	МО	
	05	R	IF	CALLAHAN MARY ANN	7158823814	AFB	9/29/98	Total Rea	son: 33 603		05 Rate P	- Switched Irom GTELD by Minimum	GIELD		МО	
	02	R	IF	SALE ERIC & ANNALEE	6167517170	DLK	9/30/98		603	MI.	02	- Switched from GTELD to Wiltel. Custo	:	•	NE	
	07	В	IF	REFLECTIONS HAIR STUDIO	6182436556	EG	10/2/98		603	<del>-</del>	07	- Switched from GTELD without authoriza		•	МО	
				. (1.1.)	ID GI			Total Rea	ason: 3			,		., .		
	05	R		VOCE ROBERT FKA			10/1/98		699 <sup>,</sup>		•	Received 'negative' option letter. D		•	· OF	
	05	Ŕ		GUZMAN HILDA F.FR A			10/1/98		699		05 FL	-Received fax from Snyder.		-14	OF	
	07	R	24	RICH DOUGLAS & O.+	2127212570	LY	10/1/98		699		07 N	Received 'negative option' letter. D	Snyder		OF	
	n::::		7			Franchise:	10	Total Rea		Day	, nulatan	!	,	•		
	Billir	_	E	. 16 CUSTOMER NAME	III.			Busines CLOSED	CALL	Complain	gulator	y: 3 Call Description	Corrective Action	DISP	Region	
	TYPE	BIK	FFBN	COSTOMER NAME	GIR	TITO K	.061465	OLOGED	OALL	tlasue		· ·		. 0131	Kegion	
	08	R	F	ALICUBEN KURT	8089593764	EG	9/30/98		701		80	- Was billed by MCI/Sprint for a call t	GIELD.	•	HI	
	08	R	1F	OCKSE CELIA & LOREN	5093343272	CMR	9/28/98		701	701	08	- Tried since MARCH to get customer on	n,	701	NW	
	04	R	IF	JENKINS SHAVONNA	6186626010	EG	10/2/98		701		04	- Being billed by OAN for Minlmum Rate	L	:	NO	
	11	R		NICHOLS WILLIAM A.	6158322028	DLK	9/30/98		701		11 11	Billed by Willel. Customer responded	11		OF	
	11	R	IF (	BARRETT JOHN THOMAS	2179876921	DLK	10/2/98		701		"J	Being billed by OAN for Minimum Rate	11	•	МО	

૭	Siry der 7.22 of	<ul> <li>Switched to GTELD without authorizati</li> <li>Switched to GTELD without authorizati</li> </ul>	π π π π π π π π π π π π π π π π π π π	Total Reason: 6 10/6/98によりから15602 10/8/98 ドルメリン 602	10/6/98 / 3	두 두 ·	1 4078895087 3058526072	ZORRILLA JORGE EX 4078895087 PARABOO ZOBENA EX 3056526072	-	08 R	
	Snydler (Hoich LIS) OF	Received negative option letter from Received a negative option tetter. D	2 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	10/7/98: N. C.V. S. S. F. L. 10/7/98: N. C.V. S. S. S. F. L. 10/7/98: N. C.V. S. S. S. F. L. 10/7/98: N. C.V. S. S. S. S. S. F. L. 10/7/98: N. C.V. S.	10/7/98 :.	DR CMR	9544311059 6 9419232051	DESANTIS THOMAS Ø 9544311059 PEREZ ADOLFO A. 6 9419232051	₩. ·	05 R	
	Swithcod without  Buttonization, Reviewed pms transaction shows Snyder made the sale and activated to GTELD 8/12/8. The account was deactivated from GTELD 9/30/98, i e-mailed Snyder for clarificatio	- Received welcons letter from Snyder.	07 Z07	10/8/98 601 FR. H.D	10/6/98	DR	NEX 2128776712	LEONARD STEPHENEX 2128776712	-	. 07 73	
s <u>)</u>	10/5 Courtesy cell 8:05pm 601 FL to Mrs. She said does't went anyone but AT&T. Cave loll free number. Shift diff Pulled RPMS and no records for transaction history PIC status or master record. 10/7 Received mess	- Received confirmation letter 10/2. M	601	₩ E E	10/5/98		EX 9419558065	P X	Ī		
	Shyder (he ) of	- Received negative option letter. Swi	T Z	FC. かり 601 Fで たり 601	10/9/98 ドバン	<b>५</b>	.0 EX7184460690 EX 3052743415	TOMPKINS RONALD $E \times 7184460690$		07 R	
	Corrective Action DISP Region	14 all Description	Regulatory: Complain C	Tolat Reason: 2 Business 1 CLOSED CALL	6 6	In Franchise: WHO R	BTN In	33 CUSTOMER NAME	n Chg R Fran	Unauth Chg	
	fine GIELD . SO	- Requests name taken off GTELD	04	503	10/8/98	AF8	6062771959 AFB	DELANEY DAN	Ħ	04 R	
	110802 . FL	- Place on Do Not Solicit list. Receiv	8	Total Reason: 2 503	10/7/98	AFB	7275848104 AFB	ALEXANDER JACQUELYN		05 R	
15897	Wants to be placed on Do · 502 NO Not Solicit list. Faxed customer number to do not for a colicit list and e-mailed all TMA's to add the do no solicit list.	- Requested no Infiner solicitist. Elderi	502 09	107/98 502	10/7/98	D 3	8127392140	FINCHUM JAN	- <del> </del>	Dock Exhib Page	
	Corrective Action DISP Region	ρη: 0	Regulatory: Complain C t issue	Business t	3 ECEIVED	Franchis WHO	BTN	4 Fran CUSTOMER NAME	Fran	et No. 990362-TI sit REP-21 26	

(2) 2 (2) 2 (2) 2 (2) 2 (2)	1.1.	05	Exhibit	t No. 990362-TI t REP-21 27
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CASTILLO ELSA 3058237338 DLK CHAN ERIC 9094689640 DLK CONLON MARGARET 5166616221 DLK GAYNOR LEO E. 5616836509 DLK CORBIN-RHOOMS ADA 7182411081 DLK KORROS DAVID 3058518319 DLK KORROS DAVID 3058664320 DLK PAGAN ALEX 3052323746 DLK RUIBAL LUIS 9549212226 DLK	7148219289 F X 3052318128 5163330663	E DIEUVA 5614958427 IMARIE E/7187467945 ERT EXT189651777	DREA 2022446222	300FIELD ALLEN 3344931197 DR TAN FENLAI EX 5016641471 EG FALK JOE 3056664320 AFB
10/8/98 LOA 602 10/9/98 LOA 602 10/9/98 LOA 602 10/8/98 Trang 602 10/8/98 Trang 602 10/9/98 Trang 602 10/9/98 Trang 602	The state of the s		60, 60, 60, 60, 60, 60, 60, 60, 60, 60,	10/9/98 602 10/9/98 01/15+ 602
T T Z T Z T Z T T T T T Z T Z T Z T T T T Z T Z T Z T T T T T Z T Z T Z T T T T T T Z T Z T Z T T T T T T Z T Z T Z T T T T T T Z T Z T Z T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T T Z T Z T Z T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T Z T Z T Z T T T T T T T T T T T Z T Z T Z T T T T T T T T T Z T Z T Z T T T T T T T T T T T T T T T T T T T T			Wash	ACK.07
- Switched to GTELD without authorizati	- Her service was awliched to GTELD fro - Switched to GTELD without authorizati	- Switched to GTELD without authorizati - Switched to GTELD without authorizati	- Swiiched to GTELD wilhout authorizati	- Switched to GTELD without authorizati - Switched to GTELD without authorizati - He received a letter thanking him for
Siny der 4-17 of Siny der 4-18 of Sny der 9-16 of Sny der 9-16 of Sny der 9-1 of	Switched without authorization. Reviewed rpms transaction history shows activated to GTELD. Snyde! stated he which not to be contacted and to have lihis cleared within 72hrs. I called hi	one Snyder SIVAR not customer. SIVAR the same. ner several averal th my name  Q-14  Q-14  R-17	Si 4 0	SMY der .d- 15 of

	· 9		11	<ul> <li>Never received promised 'transfer' cr</li> </ul>	08		799		10/8/98	X M X	4082538366	CHEN WENJE		20	08
	x	•	GTELD	- Has 1 minule calls charged on calling	08		99		96/8/01	Σ Σ	9/23152989	RICE RUEBEN	- <del>-</del>	20	80
	δ	•		- Sill being billed by GTELD Mrs. Te	3 8		799		10/8/98	AF8	6269198778	BAUTISTA TED	ת ו		00
		· <sup>Δ.</sup> . •								; }			İ		
+	1110	Mr. 1116 +-	reviewed rpms transaction history shows customer moved with a tosl code 2202 7722/98. No order was generated thru solar to have ser										-		
	ç	799	Continue to receive a statement no longer has this phone number.	- Conlinues to receive statements. Thi	8	799	799	10/9/98	10/8/98	ÖR.	7578750638	BASS DONNA		æ	08
	Ö	799	Explained fees to It customer said he appreciated me calling.	- Wants to know about the Universal Ser	0.6	799	eason: 7 799	Total Reason: 10/9/98 799	10/6/98	7	7659623003 LY	ARVIN PAUL	Ħ	<b>⊅</b>	08
	Š		=	- Being billed by Nellonel Billing Exch	2		701		10/9/98	ᄝ	6187247878	RODNEY BEHM FRONT WHEEL	ন	œ	2
	so	-	, <u>, , , , , , , , , , , , , , , , , , </u>	- Being billed by OAN. We received an	08		701	•	10/8/98	MEM	3347925416	THOMAS DOROTHY	Ŧī	æ	90
	×	•		· Vicky wents GTELD for both of her	eN <sub>3</sub>	×	701		10/5/98	AFB	8174883542	LAMB VICKY	╗	σ π	EMP
	×	•	STELL)	- Being billed by AT&T. Requested GTEL	2		701		10/7/98	MEM	9158843202	JACKSON RICKEY L.	<del>"</del>	æ	04
	읶	•	Snyder	Not receiving bills from GTE. Custom	08	大日	701		10/6/98	MEM	4252049199	CHETAL ARADHNA		æ	08
	W.W.	-		- Being billed by AT&T. Keith Mark	07		701		10/8/98	CLW	4175892110	CRUZ VALERIE	₩	æ	07
	Š		5/ ELY	- Being billed by National Billing Exch	2		701		10/9/98	DR	6187244174	BEHM RODNEY	₹	20	2
	Region	.DISP A	Corrective Action	Call Description	_	Complain tissue	CALL	CLOSED	RECEIVED	ОНМ	.NTB.	CUSTOMER NAME	Fran	TYPE B/R	٦٧٣
				ry: 3	Regulatory:	••	eason: 2	Total Reason: Business	B: 14	In Franchise:	ה	22		Billing	BII
	ᄎ		81ECD-	-Swliched from GTELD without authoriza	8	×		  -  -	10/7/98	ξP	9155972143	RETAIL MERCHANTS CREDIT ASSN.	╗	œ	03
1	Š	· ·	STELD	- Customer claims his service was switc	95	<del>H</del> .	603	10(a) Keason: 603	10/5/98	CMR	3094622647	SCHRODT ROGER & NANCY	ন	20	05
589	Q Q	) -	Smyder 9-	<ul> <li>Switched to GTELD without authorizatt</li> </ul>	2			しらみ	10/9/98	DLK	7183839280	HELLER SUSANNA	() I	\ 20 E	; è
9	Q Q	رة 4 1	SNYder 8-	Switched to GTELD without authorizati     Switched to GTELD without authorizati	= =	Z H	602 602	707	10/9/98 10/9/98	- - -	7086813269 7188245358	JOHNSON LORETTA PIVAWER ISIDOR	Page 28	Exhibit RI	
	OF.	· .?	Smider 9-2	<ul> <li>Switched to GTELD without authorizati</li> </ul>	02	<u>/</u>	602	10/8/98 + 3 24 6 602	10/8/98	OCK	1 F 4073482049	APOLITANO WILLIAM F 4073482049	Ni	o. 990362-T EP-21	

362-1	Exhibit REP-21 Page 29											•		
86.	P-2		2	In	Franchise:	0 '	Busines	s <b>s</b> Re	egulator		· .	•		
ket No.	ibit RE e 29	Fran	CUSTOMER NAME	BTN	WHO R	RECEIVED CL	.OSED	CAL Complain tissue		Call Description	Corrective Action	. DIS P	Regio n	•
80	Exh Pag	FI	SMITH PERRIN	9042897798	DLK	10/14/98		599	11	- Solicited by GTELD after being placed	· · · · · · · · · · · · · · · · · · ·	•	OF	0
11	R	FL	ZAVITZ JOHN	4078845645	DLK	10/14/98		599	11	- Solicited by GTELD after being placed			OF	591
		, ,-				Т	olal Rea	ison: 2		•				~
		Chg	32		Franchise:	-	Busines		gulator	ry: 18				
TYP	E B/F	? Fran	CUSTOMER NAME	вти	WHO R	ECEIVED CL	.OSED	CAL Complain		Call Description	Corrective Action .	DIS P	Regio n	
					.,	$\wedge$	1					_		
07	R		DAVIS MYRA			. 10/14/98 - Fre		601	07	- Received 'negative option' letter. S	Snyder : 9-15	2	OF	
07	R		FORMAN MIKE	4077886709		10/13/98/07		5465	07	- Received 'negative option' letter. N	(Shyder)		OF	
05	R		ZURER ROBERT	7186430878	•	10/15/98	-	601	05	- Received 'negative option' letter. N	(Snyder)		OF	
07	R		JANSSEN MARK	3058196733	EG EX	. 10/15/98 <b>( 0 )</b>	+	601	07	- Received 'negative option' letter. D	(Snider)		OF	
(ú2		)	COOPER ROBERT	7184546604	DLK	10/16/98		601 Lot exists		- Received 'negative option' letter, D	(Sny der)		OF	
02	R	3	FRATTA ANTHONY N. 1	7162355646	DLK	10/14/98		601 cust. did	Son	- Received 'negative option' letter wel	Skyder 7-	12	OF	
07	R		SCHWARTZ	4083788781		10/13/98	otal Rea	602	07	- Switched to GTELD without authorizati	CLEC		OF	
07	R		ROSZEL SAMUEL	30525 <b>28729</b>	AFBEX	10/13/98 九0	LOX	602 EMOY	07	- Switched to GTELD without authorizati	Sny der 10-1		OF	
07	Ŕ		ST. JAMES JAMES A.	57377 <b>53028</b>	MEM	10/14/98		602	07	- Switched to GTELD without authorizati	J. 19 11 11 11 11 11 11 11 11 11 11 11 11		OF	
07	R	1F	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 LoA	evist	€02	07	- Switched to GTELD without authorizati	Snuder 9-2	2 ()	OF	
07	R		MEHTA DR. JAYESH M.	5137937349	LY FX	10/15/98 (E/H	wife	60265 "tricked	07	- Switched to GTELD without authorizati	Snyder 9-2	3	OF	
11	R	۱F	BULL W.W.	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	
<b>C</b> 02	R	H	STACK KEVIN FL	, 4073329469	DLK	10/13/98		602 FRND	02	- Switched to GTELD without authorizati	Snuder a-	7 X	OF	
02	R		VITAGLIANO JOSEPH F	3057569429	DLK	10/14/98		602 info on Lot	form.	t-Switched to GTELD without suthorizati		5	OF	
<u>۔</u> 11	R		BETANCOURT JAIRO	3056632659	DLK	10/16/98		602 FRND	11	- Switched to GTELD without authorizati	Snyder 7- 5		OF	
02	>-< R		MILLER FRANKP. FL	**		10/14/98		602 FRAND	02	- Switched to GTELD without authorizati	Snuder 9-3	,	OF	
$\rightarrow 02$		) 1	BEAUCAGE DONALD			10/12/98		602 FRAUD		- Customer states that he was switched	Snuder 9-2	3	QF	
<del>\</del>	R	) (	- 11	3052555771ر		10/15/98		602 FRAUD		- Switched to GTELD without authorizati	Shudou 8-2	-J-	OF	
>	R	<b>`</b> `)	DAVALOS FILIBERTO	3058271690	DLK	10/15/98		602 FRAUD	2 02	- Switched to GTELO without authorizati	Similar of 10	<b>ਰ</b> ੇ ;;	OF	
,		. /	1	l -				1 1 1 - 2			21-8 July 5-12	5		

20 00 Bocket No. 990362-	(R) R .		IVIE MARY BARBARA FI. FORNES RANDY FL. BAJAJ SURINBER N. BABOURI MAURICE FL FIGUEIRA GREGORIOF PEPPITONI FRANK FL PENNINGTON CHRISTY A. HUR JUNGIM WILLIS NORMA	4073443997 7163345675 3059475842 <u>9</u> 549221071 9417278389	DLK DLK DLK DLK DLK DLK	10/14/98 10/16/98 10/16/98 10/12/98	F/AUT Total Res	>602 y 802 air T802 1802 602		02 02 02 02 02 02 02 02	Switched to GTELD without authorizati     Switched to GTELD without authorizati     Switched to GTELD without authorizati	Shyder s	01 8-25 3-20 1-4	OF OF OF FL OF	15911
-	R	iF	ONER MAE	•	~	10/13/98		699		07	- When dials 700 test number to find ou	GT EZ D	•	FL	
07	• • •	IF	BURDICK JANICE	4257757191		10/16/98		699		07		•	•		
07	R	ır	BURDICK JANICE	423/13/181	20	10/10/90	Total Da			07	- Wants to switch interfata long distan	u.		NW	
Bill	lina		24	In	Franchise	ı: 14	Busine	ason: 3		gulator	y: 2 .	·			
	_	₹ Fran	CUSTOMER NAME	вти		RECEIVED			Complain	3	Call Description	Corrective Action	1 DIS	Regio	
DNI	R_	F	-RUSSE <del>LL JASON &amp;</del> VERONICA	<u> </u>	AP8	<del>-10/12/08</del> _	10/15/98	701	1 Issue 701	_ <del>INQ</del>	-Thave already investigated this comp	This inquiry has been closed and forwarded Osvid Kemp for resolu	ullon GT E	NE	
04	Я	JF										Osvid Kemp for resolu as a PA PUC complai No customer contact.			
.08		H.	WEBSTER LARRY	6168612753	LY	10/14/98	·	701		04	- Being billod by <u>OAN fo</u> r Minimum Rate	as a <u>PA PUC c</u> omplai No customer contact.		NE	
	R	IF	WEBSTER LARRY KING WILLIAM	6168612 <b>753</b> 3347921 <b>372</b>		10/14/98 10/12/98	<u>:</u> ,	701 701		04 08	- Being billed by <u>OAN for Minimum Rate</u> - Being billed by <u>USBI</u> although she is	No customer contact.		NE SO	
08	R R				MP	-	<u>:</u>					No customer contact.			
08 04		IF	KING WILLIAM	3347921372	MP DR	10/12/98	<u>:</u>	701		08	- Being billed by LISBI although she is	No customer contact.		so	
	R	IF	KING WILLIAM NGUYEN ANDY	3347921372 2814998632	MP DR EG	10/12/98 10/16/98	<u>:</u>	701 701		08 08	- Being billed by <u>USBI</u> sithough she is - Being billed by <u>AT&amp;T</u> . Was switched b	No customer contact.  {		so TX	
04	R R	IF IF	KING WILLIAM NGUYEN ANDY JOHNSON KATHY	3347921372 2814998632 6062932143	MP DR EG MEM	10/12/98 10/16/98 10/14/98	<u>:</u>	701 701 701		08 08 04	- Being billed by <u>LISBI</u> although she is  - Being billed by <u>AT&amp;T</u> . Was switched b  - Being billed by <u>Sprint</u> . Customer say	No customer contact.  I!  I!  II		SO TX SO	
<b>04</b> 04	R R R	IF IF	KING WILLIAM NGUYEN ANDY JOHNSON KATHY SWARTZ ROGER	3347921372 2814998632 6062932143 6166469789 7275389362	MP DR EG MEM LY	10/12/98 10/16/98 10/14/98 10/13/98 10/13/98	Gillox	701 701 701 701	04 N	08 08 04 04	- Being billed by <u>HSBI</u> although she Is  - Being billed by <u>AT&amp;T</u> . Was switched b  - Being billed by <u>Sprint</u> . Customer say  - Being billed by <u>OAN for Minimum Rate</u>	No customer contact.  [ [ ]  [ ]  [ ]  [ ]  [ ]  [ ]  [ ]		SO TX SO NE	
<b>04</b> 04 04	R R R	IF IF	KING WILLIAM NGUYEN ANDY JOHNSON KATHY SWARTZ ROGER MCFADDEN TRACY	3347921372 2814998632 6062932143 6166469789 7275389362 37273922883	MP DR EG MEM LY DR	10/12/98 10/16/98 10/14/98 10/13/98 10/13/98	Gillox	701 701 701 701 701	0-4 N	08 08 04 04 04	- Being billed by LISBI sithough she is  - Being billed by AT&T. Was switched b  - Being billed by Sprint. Customer say  - Being billed by OAN for Minimum Rate  - Being billed by AT&T when has GTELD	No customer contact.	·	SO TX SO NE FL	

	Switched to GTELD without authorizall	07	EX10/22/98 framed 602		5038158034 MEM 4156730930 AFB	BATES KEVIN PATEL TARUN		04 R
	Sky der q- 34		Total Reason:				,	. (
NY- (Sny der) OF	Received letter stelling long distance NV (Sny der )	801 H2H2H 80	601	K 10/22/98 K 10/21/98	7187829521 DLK . 3052203104 DLK	OP CTGANT ANNE 7187829521  DEVARONA MARTINA P. 3052203104	ر پ	22 (23 22 (23 22 (23)
Snydy 10-14 FL	<ul> <li>Received Welcome Letter from Snyder</li> </ul>		10/20/98 LOX exist \$01	EX 10/20/98	94135890 <b>55 DR</b>	PLESKACH K.L.	√ · ¬¬	04 ·
Snych(1-10-50F	- Received a letter to switch her long	07	rand 601	EG EX 10/23/98 fram & 601		POMERANCE WILMA		
- bit-t-t-	- Received Welcome Letter Iron Snyder	05	נהל הניסر 109	M (2) 10/20/98	3138629012 MI	JEFFERSON MICHAEL		). R
Corrective Action DIS Regio	18 all Description	1 Regulatory: Comptain C	. Total Reason: Business 0 CLOSED CAL	ichise: 5 O RECEIVED	in Franchise: вти wно я	33 CUSTOMER NAME	Chg	Unauth Chg TYPE B/R Fran
OF	- Add to GTE's Master Do Not Solicit Li	7 02	50 4	K 10/22/98	E5027530 <b>208 D</b> L	HUGHES HOWARD DALE 5027530208 DLK		02 R
Corrective Action DIS Regio	Call Description	Complain Lissue	CLOSED CAL	O RECEIVED	BTN WHO	CUSTOMER NAME	Fran	TYPE B/R
	г <b>у</b> : 1	1 Regulatory:	Total Reason: O Business 0	chise: 0	In Franchise:			SNO
WELD . H	- Received distrubing phone call from G	04	Total Reason: 499	в 10/22/98	8089349439 AFB	LIM ADAM P.	ন	04 R
405 OF	- Was lold by representative would get	2 405 07	Total Reason: 405	M 10/22/98	2137376628 MEM	XIE XIAPING		07 R
STECTO FL	· Receiving harrassing phone calls from	05	402	10/23/98	8132530882 DR	MODLIN GAIL	'n	05 R
(provious ca	- Receiving threatening harassing call	09	Total Reason: 402	10/23/98	8188907905 EG	MARTIN CLEO	≒	09 R
	<ul> <li>Received a call from someone saying !</li> </ul>	04	401	R 10/23/98	5409631001 CMR	BUSKILL SALES CO.	.π.	
Corrective Action DIS Regio	Call Description (	Compiain Lissue	CLOSED CAL	O RECEIVED	. BTN WHO	CUSTOMER NAME	Fran	Docket N Exhibit R Page 31
	ry: 0	Regulatory:	Business	chise: 4	in Franchise:	თ		o. 990362-T EP-21

10/19/98 /ep ((rorace)

. Total Reason: 27

10/20/98 770 24 (

-TX PUC - Carrier was switched to GTE

- Switched to GTELD without authorizati

- Switched to GTELD without authorizati

FLOZ

02

VU THUA

GOODFRIEND ROBERT

SAMUEL MARIE L.

RAFIECK MOHAMED

7137290623 DLK

3058939872 DLK

7184562412 DLK

R

R

02 R 1F

OF

OF

OF

T-C980362-T	Exhibit REP-21		ZIMMERLI PATTIE CAMARA DAWN M. LEWIS JUDY	9408552713 9413531355 9047780170	DLK	10/27/98 10/29/98 10/29/98	TX Florio FL Total Rea	504	3 V 2	02	Arld to On Not Solicit List. The PUC.     On Do Not Solicit list and claims was.     On Do Not Solicit list. claims was co.			OF OF OF	
Jna	uth	Chg	36	In I	ranchise:	5	- Busines	s	3 Re	gulaloi	ry: 25	• •			29
YPE	B/R	Fran	CUSTOMER NAME	BTN	WHO F	RECEIVED	CLOSED	CAL	Complain Lissue		Call Description	Corrective Action	. DIS P	Regio n	1592
37	R	iF	TARBET ROBERT M. JR	8306936598	мем	10/26/98		601		07	- Return my long distance service	GTELD		TX	
02_	R		CONDON DANIEL J.	3052334284	DLK	10/26/98	キレ	601	freed	02	- FL PSC - Customer states that his Ion	Snyder G	1-16	OF	
09 <b>05</b>	R R		CURRAN BARRY E/. GONZALES ENRIGUE	/		10/27/98 10/30/98	Total Rea	602	of stand.	09 05	- Switched to GTELD without authorizati	Snyder 10		OF OF	
04	R		HAWTHORNE CHERY	(9095870061	AFB	10/27/98	CA	602	101 (x1313	04	- Switched to GTELD without authorizati	Snyder 8	-12	CA	
05	R		STACK VINCENT	4073326895	DLK	10/27/98	10/29/98 FL	602	602 Tressed	. 05	- 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 (417 4	
05	R		JACOBS SHELLY	9725529161	CLM	10/29/98	TX	602	1, 1, 1, 4, 4, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,	, , ,	- 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	: 10. Zilih	of (< r · 3	
05	R		MORRIS ADRIENNE C.	2129740650	CMR	10/27/98		602	FFND	05	· Switched to GTELD without authorizati	Sujoler		OF	
07	R		DESROCHES MICHAEL	~ 🗸	мем	10/29/98	FL	602	LGA Cyisis	07	- Switched to GTELD without authorizati	Snyder 7-1	2	OF	
05	R		CARBONELL INCIDA F	X <sub>9549624279</sub>	DLK	10/30/98	FL	602	602 Frace		· While speaking with Georgina Figueira	Snyder 8-1	6602	OF	
07	R	د مانم	CARBONELL INCIDA E G. E.C n. Jur J.C. H NO NAME PROVIDEDE	6264031856	DR	10/29/98	C-A-	602	Frank	07	- Switched to GTELD without authorizati	Snyder 9-1	· (c	OF	
02	.R	SPC1	DRIVER NOEL FIRM!	3058939867	DLK	10/29/98	FL	602		02	- Switched to GTELD without authorizatt	Snyder: 10	1	OF	
02	·R	>,	ALLEN OSWALD F. CA.	7182304037	DLK	10/30/98	NY	602		02	- Switched to GTELD without authorizati	Snyder 9-2	2	OF	
02	·R	) ,	FUENTES JOSE Fram	C71,83862636	DLK	10/30/98 :	N/	602		02	- Switched to GTELD without authorizati	Snyder 3-	11	OF	
02	$\mathbb{R}$	ı	ALEJANDRO CELINA :0	. 3052585715	DLK	10/28/98	FL	602		02	Switched to GTELD without authorizati	· · · · · · · · · · · · · · · · · · ·	5	OF	
02	R		DELAHOZ JANICE TAL	1055956623	DLK	10/26/98	FL	602	Frank	02	• FL PSC - Unauthorized change of long	Snyder 9-	-	OF	
02	R		BELCHER BRUCE TOU	, <del>2</del> 132591050	DLK	10/30/98	MI	502		02	- Switched to GTELD without authorizati	Snyder 10		OF	

Docket No. 990362-TI Exhibit REP-21 / Page 34	Fr	ruel			<b>5</b> 1					C 1 17		
990	KNIGHTON ROBERT	*3052515206		10/28/98	FL	60:		02	Switched to GTELO without authorizati	Snyder 9-	OF	
o R 4 P E F	MARTINEZ CARLOS		DLK	10/29/98	1 -	602	T. i	02	Switched to GTELD without authorizati	Snyder 8-255	OF.	
cket nibit ge 3	ROTH AUDREY	3052350765	•	10/26/98		602	Frauch	02	- FL PSC - Customer long distance servi	Shuder 9-19	OF	
SZE IF	SAKS EUGENE .	9416762954		10/27/98	FL	602		02	Switched to GTELD without authorizati	ST ELD	FL	
02 R	LARSON SIEVERT TO			10/29/98	FL,	602		02	- Switched to GTELD without authorizati	Snyder 10-20	OF	
(01) R	GALLO ROBERT 1	2128385856	DLK	10/30/98	NY	602	1	01 .	- Switched to GTELD without authorizati	Snyder 9-16	OF	0
02 R	LABRIT MARIO	3052794062		10/25/98	FL	602	Frank	02	- FL PSC - Customer states that her ion	Snyder 9-3	OF	930
02 R	NEMORE DAVID	9412628715	DLK	10/29/98	FL	602		02	- Switched to GTELD without authorizati	Soyder 10-5	OF	15
02 R IF	KENWORTHY PETER	6085925329	DLK	10/27/98	10/27/98	602	602	02	- Interlata switched to GTELD without a	MISDIRECT: This is a 602	NO	
	·				WI					EC issue and the bills need to be re-rated by the LEC. No customer		
02 R	SIMPSON TONY	7278233037	DLK	10/30/98	FL	602		02	- Switched to GTELD without authorizati	GTELD.	FL	
02 R J	WALKER PAUL France	9545259617	DLK	10/30/98	FL	602		02	- Switched to GTELD without authorizati	Snyder 10.6	OF	
(11 R	WALSH JOHN France	9413533025	DLK	10/30/98	FL	602		11	- Switched to GTELD without authorizati	Snyder 8-17	OF	
02 R	GUILLERMO GRENIER	3053886469	DLK	10/26/98	FL	602	Franch	02	- FL PSC - long distance service was sw	Snyder 10-13	OF	
02 R IF	GROSSMAN HERMANT	9413882265	DLK	10/30/98	FL	602		02	Switched to GTELD without authorizati	Snyder 10-18	FL.	
02 R	WARD LUCILLET, S.L.	a 3139257147	DLK	10/29/98	MI	602		02	- Switched to GTELD without authorizati	Snyder 9-27	OF	
02 R	SANTOS HECTOR & ANDREA	3052487815	DLK	10/26/98	FL	602	Franch	02	- FL PSC - Please remove customer	Snyder 9-16	OF	
02 B	BLUE WATER PLUMBING COMPANY	3052538031	DLK	10/26/98	FL	602	Frank	02	• FL PSC - Cuslomer states that the bus	Snyder 9-1	OF	
02 B	NEW ENGLAND FINANCIAL	9415972700	DLK	10/26/98	FL	602	NOT THELD	02	• FL PSC - Customer states that her lon		OF	
07 B IF	ESPIRIT TRAVEL CORP.	3108296060	MP	10/26/98	Total Rea	ason: 603	33	07	- I was slammed and I still can't call	GTELD	CA	
<b></b>					Total Rea							
Billing	23	•••	Franchis		Busines			gulato	•			
TYPE B/R Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	UAL	Complain t Issue		Call Description	Corrective Action DIS P	Regio n	
04 R 1F	MILLARD THAD	3199866154	LY	10/30/98		701		04	- Being billed for Minimum Rate Pricing	GTELD	MW	
04 R 1F	MONAHAN PATRICK	6162445380	MEM	10/26/98		701		04	- Customer Is to have GTELO for Interla	11	NE	

	۲	- -												•		
	Stort NIC COOSE	Docket No. 990302-1 Exhibit REP-21	ge 35	_EVI MARA	9099296520	CLM	11/9/98	303		3 04		- Customer questins whether she is bein	Explained directory assistants. Customer had recv. conflicting info & was confused. Customerecv. rate 20justmis. for calls from billing.		CA	4
	ć	2 2	D.	C: 7/10/									Customer satisfied.	•		5944
07	. ;	R		NO NAME PROVIDED	3302531716	DR	11/12/98	303		07	/	- Wants to know when GTE Talk To Asia	> Snyclei	- ·	OF	4)
08	,	R		HOSSAIN ASHFAQ	9087901401	DR	11/10/98	303		08	`	Requests written confirmation via e-m		<del></del>	OF	
								Total Reason:	3							
ΤN	ďΑ			9	ln	Franchis	e: 4	Business	0	. Regula	_		•			
ΤY	PĒ	B/R	Fran	CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED CAL		Complain tissue		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	<del></del>	· 	FL	
87	,	R	1F	GODSEY JAMES	2059219969	CLM	11/9/98	401		07		Offered 380 Free Minutes of long dist		-	so	
07	,	R		HARRIS ARNOLD	5032840351	LY	11/13/98	Total Reason: 404	2	07		- Was mistead by representative. Custo			OF	
07	7	R	IF	ROSS YVONNE	8139320133	МЕМ	11/9/98	404		07		- Lied to by a GTE Long Distance solid	GTEUD	<b>*</b>	FL	
05	5	R	1F	CHANDLER J.P.	3103763507	LY	11/13/98	Total Reason: 405	2	05		- Promised .10/min rate for calls from	ا ا		CA	
07	7	R		XU YIJING	8047470974	AFB	11/10/98	405		07	,	- Quoted .10/mln for domestic cells no	"Shy Z(17"	1.8.	OF	
07	7	R		CRABTREE JANE	7278234802	AFB	11/9/98	405		07		- She was offered '7 cents a minute an		17	FL	
<b>/</b> 0:	2	R		CARTER LORENE	2057215853	DLK	11/10/98	Total Reason: 499	3	02	1	- Door-to-door sales person came to hom	Snyder	:	OF	
0:	2	R	۱F	GODSEY JAMES	2059219969	DLK	11/10/98	499		499 02		- Door-to-door sales person came to hom	Snyder	499	SO	
_	• •		•					Tolal Reason:	2							
			Chg	23		Franchis		Business	1	Regula	atory					
TY	PE.	B/R	Fran	CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED CAL	•	Complain tissue		Call Description	Corrective Action	DIS P	Regio n	
0		R	15	GARLOCK DOUGLAS P	9417532067	LY	11/13/98	= R+11D-601		FL 04		- Received letter welcoming to GTELD.	Snyder	10-2	∴ FL	
•	1	R	.,	MCGEE GEORGE &	9549388458		11/10/98 1			11		- Received letter thanking for selectin			OF	
'			1	SARAH			ļ	1. 1 - 4	2	FLL	٢	Har - Consumers	Spude			
0	7	R	iF	PENOLETON BRIAN & DENISE	941727857 <b>9</b>	AFB	11/9/98	Total Reason: FREUD 602	2	FL07		- Customer letter dated 10/18/98 addres	Snyder.10	-14	FL	
0	7	R		CORNELIUS TINA	(561)2746621	MĖM	11/9/98	FRYID 602		FL 07		- Customer Letter dated 10/23/98 sent t	Sny der	8-26	OF	

	990362-TI	:					FCYID	_			, , , , , , , , , , , , , , , , , , ,	05
	8 7		JONALDSON CHARLIE	7184995721	MP		11/10/98 602	.2	07	- Assistant Alty General Charlie Donald	FRAUDULENT SNYDER	OF
	Docket No. 9903 Exhibit REP-21	<u>ب</u>	MAR <b>TIN MARY</b> KATHER <b>INE</b>	7178542513	MEM	11/12/98	FRHJD602	602	05	Switched to GTELD without authorizati	Shirt 602	NE
	cke	Page 36	AXELROD NEIL PY	5613911906	CLM	11/9/98	FRALD802	602	07	- From the desk of Liz Smith :)	Druder 602	OF
	മ്	 g	ROCHLIN SANDRA	9413874377	EG	11/10/98	FR.H. D 602	MI	_ 04	- Switched to GTELD without authorizati	Snyder 9-3	FL
07	R		WESOTSKI BARBARA	2129245449	AF8	11/9/98	10 k 4xis + 602	N		- Cancel the following order. The cust	Snyder 10-4	OF
05	R		PHILLIPS CYNTHIA	7183859057	LY	11/10/98	11/13/98 602	602	1 05	- Switched to GTELD without authorizati	Customer switched without 602	OF
							repener	NΛ	1		authorization. Copy of loa showed a name of Vindra	
				1			,	1, 7	}		has had telephone number	der
							•				since 1995 & doesn't know anyone by that name.	-(5
										,	Sent copy of los to customer	, ,
07	R		BERGMAN FRANK	7182531313	DR	11/13/98	FRHID 602	M	07	- Switched to GTELD without authorizati	Snyder 9-15	OF
07	R		SIERERA JUAN	3052217213	CLM	11/9/98	FRYJD 602	602 F	07	- Please send me written information as	Shyder 7 602	OF
05	R		GALAN FRANSISCO	3055457420	AFB	11/11/98	Lot exists 602	FI	05	- Switched to GTELD without authorizati	Snyder 8-3	OF
05	R		PALCA-ALTIERI NELSON	4073449588	MEM	11/10/98	10x 2015 + 5602	FL	05	- Switched to GTELO without authorizati	Snyder 9-19	OF
02	R	•	BANKS LAWRENCE V.	3138838483	DLK	11/9/98	FR. KUD602	アニ	- 02	- MI PSC - customer disputes a possible	Snydia	OF
02	R	• '	SCHUSTER GAYLEP.	7186983730	DLK	11/10/98	FRAJDE02	YU	02	- Switched to GTELD without authorizati	Snyder 10-1	OF
02	Ř	ĮF	PAASCH ALVIN	6086474015	DLK	11/11/98	11/11/98 602	602 1	02 	- Interfala switched to GTELD without a	MISDIRECT: Least Cost 602 Rouling. No customer	МО
(02	R	>	PEN 11-30	3052513050	DLK	11/13/98	602	FL	_ O2	- Switched to GTELO without authorizati	Snyder 8-10	OF
02 Swilched	R lo GT	ELD will	DRESCHLER MARGARE	T OF	94151318	64 DLK	11/13	198 FL	602	10	- Snudirit	٠
02	R	IF.	DAVIS PAUL	9413666120	DLK	11/11/98	FRHUD 602	FI_	- 02	- Switched to GTELD without authorizati	<u>Shuring</u>	FL
11	8		SPRING VALLEY BIBLE	5803551001	DLK	11/9/98	11/13/98 602	699	11	- OK Corp, Commission - Alleges that th	MISDIRECT: The 699	OF
•			CHURCH	٠.				OF	<	,	customers and account code shows Least Cost Roullog This is not a GTELD Issue. No customer contact.	
		1					Total Reason: 1	9				
07	R		WILLET KAREN	4252278002		11/10/98	699		07	- Switched to GTELD after a promotions		OF
05	R		WAGENVOORDT DAVID	7277268 <b>247</b>	AFB	11/12/98	699		05	Switched to or from GTELD. We receiv	GTELD	FL
							. Total Reason:	2			•	

	3362-T	•	Chg	39	In	Franchis	e: 7	Business	1	Regulato	nrv: 17			
	Docket No. 990362-TI Exhibit REP-21		_	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CAL	. Cor	nplain ssue	Call Description	Corrective Action DIS	Regio n	
	Docket Exhibit	Page 3		RYAN ROBERT	4076710093	DR	11/17/98	=r d.u.d_601	9-0		LReceived welcome letter and calling c	Snyder :	OF	
			łF	BRINKLEY ANNE	4257881528	DR	11/17/98 l	Ox exists 601		11.7 04	- Received a letter from GTELD stating	Shyala.	WM	
(	02	R)		GRAF DAVID & LINDA	3055965450	DLK	11/19/98	FRAUD 601		FL_02	- Received a mailing addressed to Betty	Snuder 8-30	OF	52
7	11	$\stackrel{\frown}{R}$	!IF	REBHOLZ ROD (1997)	<sup>3</sup> 9419257113	DLK	11/17/98	FRAID 601	FL	2015, 14F	* - Received welcome letter for selecting	Snyder	FL	5952
	02	R		ALGOR NELSON	9547265424	DLK	11/20/98	loh trists 601		FL 02	- Received latter welcoming to GTELD.	Snuder	OF	~
							I	Total Reason:	5	,		- red vex		
	07.	R		DUQUE GUILLERMO	3015813378	LY	11/18/98	602	602	07	- Switched to GTELD without authorizati	GTELT 602	OF	
	07	R		FARANDA CHARLES	5168895996	CLM	11/16/98	Franch 602.	602	N V 07	- Switched to GTELD without his authori	Requested call history 602 from Snyder, Recy, LOA		
				•	•			( , ,,,,,,,,		. 1		from Snyder, Recv. LOA signed by Cheries Faranda dated 10/15/98, Customer	ص م اس	
												returned my call & 1 told	4 acr	
												him that I had a signed COA dated 10/15.	27	•
												Customer stated that he did not sig		
	0.4	_		VOUNC DIAMNE	7275444676	CMB	11/17/98	502	602	04	Suitable de CTELD without with death	GTEID 602	<b>5</b> 1	
	-	R		YOUNG DIANNE				•	002		- Switched to GTELD without authorizati			
	07	R		BINGGELI CORKY	7816484878		11/10/98	From 2 602		07 withou	Change made to GTELD by Snyder	Sny der	OF	
	MIS	R		ELLIOTT LAWRENCE	5809240662	MEM	11/19/98	11/20/98 602	602	· MIS	- Switched to GTELD without authorizati	11/20098. Switched by 602 LCR, Forwarded to Rod	OF	
												David in wholesale		
								- kiny - 602		<del>-</del> 1	•	markets. Misdirect.		
	05	R		GARCIA RENE	5618522391					- L 05	- Switched to GTELD without authorizati	Snyder 9-16	OF	
	04	R		CARDENS VIVIAN	253847 <b>6385</b>		11/17/98		טיאדעני	WA 04	- Switched to GTELD without authorizati	Snyder 8-19	OF	
	03	R		ABRAMS RICHARD DR.	4145271333		11/20/98	602		. 03	- Swilched to GTELD without authorizati	GTELD	OF	
	07	R		LEE HONG	6264482272	MEM	11/18/98	Fr 1- 1- 602		CA 07	- Switched to GTELD without authorized	Sayder 1.0-2	9 OF	
	05	R		SANCHEZ MAX	9549237281	CLM	11/18/98	Fry 1602	602	FL_05	- Switched to GTELD without authorizati	Snyder sale, Repressed 602 call history from Snyder.		
				•1	••			, , , , ,		,		Called customer to let him		
												investigating & would let SNL	dir	
			,									him know how this happened. Customer	7-15	
			ļ									didn't care how it happened he just wanted	·(-2	
												,		

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PATCARRIO-EDWARD INTREVADO CONCETTINA

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SMITH RICHARD W. MINER JAMES E. VON PAULUS HEDY NESSELT RICH DAURAY JOSEPH

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HIGH DESERT SALES INC8188322860

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BHATT HARISH KAVANAUGH JOHN KINKY CYNTHIA ANGLIN MICHAEL M VILLAREAL MAUMI C

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WENDELS DECOR SHOPPE

	3606991965	3094622227 CMR	C8188322860 DLK	9157517227	2175290223	3138736793	9547815760	6156544570	9155924405	2025460097	9544564241	2196352072	3056654938	3052514966	5618337721	2257556950	95445612 <b>64</b> LY	2199822293 CMR 11/16/98	5092351321	5026514992 LY
ي د م	AFB	CMR	DEX	DLK	, מרא '	DLX	PLK	PLK	DLX	E K	닺	닺	D.K	尺	P K	סרא	두	CMR .	MEMCC	국
	11/18/98	11/16/98	11/18/98	11/16/98	11/18/98	11/16/98	11/19/98 †	11/16/98	11/17/98	11/20/98	11/19/98	11/17/98	11/16/98	11/18/98	11/17/98	11/16/98	11/17/98	11/16/98	۲٬۹86/۲۰	11/19/98 <i>e</i>
٠ ١	Total Reason: 1 699	Total Reason: 31 603		11/16/98 Trank 602	120x tx	11/18/98 Frank 602	11/19/98 下尺1子() 602		11/17/98 ドおり 602		11/19/98 下点光り 602		11/16/98 Frank - 602	11/18/98 France 602	11/17/98 Frzhuch 602		11/17/98 Framed 602		-30 LO	11/19/98 6 ( print) 8022 5 to with of 03
) . 64-(	(500): 1 (599): (7): (8): (8): (8): (8): (8): (8): (8): (8	son: 31 603	602	602 ليرا	SOD THE	602	602	602	602	602	602	602	602 602	602	602	602	602 602	802 (TV/28	\$02K15+1 >	80212JG
X 10 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3606991965 AFB 11/18/98 Total Reason: 1 699 WHO4 -Son sign	05	02		11/18/98 /20/ Hd 603 He - 1 10	å H B	ガレコ	01	- - - - -	JC 201	<u>T</u>	01	π Γ	#       	T I S	92	II .		LORGERSIN WAR	1 × × × × × × × × × × × × × × × × × × ×
	WHO4 -Son signed up for GTELD customer	Son David called seld father had been مرايع المرايع ا	- Switched to GTELD without authorizati	- 4/8/98 Complaint with FCC on	- Switched to GTELD without authorizati	· MI PSC - Customer wrote concerning	- Switched to GTELD without authorizati	- GTE put me on their long distance ser	- Switched to GTELD without consent, C	- Switched to GTELD without authorizati	- Switched to GTELD without authorizall	- Switched to GTELD for intralets witho	- FL PSC - Unauthorized change of long	- Switched to GTELD without authorizall	- Switched to GTELD without authorizati	- LA PSC - She stated their long distan	- Switched to GTELD without authorizati Snydew 6-23	- Slammed to GTE Long Distance. This	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati
Î	Snyder 11-16	-	STELLY.	Snyder 2-1	Snyder 4-18	Shyder	Spyder 9-7	STELY.	c Shyder 2-11	Snyder 2-16	Shyder: 10-20	STELD-	Snyder 10-10/602	Snyder 9-16	Snyder 4-24	CHELDY.	Snyder 6-23	いでして、	2-14 Smid &c. 5-14	Snyder 10-27
	유	N O	Ç	읶	읶	읶	읶	읶	유	읶	읶	8	읶	읶	유	윾	읶	ő	읶	So

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Docket No. 990362-TI Exhibit REP-21		NIE GUOJUN	4357972743 LY	<b>12/8/</b> 98	12/9/98 30	. 33	07	- Every time the customer calls 800/463	Cuslomer was called on 10-14 from GTELD & was given 800-483-8734 to sign. up. Everytime the calls	<u>-</u>	OF	
Docket No. Exhibit RE	Page 40	·						:	this number he gets an , answering machine & then it doesnt give him enough time to leave a message. Sal		<del></del>	15964
04 R	۱F	PRINCE TERRY & ROBERT	9098459398 MEM	12/9/98	300	ı	04	- Customer claims being transferred to	グロン		CA	7
MIS R	!F ;	NEWMAN JAMES	5019285112 CMR	12/10/98	Total Reason 12/10/98 399		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	ΜV	
		w Car	· · _	1	Tolai Reason			•				
TMA		PL Line	in Franchi	se: 1	Business	·0 F	tegulato	ry: 0	•			
TYPE B/	R 'Fran	CUSTOMER NAME	BTN WHO	RECEIVED	CLOSED CA	L Complain tissue		Call Description	Corrective Action .	DIS P	Reglo n	
07 R	IF	SCHEYTT BONNIE	5174236478 LY	12/11/98	40		07	- Representative was rude and threatene	•		NE	
-MIS-R		VO PHI	<del>- 4106439380 - 8LH -</del>	12/8/98	Total Reason <del>, 12/10/98 — 40:</del>		- MIS	**************************************	MINDINECT This is a LEC Issue. Contacted the Webmasin and advised to lorward to the LEC. No customer contact.	405	OF	
					Total Reason	: 1		•		•		
DNS		1	In Franchi	se: 0	Business		Regulato	ry: 0				
	/R Fran	CUSTOMER NAME	вти WHO	RECEIVED	CLOSED CA		-	Call Description	Carrective Action	DIS P	Regio n	
04 R		PHAN SUSAN	9194983187 LY	12/11/98	50: Total Reason		04	- Receives 20 calls a day from GTELD			OF	
11	h 0h-	7/12	In Franch!	se: 2	Business		Regulato	n:: 11	•			
	h Chg	4. 1					-	•				
TYPE 8	'R Fran	CUSTOMER NAME	вти " WHO	RECEIVED	CLOSED CA	tissue		Call Description	Corrective Action	DIS P	Regio n	
07 R	1	PELLECHIA CAREN	5162426840 MEM	12/8/98	FRND 50	7.7	07	- Received a welcome letter from	Snyder 10	29	OF	
03 R		CURIALE MARK	9087666489 MP	12/8/98	Total Reason	LIN 1	03	- Switched to GTELD without authorizati	Snyder 12 -	2_	OF	

Caches No. 000367	Exhibit REP-21 Page 41	: •	ROSS J. L. (MRS.)	2122882306	CMR	12/7/98	12/8/98 FR.H		<sup>32</sup> NY	07	- Switched without authorizat <b>ion - We</b>	12/7 Courtesy call 4: to Mrs Ross. Offerer my # but she refused Will wait for my call t Pulled RPMS & 2004/GTELD confirm 11/30/98. PIC/ANI a active. Has Install or Omar this	ther l. pack. Shy q ned re 11-	of ler li	
07	R		POLLACK LYNN	3059451370	AFB	12/8/98 L	Of ex	1262	FL	07	- Switched to GTELD without authorizati	Snyder	10-6	OF	
05	R		GIL EUELIO	3058560178	DR	12/9/98	= C-1U]	202	FL	05	- Customer contacted Snyder	Snyder	10-12	OF	Ŋ
07	R	IF	FELARCA SONNY	5628625441	AFB	12/8/98	"other	605	C.A-	07	- Switched to GTELD from MCI without	^ I	1-16	CA	15965
07	R		BELKAS MOURAD	2122438731	DR	12/8/98	=(AUD	602	- NIV	07	- Switched to GTELD without authorizati	Snyder	10 (1	OF	15
07	R		XU JINSHOU	2483755959		12/11/98 0	#3   Brid	E862 C41	红说土	07	- Switched to GTELD without authorizati	Snyder	2-9	OF	
07	R		LORENZO ENRIQUE	3055598689	AFB	12/10/98 7	-Rauc	602	FL	07	- Switched to GTELD without authorizati	Snyder	9-13	OF	
/02	R		CLOUSER TIM	6419259077	DLK	12/10/98 -	freigh	602	FL	02	- Switched to GTELD without authorizati	Snyder		OF	
/02	R		SARMIENTO DALIA	3052597913	DĽK	12/11/98 -	fraug	. 602	FL	02	- Switched to GTELD without authorizati	Snyder	10-14	OF	
/11	R		MAYES WANDA	7738217842	DLK	12/9/98 ~	france	602	IL	11 Consur	- Has contacted the Commission's	Snyder	11-19	OF	
02	R		WEI NANCY	7-187603360	DLK .	12/11/98 ~	found	<b>-602</b>	NV	02	- Switched to GTELD without authorizati	Snyder	10-25	OF	
1/1	R		SAFUTO VINCENT F.	5619682134	DLK	12/9/98	other	602	FL	11	- FL Dept of Agriculture & Consumer Ser	3		OF	
02	R		VILLAREAL JESUS	8473953346	DLK	12/10/98	racio	602	モレ	02	- Switched to GTELD without authorized	Snyder	1-12	OF	
<b>/</b> 62	R		ABRAMOVICI LIDYA	30568 <b>21555</b>	DLK .	12/10/98	rouch	602	FL	_02	- Switched to GTELD without authorizati	Snyder	10-12	OF	
/02	R		RACSA RUEL	7186986985	DLK	12/8/98	face	.602	NV	02	- Switched to GTELD without authorizati	Snyder	10-6	OF	
02	R		KALLIOINEN EDWIN	3135321469	DLK	12/11/98 ~	frank	602	Mt	02	- Swiched to GTELD without authorizatio	Snyder	7-30	OF	
/02	.R		PAULLAY P.	7184343728	DLK	12/8/98 -	franco,	<b>-602</b>	VN	02	- Switched to GTELD without authorizati	Snyder	10-11	OF	
/02	٠R		LAROCHE ERROL	7182841867	DLK	12/11/98	fraud	602	ועא	02	- Switched to GTELD without authorizati		9-16	OF	
•	_				01.15	10110100	Total Rea		'' ]		a to the same to the same to		. , .		
07	R	IF	GUTHRIE DON	6085433516	CMR ·	12/10/98	~		603	07	- Switched from GTELD without authoriza	ST. C.	603 . ســـــــــــــــــــــــــــــــــــ	МО	
Biil	Ina		34 I	.√in l	Franchise:	: 9	Total Rea		Rec	ulator	v: 3		,		
	-	Fran	CUSTOMER NAME	вти		RECEIVED	CLOSED		Complain Lissue	, 4.0.0.	Call Description	Corrective Action	015 P	Regio n	
04	R	J IF	LAWSON DAVID H.	5027652616	МЕМ	12/7/98	IEC :	ნლი∙ დ 701	ly incor	~ <del>\</del>	 - Requested GTELD in July but keeps	ST ETT		so	
04	В	łF	FLYING J CAMPGROUND	6085835111	DR	12/11/98		701		04	- Being billed by Least Cost Routing to	LCR	;:	МО	

Total Reason: 2

04 R IF 04 R IF 03 R IF	05 R 07 R 03 R	Docket No. 990362-T  R  BR Exhibit REP-21  Page 42  Fran
CHAN JOYCE 9095951871  STRADERMAN LESLIE 5405641741  ROSE EARL R 9413795043  RABINOWITZ SANDERS 5163544711	CONCEPCION JORGE BARELL RONNY GUTIERREZ JOSE JUSKOW DAVID JONES RAY ZISKIND ROBERT KROTEC ANN P FRANKEL FRED A.	HAMM PHYLLIS 8509326160 CMR  45  CUSTOMER NAME BTN WHO  SIJLLIVAN JOE RICHARD 2538526092 CMR  (S ny  (S ny
9095951871 5405641741 9413795043 S 5163544711	3054084634 OLK FRATIVASSE 601 7187611112 DLK FRATIVASSE 601 9549667463 DLK FRATIVASSE 601 2128886069 CMRLO + 11/30/98 Sitc   602 9046729167 MP FR - 12/30/98 WC6 * 18/20/98 2126667036 LY + 1/30/98 FL. C. C. 602	9197870218 DR 12/1,  8509326160 CMR 12/3,  In Franchise: 12  BTN WHO RECEIV  CARCEL Order  (Shyder)
MEM 1727/98 F	OLK FRY 12498  OLK FRY 12498  OLK FRY 136058 ST TOLA Reason: CMRLO + 1360588 ST L 1 602  WENT 6. 4173098 W.Ch. 14602  LY 11. 127198 FL. C. C. 602	, , , , , , , , , , , , , , , , , , ,
11/30/98 12/4/98 602 12/4/98 FX. C. K. 602 12/1/98 FX. C. K. 602 602	4	405 Total Reason: 1 499 Total Reason: 1 Business 5 CLOSED CAL 0 12/4/98 601 6 12/4/98 601 6
(NY) 03 (NY) 03		405 05 1  Reason: 1 07 -1  Il Reason: 1 Regulatory:  Siness 5 Regulatory:  ED CAL Complain C  Ilssue  (Hala 601 (W.A.b) -1  (Hala Complain C)  (Hala Complain C)
- Switched to GTELD without authorizati	- Received Welcome Letter did not suth - Received welcome letter thanking cust - Received letter stating has been swil .  - Switched to GTELD without authorizati	- Received a call at 7:15 a.m. 12/03/98 - Received a call at 7:15 a.m. 12/03/98 - Call Description - Cancel order for GTELD. Rodollo need
STELT 9-9 STELT 9-9 STELT 9-9		Corrective Action ps 12/01/98 - Out order issued in Solar by Lynn Hunter effective date is 11/28/98. 12/1 Sent out order information to Recoits. 12/3 Pulled RPMS and showed 2004/GTELD confirmed 2004/GTELD confirmed 11/30/98. Showed PIC
우 른 <b>수</b>	1-2 (xor 1-2 (x	15972
		•

						customer conta		
02 R: 1			DLK LO 4. 12/3/98 + 5	602	TX 02	- Switched to GTELD without authorizati Shy der	10-4	OF
02 B	DAVIS JOHN	3056694400	DLK FX 12/3/98	602 <sup>-</sup>	FL 02	- Swliched to GTELD without authorizati Sny disr	9-16	OF
02 R	RODRIGUEZ JOSEFINA	3055985774	DLK FIC 12/4/98	602	FL 02	- Switched to GTELD without authorizati	7-22	OF

					Sign								
	유		Snyder	- Being billed by GTELD. Has switched	?	Total Reason: 3 799	12/2/98	S MEM	6265781346	WANG YIBING		ω 70	80
	유		Shiy de P	· Has not received a phone bill since S	(10:12 F- 08	702	12/2/98	EG	4197561641	LIU CHANGQI		æ ,⊽	80
	유		) <del>-</del> -	<ul> <li>Did not receive a billing statement d</li> </ul>	, 08	702	12/2/98	EG	5107271126	SHAMESS GENE		ж ж	80
	Q.		<i>II</i> .	Not receiving phone bill. Receiving	08	Tolal Reason: 7 702	12/2/98	CMR	5106339869	BIBB NICOLE		Д	80
	o O		11	- Being billed by OAN for Minimum Rate	2	701	12/4/98	۲۲ د	8156482202	LLOYD & LOETA'S ANTIQUES	ī	60	04
	WW	•	:	- Being billed by NOS received a call	S M S	701	12/2/98	몿	3088943415	MARKWORTH KENNY	Ŧì	2 ج	02
	읶		11	- Being bitted by Wiltel for long dista	9 4 2	701	12/1/98	尺	4043775762	KIRKLAND SONYA		٦ تع	2
	×	•	11	- Billed by Network Operator Services (	TX 82	701	12/2/98	, F	9725301437	SMITH DANIEL T	₹ī	г П	02
	m	•	=	- Being billed by OAN. Customer has GT	a H	701	12/2/98	MEM	5176516837	JARRAD ARTHUR T	Ħ	₽. ₽	٥ <u>.</u>
	읶		=	- Being billed by Ameritech for intrala	ZH°2	701	12/1/98	尺	8103055934	MELVIN CHARLENE		70	02
	ĸ		SIELD	- Being billed by OAN for Minimum Rate	ę.	701	12/3/98	EG	5174631972	SMALLEY SANDRA L.	Ħ	70	ç.
	Regio	P	Corrective Action	Call Description	Complain tissue	CLOSED CAL	RECEIVED	0HW	вти	CUSTOM	R Fran	TYPE BIR	77 !
				ory: 5	Regulatory	Total Reason: 1 Business 1	ilse: 7	in Franchise:	<b>5</b>	16		Billing	ᄪ
	×		STELD STELD	- Swiiched from GTELD to MCI. I had th	07 .	Total Reason: 40 603	12/3/98	X P	8068946277	SYKES ROBERT L	-Tr	æ	07
•	02				T X 802	12/3/98	2812405510 DLK	28124	or Fr	D2 B COMMERCIAL EQUIPMENT WIICHOO DITELD WIIROU BURDONESU ENTERPRISE	FLD 제	\sum_{\frac{\rho}{\rho}}^{\rho} \\ \frac{\rho}{\rho} \\ \frac{\rho}{\rh	02 wlicher
	ç		10 K	<ul> <li>Switched to GTELD without authorizati</li> </ul>	02	602	12/3/98	닺	8303792871	A+ CREATIONS	•		\ \$
	×	•	GTELD	- Swilched to GTELD without authorizall	7 × 22	602	12/3/98	D C K	9724240402	MALIBU ACCEPTANCE	ਜ	Œ	02
159	22		Small de la constitución de la c	١.	FL 602	12/4/98	7277348804 DLK	72773	F	02 B PLUMBING SERVICES BY VICES BY SICHALLA GTELD without authorizati	ECO *ii	g	02 Vilchau
974	\$ P	77	Shyder i.o.  Shyder &-I  Customer switched to gield by Nome representative in error. Spoke with customer advised of findings. Customer selisfied.	- Switched to GTELD without authorizati - Switched to GTELD without authorizati - Switched to GTELD without authorizati	Z XT Cs s s	602 602 602	万で12/2/98 万で2/2/98 万で2/1/98	בא מרא מרא	0.119239228 9155984939	LIBERMAN DAVID JURADO HUMBERTO TERECK SOLUTIONS	· ¬ · · ·=	Exhibit REP-21 Page 44	Docket No. 990362-TI

Docket No. 990362-TI Exhibit REP-21	Page 45		LEYARE JOSEPH	4012458191	CMR	12/15/98 ·	12/17/98	404 .	.04	07	- Misinformed about long distance calli	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	Shya	OF SC CI
05	R	IF	KANE CHUCK	3104570021	LY	12/16/98	Total Rea	ason: 405	1 405	05	- Snyder representative offered rates T	Snyder	405	CA
						_	Total Rea							
DNS	;		1	In I	Franchise		Busines		· ·	gulato	•		010	<b>0</b> 1 -
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue		Call Description	Corrective Action	DIS P	Regio n
						ı			•			•		
11	R		ANSELL DONNA .	8605844458	DLK	12/17/98		599		11	- On Do Not Solicit list and was contac			OF
							Total Rea	ason:	1				•	
Una	uth	Chg	31	In I	Franchis	e: 2	Busine	ss 1	Re	gulato	ry: 23	•		
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue		Call Description	Corrective Action	DIS P	Regio n
			1						Lissue			c 170 .	•	
07	R		BARNA MARK	7178281769	MP	12/15/98		602		07	- Switched to GTELD without authorizati	GTE UD .		NE
08	R		GONZALEZ HONORIO	6022768870	MP	12/15/98 (	245+	<b>¢</b> \$\$₹	. Ortler	- 08	- Switched to GTELD without authorizall	Snyder	_	OF
07	R		HABER KENNETH	3019269461	LY	12/18/98	FRAI	2602	602	07 M	Dswitched to GTELD without authorizati	Snyder	602	OF
07	R		MARTINEZ NELDA	9566319673	CLM		FC tUD		- <del></del>	07	- Switched to GTELD without authorizati	Snyder		OF
		٠	SCHWARTZ KENNETH L	******		12/18/98			1 /\ N\	07	- DO NOT CONTACT customer.	_ `		OF
07	R		SURYARIZ REMIZETTE	2121440020			Frank	•	NA	Swild	hed to	Shyder		
09	R		BUTT NIXON	4074220034	DR	12/16/98	Fraud	602	FL	08	- Switched to GTELD without authorizati	Snyder		OF
02	R		FINKS EDITH	3138346547	DLK	12/14/98	Fraud		602 MI	02	- MI PSC - Customer was slammed by	Snyder	602	OF
02						12/18/98	111110	602		GTEL	Switched to GTELD without authorizati	`	_	OF
11	R		FABBIE RON	7086147969			1=		سا لمہ	- '' 10	- Switched to GTELD without authorizati	misdirect	602	OF
10	R		DAVID GEORGETTE	7184628516		12/16/98	Franco	1 /	602 N V			Snyder.		OF
02	R		CALDERON SANDRA	8314422319		12/17/98	Tot eth	1002	CA.	02	- Switched to GTELD without authorized	Snyder	•	OF
-01	R		BRUNEAU ROGER	9549424789	DLK	12/14/98	Fran	602	FL	01 	- FCC - Enclosed copy of GTE clamming	Snyder		O <sub>1</sub>
		1.							• -			•		

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Customer Long Distance,

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				Ę	Total Reason:							
ON			- Switched from GTELD without suthoriza	0	603	12/18/98	81 <b>A</b>	7158454848	MALBRIT HEATING	ᆀ	9	۲0
OE		In hus	of - FCC - For the past year I have been	b ha	E09~27721-	12/14/98	סרא	7522268817	ROBINSON LEOLA		Я	10
		her to expedite. Cr		1	1 -					1		
رر ا <i>ل</i>	2 21	Submitted O ord. to AFMIMichelle & requested										
<i>&gt;. 1 j.</i>	. , , ,	800-753-0710 customer not										
		disconnected 10/28/88 & . Bell South/Me.Sylvestra			13/160"			,				
QE	603	Customer is not wIGTELD per Worldcom/Cherry	99 - Cancel order. Received e-mail from R	603	209 86/71/21	86/91/21	сги	3026361413	CELI JUAN JOSE		Я	60
		Jan2hopa	ا_٦٠	8	Total Reason: 2	00.01,07	,.	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				
4O		7110	iteshortue fuoritim QJEED of benshing 1 = 50		Francheor	12/17/98	סרג	3059475529	HAWIUHS MAJ		Я	. 05
J7		777	02 T - Switched to GTELD without authorizati	)	209	12/17/98	DLK	7482792149	KIKKLAND D. WYNDELL	ᆁ	Я	20
70		Shyder	20 TLSWIICHed to GTELD Wilhout authorizati		Fraucheos	12/17/98	סרא	9549683262	MONDI ERANK		Я	<b>Z</b> 0
30	Z09	Shyder.	05 FFE PSC - Long distance service was sw		Frank 602	12/14/98	סרא	1900867176	HERNANDEZ CAROLE		Ħ	20
JĦ		<b>EST</b> 3 T/2	02 H. Switched to GTELD without authorized	)	209	12/17/98	סרא	8481858727	PROCTER TREVOR		ਖ਼	20
90		Shyder	02 N Switched from GTELO In Hovember.		Framo 602	15/11/98	םרג	2122493201	KATZ ISSACJAY		Я	20
OE		Tibhas	02 FL Switched to GTELD without authorizati	)	Hamey 805	12/17/98	םרג	302288556	<b>BBROL ANAIT</b> NIUD		Я	05
40		Snyder	02 FL Switched to GTELD without suthorizati	)	Franci 602	12/17/98	םרג	3058268183	RODRIGUEZ ANGEL		Ħ	ΣÓ
OF		Sudder	11 Switched to GTELD without authorizati	) .	Frank 602	12/17/98	סרא	3028354880	SOCOL SIRI		Я	20
OF		: Yabhas	02 - Switched to GTELD without authorizati	)	Franch 602	12/17/98	סרא	9549782270	TABBRENY HERBERT		Я	20
OF		Suyder	02 N / Switched to GTELD without authorizati		Franch 602	12/17/98	סרא	1708083\$12	L NIVAZ		ਖ	20
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ĄO		Shuder	SO - Switched to GTELD without authorizati	•		12/18/98	סרג	7184482261	AMJEHT ETELIAS 1	190	Я	20
OE		5×4.645	os 무는 Switched to GTELD willbout authorizati		Franch 602	12/17/98	סרא	3058236715	ABAD RODOLFO	•	Я	20
70		Shyder	2 - Switched to GTELD without authorizati		F1.000 \$602	12/17/98	םרא	\$6768 <b>3</b> \$\$\$	BACCHUS RABIAH		Я	20
30		Shyder	10 N Switched to GTELD without authorizati	•	Franciscoz	12/17/98	סרא	7186256897	BERMUDEZ NOVA		Я	01
		he'll o'll # IqA .emen	. , ,		1							
		. 881101 no seples in 10112198 .					r.				Exhibit REF Page 46	Doc
	1	Fraud: Susan is fraud: Susan is									• 46	Ket 7
1))2	·/7 V	GTELO without LOA									EP-	lo. 9
40		Service was switched to . Costomer Long Distance.	OZ L Fremicuse io e i Fre without sulpoussif	701	700 . 06//1/71	96/91/71	นาก	COPCIOCACE	В. В.		21	99036

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BLANCHARD RICHARD 9545815465 DLK

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	Docket No. 990362-TI Exhibit REP-21 Page 47			,			مرم ددس.	Un a orund				
	F 28		OLDACRE BRAD	2564985402 DR	12/22/98	301	0 10	- Did not get free 1000 minutes of long	Snyder.		OF	
	. 유 유 구 구 구 구 구 구 구 구 구 구 구 구 구 구 구 구 구 구	1F	SAUNOOKE KATHLEEN	60625259 <b>79 EG</b>	12/21/98	. 301	07 .	- Customer called in says billing is no	STELD		so	
	ket I		POTTS BO	9046360943 DLK	12/21/98	301	02	- Being billed at a higher rate than qu	11.		OF	
	Pag Pag					Total Reason: 4		•				5986
			. 1 .	in Franchise		Business 0	Regulator	•				59
•	TYPE B/	R Fran	CUSTOMER NAME	вти <b>who</b>	RECEIVED	CLOSED CAL	Complain Lissue	Call Description	Corrective Action		Regio n	_
	04 R	IF	HOFFMAN BOB & GALE	9416781915 MEM	12/22/98 1		405 04 -1:1/11 1 0	-Quoted .06/min for Sunday Saturday & plain 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	405 Snya	FL He.t	•
			•	ı			•		pertain to out of state calls, where she calls mo			
						Total Reason: 1		,	•			
	Unaut	h Cho	1 10	In Franchise	: 3	Business 0	Regulator	y: 0				
		_	CUSTOMER NAME	BTN WHO	RECEIVED	CLOSED CAL	Complain	Call Description	Corrective Action		Regio	
							LISSUE LOALKISTS	, ,		P	n	
	04 R	•	THAW MORT	3236562928 CMR	12/22/98 .	1 0 Tr 601	-01 A R.KIST >	- Received letter from John Havens stat	Snyder	601	OF	
	07 R		LOPEZ MARIO	9563994938 AFB	12/22/98	**************************************	<del>ंड यस्त्रीरा ठीव</del> ण	Og not change jong distance service.	Snyder		OF	
			8800V 10E	2103334347 CLM	12/22/98	Total Reason: 2	-}	- Switched to GTELD without authorizati	Snyder		OF	
	08 R		BROCK JOE	2147201444 MP	12/21/98	LOA 10715	03 د ک	- Switched to GTELD without authorizati	STE		OF	
	03 R		BATTAGLIA JOHN			•		Switched to GTELD without authorizeti	,		OF	
	07 R		MAGN <b>ASCO</b> ALEJ <b>ANDRO</b>	40729267 <b>68 AFB</b>	12/22/98	Fr cu 2 602	FL°	- Switched in G.L.C.C. Milliont annion 5811	Snyder		Oi*	
	07 R		ZYBLUT CHESTER	9419925901 EG	12/22/98	Fraud 602	602 FL 07	- Switched to GTELD without authorizati	Snyder.	602	OF	
	07 R		UFFER MICHAEL	7188020272 MEM	12/22/98	12/23/98 602	602 07	- Switched to GTELD without authorizati	Switched without	602	OF	
						Frank	M	:	authorization. LOA filled out and signed by the	<b>ب</b> ے		
		,				·	- 1		same person. Other name in houshold given was . Lyonel. Mr Uffer states no one named Lyonel lives them. The pic was blocked due to a	.sny	cle.r	
	INQ R	} 1	PATEL VIHANG C.	9416467043 DR	12/22/98	Of exists Total Reason: 6	FLING	- Switched to GTELD without authorizati	Snyder	٠	FL	
	(04 B	J SP	HUGHES NANCY	5019415864 DR	12/24/98	603	04	- Customer slammed wants GTELD on	ortebo		MW	
	07 R	t IF	KENISTON CHRIS	9417479482 MEM	12/21/98	603	Inter 603 07	- Wants GTELD but AOL advised the		603	FL	

Total Reason: 2

<u>`</u>	203 / R	11 R		Unauth Chg	04 R	DNS TYPE B/R Fra	04 R .	22 73 171	TMA TYPE B/R Frai	Docket No. 990362-TI Exhibit REP-21 Page 48
	KASPER MARTIN	ALLEN ROSE Open	MADDEN MARTHA	9 15 n CUSTOMER NAME	MHIRE ANGELA	1 Fran CUSTOMER NAME	PHILLIPS LOUISE	BENITEŻ RAUL & JUANA 9038394896	2 Fran CUSTOMER NAME	BURR SHARON ROBLES ESMAIL
	3055951012 MEM	7187296571 DLK	9416426236 MP	in Franchise: BTN WHO R	7033699469 MEM	in Franchise: BTN WHO R	9099258415 AFB	A 9038394896 MEM	In Franchise: 8TN WHO R	5624398698 LY 4087787546 LY
	12/28/98	12/28/98	12/28/98	1 ECEIVED	12/30/98	1 ECEIVED	12/29/98	12/31/98	2 ECEIVED	12/29/98 12/30/98 13
	12/31/98 602 Tyanto		12/28/98 Frauch 601	Total Reason: ' Business 0 CLOSED CAL	502	Total Reason: O Business O CLOSED CAL	Total Reason: 405	401	Total Reason: 2 Business 0 CLOSED CAL	30% 12/30/98 303
	602 FL 03	7	TCS	1 0 Regulatory: Complain (	07	1 Regulatory: Complain C	Ç.	2	Regulatory: Complain t Issue	303 <b>2 2</b>
	- Switched to GTELD without authorizali	1) 16-78 Received welcome letter. Never suth	- Received welcome letter. Did not auf	9 Dall Description	- Does not want to be solicited by GTEL	atory: 0 Call Description	- Was not told not to make cells for 36	-Raul called in complaint about a rep	itory: 0 Call Description	<ul> <li>Wants information on GTELD rates and</li> <li>Wants explaination of discounts given</li> </ul>
<b>– u</b>	Sale made by Snyder with no match SSN. Rep slopped selling GTELD	Snyder	Snyder	Corrective Action	Shyten.	Corrective Action	-	7 not Snyter	Corrective Action	Wants explanation of rates given. Spoke with customer said he wanted to verify the rate they gave him of 8 cents for long distance & 10 cents for regional long distance. I advised that
٠.	602 OF	Q	 Q	DIS Regio	V <sub>A</sub>	DIS Regio	Ç,	ν Ž	DIS Regio	303 CA
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-	02 R	0 R	04 R	~	Billing	.02 R	g (F)	02 R	02 R	2 P	02 R	02 APX	02 R 1	03 R	07 R		07 R	Ext	cket No. ! nibit REP ge 49	
	F CAM BETTY L.	BEECHER MARY	IF CARPENTER ERIC	Fran CUSTOMER NAME	ഗ	SCHWARTZ KENNETH L 2127446629	NAREPECHA PETER	SACKOWITZ B.	MONTOYA JUAN	SANDERS MAE B	AVILA ROLANDO	WATKINS WILLIE O.	IF DEXTER ELIZABETH	GOBERMAN CHARLES	VELEZ AMELIA	·	SORIANO MARTIN			CUTCLIFF L.S.
	3104410186 DLK	7278236652 AFB	9417462360 CMR	вти жно	in Franchise:	L 2127446629 DLK	7189792136 DLK	2122425424 DLK	5615882920 DLK	3138351966 DLK	3052272184 DLK	6196131369 DLK	9419229187 DLK	9414956572 MP	3052582 <b>540 LY</b>		2094673326 CMR			9084643056 MEM
	Total Reason: 12/29/98 12/29/98 799	12/28/98 70	12/29/98	RECEIVED CLOSED C	Total Reason: 13 se: 4 Business 2	12/29/98 天人 人 602	12/28/98 FJCAN D. 602	1228498 FRAID 602	12/28/98 FRAVD 602	12/29/98 下人がり 602	12/30/98 下心口602	12/29/98 602	1228498 FRAJD 602	12/29/98 602	· 12/30/98 大人かり 602		12/28/98 12/31/98 602			12/28/98 12/31/98 1 602
	on: 2 99 799 02	701 04	701 04	CAL Complain	n: 13 Regulatory:	2 02	02 NY 02	2 2 2	22 (77 22	20 TM 20	E II	a CH a	π Π 2	)2 602 03	12 c		)2 602 ( A 07			» × × √ · · · · · · · · · · · · · · · · ·
	<ul> <li>Disputing charges for GTE Basic servi</li> </ul>	- Being billed for Minimum Rate Pricing	- Being billed by OAN on both lelephone	Call Description	tory: 4	Switched to GTELD without authorizati	- Switched to GTELD without authorized	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	<ul> <li>Switched to GTELD without authorization</li> </ul>	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	Switched to GTELD without authorizati	<ul> <li>Switched to GTELD without authorizett</li> </ul>		₽.	100 (140 F)		<ul> <li>Switched to GTELD without authorization</li> </ul>
Service charges which is her local LEC and should be forwarded to the local LEC for investigation and resolution. No customer contact in Franchise	MISDIRECT. Customer's	11 .	GILEND	Corrective Action		Snyder	Shyder	SINACE	SHUNK	Sidder	Shuder	STELLO STELLO	Snyder	GIFT D	Snyder	post card. Pulled Solar-only has I ord in file. Checked DMSS and taked by Snyder. Sent request to Snyder for LOA PIC/ANI is active. Pulled	12/29 Called customer no	changed back to their carrier. Final-bilt will be sent back to me	credit issued by billing. Customor states that he -Shyll-(+) nor the eversigned	Sale made without
	799 CA	Ē	P	DIS Regio		Q	OF I	OF	OF.	OF	OF	. 유	P	602 OF		Snyder.	602 OF	159	•	Q Ti

о <sup>2</sup> 27 22 22 22 22 22 22 22 22 22 22 22 22 22	03 R	07 R	25 (22 <del>  1</del> 27 (27 <del>  1</del> 2	T Docket No. 990362-TI Exhibit REP-21 Page 50
~	r 7	- T	7 / 3	<u>~ '</u>
NGUYEN DINH BÁRRIS MICHAEL	DELORENZO JUDITH  HERNANDEZ IVAN  CASTRO MAURICIO	FIORENTINO PATRICK 3058660994 FMEM  TELLERIA NORMAN JR. 3053877846 CLM  LOA (TOR)  et ists	DENTICE MARY C.  ANDERSON GREG  PCIT ON 1-18  SHOLOM JENNIFER	I. GUILLEN CAROL  JF EBY SANDY  Chg 30  Fran CUSTOMER NAME
4084361658 3059475869	21278161B4 MP FRTU DA 1999 4072924477 MP FRTU DA 199 9549690319 CMRTI AUD 17/99	3056660994   3053877846 0 + (70 fe ex is-	4146711591 9545223462 2122495215 千尺大いり	9096561074 MEM 6088355501 EG In Franch
CMRfrand115199 LY franch115199 LY franch115199	MP FRXT	OCH WAR	EG 开入机路99 (开到1)(NY)	74 MEM 1/7/99 01 EG 1/6/99 In Franchise: 3 WHO RECEIVED
(FL (15/99)	1/6/99 1/6/99 1/7/99	1/5/99		
			601 601 Total Reason; 1/6/99 602	503 Total Reason: 599 Total Reason: Business CLOSED CAL
<b>6</b> 02	602	602 602	601 W 601 80n; 2 602	503 sson: 1 599 sson: 1 ss 0
	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	602 TT 09 :	g  =	PSC Regulatory:
- Switched io GTELD without authorizati	- Switched to GTELD without authorizati - Switched to GTELD without authorizati - Switched to GTELD without authorizati	- Switched to GTELD without authorizati	Received welcome letter did not auth Received tetter welcoming GTELD.  Ms. Sholom says she never requested	Offended that telemarketer spoke to c Non-published number given to GTE tel 14
Snilched without  Swilched without  Botton 12 - 602  Swilched without  Swilched without  Solder Solder Solder  Solder Solder Solder  Solder Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  Solder Solder  S	Snyder 12-1 Snyder 12-1 Snyder 11-3 Snyder 10-29	FRAUDULENT  SNY der 11-18 602 OF  Snyder sale. Requested 602 OF  call history from Snyder.  Requested 0 and from  AFNIMichelle. Issued or.  Called customer & left  Called customer & left	J SAYLER OF  SAYLER 12-20 OF  CUSTOMER NEVER 602 OF  ORDERED GTELD SENT  REQUEST TO SNYDER SINT LOA FAXED TO  SENT LOA FAXED TO	(Sik) Called) Corrective Action DIS
	0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	- - - - - - - - - - - - - - - - - - -	7 9 9 9	Regio CA
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	Docket No. 990362-TI Exhibit REP-21 Page 51	V	ÉOGAN WILLIAM	9378645996	MP .	1/4/99	602	9	07	- Unknown complaint. We received a	CUSTOMER CLAIMS CHANGED TO GTELD WIO AUTHORIZATION CONFIRMED RECORDS SHOWS WHOLESALE ACCOUNT CUSTOMER REFBEED TO CONTACT LCR LCR HAS COMPRIMED SALE WITH MR. LOGAN BD ANO TAPE IF CUSTOMER CHOOSES TO HE	OF	00
07 03	R R	1/	MARTINEZ MARIAM COLOMBO JUAN JOSE		LY exist		602	FL F1-	07 03	- Switched to GTELD without authorizati - Customer claims was slammed by	Snyder 10-26 Snyder 9-9	OF OF	16000
07	R	V	MALHOTRA VINEET	7325493819	MEM (RP	,1/5/99	602		GTELI 07	D Switched to GTELD without authorizati	Snyder 9-14 602	OF	
07	R	IF L	LUNA TRINIDAD		17 to	II 🕳	602	CA	07	- Switched to GTELD without authorizati	Snyder -	CA	
07	R	V	CONG LAYAN & JEFFREY	4076796343	₮'ऽ	1/5/99 1/7/99	602	602 FL	07	- Switched to GTELD without authorizati	· 01/05/99 - (LH) Spoke with 602 Rudolfo at Snyder he will :	OF	
					Simila	e# off)		, ,			fax LOA. [CMR] Called sestence and left my # with wife 2:45pm. She occasing speak English very 2 - well so she will have husband call me. No bill ha	T.	
11	R		FABBIE RON (MRS.)	7086147967	EG FRA	1/4/99	502	IL	11	- IL Commerce Commission -	· · ·	OF	
02_	R.	•	CHAU ALBERT	4082637122	EGLO A	1/5/99	602	602 CA	Onauti 02	norized - Switched to GTELD without authorizati	Snyder 1+18 602	OF	
02	R		BENITEZ MARIA	9547244246	EG FR	13-1- Teleph	602 -	FL	02	- Switched to GTELD without authorizati	Snuder 9-7.	OF	
02	R		BATTISTA DANIEL & CECILIA	305682863 <b>9</b>	EG FRA	ut Dia	602	M	02	- Switched to GTELD without authorizati	Snyder 10-15	OF	
02	R.	<i>j</i> .	HERMO JOSEPH	9082770571	EG TYCI	100	602	NJ	02	- Switched to GTELD without authorizati	Snyder 11-11	OF	
10	R		ALLARD EDWARD	5089942933	EGFTEN	14199	602	Mit	10	- Attorney General - Long Distance serv	Snyder 10-11	OF	
02	R		FERDINAND BETTY	3057581901	EGFIL #1	1/4/99 1/8/99	602.	602	02	- FL PSC - Customer's service was	CUslomer Long Distance 602 service was switched to	OF	
		}				ND		FL	•		GTELD without authorization. Verified Channel of Sale- Snyder. Two LOA's filled out service changed with LOA dated 6/20/98. Customer had bic reetricti	ler	
02	Ř.		THIVIERGE CLEMENT	9544567695	EG FILM	1/4/99	602	602 FL	02	- FL PSC - Customer states that the	Snuder 6.2502	OF	
02	R		MONASTERIO LEONOR	7182684607	EG FRX	भूषि <sub>व</sub>	602		02	- NY PSC - GTE slammed the account	Souder (c-21	OF	
02	<u>_</u>		MAHER OLGA F.		EG TEX	1 17	602		from 02	- Switched to GTELD without authorizati	Souder His	OF	
02	$\mathbb{R}$		MIRON ELIA	3056384292	EG FR	4@B	602		υ <b>2</b>	- Switched to GTELD without authorizati	Snyder (1-2502 Snyder (1-21 Snyder 11-15 Snyder 10-20	OF	

2	07 R	07 R	07 R	07 R	Q R	;			08 R	07 R	07 R	07 R	07 R	07 R				07 R	07 R	2. 70	Docket No. 990 Exhibit REP-21 Page 52	
Ŧī Ì	_				771															╗		
RESSER JAMES	ROJAS AUGUSTO	WITHEE VICTOR	CHUONG BENSON	EMANUEL PHILIP	SMITH ROBERT				URBANIAK MAREK	TRANG XUAN	SWARTZ EMERY	CHUI PAUL	SCHWARTZ ISIDORE	CORREA CONSUELO				LUNA JORGE	RUST MARCIA L.	NORTON NANCY J.		BROWN BARCLAY
8085256460 · CLM	4017288649	3055966931	4082595172	2122836826	5019652812				7188150367	4082931283	3057589030	2546665301	3056532358	3053808924				9547410293		8138857624		7186271603 LY FI and 1/18/99
	另	ᄝ	DR.	AFB	OR.			-	CMRY ANDIES	DR TY	いなから	DR TRPE	MEMFrandv19/99	CMR		-		CLMFrand 1/18/99	DRF1 au 01/21/99			ry. I.J. sur
1/20/99	1/20/99 Frand	1/19/99 Franch	1/20/99 Hayo	1/19/99 Lox	1/21/99					7/22/86 8	1×2/30	DR TRPENIES ISTS	J/19/99	1/18/99						1/19/99		
	а` Э-	arr o	مير م						1/21/99			72		Total R				1/25/99				1/20/99
602	602	602	602	75.80		'e			602.,	602.	602	602	602	Total Reason:	S			601	601	601		601
602	602			\(\frac{1}{2}\)	<u> </u>	80,9			602					301	603			601				<u>J</u> 1
2	07	07	07	frank 87)	, 6797 9 wd				08	07	07	07	.07	07				07	07	ደ		07
- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	- Switched to GTELO without authorizati	- Switched from GTELD wilhout authoriza	,)			<ul> <li>Switched to GTELD without authorizati</li> </ul>	- Switched to GTELD without authorizati	<ul> <li>Switched to GTELD without authorizati</li> </ul>	<ul> <li>Switched to GTELD without authorizati</li> </ul>	<ul> <li>Switched to GTELD without authorizati</li> </ul>	- slamming suspension of phone service				- Letter dated 12/12/98 from The Law Of	- Received welcome letter Oclober 24 1	<ul> <li>Received welcome letter. Did not aut</li> </ul>		Leller daled 12/1/98 from customer ad
Site 1- not Site 1- not Slammed	Snyder (- P.I. : Bbz OF	Snyder - Film of	Unyder - CH+ OF	DAYACI NO OF	STELL MW	was sold by Snyder. Sent for LOA. Sent re	obscirvated. Trulico MSCS and issues credit for State of Miles and State of Miles and State of State o	11/11/98 and 2206/GTELDS	1/20 Pulled RPMS and 602 OF 2004/GTELD confirmed	Snyder-CA OF	STYLLOF - FL OF	Shyder - TX of	Shyder - FL OF	STELD 301 PER	lo let him know that I had.  cance.  Swit ched.  10	Called Mr. Luna to application of the switch &	O ord. from AFNIJMichelle	SNYDER SALE, FRAUD. 601 OF Requested all history	7-1-	CALLIET IL MONTO Slampor		Customer switched without OF authorization, Customer

2 (2) (2) (2) (2) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	07 R	07 R 04 R IF 07 R	03 R 04 R 1F	Docket No. 990362-TI Exhibit REP-21 Page 53
GUO XINMEI OPUI VERDE PATRICIA SANCHEZ MARIE ANDERSON MARY L. MORGAN VINCENT GRANADOS JESUS M. DOREN KONSTANTIN EBENGER JOHN	HOLLAND DAVID	LUPUL RYAN HUANG SHU CHIUNG KRELL LOUIS	GEORGE CYNTHIA PECHAUER JOHN & JANICE	PUNNEO DAVID
6152924671 7189791486 3052746699 7737623910 7188567324 8474730968 2122426817 3058291130	7188769523 MEM	2086761904 AFB 3102146930 AFB 5166983134 MEM	7188576561 MP 8084226405 MEM	5802372959 MEM
AFB 1/19/99 tape (2002 EG FRADD/22/99 Frand 602 EG FRADD/20/99 Comm. 602 C EG FRADD/20/99 Comm. 602 C EG FRADD/20/99 Comm. 602 C EG FRADD/21/99 602 CMR FRADD/21/99 Frand 602 CMR 1/21/99 Frand 602	1/20/99 1/21/99 602.	1/19/99 Fraud 602 1/21/99 Fraud 602 1/19/99 1/21/99 602 Fraud	1/19/99 Fi and 602 1/20/99 1/21/99 602	1/20/99 1/20/99 602
1002 Prists 602 602 602 602 602 602 602 602 602 602	602 07	07 04 602 .	602 03	2 MIS
- Switched to GTELD without authorizati	- Switched to GTELD without authorizall	- Switched to GTELD without authorizati - Switched to GTELD without authorizati - Switched to GTELD without authorizati	- Switched to GTELD without authorizati Switched without authorization to GTE	- Swiiched lo GTELD without authorizali
Shyder - NU OF Shyder - NU OF Shyder - The OF	Switched without 602 OF authorization by Snyder. Name of person in household on LOA was S A Y A E I Jetta but only other person in house was Linda. Final bill will be sent to	Shyder El. D. Carce  Shyder El. D. Carce  Shyder El. D. CA  Switched without  sulhorization. Rep has several disputed sales.  SNAP shows termination date of 10-96 but sales.  SNAP shows made after the termination date. Asked for current rep status  Field sales	Received Received reply card from signed up stand plan that ared into DMSS by nformed. The Mention of this	Complaint about \$5.66 per OF month charge on his local phone bill. Phone bill shows switched by LCR Referred colstamer to 1-800-780-7858. And to Rod Davis in wholesale markets.
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Bill	ng		19	ln	Franchis	e: 6	Busine	ess 0	F	Regulatory	y: 2	•		
TYPE	B/R	Fran	CUSTOMER NAME	вти	WHO	, RECEIVED	CLOSED	CAL	Complair t Issue	1	Call Description	Corrective Action	DIS P	Regio n
08	R	IF	WANG DASHENG	6062711 <b>850</b>	AFB	1/20/99		701		08	-Being billed by IXC Communications Se	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	ИE
80	R		YAN YONG	5107391406	LY	1/19/99	1/21/99	701	701		- Still belog billed by GTELD. Custome Webmaster	Still being billed by GTELO. RPMS shows customer moved service on 9-22. Reviewed bill no calls coming thru. Tried to call	701 Szuy	of der
-									NO	" 0 "	order	local lec & they wouldn't discuss anything with me. Went ahead issued credit	• •	
08	Ŕ	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	Total R	eason: 4 707	4	07	- Still being billed for Primary carrie (U)			so
08	R		FREEMAN KELLY	3178234082	BLH	1/21/99	1/21/99	707	707	08	- Still being billed for GTELD. Moved	E-malled Jackie Harper to issue Out order and have	707	OF
		}		2						no '	"O" rder W	final bill sent to me have final bill sent to me and have GTELD disconnected and calling cards deactivated. Contacted customer. She stated has switched to MCI. Customer not	Σηγο	er.

jogged his memory.

92 94 R R R T	07 07 07 7 7 7	05 R	. 07 R	97 (F	Docket No. 990362-T Exhibit REP-21 Page 55
MONTEMAYOR ERMINI HAMMONDS CHET STINE CLIFFORD	ERISTOFF ANDREW FLOWERS ROBERT A. MATOS VENUS FOGLIA ALISSA	ELDRIDGE	WITHAM JOHN	BAKER CLAUDIA	Fran CUSTOMER NAME  Pran CUSTOMER NAME  OPEN ON 2-8  MALLEOLO MARY  BAILEY COREY
2146376515 5023954080 4075748879	2127447158 AFB 4073543709 MP 4073443751 AFB 2125985832 MEM	6175229095 CLM	7732757095 CLM	4158315309 CLM	In Franchise: 2 BTN WHO RECEIVED 5164839540 EG FLX 1/27/99 3056622017 CMR L 0/428/96
CLM 1/25/99 CLUST. Charsul AFB 1/28/99 602 602 EG FC + 1/28/99 1/26/99 602 602	1/26/99 Fraud 602 1/28/99 Fraud 602 1/27/99 Fraud 602 1/25/99 Fraud 602 1/28/99 Fraud	1/25/99 Ty amores.	1728/99 Fr aud 602	Total Reason: 1/26/99 Tr aux () .602	2 CEIVED
502 mind:	07 03 07 602 04 602	602	602 07	2 602 07	Regulatory: Complain C Lissue
<ul> <li>Cuslomer signed contract has now cha</li> <li>Switched to GTELD without authorizati</li> <li>Switched to GTELD without authorizati</li> </ul>	<ul> <li>Switched to GTELD without authorizati</li> <li>Switched to GTELD without authorizati</li> <li>Switched to GTELD without authorizati</li> <li>Customer claims has been slammed by</li> </ul>	- Was almost slammed but he had a	- Switched to GTELD without permission	- Switched to GTELD without authorizall	tory: 26 Call Description - Received welcome letter. Switched to - Received welcome letter. Switched to
SSN does not match.  SSN does not match.  ANI has been deadlivated.  Custimer actually called  Custimer actually called  Fig. 1 A rof Snydey SO  Snyder - FL 602 OF	Shyder-HL OF Shyder-FL OF Shyder-FL OF Customer switched without 602 OF Buthorization. Signature and part filled out by Snyder look like they were Shyder look like they were Shyder look like they were Shyder look like they were	FRAUD. SNYDER SALE. 602 OF Almost slammed. Customer upset. He had PIC freeze which prevented switch. Per Worldconn/JD rejected at LEC 1/12/99.Customer returned my call & he said that he never signed anyth	Snyder Sale. Requested 602 OF call history from Snyder.* Ceited customer & left message on recorder that I had rocv. & would be investigating. Heft Shy UKK Y message w/my name number & times. Recv.	This is a Snyder Sale even 602 OF though they can't find the sale. Requested call history from Snyder Sile! A TSI. Call history returned from Snyder-they claim this is not in their database. Spoke with LIZ	Corrective Action DIS Regio  Styly der - FL OF  Shyder - FL OF

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Docket No. 990362-TI Exhibit REP-21 Page 56	) ) ) )	CHIN SUE	6169572374	CMR	1/25/99	FR A1	D 602	<i>.</i> 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 Y —	
02 R	)	CARRERA JUAN	2127329083	EG FRX	1/27/99		602		02	- Switched to GTELD without authorizati	Snyder- NUL	OF	16017
02 R.	<b>5</b> '	CRINMAN LEONID		1 🔒		cists	602		02	- Switched to GTELD without authorizati	Snyder- AU	OF	160
01 R	5	BISAILLON JESSICA	5089952199	CMRFR	1ABOJE	>	602		01	- Switched to GTELD without authorizati	Snuder-MA	OF	Ì
01 R		CUTCLIFF L.S.	9084643056	EG	1/26/99	Frau	d602		01	- Switched to GTELD without authorizati	Snyder- NJ	OF	٠
02 R		DEMPSEY MARK	3526841270	CMR	1/27/99		602		- 02	Switched to GTELO without authorizati	STELD-FI	OF	
02 R.	$\geq$	NGUYEN RY VAN	6109759593	CMR LO	A725/98	414523193	602 .		02	- PA PUC - Customer claims he did not c	Snuder - PA	OF	
01 R	>	DURAN MARCIA	6175474581	EG FR	1/26/01	>	602		01	- Switched to GTELD without authorizati	Snyder-MA	OF	
02 R	<u> </u>	WILLIAMS ANN	954426 <b>5284</b>	CMR FR	trizzna,		602 ·		02	- FL PSC - Unauthorized change of long	Szyder-FL'	OF	
01 R		GEBRENEGUS SEFORA	6264031856	CMR	1/26/99	Franc	602		01	- Switched to GTELD without authorized	Snyder-CA.	OF	
01 R	7	MATUSEWICZ CHESTER	R 2127445265	CMR FR	41 <del>26</del> 799	季	602		01	- Switched to GTELD without authorizati	Snyder-Ny	OF	
02 R		SAFUTO VINCENT F.	5619682134	EG	1/25/99	1/26/99 Fran	602	602	02	- Wants to be compensated for this unau	Customer requestling 602 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	OF	
02 R		BRODEUR EMILY	5174820899	EG	1/27/99	Fracid	602.		02	- Keeps getting switched to GTELD witho	Snyder - MI	OF	
(02 R	>	RODRIGUEZ VICTOR	9158721981	EG FR		, ,	602	602	02	- Switched to GTELD without authorizati	Snyder-TX 602	OF	
(02 · R	>	CHARLES ERROL	9544369756	CMR LOT	A127198	xis+_s	602		02	- Switched to GTELD without authorizati	Snyder-FL	OF	
02 R		ZAMORA MARISELA	3055525060	EG	1/26/99	Frand	602		02	- Switched to GTELD without authorizati	Snyder- FL	OF	
02 R	1	SANCHEZ EUGENE	3052555537	EG	1/28/99	1/28/99 Frand	602	602	02	- Switched to GTELD without authorizati	Customer LD service was 602 swithed to GTELD without authorization. Sales Channel-Snyder ŁOA provided - maud	OF	
02 P.		LAROCHE ROLAND	5617343726	EG	1/27/99	Frand	602		02	- Switched to GTELD without authorizati	Snuder-FL	OF	
02 R		SIMON HELEN	9547303153	CMR	1/25/99	Frand	602		02	- FL PSC - Customer states that she	Snuder- FL	OF	
						1 0	- ·				.4		

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2		NS N	, 8	80	22	07	90	EMP	2	TYPE B/R	Billing	02	07	8 <sup>&lt;</sup>	\=\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Docket No. 990362- Exhibit REP-21
20		.\_\% ;	þ	8	æ	70	20	æ	Ø	~	Ðn	23	æ	Ø	E Z	Page 57
╗	<u> </u>	) F							π	Fran		<del>√</del> n				•
JOHNSON MICHAEL		AGNICH JACKIE	CHUE TRISTAN	BANK AND TRUST ISABELLA	WODA ANDREA	CHEN PETER	LARSEN L.R.	SEGURA MICHAEL	POYNTER BONNIE	CUSTOMER NAME	14	DAMSCHRODER MICHELLE	QUEST DIAGNOSTICS	TOVAR RAFAEL	JACOBS STANLEYE. DR.	3ROWN ALICE
9403829785	;	2183656455	8602423188	5175612401	7278485075	4154605285	3607698793	2146929044	6065615886	вти	ĺn F	6168433792	3135622637	3052552351	3052331550	9416954897 CMR
CMR		MBM	DR	MEM	CMR	MEM	몼	MEM	AFB	OHW	In Franchise:	CMR	묾	EG	CMR	CMR
1/26/99		1/26/99	1/29/99	1/27/99	1/26/99	1/26/99	1/27/99	1/25/99	1/26/99	RECEIVED	\$e: 5	1/25/99	1/29/99	1/26/99	1/27/99	1/25/99
		1/27/99	promo 798/ Desn't			no "10" 707 ov doe	cust. dikor't	Total Reason: 707		CLOSED	Total Reason: 1 Business 1	Total Reason: 33 603	•	Fromds02	Fr and 602	1127199 602 Fr and
799		799	95.5 28.5 38.5 38.5	707	707	707 0		707 1	701	CAL	0n:	1 <b>5</b> 00: 33	, 209	,02	02	7 50
799		799	`	<u>.</u>		doct	Jedlye	707		Complain t Issue	מַ					~
0		X.	S. S.	08	2	07	4	GW3	ያ		Regulatory:	02	07	02	=	02
- Was told would get free calls in 972@		<ul> <li>Being charged \$3.50 and does not</li> </ul>	- Billing/proma problems. We received a	Still being billed by GTELD. From th	-Still being billed by GTELD. Custome	- Still being billed by GTELD. Switche	1-Still being billed by GTELD. Liz i	· Canceled GTELD on his second line at	-Still being billed by Excel. Custome	Call Description	iry: 2	- MI PSC - Upset with unauthorized swit	- Switched to GTELD without authorizati	- Switched to GTELD without authorizati	- Switched to GTELD wilhout authorizati	• FL PSC • Customer states that he was
STELD	charge shich is charged to all customers whether or not they have long distance. It covers the cost of receiving long distan	Customer does not have GTELD. The \$3.50 is the interstale subscriber line	Snyder	med. business of	STED-		130/K		STELD.	Corrective Action		= 1	ではなった。	Snuder - FL	Shyder -FL	Received LOA  Information is as follows  Name: Oivib Quarter: Sill y U()  Bill Nm: 8 Petican Dr: Everglades  City FL 34139 Pixone: 841/695-48
799		799		is N		707		707		P DIS				1		17 A
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990362-1	Exhibit REP-21 Page 58	H	HONOLULU MEDICAL GROUP	8085372211	мР	2/1/99		402		04	. Within the past 2 days the customer	?		н	
Š	REF	IF	DENT JIM	6062942625	MEM	2/4/99		402	402	INQ	- Contacted by GTE telemarketer. He	7	402	SO	
Docket	Exhibit Page 5	) n. ·	PATIL RAJESH	508393 <b>5277</b>	CLM	2/3/99	Total Re	ason: 2 405	3.46	inst.	+ dame Str. C. Was advised 80 free minutes were for	Snyder		OF	33
08	R	!F	VERITSKY JOHN	7177552933	OR	2/5/99	•	405		08	- Sold plan that doesn't exist. On Dec	Phone Hart:		NE	16023
05	R	IF	PECK VERNON	7602456408	DR	2/5/99		405		05	- Outoed .08/min national rate with a	WEST		CA	7
05	R	lF	HETRICK LARRY	6109662144	CLM	2/3/99		405	405	05	- Quoted .09/min by a GTELD	TSI sale 1/22/99 per DMS8. Requested call history from TSI/Ingrid.	405	NE	
11	R		ZHANG DIANA	5138720880	EG	2/5/99	Total Rea	405 ason: 5	CHIC BR		- Quoted free hour per month was for ca	Snyder.		OF	
DNS	5		1	In I	Franchise:	0	Busine	ss 0		Regulator	y: 0		•		
TYPE	B/R	Fran	CUSTOMER NAME .	BTN	WHO REC	CEIVED	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 Rea	ason; 1	I				•		
Una	iuth	Chg	32	In I	Franchise:	4	Busine	ss 1	F	Regulator	y: 21		•		
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO REG	CEIVED	CLOSED	CAL	Complain tissue		Call Description	Corrective Action	01\$ P	Regio n	
					ا م	der			(13355			•	•	"	
03	R		GOUDAS STEFANOS	95498768 <b>88</b>	MP FRX	2/2199	2/4/99	601	602 FI	03	- Received welcome letter dld not auth	Snyder fraudulent los customer account disconnected	602	OF	
04	R		KAUFMAN MICHAEL	7186468599	MEM FIR	#29°D	2/5/99	601	601 N	Y 04	- Received letter welcoming to GTELD.	Switched without authorization wants reimbursement for switching fee. Snyder sent frauduloot LOA.	601	OF	
				. •		•						Customer has switched back and final bill will be sent to me. O0309560 issued to close account.			
03	R	iF	HAJEK MAX & SUZANNE	7078332235	MP	2/3/99		601	CF	Υ 03	- Received welcome letter did not auth	WEST	•	CA	
05	R	1	URDANETA ALBERTO	2126746925	DR	2/4/99	raud	601	, NY	05	- Letter sent to Snyder addressed to Ed	Snyder		OF	
05	R	•	MELLO JOSE	5089966920	AFB	2/4/9900	fe ove	Gove	~ M.	<del>-</del> 05	- Changed mind about switching to	Shyder.		OF	
01	R	3 ope	PENGLAND MATTHEW	,2022348088	EG	2/2/99	=RAUD	<sup>601</sup> (۵۵	ISH I D	.01	- Received welcome letter. Did not aut	Snyder		OF	
02	R		PUSKIN JEROME	3012994159	EG	2/4/99	2/5/99		601	02	- Received welcome letter. Did not aul	Customer states that he . 4	601	OF	
									$\mathcal{V}$	(D)		did not authorize switch to GFELD. Sales • Channel •			
		ţ										(Sile) GT. EL	$\triangleright$		
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	40		QLECTO	ر - الـ Commerce Commission - horized	ZO I	~ 209		5/4/88	93	E7370E80E8	лкооскі Ріотяє	1	ъ a	20
	JO JO		Sudder	- Swiiched lo GTELD wilhoul authohzali	2077	209		.66/£/ā →		7288127429	BOLTER GOLDIE		ы г	70
	30		•		12	000		(17)	L					
			do not switch anyone over the phone that she											
	12-70	hu	confirmation. Customer states that Rep said they											
	<i>-</i>	· / (1,	Sulhorization. Sales Chanel - Snyder TPV lape provided - only confirmation. Customer							,		1		
			switched to GTELD without suthorization. Sales		··· HM		,	104)	1_1		e gazer			
	WN	209	Customer says was		ZO ZO9	209	5\3\88	66/1/z	93	4252906520	COLEMAN SHANNON	-11	<b>ਬ</b> 7	20
	чO		Snyder	- FL PSC - Customer states that she	20 7 =	.209		<b>EMONY</b>		S135113513	TAMAYO EUGENIO			20
	JO		Sudder	- FL PSC - There was an unauthodized ch	20 71	2090	¥7土	5/4/88	EG	7641267149	DEGENHART WILLIAM	<u> </u>	<u>в</u>	20)
			letter and PPCC back from			ý	,							
		1	customer. 2/2/99 Larry advised the received											
	LEK	'h y c	Jawas, Lany Commons  will write a letter to the											•
		_	stready been contacted with previous complaint in		人的			MY X	<u>'</u> _					
	OF	509		- Swiiched to GTELD without sulthorities	10 209	209	5\5\8		_/ I	2127816164	DELORENZO JUDITH	_	<del>(</del>	10
	OF		Shyder	- Unsuttonized addition of service. Re	II II	.503		- ROOFIE Y	1±93	7739255406	SMITH WILLIE L	(r	<u>н</u>	XI
	OE		Sudder	- Swilched to GTELD without authorizati	207 =	209		66/1/E/1/33	至53	3059323881	YARAM MAMJESSIS		<u>я</u>	20
	73		(1) 3 1 (2)	- FL PSC - Customer states that he was	20 7=	209		2/1/99	СМВ	8132393348	FLOYD PATRICK H.	귉.	_	20
	OE	#	= - Japhas	leshodive lucidim OJETO of bedailw2 -	20-7=1	209		669 P.Y 2	7月 23	3056696188	SILVERIO PELAYO			20
	73		.,	- FL PSC - Customer states the	20 7.7	209		5/4/88	93	0128167727	PIFF WALTER			20
	OE		——————————————————————————————————————	- Switched to GTELD without authorized	10 7 I	209		\$15,09	84A	9087072807	риопо мена		Я	70
			l called customet & Nancy was out of t	•										
			Affected me to call customer.					ı						
			Snydert & faxêd to Larry. Snyder & faxêd to Larry.		1.1									
			CUSTOMER. Requested		ΛN		,	1047	í					
	QÈ	905	Per Lany - DO NOT CALL		۷٥ , ۲۵9	(PO)	`	Person 1	בראיב	2126283819	WIENER NANCY		Я	40
7	OF		Syder	- Switched to GTELD without authorizati	21 =	709		66/E/Z m	DRATH	<b>8079</b> 6999900	VIZCAINO EDWARD		ㅂ.	12
6024	OF		Say der	- Switched to GTELO without authorizall	10 AW	7209		EMPAY 2	ЯЭ яо	2067221756	ALENU ZEWDI		Я	<b>P</b> 0
4	40		$-\cdot$ $\lambda \dot{\gamma} \gamma h u_{\mathcal{S}}$	Switched to GTELD without surfrontaile	21ZH	6 :005 6 :005	: 	66777	AFB-Tr	5027058417	CHEN SHEN-LEH		Я	
			,			0 .002002	1 IctoT	,	•		A URBETES UT		2.00%	5
			. ;		۱۸					OE	tus ton biQ	heller.		) et
	. 10		المددن		109 1	5/2/66			8026356		лони <b>зои нерг</b> тн сгімі	4	9 E	<del>Z</del>
	OF	•	Shyder	- Received welcome letter. Did not aut	10 YN	1094	FICH	\$15/86	93	6161887313	FRABIZIO DONNA JOHNSON HEALTH CLIN! Did noi 8u! & DIABETES CT	(	22	990
			•				-							362-
														-

	(02	Docket No. 990362-TI		ADLER ISAAC PERESCHIA ESTHER HIEN VU AUSTIN BEATRICE WALKER TIMOTHY OCHOTORENA MARGOT	7187630149 5598964415 4082593841 9544303062 3058217762 3052255712	EG EG EG	2/5/99 2/5/99 2/4/99 2/4/99	FRAUD 602 Other 602 FRAUD 602 FRAUD 602 Fraud 602 FRAUD 602	NA OFFL OFFL	<ul> <li>Switched to GTELD without authorizati</li> <li>Switched to GTELD without authorizati</li> <li>FL PSC - Unauthorized change of long</li> <li>FL PSC - Customer states that his lon</li> </ul>	Snyder Snyder Snyder Snyder		OF OF OF	16025
	07	R	IF	MEIER RICHARD	9722720680	MP Franchise:	2/4/99	Total Reason: 2 603 Total Reason: Business 3	1	Switched away &	y MCI	•	тх	
		ling E B/R	Fran	CUSTOMER NAME	BTN		CEIVED	Business 3 CLOSED CAL	Compiain t issue	llatory: 6  Call Description		_	Regio n	
02	08 02 X 08	R R R	IF IF	VICKERY MARY LEON JESSIE CHILDERS FLORA MEDICUS SYSTEMS INC	6063465016 6264477486 6182526218 8046422312	EG CMR	2/5/99 2/3/99 2/3/99 2/5/99	701 701 701 701	due to 81 701 11	er Being Smidd by Snrint Customer sta  1 - Being billed by OAN for Minimum Rate	Snyder Grend	701	SO OF NO VA	
	12	R	00F	HASHMI SHERAZ	9723879641	DR	2/3/99	Total Reason: 702 Total Reason:	4 12	2 Only recieved 1 bill. Switched to GT	Snyder.		OF	
	12	R		KILBRIDE PAUL	78164 <b>75136</b>	МЕМ	2/2/99	2/5/99 704	704 12	2 - Being billed separately for GTELD ra	could set up combined billing with his local Belt	704 ST	OF.	>
	08	R		O'CONNELL TIM	2063867562	мем	2/5/99	704	08	8 - Hasni' received a GTELD bill in four			OF	
	12	R		HUSAIN SYED	4042641287	AFB	2/3/99	Total Reason: 707	2 12	2 - Still being billed by GTELD. Stated	Snuder.		OF	
SI	12 ill being	R g billed	by GTEI	HERNANDEZ LEONARDO D. Cancele	OF	8013222597	DR	· <b>2/</b> 3/99		or no or oder	たったいし		12	
	. 08	R	1	BONIFANT RICKY	9316801041	DR	2/3/99	707	08	8 - Still being billed by GTELD. Custome	Kobilnet		OF	
	12	R		DING T	4082810818	ÀFB	2/3/99	707	12	-Slill being billed by GTELD. Termina  AFN \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Snyder:		OF	

	-															
	cket No. 990362-	Page 61	CAO JUN	3237349238	CLM	2/3/99		<b>7</b> 07	7		12	- Stitt being billed by GTELD. Switche	Requested O ord. from AFN//Michelle.* Issued cr. for \$4.35. I sent e-mail to customer to let him know what I had done.	ny a	OF (-(.)-	တ
	ة ق	3 &	LE GEORGE	9092792151	AFB	2/3/99		707	no "O	" ord	121	Still being billed by GTELD. Cancele	Snyder		OF	16026
12	RV		CHU CLIFF	9169235288	CLM	2/3/99	•	707	no* o	علم "	212/	- Still being billed by GTELD. Cancele	Snyder		OF	16
02	R		MARMAL GISELA	3058542795	CMR	2/3/99		707	FRAI	10.	02	- Şiill being billed by GTELD. States	Snyder.		OF	
08	8		WICK ALAN D.	4147602884	МЕМ	2/2/99	2/5/99	707	707		08	- Receiving a CBSS bill out of MSOS bu	Customer being billed for .	707	OF	
						•			•				calls through CBSS. Should be billed through	٠		
													BOBCO-Med Bus. Received a 2010 from	mec	₹,	_
													LEC without service type codes, RPMS sends	/ s	ines-	5
				•	1							,	request without service type to AFNI. AFNI iss	0W	.,	
							¥		•			·	gpe to APAL APARTSS			
12	R	IF	CAO KE	4098529620	MP	2/3/99	Total Re 2/4/99	799	799		12	- Mistake in phone bill dated January 2		799	ТX	
											(	Justoner Ofault -	unhappy about the fact That the 60 free minutes		,	
												90+ Clear explanation	and the state of t	MY	der	
												of Free Minutes	domestic/international Snyder Customer	1		
										1	D	·	Education			
04	R		COLLINS CHARLOTTE	8883304804	CLM	2/4/99		799	Val	Oct o	04	- Still being billed for 888/330-4804.	· ·		OF	
04	R	"	FERRAREN WINNIFRED	7735837458	МЕМ	2/2/99	2/3/99	799	799	1	04	- Separate billed by GTELD four months		799	OF	
		_								cus	tane	er only wanted	authorization. Customer received a call from	. –	ه ا	
											0:	revature, not	GTELD but Mr Ferraren stated he wanted to	>u<	arr	
										-			receive a brochure or literature before choosing			
												to be switched	GTELD, The Snyder rep connected him to TPV (			
EMF	PR		ROTH MICHAEL J.	8175404866	MP	2/2/99		799	WH			-We have had GTELD OOF service	GTELD		OF	
04	R	۱F	RIVERA JOHN	7032216118	DR	2/5/99	-1	प्रक्र <del>ु</del>	thec	K	since J 04	- Being billed for International calls.	11		VA	
02	R	IF	DACE STELLA	7602469578	EG	2/5/99		799 C	16	726	01	- Being billed from a telephone that is	MISDINGEC		CA	
KCI	R		LONDON LISA	7088525907	EG	2/5/99		799	taè		τ <sub>1</sub> (	- Charges \$5 applicate lot using her Ame			OF	
02	R	1	KOMPAS HEATHER	4144667058	CMR	2/4/99		799	DNO	بر کرن		Has monthly statement charge from	GTELD .		OF	
08	В	lF.	CERAMIC TILE	4158924548	CLM	2/2/99		799	799		08	- Being billed for calling card calls.	calling over calls on bill are	799	CA	
-												MISDIRECT	LEC card calls. Called . sustamer & left message /			
													w/my name number & .	1		

		0 :λιο	Regulato	0	SS	anisuB	S : 5	· idonsi	[백 .	L		362-T	
	Corrective Action DIS Regio	Call Description	_	Complain	CAL	CLOSED	<b>KECEI</b> NED	ОНМ	NTB	CUSTOMER NAME	ue	P 98	
27	N (731)	- Rates not competitive enough. Please	80	fissue	S08		5\9\8	MEM	0801783756	SLACK WILLIAM	ge 62	Docket No. 9 Exhibit REP.	
16027	Shyde - misquosted	- Customer sent letter to The Presiden	10		208		5/1/66	84A	71326367017	ENGIONEZ EDWIN D.	P	 ₽₽	••
	Shyd-21- AFN 10F "0"	- Tried 3 times to cancel GTELD service	10	7	:noss:	aR IsloT	5/3/99	WEW	5625310415	.А.В .О.О ИАV		Я	70
	ShyderTRANDA	- Cancel GTELO service, Liz The Iollo	<b>\$</b> 0		669		5/3/88	ЯО	7148928208	PHAM CAO	비ե	Я	90
	To Athus	- Cancel CTELD Immedialely. Received	15		668		5/4/88	84A	7075541432	HINOJALES NANETTE		Я	15
	snyder customer education 699 Customer AutiSTIC and Customer AutiSTIC and Customer AutiSTIC and	- Deborah Overlure (212-206-1118) has c	10	668	669	5/4/86	۱ ۵/۱۲/۵	чM	2122061116	HAROBED ERORAH		Я	<i>1</i> 0
	Says GTE blocked him 1899 OF Community of the locked him was with 1767 FC	- Being biocked from switching to AT&T.	ZI	668	668	56/2/7	5/3/88	WEW	£1778£S2808	YNOT AJJ∃T∃ŸŸ∃S		ਬ	ZI
	porissi												

	90	XT - 767	Swilched to GTELD without authorizati	10		209	•	5/10/88	EG	6722239149	GRANDSTAFF DEANNA	Z		=10
	<b>JO</b>	Shyder Fil	· Switched to GTELD without authorizati	20		209	FKMP	5/15/88	EG	9416952645	CURRY DAVID	(	(B	70)
	OE	Shyder - Ny	- Switched to GTELD without authorized	10		905	~	6017817021	± 80	2128603850	SANDS EVERETT		, A	20
	OF	SAY 11 - FL 602	- Since Seplember I've been recelving b	21	209	209		ارصعاده		954572752	SAN PEDRO FELIPE		Я	15
	CA	Shyder - CA.	. Switched to GTELD without authorizati	<b>&gt;</b> 0		Z09	۷ ۲۰	66/6/2	DB LC	EYERETEOTE	NHOL AHNAGJAS	, H	Я	<b>Þ</b> 0
	_	Requested O ord. from A-KNI/Michelle & Issued cr					5-43							
	$\wedge$	signed LOA from Snyder. • Secures and LOA from Snyder. • Persected from Snyder.								•				
	أطرور _	y / Customer & left message on recorder wimy name												
		Requested call history from Snyder, Called					كسلت	1300 Y	07					
	30	SUYDER SALE, —' BO2	- Account was removed from our MCI	21	209	209	66/91/7	5/8/3	כרש	79986Z9Z1Z	MALLEN JOHN		Я	15
	CA	STELD-CHAIN	- Switched to GTELD without authorizall	۷0		Z09 <u>—</u>	<del></del>	-55/11/ <del>2</del>	84A	6263320211	осснійо Гліві	11	Я	<b>1</b> 0
	OF	XT-TZ=W	• GTELO service was switched without he	90		209_	<del></del>	66/9/7	ЯМ	4098925083	STEPHENS TESS		ĸ	90
	4O	PN - 71hys	- Switched to GTELD without authorizati	<b>7</b> 0		209		66/01/1	7 ито	8169599212	UODAMAM AJJYS		Я	<b>†</b> 0
	POF	Snyder - C.H.	- Switched to GTELD without authorizati	۷.		209	5-1-5.17	168/11/AF ()-	7 WTO	3106715584	MARNEKE CARL		Я	<b>1</b> 0
	OE	Shyder - CH	- Swiiched to GTELD without authorizett	15		78085	, סנסים	ROHAD)	Wb W	2094734180	YEE ALLAN		Я	15
	OF	TW-VAVAZ	Switched to GTELD without authorizati	90		eds	,	D6/8/872	J-J dW	6742494806	SNAY SNOSNUY		Я	<b>9</b> 0
	30	エルーソタカルから		10		Z09				9694146616	PINCHAM LOUISE		Я	<i>L</i> 0
	CA	Snyder-CA	- Switched to GTELD without authorizati	\$0		209	اسب	66/01/2 V	VEB CC	9092430195	כ∨צצוררס שופחבר	) ची	Я	90
		GTE, I told					>+	3 (7 ) 4   1	* /					
		that he did not sign not did '.  his wife sign a form to  switch his LD serv. to												
		returned my call & stated						1			•			
	,	A left mossage on recorder. Customer	)							> 0> 00	71			
	`	Bec <del>v. e</del> lgned LOA from 602 Snyder, Called customer 1	Soliched to GTELD without sulfnorizati	10	209	209		5/6/60	сги	C890228817	LAZARD SANFORD		Я	۲0
	-7 JUH	SNYARY - DELYE	- Switched to GTELD without authorizati	21		209	10000	66/348 1	MEM J	3026726424	CAMACHO ANA		Я	15
	C V	Sent back through internet.~					700	٠٠١	٠					
		Relented lo Rod Davis-Wholesale Mkts.												
16031	OF	SWIICHOOL BY LCR 2 18-89. 682	lashortue Juoriliw QJBTO of bedofiw? -	SIW	602 4	:00256	5/13/99 1991 Ke	2112/99	MEM	<b>\$726172354</b>	GREEN JIM BOB & LORI		Я	SIM
$\bar{\Omega}$	OE	17.W - 73.MMS	- Received welcome letter thanking for	20		109(	INYZ	5/6/8	93	7672638817	DIEZ CYBLOS		ם תוסב	<del></del>
	€া.	1314-40 <del>-</del>	Received welcome letter from GTELD.	10		109			<b>⊈</b> 9∃	3105427891	→ ~ Jakoling Fits	lo a "	Exhibit REP	5
	- OF	HMOI - NPTYS	- Customer changed mind about	90		109	$H^{-3}$	رر 5/10/66	сгм	2125351003	LIANG ZHAO	<b>V</b> .	SE PE	25
	OE	Shyder -N'	- Switched to GTELD changed mind.	SO		109	-	66/6/Z 5/07-5~70	$_{DBC}_{V}$	9060999919	AUH UHS M3H.		P-21	253
									•		•		×	€

Docket No. 990362-TI Exhibit REP-21 Page 64	REYES JR. ROQUES.  RADIATION SERVICES INC.	6302509609 8136853796	EG	2/11/99	F/HUD 602 2/11/99 602		01 02	- Switched to GTELD without authorizati - Switched to GTELD without authorizati	Snyder - I of Customer states that they 602 FL have submitted a pic restrict to restrict carrier to GTELD. They have been WEST swithed to other carriers and that is why they submitted pic restrict. Verified with Shirley/Ofc
OF R	SMITH IRENE	3525284205	EG	2/12/99	602	<del>1</del>	02	- Switched to GTELD without authorizati	- Survey of the
02 R	RAMOS GILBERT	3055521570	CMR	2/10/99	FRAUD 602	ı	02	- Switched to GTELD without authorizati	Sny.der, FL. OF
(1) N	CROITER ELIAS	5616370030	CMR	2/11/99	602		02	- Switched to GTELD without authorizati	GTELD - FL OF
	TAKACS RENEE D	4122571289	EG	2/9/99	602	ı	01	- Switched to GTELD without authorizati	LCR-PA OF
01 R	CAMPILLO DULCE M	3052077296	EG '	2/9/99	FRAUD 602	•	01	- Swliched to GTELD without authorizati	Snyder - FL OF &
02 R	BUCCELLATO GARY	4144538 <b>453</b>	CMR	2/11/99	FKAUD602	602	02	- Switched to GTELD without authorizati	Snyder - FL OF ES Snyder - WI602 OF 8
01 R	ALBERT ELIZABETH CLAIRE	30253965 <b>80</b> Fra	CMR	2/9/99	2/11/99 : 602	602	01	- Swilched to GTELD without authorizati	Name: Claire Albert 602 OF Bill Nm: Claire Albert Addr: 6 Ocean Pines Lane Snyder - MI Dover DE 19904 Phone: 302/539-6580 SSN:
(02 R	JEW VICKY	4155858192	EG	2/11/99	FRAUD 602	1	02	- Switched to GTELD without authorizati	Snyder-CA OF
02 R	KOSIER LEONARD	4142811721	EG	2/12/99	FRAUD 602	,	02	- Switched to GTELD without authorizati	Snyder - WI OF
02 R	LOPEZ PETER	4073818451	EG	2/11/99	FR-ND602	i	02	- Switched to GTELD willhout authorizati	Snyder - FL OF
02 R	BASL ROBERT	3052537397	EG	2/12/99	Franc 602	i	02	- Switched to GTELD without authorizati	Shuder - El OF
OUR VF	ALEXANDER ROBERT G	8136715892	CMR	<b>2</b> /9/99	602	I	01	- Switched to GTELD without authorizati	GTELD-FL FL
02 R Switched to GTELD with	HUNTSINGER PENELOF roul authorizati	OF	253922835	60 EG	Fran L 2/12/95	}	602		Snyder - WA 02.
02 R	GRIGG LINDELL	3523364872	EG	2/11/99	602	(	02	- Switched to GTELD without authorizati	GTELD-FL OF
02 R	MACNEILL JOSEPH G.	3059497656	CMR		1elerror 602	(	01	- Switched to GTELD without authorizatt	Shuder-FL OF
02 B	COASTAL INSURANCE	9549661977	EG	2/12/99	602	(	02	- Switched to GTELD without authorizati	St AIA A-A OF
07 R IF	MACISSAC JOHN	7149631920		2/12/99	Total Reason: 35 699		07	- Switched to GTELD. Can you have	GTEUD-CA-CA

30- Snyder

03 R	07 R	12 R	07 R	TYPE BIR	Unauth	08 B	<b>04</b>	08 R	07 R	02 R	05 R	12 R	TYPE BIR	TMA		ē Ext	cket No hibit RE ge 65	. 990362-T P-21
	<u>-</u>	•		₹ Fran	ı Chg	Ψï	Ŧ		ਜ	Ē	Ŧī	<del>n</del>				ched lo	11	ką
POMPILIO JOANNE M.	SABATINO LYNN	YUAN JIAN	LEE CHING	CUSTOMER NAME	24	BLIMPIES	LOMBARDO STEPHAN	OREGON CITY SCHOOL	SCHRETTNER CHERYL	FRANK JOHN	LANGFORD MARCIA	COLE DAMON	Fran CUSTOMER NAME .	7	BREAKFAST	HOUSTON HOUSE BED.&	PAUDA JESSE	FANCHER NATALIE
8476927383	9148340783	5107916289	9164970978	BTN		4175465114	9096525904	5036572524	6109664759	5156284768	8055643135	4254819266	ВТИ	5 11		399	80663 <b>78385</b>	7605682626
묫	AFB	MEM	.K CL	ØHØ	In Franchise:	AFB	MEM	AFB	MEM	e G	Ą۶B	CLM	WH0	In Franchise:		8306726940 TX	AFB	DR.
2/17/99	2/16/997	2/17/99	2/17/99	RECEIVED	se: 5	2/16/99	2/18/99	2/17/99	2/16/99	2/16/99	2/17/99	2/17/99	RECEIVED	6		6940 <b>BL</b> H	2/16/99	2/19/99
217/99 FR 40D 602	FX X D 602	in provious a	217199 FR AND 602,	CLOSED CAL	Total Reason: 4 Business 1	405	405	405	Total Reason: 1 405	Tolal Reason: 2	401	401	CLOSED CAL	Total Reason: 2 Business 1		2/17/99 2/19/99 399	ê	Total Reason: 303
ವಿ	07	affect or citize	07	tissue	Regulatory:	08	2	08	. 07	02	05	12	Complain Lissue	Regulatory:		399 399		2
- Switched to GTELD without authorizate	2/16/99 F(+) 602 07 · Switched to GTELD willhout authorization	Licito Switched to GTELD without authorizati		Call Cascipaci	atory: 16	- Was informed that could combine all a	- Received conflicting information chan		₹ .	Telemarkeler called and stated would	- Received call from representative cla	- Received phone call from a GTE repres	Call Description	tory: 1		E	-Given Easy Savings Plan but wanted total Sny de r	- Wants to know if will have a 4.9% tax
Dryder- IL	Unyarr N.V.	Cryacr-C++ on	Say der - CA		Corrective Action Dis	SOCAL	•	STECH STECH	TSH H ST	towA.		<b>.</b>	Corrective Action DIS		·	AT&T on 07/10/98. Was	rd Siny der	STELD.
ς	2 5	2 5	Q Q	<b>3</b>	70 00 00	M	<b>S</b>	<u> </u>		MW W	Š	N N	n Regio	•	LE D	naily let	TX TX	CA
																160:	38	

Docket No. 990362-TI	Exhibit KEF-21	ZHANG SCOTT	4087471840	CLM	2/16/99	Son oi	dere 602	12	07 L OA	· Switched to GTELO without authorizati	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
12	R	SHA YUFEN	4082535592	AFB	2/18/99	1	602		-	Switched to GTELD without authorizati	Snyder-CA	OF
09	R	SAUNDERS RICHARD & LAURIE	4012746906	CLM	2/18/99	12p Said	602 5 C	wey "	09	Swilched to GTELD without authorization.	Shyder-R.I	OF
02	R	GEORGE CYNTHIA	7188576561	EG	2/16/99	FRHUD	608 (	(1.240)	02	- Switched to GTELD without authorizati	Snyder - N.Y	OF
02	R IF	FICCA PHILLIP	8136542830	EG	2/18/99		602	MIS	02	- Switched to GTELD without authorizati	CIECTEI	FL
02	R	CHE CAVAN	4157312409	EG	2/16/99	FRAUD	602		02	- Switched to GTELD without authorizati	Shuder-CH	OF
02	R	DIEGO HERNAN	3052280887	EG	2/16/99	Fraud	602		02	- Switched to GTELD without authorizetl	Snyder - FL	OF
(102/	A A	HAMMOND ANITA	9194932717	EG	2/16/99	•	602		02	- Switched to GTELD without authorizati	CITELD - NC	_so
02	R·•	ESCOTO ANGEL	3056674231	EG	2/18/99	Fraud	602		02	- Switched to GTELD without authorizati	Shyder-FL	OF
02	R' • '	MONTALVO ORLANDO	3055589502	EG	2/16/99	Fraud	602		02	- Switched to GTELD without authorizati	Snuder-FL	OF
10	4 1(S)	TORREZ DANIEL	7732817529	EG	2/16/99	Fraud	602		10	- Switched to GTELD without authorizati	Snuder - IL	OF
02	R . IF	PRELLIMARGARET	6088384772	EG	2/16/99	٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠٠	602	LEC	- 02	- Switched to GTELD without authorizati	3 STURKT CIP	rano
02	R .IF	SMITH GARY	8139777523	EG	2/16/99		602		02	- Switched to GTELD without authorizati	GTELD-FL	FL
(02	R	ANTOINE JOAN	7189417961	EG	2/16/99		602 T	PALID	02	- Switched to GTELD without authorizati	Snyder - NY	OF
02	R)	MATHIEW ROLAND	9549661531	EG	2/18/99		602 7	FLHUD	02	- Switched to GTELD without authorizati	Snuder - F.L.	OF
02	R.	MENDEZ PAUL	3052741 <b>736</b>	EG	2/19/99	Franch	602		02	- Switched to GTELD without authorizate	Snuder-FL	OF
. 02	R·	SCHAIN LINDA	9147412080	EG	2/16/99	Fraud	602		02	- Swliched to GTELD without authorizati	Snyder - Ny	OF
02	R, IF	MALER ALEX	8056926762	EG	2/17/99		602		02	- Switched to GTELD without authorizati	GTED-CH	CA
02	8, .	JAMES T. JESSER LANDSCAPE ARCHITECT	9494947084	EG	2/18/99		€02 <sub>.</sub>		02	- Switched to GTELD without authorizati	GTELD-CA	CA
					•	Total Rea	ason: 23	<b>.</b>				
12	R	GANDHI ABHILASH	7324222651	AFB	2/17/99	Tolal Rea	699		12	- Changed mind. Doesn't want to be swi	Snyder - NJ	OF
Billi	ina ,	14	In i	Franchise:	7	Busines			gulator	<i>y</i> : 7	,	
	- /	CUSTOMER NAME	вти	WHO RI	ECEIVED	CLOSED	CAL	Complain t issue		Call Description	Corrective Action DIS	Regio n
04	R	HOANG MAI	9167236461	DR	2/19/99		701		04	- Being billed by AT&T. Customer state  PIC [ESTrict	Snyder-CA	OF
										1 (0 100.1.		

			2001	- 22.11				z :uc	Кеза	l≰loT					,		
	lΗ		الجالان	Med.	un taertoa ol gniinlog lon radmun 006	8 - 10		66	8		5/191/7	סצ	5865778808	SURFLINE HAWAII	킈	8	40
	(I)	日万	ck on the	international bio													
	C∀	568		No call back fron	Remove International call block from	4- 10	668	66	8 6	2122/98	5/16/99	83A	1878575208	міс иотяца	ᆌ	Я	70
	ų.	d .	,				t lasne										
•	olgaA	SIO	uoj	Corrective Act	all Description		Complain	_ JA:			ECEIVED			CUSTOMER NAME	ns17		39YT
			٠. ،	ı	0	anjalory:		-	Ress Iness	_	7	-ranchise:	i ui	7		ь	410
				í			-D37			CIW				BANK	•	_	70
	ЭO		~~	ما ۱۱۵	Being billed by Worldcom for a circul	-	ו בני			>11	2/18/99	EG	6196262222	VALLEY INDEPENDENT	٠.	8	20
	73		CKI	3770	Service disconnected for non-pay. Cu	2- OI		66			2\18\66	EG	9417390952	MONTAGNE JOSEPH	크	Я	01
	ΑV			سا بر ما	edi ladi enil enodo a sol 0001\$ sewC	05 - 20	ショ	7 66		SIY	2/18/99	EG	\$676326048	MOISOH MILLIAM	쿼	됝	05
	30 -	-}⁄/ ,	)-U1	(ولمله	Requested deadlivation in mid October	20		66	۷.		2/18/99	EG	3108972597	SONG HAON LONG		Я	05
	ΧT	-		11	Ton bib elies eanstein gnot not ballie	9 - 20		66	L		2/18/99	EG	99724916756	LANG CYNTHIA	it.	Я	05
	OE			• 1/	Vants Hemized copy of November and	15 -		66.	L		5/11/88	84A	<b>\$91662\$619</b>	WILLET JEFF		Я	15
	OE	667		11	Disconnected for non-pay. Customer	- чмз	667	66	L		5/11/66	WEW	8629674213	FRANKIE WAYNE		Я	9M3
	ЭИ			H .	- Being charged large differences in re	- awa		<b>66</b>	Ż		58/81/7	сгм	1071227066	SOBOTINCIC JOHN	71	ਬ	ЕМР
	ıн		C	ATID	STELD processing foll calls as direct	) + BO		66 suc	289원 7	IsloT	5/18/88	вгн	6086699808	немыі соій ассоиитя	ㅋ!	Я	80
	OF	7:	<u>-</u> 1 -2	ishua?	Sill being billed by GTELD. Was swi	<del>-</del> 20	Aggr	9 4p	رر (۲)	QU	5\18\88	EG	£947684£8	GUTIERREZ JOSE		Я	05
	ΜN	تــ	Q2	3 170g	Still being billed by GTELD, Custome	2 - OI	• ,				\$1,18/99	53	3604283544	A ACA ATHOR HOSWAD	ساد س	Я	01
16040	+ti	A	nd had final Received Iyder	zero balance ar bill sent to me. ne LOA from Sn all seld 12/17/98,													
	الم کا کرے	$m_{\tilde{k}}$	inO ne	a year, Issued a order. Credited			-40	רכ	+va	יקנו וי	nelt					ى ئىل ھ	þ
	OE	Z09	• •	Billed for a phore	Still being billed by GTELD on a phon	S - 21	209	, 70.	•	6/61/Z	5/17/99	вгн	9664978929	TANG CHING		Exhibit REP	~ket Z
	ON		V2	可不	Still being billed by MCI for October	S - \$0		10.	L		5/11/88	סא	8129522090	YHTOMIT NAMAAC	41	EP-21	6 98 90

	T CABOOO OIN SOLL	Exhibit REP-21	IF	OLDSTEIN JAN	7148425658	DR	2/23/99 •	2/26/99	399		MIS	- All lime has been used on pre-pald 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	: 	CA
					l.a.	Fanabla	. e	Tolal Re Busine			oulata.	rv: 2	,		
	TMA		Fran	6 CUSTOMER NAME	BTN	Franchise WHO	e: 5 RECEIVED	CLOSED		Complain t Issue	egulato	Call Description	Corrective Action	DIŚ P	Regio n
	09	Ŕ	IF	BROWN MICKEY	9192863200	MEM	2/25/99		401	401	09	- Recevied rude treatment from call cen	GTEUD	401	so
	04	R		WILLIAMS BETTY	5594397515	DR	2/26/99	Total Re	ason: 402	1	04	- Gelling harassing calls from GTELD.	Samo	<u></u>	OF
	02	R	1F	WORTMAN RAY	9092423285	EG	2/25/99		402	CACIT	02	- Continues to receive calls from GTE t	星	<del>st</del>	CA
	04	В	İF	ACCENT RESUME SERVICE	5734426184	МР	2/22/99		402	C 11 C.	04	- Customer having trouble with GTE catt	BSC	•	MW
	01	В	1F	COLUMBIA SCHOOL OF BROADCASTING	8085247000	EG	2/25/99	Total Re	ason: 404		, 01	- Contacted by telephone solicitor clai	9		н
	04	R	IF	COOP TRISH	′3603 <b>545361</b>	CLM	2/24/99	Total Re	405	1	04	- Sold a plan for .09/min and GTELD is	9		ИW
	DNS	2		1	in	Franchise	o· 1	Tolal Re Busine		•	egulato	rv· 1	•		
		8/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED		Complain t Issue	93.3.0	Call Description	Corrective Action	DIS P	Regio
11	×	R	lF	JACKSON PERRY D.	8139324632	EG	2/23/99		599		10	- Receiving calls from telephone solici	艺		FL
	lln-	usth	Chg	52	ln.	Franchise	<b>∍</b> : 6	Total Re Busine			ອດນໄຂໂດຍ	ry: 36			
			_	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED		Compiain t issue	, g 0 10 10 1	Call Description	Corrective Action .	DIS P	Regio n
	05	R		DURAN LISA	4082262915	AF8	2/23/99	Fraud	601:	-	05	- Received welcome letter in Vielnamese	Snyder - CA	ı	OF
	of	R	)     	ROJAS AUGUSTO	4017288649	CMR	2/24/99 <	Table 0	601	FRAUD	O1	- Received welcome letter to GTELD	Snyder - (I)	L.	OF
	07	R	i .	IGLESIA JOSE	3056666810	CLM	2/25/99	CAY CA!	ason: (_ <b>5</b> 02∕S	2	07	- Switched to GTELD without authorizati	Snuller - FT		OF
		R		LAM DAVID	4082456335	MP		France			12	- Switched to GTELO without authorizati	Snyder - FL Snyder - CA GTEW-CA		OF
	12	R		LIU JINGSONG	5107421131	мем	2/24/99	CAEAN	602.	602	12	- Switched to GTELD without authorizati	CTELD CIA	602	OF
			(					(AFN)	ern	N			ON EW-CH.		

	α Exhibit REP-21 Page 69	IF	GUTIERREZ OSCAR GREEN GARY WADE GREGORY STEVONOVICH LEON & SIGMUND	ı	CLM MP MEM	2/23/99 7 <sub>1</sub> 2/2 2/24/99 1 9-1 2/23/99 2/25 2/22/99	२   1 (है02 v99 602 602	699 602	GTELD	Switched to GTELD without authorizati     Switched to GTELO without authorizati     Switched without authorization to GTE      Customer advised was slammed by	SNYLLEY - CH CA  (Misdirec) Customer was 699 TX  Chenged for a reseller of AOL no GTELD  OF ELD - EL602 FL
12	R		SCHILLINGER MARLENE	- 8048623073	BLH	2/24/99 2/26/ ·	/99 602	699	12	- Switched to GTELO without authorizati	Switched to GTELD without 699 OF authorization from MCI. Customer Ined to cancel GT EUD but still being billed. Jackle Harper Issued out order. Customer had cradil amount so issued \$2.83 debit to zero account.
07	R	ΙF	OLIVEIRA LEILANI .	8082615692	DR	2/24/99	602		07.	- Switched to GTELD without authorizati	GTECD - HAWHIH
12	R		PADILLA CESAR	6194706983	AFB	2/25/99 LOX	ex1653	1=	12	- Switched to GTELD without authorizati	Snyder-CH OF
12	R		RAPTAKIS JOHN	2125359638	AFB	2/24/99 Fr.au			12	- Switched to GTELD without authorizati	Snyder - NY OF
80	Ř		ANDRES PAUL	9545256555	MP	2/26/99 Fra	1		08	- Switched to GTELD without authorizati	Snyder - FL OF
07	R		PEARSON JOHN	8315830557	AFB	2/24/99 Trac	4		07	Switched to GTELD without authorizati	Snuder - CA OF
02	R٠		HITT MEL	5168970228	CMR	2/23/99 Fin		-4	02	- Switched to GTELD without authorizati	Shuder - NYV OF
(01	.R.		NHOL NNUO	5163782149	EG	2/25/99		FRAUD		- Switched to GTELD without authorizati	Snyder - NYV OF
<u> </u>	$\mathbb{R}$	• •	SUINN HORICE	2539523324	EG	2/25/99	602	FKAND	02	- Switched to GTELD without authorizate	Snyder - WA V. OF
/61	゙゙゙゚゚ゟゔ゚	۶.	HORN HAROLD	7183387398	CMR	2/25/99	602	FRAUD	)01	- Switched to GTELD without authorizati	Snyder - NY OF
02	R	•	BAKAMIS WILLIAM & GRETCHEN	2063246164	CMR	2/22/99 _2/24/ Frau	u ct		02	- WA UTC - Cust says he was slammed	Received LOA information 602 OF Is as follows Name: Brenda Burms Bill Nm Bessie Willie Addr: 907 28th Av Apl A Seattle WA 98118 Phone: 206-324-6164 SSN/DL#: 535-58-5972
02	R	:	TEMPLER DAVID	3059198893	CMR	2/22/99 Fa	m o 602	1.6	02 MC	- FL PSC - Customer was changed from	Snyder - FL-V OF
(01	R)	) <sub>4.</sub>	FRIZZELL GAIL	3059315 <b>031</b>	EG	2/25/99	602	FRAND	01	- Switched to GTELD without authorizati	·Snyder FLV OF
01	R)	1	HEATH RICHARD A	7184476083	EG	2/24/99	602	FRAUD	01	- Switched to GTELD without authorizati	Snyder - NYV OF
State	7 R. 73	þ.	HAAS BRADFORD & CAROL	5014749391	EG	2/23/99	602	AR	01	- Switched to GTEL® 9/30/97 Ipm Sprint	BFIC AOF
/ 01	R	١.	JIMENEZ JUAN	9549642982	EG	2/24/99	602	FRAUD	01	- Switched to GTELD without authorizati	JAYOLIT - FILL OF
<del>-01</del>	R ·	)	ERISTOFF ANDREW	2127447158	EG	2/23/99	602	FRAND	, 01	- Switched to GTELD without authorizati	Snyder - Ny VOF

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Docket No. 990362-T1 Exhibit REP-21 Page 70	BAURLEY CARINAS	9544289742	EG	2/24/99	602	andoi	- Switched to GTELD without authorizati	Snyder-FL: OF
882	REINHARDT ROBERT	4073458789	EG	2/26/99	602 -	Franci 02	- Received welcome letter from GTELO.	Snyder - FLV OF
96. G	BAYNE RICHARD E.	2028325562	CMR	2/24/99	602	France 01	- Received thank you letter for choosin	Snyder - DCV OF
e 70 set N	ROY PAUL	5083365323	CMR	2/24/99	602	Fraud or	- Switched to GTELD without authorizati	Snyder - MA-V OF
Doct Fxbi	BROWN J. B.	8132473213	EG	2/24/99	602	02	- Switched to GTELD without authorizati	OTELD-ELE
02 ·R	RUELAS SALVADOR	8179234174	CMR	2/25/99 Frand	602.	_ 1 02	Switched to GTELD without authorizati	Snyder-TXV OF
∕01 R →	MORALES RONNIE	5048784517	CMR	2/24/99	602 .	Franco	- Switched to GTELD without authorizati	Snyder - LAVOF
02 R ··	MILDER HARRY	3053851702	CMR	2/22/99 Frand	602	02	- FL PSC - Customer is getting a Primar	Snyder-FL-VOF
02 R *	KLEIN MADALENA	7183873831	CMR	2/22/99 Franc	Ç02	02	- NY PSC - Customer switched without	Shyder - NCIV OF
(01 .R.)	SCHWARTZ JENNIFER	4.305672 <b>0079</b>	CMR .	<b>2/25</b> /99	602.	Fraud or	- Switched to GTELD without authorizatl	Snyder - FLV, OF
161 · R →	KASPER JOHN C.	4072778204	EG	2/25/99	602	Frank or	- Switched to GTELD without authorizati	Snyder-FLV OF
01 R	COSTO NANCY	5164859709	EG	2/24/99	60,2	Francolos	- Switched to GTELD without authorizati	Snyder-Ny VoF
(61 · R)	CANONICA AGNES	4078568290	EG	2/24/99	60 <u>2</u>	Frank 01	- Received welcome letter from GTELD	Snyder - FLV OF
02 R	SIMMON MARIANN	5613916257	CMR	2/25/99	602	Frandoz	- Switched to GTELD without authorizati	Snyder - FLV OF
02 R 'IF	LYNCH JAMES F.	3604663792	EG	2/26/99 2/26/99	602	602	- Switched to GTELD without authorizati	Customer states their 602 NW regional calls was switched
						/113		without authorization. This is a GTELEC. NOT GTELD, MISDRIECT
01 ( R •	BASILE JEAN-FRANTZ	5613685760	CMR	2/23/99 Frand	602	01	- Switched to GTELD without authorizali	Snyder - FL-V OF
02 .R	BARR WILLIAM	5613648499	CMR	2/22/99 Frank	602	02	• FL PSC • Customer switched without au	Snuder - FL V OF
(02 ·R)	LOCHRAN RAJEEV	3012298465	EG	2/26/99	602	Frand 02	- Switched to GTELD without authorizati	Snyder-MDNOF
01 ( R )	BURLEY BARBARA	7184536464	EG	2/24/99	602	Francis	- Switched to GTELD without authorizati	Snyder-NY /OF
· 01 ·R	CAMACHO PEDRO	3055567269	CMR	2/24/99	602	Frande	- Switched to GTELD without authorizall	Snuder - FLV OF
02 R	ROBERTSON JAMES	4073334791	CMR	2/22/99 Frand	- 60,2	02	- FL PSC - Customer was changed from	Snyder - FL-VOF
01 . R	ABBATIELLO THOMAS	3052555098	CMR	2/24/99	602	Franco or	- Switched to GTELD without authorizati	Snyder-FLVOF
01 R .	MERAT JACQUES	9417936063	CMR	2/23/99 Franc	<b>£</b> 02	01	- Switched to GTELD without authorizati	Snuder - El JoF
101 R	STEWART PATRICIA	6177201530	CMR	2/24/99	602	troud 01	- Received welcome letter to GTELD.	Snudge - 111/2- OF
				Total Re	ason: 4	48		idus - Witt

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362											•	
8	Exhibit REP-21		FANG SHENG	4082624 <b>635</b>	BLH	2/25/99	2/25/99 70	7 )7	12	- Still being billed by GTELD. Cancele	Still being billed by GTELD. RPMS shows canceled	OF
Ž	7 K	1						1)	10 11	O" order	through another LD company 12/23/98 but 5/1	y da
ž	EXPIR	, 1			•						was still being billed the primary carrier charge and	
Ī	-									•	had a credited amount. Solar had out order for	CH
											02/23/9	
12	R		CASTILLO JORGE	4156736283	BLH	2/23/99	2/25/99 70	7 707	12	- Still being billed by GTELD. Switche	Still being billed by GTELD. 70' Stated switched to AT&T	7 OF
										11011	In the middle of March.  Rpms show customer	nydu
									NO	11011 order	active with GTELD 8/28/98 deactivated 11/24/98.	(4)
											Jackle Harper Issued Out order. Called customer Je	CM
						•				. /	•	
04	R		SMITH NORMA	3603415334	· DR	2/23/99	Total Reason 79		n ger	Being billed erroneously by GTELD. H	Snyder- wi	OF
80	R		YEARY RONALD	5028890972	CLM	2/24/99	79	)	08	- Being billed for 502/889-0972. have	Mobilne+	OF
10	R,	۱F	CLEMONS NANCY C.	6064362082	CMR	2/23/99	79	9	10	Calling card calls made by dauthers'	STELD.	so
02	R	IF	SMITH ZAID	9413428183	EG	2/23/99	79	•	02	Being billed by GTELD on 941/342-8183	11	FL
				1			Tolal Reason				,,	
Oth			7		Franchis		Business		egulato	*		
TYPE	B/R	Fran	CUSTOMER NAME	BTN .	WHO	RECEIVED	CLOSED CA	L Complain Lissue		Call Description	Corrective Action DIS	Regio n
08	R		KIRSCHBERG MORRIS	2107364381	СГМ	2/25/99	80	<b>.</b>	08	- Has pending account owed GTE but		OF
										•	•	
12	R		WOOTEN MICHAEL	5124528582	DR	2/23/99	Total Reasor 89		12	- Cancel GTELD. Ordered through the	STED	OF
04	R	IF	MILAN REBECCA	5628676567		2/25/99	89	Frand	04	· Wants GTELD removed from bill wants	Snyder	CA
12	R:		MADHAVAN	7164245719	MEM	2/23/99	89		12,	- Discontinued GTELD 10 days ago but	Snyder . 899	
			SREEKUMAR			0.000.000	20	LEC Li.	•	notity.	1 7 7	
12	R		GIBBS KRISTI	4054474891		2/23/99	89		12	- Cancel GTELD. Gol a call from	GTELD.	OF
12	R		NAHAR SANJAY	8474190906		2/24/99	89	Y(CIW	~1ET	GTELD canceled. Called customer	Snyder-Il	OF
02	В	1	R R WEBB SPRAYING SERVICE INC	7275465758	EG	2/25/99	89	, -	02	- GTELD refused to provide long distanc		FL

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, 696	Docket No. 990302-11 Exhibit REP-21 Page 72	F	-EDERMAN WILLIAM	9413770249	AFB	3/2/99		601		04	Received welcome letter to GTELD. Di	Wireless. FL
8	2.5						Total Re	ason: 1				
	5 E C	!	FARMER FRANKIES	5735820514	AF8	3/2/99		602		12	- Switched to GTELD without authorizati	OF 70
•	stribi	Š	ELSTE RAINER	3059403897	AF8	3/2/99	LOA e	1401 2-	1-5	12	- Switched to GTELD without authorizati	invider of 1509
ı	סשם	-	LECHADORES CHESTER	R2133854121	AF8	3/2/99	Sister	Stidn Un	delutan	12	- Switched to GTELD without authorizati	Snyder-CAL OF =
	R		KLEIBOEKER JOHN	5032634762	CLM	3/3/99				04	· - Swilched to GTELD wilhout authorizati	Requested call history 602 Of from TMAs. 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
03	R		ALLEN RANDI	9087660418	MP	3/5/99	Fraud	602		03	- Switched to GTELD without authorizati	SAUDER - NJ OF
04	R	IF	KAYS RICHARD	50968798 <b>64</b>	AFB	3/1/99	3/4/99			04 Dista	- Says he was slammed by GTE Long	Sitel tape sell indicates 602 NW customer authorized the switch. Trna following proper policy and procedures.
04	R		WALLACE GLORIA	3232916997	DR	3/3/99	LOTEX	160015	1	04	- Switched to GTELD without authorizati	Snyder-Citt OF
12	R		TURCOTTE KARA	4017651454	AF8	3/3/99 -	Frand	602		12	- Switched to GTELD without authorizati	Shyder - R. I. OF
	R		KWOK WAI-LEONG	7704582260	CLM	3/3/99	Fraud	602	502	07	- Switched to GTELD without authorizati	Customer gave his current 602 OF 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
05	R		ROGERS CLIFTON	7033217562	MP	3/2/99	Fraud	-602	ı	05	- Switched to GTELD without authorizati	Snyder - VAT OF
10	R		SAUNDERS RICHARD & LAURIE	4012746906	EG	3/5/99	Fraud	602		10	- Switched to GTELD without authorizati	R.I. Atl. Gen. OF
02	R		CASTILLO LUIS	3052487117	CMR	3/1/99	Fraud	602	. (	02 _	- FL PSC - Their long distance service	Snydow
(02	R	Job	CASTILLO LUIS CHE STANLEY C.	5624317358	CMR	3/2/99	FLAU	002	CA ·	02	- Switched to GTELD without authorizati	Snyder CA
02	R	1 .	FERNANDEZ MARYLYN	2128615312	EG	3/2/99	Fraud	602 €	502 NY	02	- Switched to GTELD without authorizati	Customer LD service was 602 OF switched without authorization. Sales channel - Snyder, LOA proviced - Fraud. Credit has been Issued
01	R	$\geq$	GOMEZ-MARTINEZ NELLIE	7183812411	CMR	3/2/99	FRX	W21/	C	01	Switched to GTELD without authorizati	NY-FCC Snyder
02	R	)	MORALES LEYLA	3058293218	CMR	3/4/99	FRA	103 D	(	02	- Switched to GTELD without authorizati	FL-PSC- OF Snyder

0 0		) IF	INDA VIRGINIA J. MCDONALD J.W. ZHOU LIANSHENG (JOE NELSON NANCY NGUYEN HANK T. NOEL JEAN-CLAUDE MERKEL TERESA	2128741557 7147766328	EG 3/2/99  CMR () U. 7 / 5/90 haye.  EG 3/3/99 FR. A  EG 3/2/99 WEY  CMR Training	charter w 602 highinal V Dooz y 602 family 9 602 602	02 02	- 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	MI-PSC-Snyder <sup>OF</sup>
0		lF	HARMONY LANTERN  VIANG JOSEPH	2063241433 6263516224	rep gave misinfo.	602 Reason: 24 9 699 699	0 f 12	- Switched to GTELD without authorizati Deceived into switching to GTELO by C	FIND AND CREDIT.  FCC -WA - Say C. r  Customer states deceived 699 CA into switching to GTELD by Chinese language sale. Reviewed DMSs shows Snyder made the sale 20199. Requested clarification of the sale. Received the tape had translated. The 1
-	1111		4.0	4_ 1			anulatan		

Bill	ing		18	In	Franchi	se: 8	Busine		Re	gulator	ry: 6 ·		
TYP	E 8/R	Fran	CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED	CAL	Complain t Issue		Call Description	Corrective Action DIS	Regio n
04	R	ſF	WERTS CARLA	2176882078	CLM	3/5/99		701		04	- Being billed by Least Cost Routing.	GTEYD -7	NO
02	R	IF .	CARRASQUILLO KATHLEEN	8644769999	EG	3/5/99		701		02	- Being billed by Minlmum Rate Pricing.	-SC:-GTECT	so
11	R	ĮF.	KEEN DEBRA	<u>, 219</u> 7632369	CMR	3/5/99		701		11	- Being billed by OAN and GTELD.	IN- MELD	NO
01	В	<i>}</i>	CHING OPM BENEDIC	T 7149797555	BLH	3/4/99	3/4/99	701	701	01	- Switched to Equal Net without authori	Received a bill from Equal 701 Net one long distance call lotaling \$152.20. Customer states it was a 900 call and made on Saturday when his office is closed. Customer states Equal Net said he	OF .

<

03 R 02 R H 04 B H	03 R IF	MIS R	12 08 R R	10 08 B R	Docket No. 990362-TI Exhibit REP-21 Page 74
GROSS LINDA 8139914577 CAROTHERS SHERRI 9417469262 MARTLEY MRS BERNELL 3348973020 VIP PUBLICATIONS 4173320847	TURNER ROBERT HE YE	PAPUGA JOHN	LOPEZ SANDRA LIU FRANK GUANGXIN	NOISEUX GEORGETTE 3059407398 BURNETT'S INS. AGENCY3605326181	EAGER SHARON SIMPSON SHARON
8139914577 MP 9417469262 CMR LL3348973020 EG 4173320847 AFB	9414927193 MP 6509178177 BLH	7277856967 DR	2109234850 AFB (812)8728516 DR	3059407398 MP Y3605326181 EG	9404972115 MP 4082656876 MP 5047856735 BLH
3/5/99 3/2/99 3/5/99 3/5/99	3/5/99 3/2/99	3/2/99	3/2/99 3/2/99 3	3/4/99 3/4/99	3/5/99 3/3/99 . 3/3/99 3
799 799 799 799	799 3/4/99 799 799	3/4/99 799 799	Total Reason: 3 799	707 707	704 704 701 Total Reason: 2 3/5/99 707 707
2 2 2 3	12	N N N N N N N N N N N N N N N N N N N	12 08	5 ° L	2 12 EMP
- Being charged long distance rates for - Son made 900 calls totalling \$642.83 - Being billed for calls did not make - Promised calling card surcharge fee 5	Quoted rate of .14/min to Canada from Made 2 payments via bank's online pay	. Not responsible for \$42.12 in calling	- Received bill from GTELD and doesn! - Billed for calls that did not connect	Being billed for "Unbilled Toll" from de	- Combined billing and change name on - Wants combined billing of cell phone - Still being billed by GTELD. Changed
AL SUECE	STE STE	Customer states not responsible for cc calls lotaling \$42.12. Reviewed solar orders hows a (calling card irsued by the lec sider Customer not service by GTELD. I e-mailed the customer to advised and	Customer states billed for 799 calls that did not connect. Billed for one call thats a local call. Reviewed by billing for the month of Fabruary shows credit eleaving a balance o	Jackie Harper is sued out order. Crediled Lim 4.01 in zero-batance. Advis d. A. Chiv at Col.	
WW SO FL	799 OF	799 FL	799 OF		16053

	Docket No. 990362-TI Exhibit REP-21	) ) ) ) ;	MCMILLEN JOHN	5027537568	CLM	3/9/99 .		03	3	05	Received a call from telemarker stati	Requested call history from TMAs. Called customer to apologize no ans. no recorder, Called customer to apologize on ans. no recorder, Recv. contact info from TSI/Ingrid TSI contacted customer on		OF
02	В	lF	STRAIGHT PATHS FOOTWEAR	715257 <b>9382</b>	CMR	3/9/99	Total Reaso	on: 1 04		02	- Received solitation call from Consoli	<u> </u>	•	ИО
05	R	IF	VIVERALLI JUDITH	8147343866	BLH	3/8/99	Tolal Reaso 3/11/99 49		99	05	- We just made a call to a customer - J	TMA West called customer and used the ex-wife's name Janet. The current wife wants Janet off the account. Checked the systems. Customer has GTE for local service but AT&T for long distance. MS	499 GT	NE E
							Total Reaso	on; 1						
DN	5		1	In	Franchise	e: 0	Business	0	Re	gulator	y: 1 .			
TYPE	B/R	Fran	CUSTOMER NAME	8TN	WHO	RECEIVED	CLOSED C	AL (	Complain Lissue		Call Description	Corrective Action	DIS P	Regio n
02	R		TROXEL TOM	6056656067	EG	3/9/99	3/12/99 50	04 5	504	02	- Place on DO NOT CALL list. File form	Customer request to be put on DNS list per SD commission. 3/9/99 entered customer in the DNS list.	504	OF
							Total Reaso	on': 1						
	autho ange	orize	d 33	ln.	Franchise	e: 8	Business	4	Re	gulator	у: 20			
ТҮРІ	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED C	AL C	Complain tissue		Call Description	Corrective Action	DIS P	Regio n
07	R		WALSHARTS MARY	4072984014	DR	3/10/99 f	rand 60	01		07	- Received a GTELD Welcome Letter	Snyder - Fl		OF
01	R		KATZ MEYER	5166304136			fraud 60			01	- Switched go GTELD without authorizati	Snyder - N	Y'	OF
01	Ŕ	1	TRIAY ENRIQUE M.	3056611085			frau d 60			01		Snyder - FL	·-	OF
01	R		WAHL WILLIAM H.	2063283595		3/10/99	TOOM ML &	<b>.</b>	rderek	01	- Switched to GTELD without authorizali	Snyler-WA		OF
01	R	1F	WILSON KARENA.	4174243435		3/10/99	60	_	iu (100 C	01	Switched to GTELD without authorizati	LCR-		MW
		l										Mis.	Sou	wi

	Docket No. 990362-TI Exhibit REP-21 Page 76	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 1D- A	16059
	_	WORK HARI	: 00024944 <b>0</b> 0	AED	210100	Control Re		6	42	Cuitabad without authorization. Nove	Children Ist.	OF	~
12	R	MISRA HARI	6083484400	AFB	3/9/99 .	frayo		cuinto one	,	- Switched without authorization. Neve	Snyder-, WI		
12	R -	WILLIAMS NATASSAH	2064444720	AFB	3/10/99	fraud	•		09	- Switched to GTELD without authorized.	Snyder-WA	OF OF	
09	R .	THORNTON JANE	3058886639	AFB	i	1 rayer				- Switched to GTELD without authorizati	Snyder-FL	OF	
12_	-R	FONG JOSE	2129627527	AFB	3/10/99	CON (		tope) oxist		- Swithched to GTELD from AT&T without	Sudvet 14 al	OF	
	R	MAHONEY ROBERT F.		AFB 1		`` I		$r \cdot r$		- Switched to GTELD without authorizati	Snyder - MIT	OF OF	
80	R .	DOAN THANG	5107926324	DR	3/11/99	truck	- 602 - 600 /		80 مايمانداد	- Switched to GTELD without authorizati	Snyder - CH	OF	
05	R	SPRINGER BEVERLEY	6512579404	CLM	3/11/99 (	frank	C-6102 40			SWITCHER PO CHELD LIPROULEUMONZAII	Skyder - MN	MW	
07	R ·	VISCOMI KAREN	7186247343		•	_			07		Snyder-Ny.	OF	
07	R IF	COHN JESSE	3104756102			fracid	_		07	- Switched to GTELD without authorizati	Snyder-CA	CA	
	R .	DUONG THUAN	4089268305	BLH	3/9/99	3/12/99 frand	602.	602		- 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	of der – A-	•
02	R	JUAREZ DARLENE	5592241690	CMR	3/10/99	traud	602		02	- Switched to GTELD without authorizati	Shyder - CH	OF	
	R	MAHONEY ROBERT F.	3135639286	EG	3/11/99	3/12/99	602	602	02	- Switched wilhout authorization from A	Customer switched without authorization. Sales Channel - Snyder LOA provided - Fraud. Per customer completely fraud and says this really sheds a bad light on GTELO to have a Agency doing this. Also	OF	
01 Switched	R 10 GTELD Wilh	DIUGUID MARY R. & PHI out authorizati	L OF	904761072	9 CMR	fract	3/10/99	9	602		Snyder-FL	01 -	
02	R	DELGADO JOSE	3052644616	EG	3/9/99	froud	602		02	- Switched to GTELD without authorizati	Snyder - FL-	OF	
02	R IF	SHAW NORMA	9096742580	EG	3/10/99	LOAW	1806.S		02	- Switched to GTELD without authorizati	Snyder - CA.	CA	
02	R	SANTOYO ALFREDO	3055534751	CMR		fraud			02 -	- Switched to GTELD without authorizati	Sny der - FL.	OF	
02	R l	AVELARDE GERMAN	8475508417	EG	3/11/99	fraud	602		02	- Switched to GTELD without authorizali	Snyder - IL	OF	

50A - Slammed - NO LOA.

¥		Snyder - WA	· Still receiving bills from GTELD and	ឆ	ω	Total Reason: 707	3/10/99	E B L	3603805232	AVILLA KATHY	₩	70 70	12
STED	•	order processed on 3/1/99 for TSCI code on 2/25/99 225/chgd. billing name & 2007/new billing party selected GTELD followed by 9896 3/1/99 ANI deactivated.							:				
Q <sub>T</sub>	. 706	OOF Customer is not w/GTELD, 0 #1118671	<ul> <li>Explain why a bill is being sent with</li> </ul>	12	706	706	3/9/99	CLM	6106900840	HANRAHAN JOHN		.σ R	12
	(1)	Snyder - (	<ul> <li>Requesting itemized bill for August.</li> </ul>	08		706	3/12/99	CLW	3306787063	LIU BEI	•	ж ж	08
Ö	•	)     -	- Billing for calls to Korea are not co	12	2	Total Reason: 706	3/11/99	ᄝ	6182627475	KIM RAYUNG	īī	70	12
Ö		11	· Being billed by OAN Services for Mini	01		701	3/10/99	EG	2194320881	FORD HENRY W.	╗	D	9
, m	7	OTELD	<ul> <li>Being billed by HBS on behalf of ACt.</li> </ul>	04		701	3/10/99	CLW	5172798790	BARTON MARJORIE	<b>ਜ</b>	<b>7</b> 0	04
⊐ Regio	יט פי אַר ר	Corrective Action	Call Description	olain sue	Complain tissue	CLOSED CAL	RECEIVED	OHW	BTN	CUSTOMER NAME	₹ Fran	TYPE B/R	3/1
		:	Q	Regulator	<b>→</b> 8	Total Reason: Business	ise: 6	in Franchise:	<u>5</u>	19		Billing	BII
, x		Sny der - T	Switched to GTELD from AT&I but	02 cance		699	3/11/99	CMR	E 2815544269	SCANTLAND MARIANNE 2815544269	Ħ	æ	02
Å.		Snyder - MA	· Cancel order for GTELD. Received	05	2	Total Reason: 699	3/12/99	CLW	5089932849	BABENEAU KENNETH		æ	05
WW		OT EID	- Swiiched from GTELD by MCI. Wants	GI &		603	3/10/99	AFB	4173358167	STEVE GAGE MARINA	- -	В	04
N₩		This is not CTELD . 603	- Switched from GTELO without authorizi	02	603	Total Reason: 23 3/11/99 603	3/9/99	EG	3602681523	NAKUTIN BOB	₹i 1	מ	22
WW		HK - STELL	- Switched to GTELO without authorizati	10		602	3/10/99	CMR	.5014971722	HILLTOP GROCERY	₹	ω	計
TÑ.	ر کے از کے و	Shyder - NU	<ul> <li>Switched to GTELD without authorization</li> </ul>	02		3/10/99 frain, d 602	3/10/99	EG	7188598888	INDEPENDENCE COMMUNITY BANK	ı	В	02
m	ئ حر	Snyder- 1	<ul> <li>Switched to GTELD without authorizati</li> </ul>	01		3/10/99 fraud 602	3/10/99	CMR	7186287943	BUSER JOHN & DAWN	Pa	Ex	
П		Snyder-L	- Switched to GTELD without authorizati	9		3/10/99 Pytamed 602	3/10/99	CMR	5163546229	MANDEVILLE WILLIAM	ige 7	hibit	
TI	H	Snyder - >	<ul> <li>Switched to GTELD without authorizati</li> </ul>	02		3/10/99-framo 602	3/10/99~	EG	7346699478	WANG HUI	77	RE	
स	OF OF		ONTUSE &	المديل و	·	Customer	3/12/99	CMR	9544502694	OCHA PHILLIP		. 990362-T P-21	٠

09	02	04	8(2/8)8	05	07	Docket No. 990362-TI Exhibit REP-21
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~ ∓		Ŧί	- F - Θ - Θ - Θ - Θ - Θ - Θ - Θ - Θ - Θ	<del>71</del>	ਜ	•
BARRERA SAMUEL & FEDENCIA	BELICH & DEMARCO INC 4408353679	THE TRAVELIN' TAX MAN 8139915963	TRAN THAI OONALD  IF HALL RUSSELL  MILLER BELLE W	ROBINSON GENEVIEVE 7045661331 KELL MARY 4257128014 KINGERY KENNY & 5152593442	HUYNH HIEN VAN	GOLOBAY MIKE
9564871370	; 4408353679	V 8139915963	4089843942 7182847944 9413499227 5619655092		7148976763	9724847831 MEM
AFB	CMR	ΜM	EG CMR	MEM AFB	<u>X</u> M X	<u>χ</u> π
3/15/99 3	3/17/99	3/18/99	3/18/99 3/15/99 3/15/99 3/15/99 3/15/99	3/17/99 felati 3/19/99 5/9/w	3/15/99 3/ T	<b>3/</b> 15/99 3/
Total /19/99			Jana C	龙童.	317799	3/15/99
Total Reason: 13 3/19/99 603	602	602	602 602	_ <	√ 602	602
3 106			502 F/C	gned	602	N
9	02	ç	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Just of s	07	2
- Switched to another carrier AT&T Ir	- Switched to GTELD without authorizati	<ul> <li>Swilched to GTELD without authorizities</li> </ul>	Switched to GTELD from MCI without  Switched without authorized still bei  Switched to GTELD without authorizati  Switched to GTELD without authorizati		- Switched to GTELD without authorizati	- Swilched Io GTELD wilhoul authorizati
Long distance not switched 106 TX over to GTELD due to Pic restriction on line through the local Lec no toll	OF	GITEUD-FL FL	Switched to GTELD without 602 OF authorization from ATATIMCI. Out order issued 12/30/86. Credit issued 12/30/86. Credit issued for 823.17 was sent to uncollectables for write-off. Customer extremely upset said just forget about	DHEZ *	Customer wrote letter to: 602 CA PUC and copied GTE and AT&T stating he had been switched without authorization. The tape supplied by Ensot for	Customer switched by GTELD without suthorization on 972-484-7831. A bill was created as a result of an order sent through PaRT.* RPMS Indicates The order originated by CLEC. The customer says his did

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	Docket No. 990362-1	Exhibit REP-21 Page 79	Fran	4 CUSTOMER NAME LAGROW MARGARET	In BTN 7273923184	Franchis WHO	e: 3 RECEIVED 3/25/99	Busine CLOSED		Comple		ry: 0  Call Description  - Remove from DNS list 'no reason	Corrective Action	DIS	Regio n	
	04	R	(F	DEBUSK JERRY	9419279744	BLH	3/23/99	3/24/99	501	501	04	- Remove from DNS list and phone	Add to Do Not Solicit-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	16072
	12	R	IF . ·	JOHNSON BENNIE & SHEILA	7034 <b>979644</b>	DR	3/26/99	Total Re	502		. 12	- Remove from DNS list has			VA .	
	05	R	IF	JONES KAREN	2815761700	MEM	3/25/99	Total Re	503	1	05	- Remove from DNS list due to TMA	:		тх	
		utho	rlze	d 31	ln	Franchis	e: 7	Busine		•	Regulato	ry: 22				
		_	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	· CLOSED	CAL	Compli t Issu		Call Description	Corrective Action	DIS P	Regio n	
	09	R		BESHIR MRS.	7187457099	CLM	3/23/99	Frand	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. 8 am Investigating. Customer stated that she did not sign anything nor did she give author, to anyo	) 602 	OF	
	03	Ŕ		BURGOS ROSA	2122653859	MP	3/23/99	Fran	0 602		03	- Switched to GTELD without authorizati	Snyder- n	14	OF	
	12	R		DANG BERNARD	4155858731	CLM	3/22/99	3/25/99 FVW	692 ud	602	12	- Switched to GTELD without authorizati	FRAUD. Snyder Sale.  Requested cell history Recv. signed LOA. Requested O.ord from NOREC/Jeckle Harper. Called customer & told him that I had recv. a signed LOA. Not his SS# no one in househol	6d2	-OF	
	12	R		LAFORCE MARIE	7184675450	MEM	3/22/99	Fran	602.		12	- Swithched to GTELD without authorizat	Snyder - N	Y	OF	
	03	R		WHITTBOID EDWARD	5618521755	MP	3/25/99	Frand			03	- Switched to GTELD from AT&T without	Snyder-Fl	_	OF	
	09	_B_		OAKS IRA	3139215361	EG	3/26/99	Frank	602	602	09	- Switched to GTELD without authorizati	Snyder- M	602	OF	
(	02 0 f	R Den 4-	) on (e	ORTIZ RENE	2126834560	CMR	3/25/99	Franc	£05.		02	- Switched to GTELD without authorizati	Snyder- M	7.	OF	

07 07 07 07 07 07 07 07 07 07 07 07 07 0	BBB BBB BBB BBB BBBBBBBBBBBBBBBBBBBBBB	MILLIAMS MEL  AESCHER DORIAN  SAMUELS SYLVIA  ROMEY CINDY & CURT  GOLDSMITH MARK  AGGARWAL SARWAN &  KANTA  ALLMAN WILLIAM  OVARDITS MILDRED  LAI CHAN SUN  HOFSTEDE DONNA  MORKUNAS SHERRY &  PETER  NAVARRO ALEX  LEVINE CAROL  WILSON GEORGE  KENNEDY GERALD  LOCHRAN RAJEEV	9544787547 2083227527 3052569376 6038884381 4072779535 9419240765 5102688026 3525442642 9417757548 3059447190 4076721666 7275417709 8138564257	EG CMR EG EG CMR CMR EG CMR CMR EG CMR EG EG	3/23/99 3/24/99 3/22/99 3/25/99 3/25/99 3/23/99	Frand 602 Frand 602 Frand 602 Frand 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 FRAND 602 Frand 602 Frand 602	602 602 THA 602 602	02 02 02 01 02 01 02 02 02 02 02 02 02 02	- Switched to GTELD from AT&T without - Switched to GTELD from MCI without - Switched to GTELD from AT&T without - Switched to GTELD from MCI without - Switched to GTELD from MCI without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD without authorizati - Switched to GTELD without authorizati - Switched to GTELD from MCI without - Switched to GTELD from MCI without - Switched to GTELD from AT&T without - Switched to GTELD without authorizati - Switched to GTELD without authorizati - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without	Snyder-FL Snyder-Citi Snyder-Fil Languager-	OF OF OF OF OF OF OF OF OF OF OF OF OF O	
02	R R	CHIN SUE ARMIJO ANTONIO	6169572374 5619676528	CMR.	3/24/99 3/24/99	LOA existor		02 02	Customer recontacted regulatory as st     Switched from GTELD from AT&T	Snyder-MT 602	OF OF	
02		SOLIDA LYNN	5017243234		3/24/99	3/24/99 602	602	without 02		Oustomer says was 1 502	MW	
. 02	8 IF	SOLIDA CTIVIS				#1 103 GVA			Using the new notions of stall	customer was stammed by other carriers. Customer had excel for inter and Gte Telops for inter prior changed to 288 inter/intra. as of 3/22 changed to 5483/in	(*) **	•
			14 55005000	AED	3/24/99	Total Reason: 603	27	02	Outlehad from CTCt Dutthous a strange		05	
05	R /	KWAN WANG	4155865086			603		03	- Switched from GTELD without authoriza	·	OF	
04	R IF	MOSELEY GERALD	7603734158	MP	3/23/99			04	- Switched by Excel from GTELD without		CA	
09	R IF	CAREY TANJA & DAVID		DR	3/24/99	603	602	09	- Switched from GTELD to OAN without		WW.	
02	B · IF	A&A 90'S COLLISION	4253889991	EG	3/23/99	603	603	02	- Switched to USBVOIC from GTELD.	603	ИW	
						Total Reason:	4					

	OF	: {	N wighus	- Still being billed by GTELD. Custome	5!ha 40	17	<b>101</b>		66/ZZ/E	СМК	6107467212	<b>ИАЗЗАН</b> ВАТАНХ		Я	10
(	Gi:	والما إ	lasued, should have been included with the Coss. (clean up done between 5/98 -3/99.										1		
	) JO	<b>Z</b> 02	Tosi code 2206 generaled but Out order never	- Silli being billed by GTELD. Has not	ZI	707	707	66/9Z/C	66/ZZ/E	84Y	P372108718	RICE LINDLEY		꿈	15
	40		Sudder.	- Being billed by GTELD but is not a c	2th My	17	707		66/9Z/C	83¥	1183322671	HO TAK SHING	į	Я	15
	OF	۲0۲		- Still being billed. Customer states	,	707	707		66/EZ/E	MEM	8106032484	HAHMIZARAH HAMARIRZ ·	,	Я	15
	JO		Sudger	- Sillt being blitted by GTELD. Custome	,, O 1, O	วน	707		66 <i>1</i> EZ/E	чM	2112002112	OVITIMIRA SEGNANASH		Я	£0
			belevitabate apulitible apulitible apulitible apulatible pale Title appe of the algorithm and the apulitible a	Note	. 1										
			Solar showed the customer was desculvated	J.M.	MJ						11.40777010	KUNDIWALA FAROOG		Я	21
~	י <i>ו</i> לגלכי סצ	707	Still being billed by GTELD.	- Silil being billed by GTELD, Custome	12	707	202	66/SZ/E	66/EZ/E	פרא	1102229441	KIMDIAMA EAROO		•	
	(1)	7/15	Tost code generated 10/2/09 however no out to the total code generated to out to the billing.	- Still being billed by GTELD. Custome	21	1 707	:00286 707	Tdal R. 3/23/99	66.PEZPE	VE <i>B</i>	90611166098	EOX DEBBA		Я	15
			on 3/17. Seht cuetomer reply stating billing tep did quote correct information & that the telemarkeler didni explain prop	F. H. promo.											
	OF	902	Customer feets mislesd as to when his rate of second start. Snyder selections	bengizza zari ari nalqiomong gruzzupasi -	sı Ah	907	:00888	7 (187) 96/32/2	66/CZ/C	<sup>ኢ</sup> ን	8177314346	CHILAKAMARRI RAJA		Я	15
	ОИ		ellerd.	- Wants combined billing. Also wants t	21	ı	:noese \$07	Tasl R	66/97/€	λ٦	1127545715	PISGAH COOPERATIVE OD NIARD	뵈	8	.21
16074		γ'n	billed by MCI after witching to GTELD. Reviewed inms transaction history shows & pic certicity on local service. Snyder made the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to the sale to t	toin to	test: Aclour	) )			·				,•		
	70 70	107	Customer sistes being	- Being billed by MCf #Rer switching t	2) ens	\$1.1 \$1.1	107	66/9Z/C	3727/89	ЯС	07906799Z7	CARCIA CARLINA .	•	Page	Docke
	oig#Я	\$10	Comective Action	oiy: 4 Call Description	Regulat Plain			Busin CLOSED	BECELNED 86: 3	ranchi NHO		16 CUSTOMER NAME	ብ81국	Page 81	# No. 990

0362-TI	KAHLER JULIA	9199423667 CMR 3/23/99	707 02 Total Reason: 8	- Still being billed. Customer states	OF
.88 .7-43	PATEL BHAVNA	8109783963 DR 3/23/99	3/26/99 799 799 12	- Charged for no answers would like or	Customer states being 799 OF charged for no answer
Docket No. 990362-TI Exhibit REP-21 Page 82				,	calls would like credit. Reviewed customer billing from January through March. This account has the Talk to Alsa plan with Iree mins on the weekend.
					The c
12 R	KUNDU SHOVAN	4085578717 BLH 3/22/99	3/24/99 799 799 12	- Billed before GTELD service was in pl	Billed before GTELD 799 OF zervice was in place.
		,	: PIC res	trict delayed	RPMS showed a PIC restriction. The billing was created before the service was activated. Issued credit. Called customer.
					and advised.
08 R IF	BLAKENEY AMY	4158983311 CLM 3/25/99	799 08	- Bliled by GTELD for Denmark calls is	GTELD CA
10 R IF	HARRIS ALDENE	6067584414 CMR 3/24/99	799 10	- Being billed for someone's calls. El	. 20
02 R	CALCINEF RAUL	3058235803 CMR 3/22/99	1799 France 02	- Being billed for someone else's calls	· · · · · · · · · · · · · · · · · · ·
		1. Persebber 4	Total Reason: 5 Business 0 Regulato	ory: 3	Snyder-FL
Other	11	In Franchise: 4  BTN WHO RECEIVED	CLOSED CAL Complain	Call Description	Corrective Action DIS Regio
TYPE B/R Fre	n CUSTOMER NAME	BIH MIO KEOLIVED	tissue		P n
. 02 R	HAND KATHY	3525439481 CMR 3/26/99	801 02 Total Reason: 1	- Other concern. Please confirm in a	STELD-FL OF
08 R 1F	HAZEL ADAM	8154989440 EG 3/25/99	899 08	- I am faxing a copy of a fetter from M	// 一 <b>全</b> NO
03 R	CHISHOLM J.P.	6177730202 MP 3/26/99	899 03	- Called for clarification of bit 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 MIS	- Calls to Japan caller cannot be hear	MISDIRECT. Calls to 899 Hi Japan caller cannot be heard connecting line can be heard. RPMS shows CIC code of 9101 GTELD
			•		for domestic and GTE Hawalian Tel for International, E-mailed customer and advise

	75.T							,	•
	Docket No. 990362-TI Exhibit REP-21 Page 83	MICO PAUL	5592926189	MEM	3/31/99 4/1/99 Frand	602	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 lape verification. Neither the signed LOA or the tape was that of Paul
		•	1		•				Amico. The T
				. = 5	414.700	602	08	- Switched to GTELD without authorizati	AMICO. The T
80	R	WESTMAAS RICHARD	6167758925		4/1/99				112
09	<b>R</b>	SANTE CHANDLER	7187586875	МЕМ	3/30/99 4/1/99 Fraud	602	602 89	- Swiiched to GTELD from Sprint without	Customer switched to GQ2 OF GTELD without suthorization. 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 t
04	R IF	MILAN REBECCA	5628676567		3/29/99 4/1/99 Frank	602.	602 04 Feld:	- Customer claims slammed by GTE.	Customer changed w/o 602 CA authorization to GTELD customer still billing on GTELD Order issued to remove all association with GTE Customer contacted
0.4	n	SHADDOX ART (SR.)	3603733614	CLM	Sonarinel, 60	ct 5	houldn't	- Swithced to GTELD without authorizati	SAYDER-WA OF
04	_	KONG RUEY-FANG			3/31/99 LOX (+	aggs)	exists on	- Switched to GTELD without authorizati	Snyder-'MI: OF
09	<b></b>	DANIEL JAMES H.	4176784873		4/1/99	602	02	- Switched to GTELD from AT&T without	GTECDEMO) MW
07		P CIMEUS ANNETTE	3059452148		3/30/99 LOA-	LB025-	15 02	- Switched to GTELD from AT&T without	Snyder-FL OF
8		GUARDIA GENEVENA	3058882862		3/30/99 FRAUJ		, 02	- Switched to GTELD from Bell South	Snydel-FL. OF
$\subseteq$		KATAYEVA SARA	7184092004		4/2/99 FRAU		02	- Switched to GTELD without authorizati	Snyder-NY OF
$\leq$		CARBALLO ERBIO	3058545362		3/30/99 FR H		02	- Switched to GTELD without authorizati	Snyde FL OF
<u> </u>	2 R )	NGUYEN NAM VAN	4082607249		4/1/99 FRX	J 502 (-	field 02	- Switched to GTELD from Sprint without	Snyder - CA OF
	2 R ,	WONG SIK LAM	5105221538		3/30/99 fraud	602· /	Field )02	- Switched to GTELD from AT&T without	Snyder-CA OF
0	2 R	WILSON FRANCES	3056818886	CMR	3129/99 fraud	_602 (	02. AT	- FL PSC - Customer was changed from	Snyder - FL. OF
_	7		9416952481	FG	4/1/99 FRA	602	98	- Switched to GTELD without authorizati	•
	2 R	LONG MARY	7187685949		3/29/99 LOA	4882.51	t 101</td <td>- FCC - Letter from customer dated 4/28</td> <td>Snyder-FL OF Snyder-CA OF</td>	- FCC - Letter from customer dated 4/28	Snyder-FL OF Snyder-CA OF
C	)1 R	SCHRADER JEAN	7076435271		3/30/99 LOOMW		Of Hir 202	- Switched to GTELD without authorizati	Snyder - CA OF
	12 R	MEDIOS FAUSTINO	2123491955		3/30/99 FRA	1602	02		
	2 R	QUINONES ELSA	3055580784				02	- Switched to GTELD without authorizati	3444 - 10 g
C	Z R	SINHAN NIRANJAN	30333607 64	Omit	472/99 FRAC	יענו	•		Snyder-FL 6

Docket No. 990362-Ti	7	11-	PURVIANCE FUNERAL CHAPEL	7578992971	BLH	4/8/99	4/8/99	501	.1	09	. Remove from GTELD telemarketing	Remove from GTELD lefemarkeling. No customer contact. Added to Do Not call or mail list.		VA	
Docket N	Page 84	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 lelemarketing lists. Added customer to the Do Not Solicit list on 04/09/99 for both catling, and mailing. No customer contact.	501	NE	16098
02	R		BLACK GREGORY	2257515799	EG	4/9/99	Total Re	503		02	- Harassing TMA phone calls. Customer			OF	
Una Cha			d 19	ln 	Franchise:	3	Busine	_		gulator	y: 10 ·	•			
	-		CUSTOMER NAME	BTN ·	WHO R	ECEIVED	CLOSED	CAL	Complain Lissue		Call Description	Corrective Action	DIS	Regio n	
12	R		GARCIA ANTONY	6177761887	BLH .	4/5/99	4/8/99 L	602 DA	602 Exist.	12 . - <b>S</b>	- Switched to GTELD without authorizati	Switched to GTELD without authorization. Snyder had 2 LOAs. Sale one on 10/21/98 the other on 11/5/98. Out order issued Credit issued to zero balance account. Left messa	602 Sny	of der 1 A	<u> </u>
09	R		HOFFSTIN	7182525668	3 AFB	4/8/99		602. F	FR HUD	09	- Switched to GTELD without authorizati	Snyder-Ny		OF	
03	R	íF	KRYGSMAN ALEXANDER	2097593099	MP	4/8/99		602		03	- Switched to GTELD from AT&T without	Sitel- C-		CA	
12	R		FUNG YIN	4082449600	3 AFB	4/9/99	TKK	) <sub>602</sub> 7	Fraud	12	- Switched to GTELD from AT&T without	Snyder-Cz	A	OF	
03	R	IF	MAY TERRY & PARRIE	5035334803	MP	4/8/99		602.		03	- Switched to GTELD without authorizati	GTELD - O,	R	NW	
09	R		HONG ANNA S.	5107964720	CLM	4/9/99	ie()		of exist		- Switched to GTELD from MCI without	Snyder - CA		OF	
05	R		MEROLA KIMBERLY	810264033	LYW	4/9/99		602 Y	error	0 <del>5</del> d	i suiched to State without authorizati	Snyder - MI	-)	OF	
09	R	1	NORTON ERIC	2532748294	AFB	4/6/99	Cust	ل <sub>2</sub> 002و	no loyee	MAGA	I Switched to GTELD without authorizati	Sigder-	كون م	OF	
08	R		MCFADDEN RICHARD	50358 <b>8419</b>	I BLH	4/8/99	4/9/99	602	899	08	- Switched to GTELD without authorizali	Switched to GTELD without authorization. Received letter from Rena Taguchi Director LD Small Business. Leffer was sent when the customer requested his 888 number	_	OF ELD	)
		(										be disconnected. Closed waiting			

ຂ

	2	B B B B B B B B B B B B B B B B B B B	. •	BECKERMAN RAY VASQUEZ MARIA L. LARRANAGA EDUARDO ZIELEWICZ JAN FREEMAN MICHAEL GONZALO NODA TSE BORIS GOLDEN STAR REALTY COPY & PRINT CENTER	3059569589 3053858302 3058881704 5108325620 6166748973	CMR EG CMR EG CMR CMR	4/5/99 4/6/99 4/8/99 4/8/99 4/7/99 4/5/99 4/6/99	Field	602 602 602 602 602 602	Frand Frand FRAUD LOTERIS FRAUD Fraud	02 02 1025	Switched to GTELD without authorizati Switched to GTELD without authorizati Switched to GTELD from MCI without Switched to GTELD from AT&T without Switched to GTELD without authorizati FL PSC - The customer states that the Switched to GTELD from Pac Bell witho Switched to GTELD from MCI without Switched to GTELD from MCI without	Snyder-NY Snyder-CT Snyder-FL Snyder-FL Snyder-FL Snyder-Ct GTELD	- - 	00 00 00 00 00 00 00 00 00 00 00 00 00
				10	1n	Franchise:	5	Total Rea			gulato	rv: 4			
	Hilli	_		19			ECEIVED	CLOSED	CAL		guiaio	·	4		
Т	YPE	B/R	Fran	CUSTOMER NAME	BTN	WHO R	ECEIVED	CLUSED	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 94	ne Eld
• -	12 12	R R		SUBU APARNA BYARS ALLEN	5107915466 9182675004	MEM BLH	4/9/99 4/6/99	Total Rea 4/9/99	ason: 702 702	1 Snyde 702	12 12	Not receiving bills. Customer states  Not being billed by GTELD Is a custo	Not being billed by GTELD is a customer. Waiting results of meeting between GTELD and Worldoom. Waiting for PaRT to go through RPMS. Will contact customer again	. 702 Î 47	OF OF
	04	R B	<b>j</b> IF	HARRISON KIM	5018343908 3082369860		4/8/99 4/8/99	Total Rea	ason: 706 706	2	04 08	- Received bill late. Customer states - Needs information on Billing. We hav	Tuesday for Plans/Promos.		OF MW
					COC2005275	AED	A16/00	· Total Rea	ason: 707	2 707 110	<b>"</b> ,0	tr OrdeV - Still being billed <u>b</u> y GTELD. Custome		707	05
	12	R	l	CHOU CHIH-LIANG	6263095375		4/6/99			707 ]] 🔾			Snyder Snyder	707	OF
	12	R	,	SHI <b>QING</b>	78193 <b>28860</b>	MEM	4/9/99		707	nο	ار ر	- Still being billed by GTELO. Custome  ' OI der	sny over		OF

12 R	09 CG 22 R R R	02 P	12 R .	08 R	Docket No. 990362-T Exhibit REP-21 Page 87
STEMMLER WILLIAM	DAVILA MARIA H.  IF PETERS ALLAN  SPENCE GEENA	BARR WANDA A.	CHEN GANG	OBERG JOAN MARIE	ZHEN QIAN
9017551810 LY	7136942365 CMR 9725396996 LY 3349487998 MEM	9415940927 EG 5707757911 EG	5124169528 LY	8478643611 LY	2083780629 DR
4/8/99	4/5/99 4/9/99 4/5/99	4/9/99 4/7/99	4/6/99	4/6/99	4/6/99
	Total F 4/8/99	4/8/99	4/8/99	4/8/99	4/8/99
799	707 Total Reason: 799 4/8/99 799	707	707	707	707
	799	节光本	707 N O	707	. 7
12	09 08 6	3 2 2	=	0	70
- Not receiving correct promorplan/rate	Still receiving Iree minutes. Custom Received bill after filing for bankru	Still receiving a .80 or .90 cent bill. Still being billed by GTELD. Tried t	Still being billed by GTELD. Custome	. Still being billed by GTELD. Custome	-Still being billed by GTELD. Cuslome
(CompaQ.) OF	we do // wised (b) // chere or	No action due to 707 OF disconnect order issued on 3/499 & -D- balance on bit. Advised customer deactivation done on 3/499 said he had been hylng since October 98. Applicated & advised all has been tak	still being billed by GTELD. 707 OF RPMS shows 2206(switched to occ) 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	sill being billed by TQ7 OF GTELD.Reviewed customer account. RPMS shows deactivation on 3-5 An order in solar issued on 3-4 to disconlinue service. A final bill has generated of 86 cents & have issued	Customer states still being billed by GTELD. Service was cancelled. Reviewed rpms transaction history shows cancel by the lec 1/1099. Reviewed sofar an out order was created 4/6/99. The but bill was
20			•	16101	

3 8 8 8 3 3 8 8 8 8 8 8 8 8 8 8 8 8 8 8	O3 R HAMMERS Switched to GTELD from AT&T without & LUZ ELV	99 99 R R	R G G EN	cket No. 990362-TI nibit REP-21 ge 88
CARVELLI JOHN BLANCO JUAN BLANCHARD RICHARD FIRST CHRISTIAN CHURCH GANDARA MIRTA CRAIG ELIZABETH ZUNIGA JAMIE SHAFER NEOMA HERNANDEZ JESUS QUINONES LOPEZ MANUEL SMITH RAY	HAMMERSHAIMB EDGAR D from AT&T without & LUZ ELVIRA & LUZ ELVIRA	CORSO SAM J.  DAI RICHARD & BRIGITTA  SMITH RAY	rized 19 Fran CUSTOMER NAME	ACMAHON FINE ART
33056/3933 EG 3053872180 EG 3055586988 EG 4078598810 CMR 5058854546 CMR 3055411711 EG 3012188867 CMR 3055454811 EG 2143397605 CMR 3055983976 CMR 3055983976 CMR	OF F	7278677260 BLH 3012942329 AFB 5018347816 MP	In Franchise:	505257 <b>9102 BL</b> H
	6103255507 MP	. 4/14/99 4/16/99 4/12/99	3 · · ·ECEIVED	4/12/99
4/15/99 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 7 7 8 8 8 8	g &	602 602 4/12/99 602	Total Reason: Business CLOSED CAL	4/15/99 503
TTOWN TOWN	babysither orderenders.	Frand 802	2 Regulatory: 2 Regulatory:	05
- Switched to GTELD from AT&T without - FL PSC - Customer states that she - FL PSC - Customer states that she - FL PUC - Customer states that he was - FL PUC - Customer states that he was - Switched to GTELD without authorizati - Switched to GTELD without authorizati - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without	SMY & CT - PA	99 - Switched to GTELD without authorizati 98 - Switched to GTELD from AT&T without MIS - Switched to GTELD from SW Bell/AT&T w	ory: 13 Call Description	- Remove from telemarketing lists rude
	Say der - OH	STELD - FL  Madrected call Customer 602  writched wip addicatation to GTELD by LCR Sent letter and addicated or or or or or or or or or or or or or	•	Remove from telemarketing lists nudeness. Added to Do Not Solicit list for both calling and mailing. No call history found from any telemarketing apencies.
	유 8	으 유 판	n Regio	т×

Docket No. 990362-1	Exhibit REP-21 Page 89		OLY TRINITY EPISCOPAL SCHOOL	407723 <b>8323</b>	CLM .	4/14/99		602		08	- Switched to GTELD without authorizati	Requested O ord, from NOREC/Jackle Harper & Issued a cr. for \$37,32. Called customer & spoke to Gall to let her know that ord, had been cancelled & cr. Issued, Customer thanked me. Customer satisfi	E C TEL FL	16111	•
02	В	F	GULF COAST RESPIRATORY SERVICE	9419220741	CMR	4/13/99		602		02	- Switched to GTELD from AT&T without	GTELD-F	-L' F	L	
09	R	IF	ROYAL LISA	7033311403	BLH	4/13/99	Total Rea 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 ethe would have to contact MCI for \$15 switching fees Incurred	603 V	/A	
							Total Rea								
Bill	ing	_	11	in I BTN	Franchis WHO	e: 3 ;	Busines CLOSED		Complain	guiator	y: 3 Call Description	Corrective Action	_	gio	
- N/P	c R/R	Fran	CUSTOMER NAME	D111					t issue				Pn		
ITP									118*00		$\widehat{}$				
08	В	۱F	HAYS COUNTY	5122682522	AFB	4/14/99		701	(1830-6	08	- Being billed by LCR. Customer switche		ו	rx	
	•		HAYS COUNTY APPRAISAL DISTRICT				Total Res	ason:						rx OF	
	•		HAYS COUNTY			4/14/99	Total Rea	ason: 703	1	08	- Not being billed for 800 number. Cus	· · · · · · · · · · · · · · · · · · ·	Ć	OF	
08	В		HAYS COUNTY APPRAISAL DISTRICT PORTRAIT HOMES INC. WU C. VICTOR	8778712200 2059728519	MEM MEM	4/16/99	Total Res	ason: 703 ason: 707	1 1 No	ο <sub>8</sub>	- Not being billed for 800 number. Cus - Still being billed by GTELD. Custome	Snyder - AL	(	OF OF	
08	В		HAYS COUNTY APPRAISAL DISTRICT PORTRAIT HOMES INC.	8778712200 2059728519	MEM MEM	4/16/99		ason: 703 ason:	1 1 N 0	08 ( 08 08	- Not being billed for 800 number. Cus - Still being billed by GTELD. Custome - Still being billed. Customer states	Customer says he was switched without	(	OF	
08	B B		HAYS COUNTY APPRAISAL DISTRICT PORTRAIT HOMES INC. WU C. VICTOR	8778712200 2059728519	MEM MEM	4/16/99	Total Res	ason: 703 ason: 707	1 1 N 0	08 ( 08 08	- Not being billed for 800 number. Cus - Still being billed by GTELD. Custome	Customer says he was	(	DF DF	
08	B B R R	IF	HAYS COUNTY APPRAISAL DISTRICT PORTRAIT HOMES INC. WU C. VICTOR	8778712200 2059728519	MEM MEM	4/16/99	Total Res	ason: 703 ason: 707	1 1 NO 707 NO	08 08 08	- Not being billed for 800 number. Cus - Still being billed by GTELD. Custome - Still being billed. Customer states	Customer says he was switched without authorization in Dec 98 on a line that was disconnected in November 5. The LOA was signed and filled out by someone claiming to be Lauren.	707 C	OF OF OF L	

i i	1	ŀ	CHEHRAZI DARAB	3105444124	AFB	4/23/99	4/23/99	602	. 2	MIS autho	- Switched to GTE & GTELD without	MISDIRECT to the LEC No records in RPMS of customer ever being a GTELD customer.	CA
<u> </u>	EP-28		MEYER JENNIFER	8475935516	AFB	4/22/99	FRA	J.D	•	12	Switched to GTELD from Amerilech	Snyder - IL	OF
+ t/200	Exhibit REP-21	S S S S S S S S S S S S S S S S S S S	OLIVER MICHAEL	305 <b>6735407</b>	DR	4/20/99	423/99 Fra	602 Ud	602	09	- Switched without authorization. Cust	Cuatomer states switched without authorization.  Wants to know why how and expects compensation for his time. Reviewed	of 1 de r
					<b>D</b> D	4/21/99	Frau	ا م		12	- Switched to GTELD from AT&T without	rpms shows activated to GTELD 10/20/98 deactivated 3/19/99. Checked dmss shows S  SAY der - NY	of 91
12	R		ROWAN MICHELE	5167958913	DR		1 1	- 602					
12	R		SCOTT GARY	7187833832	DR 1	4/19/99		602 UZ	602	12	- Switched to GTELD without authorizati	shows activated to GTELD 9/98 later deactivated 9/14/98 due to a pic restriction on t	of the
08	R		SUN JIYU 'MICHELLE'	4152394379	MEM	4/21/99	FIM	602		08	- Switched to GTELD without authorizati	Snyder - CA	OF
11			BURGOS ROSA	2122653859	EG	4/23/99	France	人602		11	- Switched to GTELD without authorizati	Snyder-NY	OF
	_		CHUNG YOON CHUL	6508332432	EG	4/21/99	France	602	•	02	- Switched to GTELD without authorizati	Snyder - CA	OF
02	_		DOAN_THANG	5107926324	EG	4/21/99	Franco	602		02	- Switched to GTELD without authorizati	Snyder-Ct	OF
02		Doge		5167599605		4/23/99	•		FRAND	01	- Switched from AT&T to GTELD without	Snuder-NY	OF
(01	=/(		GLASSER TERRI	9419553050		4/19/99	4/22/99	602	602	02	- Switched to GTELD without authorizati	Wireless - F802	FL
	<i>#</i>	₹"	TRINH MAI	4157595307		4/23/99		602	FRAUD	01	- Switched to GTELD from Sprint without	Shyder - CA	OF
	1 K	<		4016834651		4/21/99		602	FRAUL	02	- Switched to GTELD without authorizati	Styder - CI.	OF
<b>⊘</b> 0.	2 R		HUMBLE JACK	5106534919			Franc	602	1 10/10-	02	- Switched to GTELD from AT&T without	_ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	OF
0	2 R		SEN BHIMA	010000 1010			1	eason: 1	4			Snyder-CA	
. 1	<b>3</b> \^}	\ IF	GREGORY JAMES	8139208244	MEM	4/21/99		699		12	- Customer switched to Sprint from GTEL	CLEC	FL
2	7					_		eason:			4	_	
В	illin	g ,	13		Franchise:		Busin			gulato	ory: 4 Call Description	Corrective Action . DIS	Regio
т	YPE E	3/R Fra	n CUSTOMER NAME	BTN	WHO F	RECEIVED	CLOSED	CAL	Complain t Issue		Can Description	P P	n
C	02 1	₹	TURNBULL SANDY	7404683493	B EG	4/22/99		701		02	- Being billed by Leasts Cost Routing.	LCR.	NE
(	04	R IF	DILLION GERALD	8045375576	s AFB	4/21/99	Total R	eason: 702	1	04	- GTELD customer not being bifled. Cus	LCR	VA

	Ó												and and		
	Docket No. 9903	Exhibit REP-21 Page 91		GILLESPIE CAROL	9152473519	ĹŸ	4/27/99	4/30/99	499	)9	09	- GTELO customer received TMA call	GTELD customer received TMA call lrying 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.	•	τχ Σ
							:	Total Re	ason:	l					~
	DNS	3		4	ln	Franchise	: 4	Busine	ss 0	Re	gulato	ry: 1	•		
			Fran	CUSTOMER NAME	BTN	WHO I	RECEIVED	CLOSED	CAL	Complain tissue		Call Description	Corrective Action	DIS F	Regio
	05	R	IF	CACHO RAYMOND	5407860413	AFB	4/28/99	Total Re	501 ason: 1	I	05	- Remove from all DNS list no reason g	•		VA
	09	R	1F	MARTIN CHRIS	9379470008	AFB	4/30/99	10101110	505	•	09	- Multiple attemptes to remove from			NE
	05	R	1F	MILLER MARY	9724917177	EG	4/29/99		505		05	- Multiple attempts to remove from Do N			TX
	11	R	1F	WERNER EDWARD J.	6082536427	BLH	4/27/99		505		11	- Multiple request to remove from DNS/T	. :		NO
	11	**	••					Total Re	ason: 3	}		•			
		auth ange	orize	d 12	ln.	Franchise	: 4	Busine		•	gulalo	ry: 3			
		_		CUSTOMER NAME	вти	мно і	RECEIVED	CLOSED	CAL	Complain t Issue		Call Description		DIS R	legio
	09	R .		FULLER ALAN	2814898615	CLM	4/27/99		6Ò2		09	- Switched to GTELD from AT&T wilhoul f	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	<b>Λ</b> ΤΕ	0f =:  @JJ'-
٠	09	R	}	WONG PETER	9735861514	DR	4/27/99	4/30/99 Frau	602	602	09	- Switched to GTELD from AT&T without	Switched without authorization Checked dmss Snyder made the sale. Checked snapp outbound sale. Reviewed ipms transaction history showed picked to GTELD 2/13/99 later dectivated 3/29/99. Reviewed by	1902 1903 1907	0f   { { } { } - :
				LIODTA OLGA	7184992396	AFB	4/29/99	TRU	£07		12	- Switched to GTELD without authorizati	Soud of Ali		26
	12	R		HORTA OLGA			4/29/99	7 1.5	602		03		shyaki - Ny		OF TV
	03	Ŕ	۱F	VENEGAR RICHARD	97221 <b>99286</b>	MP	4/29/99		602		U.J	- Switched to GTELD without authorizati	GTELD -	,	ΓX

•	Docket No. 990362-TI	age 92		LOBOSCO ANGELO	2128793104		4/26/99 L. O.T{	4/30/99 LKIST S	602	32	07	- Long distance service provider was ch	long distance service changed from att to glold without authorization Received copy of loa from SNyder Form shows a name of Balina Grullon Called customer left message had loa.	of nyder: NY	
. 02	ŎÚ K	i) aï		SANCHEZ RIGOBERTO	3056810633	EG	4/27/99	France	602		02	- Switched to GTELD without authorizati	Snyder - Fl.	OF	
02	R			WU LINDA LEE	6264477075	EG	4/28/99	Fraud	602		02	- Switched to GTELO from A&N Telecom	Snyder - C. A	OF	124
02	R			WILLIAMS JEFFERY	9414821606	EG	4/28/99	•	602		wi 02	- Switched to GTELD without authorizati	GTELD F	l OF	161
					0004044220	DD.	4120100	Total Re		/ `	1	Contrada de la constanta de la		trilal	
12	R			LUKASZEWICZ MARY SMITH CARL M.	8504844328 8137528631		4/28/99	Other	£0 <b>€</b> €€	15 tau	03	- Switched by another career from GTEL - Switched from GTELD by Sprint.	Shyder + 6	F. Lot	
03	R		IF IF	OWENS PAUL MRS	3348982742	1	4/27/99	4/30/99	603	603	03	- Switched to OAN from GTELD without	STELD switched to oan from gleld	FL 603 <b>SO</b>	
04	R		ır	OWENS PADELINING		-	W <b>-</b> 7700				,	·	without authorization.  SPake with customer advised she was on glek as of 4-9.* She said she was to be on gleld back in dec 98. Advised it look like she never got switche	TELD	
04	F	}	IF	HARTWIG BILL	3143384624	CLM	4/29/99 -		603		04	- Switched by another carrier from GTEL	//	MW	
								Total Re							
	llin			10		Franchise:	3	Busine			egulalo				
TYI	e e	I/R	Fran	CUSTOMER NAME	BTN	<b>WHO</b> R	ECEIVED	CLOSED	CAL	Complain Lissue		Call Description	Corrective Action D	OIS Regio n	
47	F	,		LAROUCHE EMILE	9544547405	CLM	4/29/99		702		12	Not receiving bills/statements. GTEL	Snyder - CXN+	IDN OF	
05	_		1F	BALDUS GARY	2196722607		4/30/99		702		05	- Multiple issues. Customer states the	\		
Ų.	•	•						Total Re		2			STELD -	LA	
04	F	₹	IF	ARMSTRONG DENIS	7658253701		4/30/99		703		04	- Duplicate billing for 800 number. Ir	GTELD .	NO	
02	2 . [	3	j	ARGO TEHNICAL PUBLISHING	5094588525	EG	4/27/99	4/29/99	703	703		- Still being billed for 800 number. C	customer still being billed 7 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	03 OF 11	
1:	2	R		TURBETT VINCETTA	3133816934	AFB	4/27/99	Total Re	704	<u>′</u>	12	- Requesting combined billing. Customer	// .	OF	
•		_		BACA MARIA TRINIDAD	5059821079	мем	4/30/99	Total Re	ason: 1 707		04	- Still being billed by GTELD after bei	C. 1	OF	
0	q	R I		BACA MARIA INIMORO	000000.0.0			Total Re			_	other Derson in	Snyder	O.F	
		,										household (DIE	sumcolu).	÷	
												Swindle	to ater D whome is care	ć	j
				·								11/2		,	
												$\omega_{\ell}$	women of Citize	ccc+t	

Una	exhibit REF	orize	1 CUSTOMER NAME ROSENTHAL DAVID	BTN 5624319475		1 ECEIVED 5/6/99 5		502 ason: 1	Complain Lissue	gulator 04 gulator	Call Description  Remove from DNS list second	Corrective Action	DIS Regio n CA
Cha	-		, LIO-	J								•	
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO RI	ECEIVED	CLOSED	CAL	Complain t issue		Call Description	Corrective Action	DIS Regio n /
07	R		BAGWELL BILLIE	7134675552	BLH	5/3/99	5/7/99 F	. 602 Taud	602	07	- Stamming complaint Ms. Bille Ba	Switched of GTELD without authorization. Snyder made the sole on usrigation. The name and address are that of the previous customer. Advised the customer. She fell she was a victim and their should	602 OF nyd-cy-
04	R		STEWART CHRISTINA	2069230518	мем	5/7/99	Frau	£02.		04	Switched to GTELD without authorizati	Snyder - W.	t (F
12	R	IF	GU MEI	9098689919	DR	5/5/99	Fraud	_602		12	- Switched to GTELD from EOT without	Snyder-CA	
07	R	IF	HINKLEY SHELLI	8136593881	DR	5/3/99	5/7/99	602	602	07	- Slamming complaint Shelli Hinkle	Switched without permissionthree times This customer was only switched one time 2/2/99 by her husband signing at a phonemal. Received the copy of the pos. The customer lxc was changed to lxc of h	602 FL GTELD
04	R	JF	HUBBELL DAWN	4407488074	BLH	5/7/99		60 <b>2</b>		04	- Switched to GTELD without authorizati	GTELD-S	ite NE
INQ	R		NAIFEH JIM	9014769591	DR	5/3/99	5/6/99	602	602	INQ Sp	- Slammed by GTELO. Customer is the	Slammed by GTELD Checked all systems nothing found.	602 OF
09	R		ALTAMIRANO MYRIAM S.	6612992289	DR DR	5/5/99		602		06	- Switched to GTELD without authorizati	STELD-CA	. OF
02	R		NELSON CLÁUDIA	7183775307	CMR	5/4/99	Of ex	1242	602	02	- Switched to GTELO without authorizati	Snuder-NY	602 OF
10	R		LUGO FABIO & MARGARITA	7736372172		5/4/99 4	Fraud	602	602		- Switched to GTELD without authorizati	Switched to GTELD without authorization. TMA-Snyder LOA provided fool sale. Customer was never approached.	•

	Docket No. 990362-T1	ibit REP-21 e 94		HU CHAI & VERA	9258311246	CMR	5/4/99	5/6/99	602		02	Switched to GTELD without authorizati	8(LL First hill 3-16-99
	200	E S	O D.	en on 5-17				LOXex	(1'St S	•		,	- 1 amost FL
		Rノ	1	CONTANT ANDRE	9549202156	CMR	5/4/99	_ 	602.	602	01	- Switched to GTELD without authorizati	_
•	1	R J.		ORTIZ ANN	6174423837	EG	5/5/99	Frank	<b>_602</b>		11	- Switched to GTELD without authorizati	Snyder - MA OF
(	2	W		PEDERGRAFT ALETHA	6613278356	CMR	5/6/99		602		02	- Switched to GTELD from AT&T without	GTELD-CX OF
	)2	$\mathbb{Z}$	)	RANNEBARGER FLOYD	3525180446	CMR	5/4/99	_ ,	602 ·	602	02	- Switched to GTELD without authorizati	GTELD - Flor br
	)2	R		BUI TOAN	3237358726	EG	5/4/99	Fraud	602	602	02	- GTELD prices too high for calls to Vi	Snyder - CA602-05
إ	32	R	) 1F	BRANDES ALAINE	7603282806	EG	5/4/99	5/7/99	602	602	02	- Switched to GTELD without authorizati	This is not GTELD This is 602
70	9	В		IMAGE INCORPORATED	7408810101	LY	5/6/99		602		09	- Switched to GTELD from AT&T without	GTELD - OHIO NE
						a	5/4/00	Total Rea		•		0 " " 107710 1	
	12	R	IF	VAN NESS JOHN		CLM	5/4/99	511100	699	500	12	Confirmation of GTELD service request	ATELD-TX IX
	10	Ŕ		FURTADO MANUEL	4012321017	UMR	5/3/99	5/4/99	699	699	<sup>10</sup> (	AG RI - Receiving direct billing from	SULC First bill 3-19-99 was 699 OF \$.01 cr. After deducting \$5.00 chn svc credit from the carrier plan chg & taxes the bat was \$.01 credit, 4-19-99 bill was \$4.27. Cust made no payments & was not billed
				ا برمسون	1			Total Rea	ason: 2	!			
	Billi	ng			in	Franchise:	3	Busine	ss 1	Re	gulalor	y: 2	
	TYPE	B/R	Fran	CUSTOMER NAME	вти	WHO RE	CEIVED	CLOSED	CAL	Complain tissue		Call Description	Corrective Action DIS Regio
	02	R	IF .	: PONTIUS KEVIN & BRENDA	6166415975	CMR	5/5/99		701		02	- Being billed by GTELD and Minimun Rai	GTELD - MI NE
	12	Ŕ		MARTINEZ ERNEST & ALICIA	5163788288	CLM	5/4/99	Total Re	ason: 1 707	no "	12 LI	Order: - Still being billed by GTELD never re	Shyder-Wy of
	12	R		SALAS GUADALUPE P.	3108309127	DR	5/5/99	5/7/99	707	707 6 ill	12 ed	- Still being billed by GTELD. Custome	Still being billed by GTELD 707 OF Never had GTE has Pacific Bell. Reviewed
											مہے	, prophotog	rpms transaction history XIVA (1 shows activated to GTELD
	16132									3/1 C	- 01	approprietely be ordered be service	7/24/98. Nothing found in OMSS. Reviewed by billing from August 98 to current
				•									

12 R	09 R		ີ່ ສ	TYPE BIR Fra	Unauthorized	02 R	μ	Exhibit RE Page 95	
MALLON WENDY	BANIK JOACHIM ROSALES FRANCISCO	BELLO AIDE	WOOD GREG	Fran CUSTOMER NAME	ed *   Q	ANDHA MOHAMMED.	ABRAMS MARTIN	FARTHY THING	ω
7732989648 DRW	STIVEBEINEM 4145690906 MEM 500 8473979419 DR	3055565002 BLH	6024918582 MEM	BTN WHO	In Franchise:	3055537376 EG	7348473753 DR	7603220290 LY	In Franchis
5/13/99	BILLED- 5/13/99 5/11/99 5/	5/11/99	5/11/99	RECEIVED , CLOSED	. <del>.</del> .	5/11/99	5/11/99	5/13/99	1 ) 1 1 1
602	5/14/99 602 Frand	Total Reason: 5/13/99 602	601	CLOSED CAL	Tolal Reason: 2 Business 0	405	Tolal Reason: 1 5/14/99 405	401	Business
	602 12	602 07	. 12	Complain t issue	? Regulatory:	405 02 M	in Att	tissue ng	Regulatory:
12 - Swilched to GTELD without authorizali	2 — Gentiched to GTELD from AT&T wilhout 19 · Switched to GTELD from Sprint wilhout	7 - Switched to GTELD without authorizati	2 - Received fulfillment letter but chose	Call Description	alory: 13	02 - RATES/PRODUCTS AND SVCS MISQUOTED	-Misinformation about products/service  didn't epplain  F. M. begin  Ut bill on le		afory: 1 Call Description
M. Handay	SMY der - WIT OF Customer states was 602 OF switched without authorization Reviewed drass shows Snyder made a sale 3/199. E-mailed snyder for clarification of: sale.Per rpms account activated to GTELD 3/5/99. Ani deactivate	Switched to GTELD without 602 authorization. Snyder sale. Representative terminated. Out order issued. Bill was credited. Customer said she never signed anything.	OTELD-AZ of	Corrective Action DIS		STELD 405	Lusiomer states nisinformation about nisinformation about reducts/service/rates. retrieveDylmss shows shyder and Sitel made a me-or-this customer. Shyder 4/27/99 and Sitel 1/29/99. Reviewed solar priders shows two C grd		Corrective Action DIS
~ ∂ (1 ·	T L P	SAY d C -	1.7 9	Regio		유	L SE NEW NEW NEW NEW NEW NEW NEW NEW NEW NE	ڇ 139	Regio

Docket No. 990362-11 Exhibit REP-21 Page 96	ONG TIMOTHY	~7074254948 BLH	5/13/99 5/14/99 60? Frand	(19 - Switched to GTELD from AT&T willbuilt	Switched to GTELO 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
12 R	UUH MAH9	6192806109 BLH	5/11/99 5/14/99 602: 602 : Fran L	12 - Swifched lo GTELO 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
	ON 5/24	3057409686 EG	5/11/99 FRXUD 602	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	02 - CA PUC - She received a call from the	BILL First bill 2-25-99. 602 OF
			Lot exists		Billed \$12.80 Feb thru Apr Credit 2/16 chn chg cr. Bal \$7.80. No pmls.made by cust. No calls were billed. Master svc date 2-16-99. SOLAR 10755381 comp 2-17-99. SNAP
01 R	BALDONI ARMANDO	954454 <b>2543 CM</b> R	5/11/99 Lot exists	01 · Swilched 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 for H Changed - not man (rep error)	_ not	Customer switched to 602 OF GTELD w/o authorization TMA- Snyder Foot sale loa & tpv received. Customer states it is his voice on tpv but only wanted fax line changed over not main# Juff credit has been
la ka	WESTMAAS RICHARD	6167758925 EG	5/10/99 602	11 BBB Dallas TX - The enclosed feller	GT ECD-TX (Mchigan)
VV\R	VENTURA MODESTA	7184991461 CMR	5/11/99 Frank 602	01 - Switched to GTELD without authorizati	Snyder-NY OF
01 R }	TON KHOA	5107974487 CMR	5/11/99 Frand 602	01 - Switched to GTELD without authorizati	Snyder-CA of
01 R 02 R	QUINTANILLA ILEANA	3055458491 EG	5/14/99 Frand 602	02 - Switched to GTELD without authorizati	Snyder-FL OF
01 R	JOSIF HAROLD	2022447003 EG	5/11/99 FRAUD602	01 Switched to GTELD from AT&T NOTES	Snyder - (wash not
	HSICH JAMES Y.	6195385775 EG	5/11/99 TRAUD 602	02 - Switched to GTELD without authorizati	Snyder - Wash, Der Snuder - DA OF
02 R 02 R	RODRIGUEZ RAQUEL	3058583477 CMR	5/11/99 FRAD602	02 · Switched to GTELO from AT&T without	Snyder-FL- OF

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NO RPMS

CAUX

D.II.	l:~~		V VI 17	) In Franc	hise: 6	Total Reason Business		egula	tory: 6	· :	• • •		7
	ling s eve	Eran	CUSTOMER NAME	BTN WHO	•	CLOSED CA		- J	Call Description	Corrective Action	DIS	Regia	
117	E DIK	FIGU	00070				t'Issue			•	•	n	
12	R	lF	HIGA HENRY	8084557392 LY	5/12/99	701		12	- Being billed by MCI Customer states		-	н	
08	R	!F	BROWN LONNIE	9722784988 MEN	5/13/99	Total Reason 707		08	- Still being billed by GTELD Custome	GTELD		ΤX	
12			BARUA PRABIR	3154724549 MEN	5/11/99	707	no "0,"	12	- Still being billed by GTELD Custome	Snyder-1	JY	OF	
02	R		MOLTER JOSEPH G.	4147618880 CMF	5/14/99	707	Oroll	1 02	NOTES	GT. ELD	-47	OF	
02			CARBALLO ERBIO	3058545362 CMF	5/11/99	5/12/99 707	707	02	- Still being billed. Customer states	BILL April 4 bill came out	707	— OF	
V.	•			·			fraud			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 al	CARC	ider.	_
										zero bal SOLAR 17082973: comp 9-16-98 Masier svc dale 9-1	1-	7_	
02	R		ABNEY MICHAEL &	9184743398 EG	5/13/99	707	707	02	- Still being billed by GTELD and recei	GTELD-C	K <sub>07</sub>	OF	
. 02	8	ìF	KLEIN DAVID	4158983311 EG	5/14/99	707		02	- Still being billed for someone else's	GTELD-	CH	CA	
					F14.4100	Total Reason			500	•			
04	R	lF.	RALPH SHANNON	6185853273 DR	5/14/99	799		04	- Billing dispute. Customer is disputi	V	•	NO	
J. 12	2 R	````}	LUPUL RYAN	2086761 <b>904 AFB</b>	5/13/99	799	Mis.	12	-Still being billed by GTELD, Custome	CATE L.D.		NW	
'·~0;	Ŕ	IF	NORDEN ELAINE	9063416249 CMF	R 5/11/99	799	/	02	- Being billed by GTELD Customer stat	attend - it	17.	OF	
0:	2 R	شسنالسب	HEISNER-FAHL LINDA	3103705304 EG	5/12/99	799	(MIS)	) 02	- Requesting 3 months credit being dou	CLECO	,	CA	
0	8 B	, .	DEARMAN WILLIAM T.	7134657140 CLM	5/14/99	799		98	- Being billed not GTELD customer. Cus			OF	
		1				Total Reason.	5						
О	ther		±3€ (0	In Franc	hise: 1	Business	2 Re	egulat	lory: 0				
T	PE B'	R Fran	CUSTOMER NAME	BTN WHO	RECEIVED	CLOSED CA	Complain tissue		Call Description	Carrective Action '	DIS	Regio n	
E	MP R	ţ	HOWELL CAROLYN	8174278139 LY	5/14/99	802		EMP Cus	- Wants GTELD gannol place order.	GTELD		OF	

Total Reason: 1

i							•			·			
5	:2-Li		HILL CINDY	8167323969	CLM	5/19/99	602		08	- Switched to GTELD without authorizati	GTELD - !	OF	
Š	8 8 8		COHEN ALBERTO	3058612818	мем	5/21/99	Frand 602		80	- Switched to GTELD from AT&T without	Snyder-FL	OF	
7	о <u>т</u>		SNELL BRUCE	9047376347	CLM	5/19/99	602		12	- Switched to GTELD without authorizati	GTELD-NC	OF	_
7	Docket No. 990362-Ti Exhibit REP-21	9 9 9	TANGUAY DEBORAH & WILLIAM	5089230537	DR	5/21/99	Fraud 602	:	09	Switched to GTELD without authorizati	Snyder- MA	OF	16147
Ų.	 당짜 6	<u>.</u>	DEL RIOGRANDE REFUGIO-LAW OFFICES	9564 <b>259842</b>	CMR	5/18/99	Fraud 602		01	- Being billed on Pay Phone by GTELD	Snyder - TX	OF	<del>-</del>
02	R		LUM SHEW W.	4157764792	EG	5/19/99	Frau of 602		02	- Switched to GTELD without authorizati	Snyder-CA	OF	
10	Я		PORIGO BETTE P.	3605715089	EG	5/19/99	Fraud 502		02	- Switched to GTELD without authorizati	Snyder- WA	OF	
02	R		BAEZ EVELYN	7185887031	CMR	5/21/99	Frank 602	+	02	- Switched to GTELD without authorizati	Snyder-NU	OF	
02	R	IF	RINKER SUSAN	8107355446	EG	5/19/99	602	1	02	- Switched to GTELD without authorizati	STELD - MI	NE	
04	В	1F	HORIZON LABORATORIES INC •	5734461872	CLM '	5/21/99	602	4	04	- Switched to GTELD without authorizati	LCR - 40	MW	
09	В		JERRY FAIN MODELS INC.	8175401000	CLM	5/18/99	602	602	09	- Switched to GTELD without authorizati	GTE LD - 72002	OF	
							Total Reason:	13					
BIII	ing		1/4 15	ln	Franchise:	8	Business	3 Reg	ulato	ry: 3	•		
TYPE	E B/R	Fran	CUSTOMER NAME	BTN	WHO R	ECEIVED	CLOSED CAL	Complain tissue		Call Description	Corrective Action DIS	Regio n	
80	R		SAN GIL MONICO	7605913760	він	5/18/99	5/19/99 701	701 . (	08	- Being billed by AT&T but with GTELD.	Being billed by AT&T but 701	OF	
٠.										billed before active W/ GTELD	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	der	
٠.							70.			active WIGTERD	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	wlater	:D
12	R	ļF	ROBERSON CHRISTINA			5/20/99	701		12	active WIGTELD  illed by to L - not our Being billed by another company, Cus	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 billing the calls on 03/08/99 to be billing the CATELD	W/ aTET	:D
12 08		ļF IF	ROBERSON CHRISTINA DIVERSIFIED LIFTING OF ARKANSAS			5/20/99 5/18/99	701 5/21/99 701		12 08	active WIGTERD	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	wlater	:D
. –	B	•	DIVERSIFIED LIFTING OF		DR			701	12 68	active WaterD    Led by AoL - not our Being billed by another company, Cus Being billed by AT&T bul is a GTELD c	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   ISS INCOME OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK O	W/ aTET	:D
08	B R	•	DIVERSIFIED LIFTING OF ARKANSAS	5016752678  8435462747	DR AFB	5/18/99	5/21/99 701 Total Reason:	701  3 (pending	12 08 04	active WIGTELD  Illed by tol - not our Being billed by another company. Cus  Being billed by ATAT but is a GTELD c  6 CCK to 5449	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   ISS INCOME OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK OF THE LOOK O	W/ aRT FL MW	D

Docket No. 99036 Exhibit REP-21	th , ç∙e	or,	1 _15 13	5 In	Franchis	se: 3	Busin	ess .	Re	gulatory	<i>r</i> : 8				
Docket Exhibit	ր Տի ¹Կ	Fran	CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED	CAL	Complain t issue		Call Description	Corrective Action	DIS	Regio n	53
09	R	•	COFFEY DENNIS	2534720892	AFB		frau d	-			- Switched to GTELD without authorizati	Snyder - W	A	OF	16153
09	R		BORBON JULIETA	2534719288	AFB	5/27/99	Lot e	x 60et	5 10198	09 witho	- Switched to GTELD from WorldCom	Shyder - M	D.	OF	
12	R	IF	MABARDI JUSTIN	8059619508	LY	5/25/99	LOA e	4605	5 3/99	12	- Swilched to GTELD from AT&T without	Snyder-C+	A	CA	
07	R		FERNANDEZ REBECCA	4087250580	AFB		£5/27/99	602	602	07	Unauthorized change complaint Re	Signed Loa dated 3/9/99 received in signature of	•	OF	
							Mud	-10	<u></u>	TPV 99	) <u>+ LoA</u>	Rebecca Out order issued and Final bill generated with 0 balance.	1	CA	
03	R		YEUNG CHI & MEI	7035341437	LY	5/26/99	LOA e	K125	\$	03	- Switched to GTELD without authorizati	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	: 602	TX	
										·		customer. Referred to LEC regarding possible Planestriction on file.	6		
09	R		SIPES SHARON	7404747446	DR	5/26/99	. ,	602		09	Switched to GTELD without authorizati	GTELD-C	H	NE	
02_	_R_		RODRIQUEZ VICENTE	3058878 <b>782</b>	CMR	5/27/99	fraud	602	9/98	02	- Switched to GTELD without authorizati	Snyder - FL		OF	
02	R	) <sup>o</sup> p	FARKAS BRIAN 7	5168646713	EG	5/24/99	FR HU.	D602	10/98	02 back in	NY PUC - Customer was slammed	snyder- No	-}	OF	
01	R		GARNER ALBERT H. & WANATHA	7189412118	EG	5/25/99	FLAUD	602	6198	01	- Switched to GTELD from AT&T without	Snyder-NT	•	OF	
(01	R.	Š	PEREZ JOE	7185996224	EG	5/25/99	FRAU.	D 602	2/98	01	NOTE	Snyder - NL	}	OF	
01	R	•	GORDON NORMAN	7183438872	BLH	5/24/99	5/27/99		602	01	- FCC - The name of my Long Distance	Switched to GTELD without authorization. Snyder	ıl 602	OF	
							Tran	<b>~</b>	9/9.	8		mede the sale. Representative has been terminated. Service has been discontinued.	Saya	der-	
												Account has been credited Mailed copy of the LOA.  Called the cu	:	NY	!
02	R	}	GRAMMAS ALEXANDER	R 9786641011	BLH	5/24/99	5125199 Arau	602	602	02 - CONTAC	MA PUC - Stamming: DO NOT CT TH	Switched to GTELD without authorization. Snyder made the sale. The	•	OF	
		ļ					•		3/9	9		customer stated she never authorized the sale representative was rude hung up on the customer then called back. Service has been	Spy	der -	/
													M	<b>1</b> .7	

02 R 1	12 R 02 R	08 12 R R	08 B IF	04 R	Billing	Docket No. 99036 Exhibit REP-21 Page 101
MILAGROS HERRERA	RAVER ANGELA 4408950928 BEITELSCHEES SUSAN 7403835890	SMITH J. KEVIN HOFFNER TAMARA MOLLER KARINA YU DINGAN	MITHCELL CORP OF OWOSSO	SMITH JAMES	T3   2	MIDDLEBURY PRODUCE 2198252177 BLH
) 9549212434 EG 3037768061 EG	4408950928 MEM N 7403635890 BLH	6192679197 AFB 3363647040 DR 2063439078 DR 5087534455 AFB	5177252172 MEM	8132373927 CLM	In Franchise:	2198252177 BLH
5/24/99 5/24/99	5/25/99 5/24/99	5/28/99 5/25/99 5/26/99 5/26/99	5/27/99	5/24/99	3: 3	5/24/99
	5/25/99	Total Reason: 707 707 707 707 707 5/27/99 707	Total Reason: 702	5/27/99	Total Reason: 15 Business 1 CLOSED CAL	5/25/99 6
707 frauc	707 707 707	707 707		701 701	15 Complai	602
0 0 0 2	2 12	07.2	<b>8</b>	2	Regulatory:	01 •F
- FL PSC - Customer states that he/she - CO PUC - Nuisance false billing from	<ul> <li>Still being billed by GTELD. Custome</li> <li>OH PUC - Has a charge on her bill sin</li> </ul>	- Still being billed. Customer states - Still being billed by GTELD disconting Still being billed by GTELD. Custome - Still being billed by GTELD. Custome	- Customer Is on 105482 and traffic Is	- This customer is a little old man who	". 4 Call Description	- FCC - customer slammed and sd.
Snyder - F	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.	Shyder - Lift Out order never generated 707 to Ani for out to be issued due to NORC 10 report/systme failure.	STELD	Called customer to tel him know that I was know that I was know stigating & 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	Corrective Action	Customer siammed and commed MISDIRECT. The customer size being billed by USBI. The customer was not switched without authorization by GTELD the customer has been with GTELD since 1997 and has a PI
	707		702 1	· · · · · · · · · · · · · · · · · · ·		Z &
9 9	NE OF	=======================================	Z,	/// <sup>77</sup>	Reglo	- ō

1		•	•		•								
11	R,	JF	DWARDS HELEN & JAMES	5406599560	CMR	6/3/99		405		11	- Misinformation about rates. Customer	West	VA
			•				Total Re	ason:	4				
05	8	JF	MTR DESIGN	8059643183	MEM	6/4/99		499		05	- Verlfying GTE Telemarkeler quoles. C		CA
	_						Total Re	ason;					1
DN	S		1	nl	Franchise:	: 1	Busine	ess 0	Re	guiator	y: 0		
TYP	E B/R	Fran	CUSTOMER NAME	BTN	WHÓ P	RECEIVED	CLOSED	CAL	Complain tissue		Call Description	Corrective Action DIS	Regio n
09	R	1F	JOHNSON BRYAN	8139966422	DR	6/2/99		501		09	- Remove from DNS list no reason		FL
		•					Total Re	250n; '	1 .				1
	auth ange	orize •	d \$5 1=1N	IQ In	Franchise:	2	Busine	ss 3	Re	gulator	y <b>: 2</b>		
TYP	E B/R	Fran	CUSTOMER NAME	втн	WHO F	RECEIVED	CLOSED	CAL	Complain tissue		Call Description	Corrective Action DIS	Regio n
04	R		KABANA CHRIS	7817293392	MEM	6/3/99 <del>T</del>	-rayd	602	3/99	04	- Switched to GTELD from AT&T without	Snyder- MA	OF
01	R		MERISIER MIRLAINE	3059197446	CMR		-07 exi				- Switched to GTELD without authorizati	•	OF
04	B	ſF	DISCOUNT BABY STORE	3606798328	AFB	6/2/99		602		04	- Switched to GTELD from MCI without	1	NW
			4								FROM	OTELD other carriers 6	illing.
INO	<del>-</del> BL	IF.	A&FIGA 0	6083396703	MEM .	6/1/99		502	602	04	- Switched CTELD without authorizati	other Carrentes	
02	B 	) ope	GLOBAL EXPORTING	4079337916	EG Eu-	20st. di	id ad	602 4 6	3/99	02 0† ''	- Switched to GTELD from MCI without	Snyder-FL	OF
12	R		TUTTLE DAVID	7817698415	AF8	6/2/99		699	- 100	12	- Switched to MCI Worldcomm and	STED	OF
			15	y=6 1440			Total Re	ason:	1				
BIII	Ing		· 8 3=1	(15 · In	Franchise:	3	Busine	ss 1	Re	gulalor	y: 5		
TYPE	B/R	Fran	CUSTOMER NAME	BTN	wно я	RECEIVED	CLOSED	CAL	Complain tissue		Call Description	Corrective Action DIS	Reglo n
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 701 LEC issue Not GTELD	OF
			•				Total Re	ason:	1 1 A	sx!	13ta	c	
04	R		PEREZ CARLOS	6175760126	LY	6/3/99		707	707	04	- Still being billed. Customer states	SRYCLU 707	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 707 when no longer with	NĒ
												GTELD. Reviewed rpms shows activated to GTELD	
							•					8/7/98. No tost codes received from the lec to cancel service, Reviewed but billing from March	ELD
	16		· ;									through	
	16162		•										·
	N		•								1		

1																
362	_												•			
Docket No. 990	Exhibit REP-21 Page 103		I)	FENG FRANK	5036 <b>266179</b>	ME 6	S/7/99	6/10/99	301	1	12	- Not receiving free minutes. Customer	Customer not receiving free minutes. He signed up for the free minutes promo 4-29-99 which will not refelct free minutes until the first full bilt. That will happen next bill cycle.	бТІ	NW ELD	
								•					I did ask when h			
								Total Rea	ason: 2							29
07	R		IF	LAWRENCE APPRAISAL GROUP	8083293900	MP 6/1	10/99		303		07	- Walt a minute. Who confirmed what he	GTEUD	•	н	16167
	_				7325482688	CLM 6/1	10/99		303 (4	p did 14	ex p	lain Corcetus	Curlin		OF	
12	R			PATEL JIGAR	2194822845		3/8/99		303	7	12	· I've spent the last hour trying to ob	Snydir		NO	
12	R		IF	ELLIS KENT	6094295049		10/99		303		12	- Didn't receive 360 free minutes on fi			OF	
12	R			KUAN JENNY STROUD SANDRA	7279376551		10/99		303		07	- 1 don't want this GTE Flat Rate Plus	GTE LD.		FL	
07	R			NGUYEN VU	9727279999	•	10/99		303		12	- Promised 60 weekend minutes free	OIE CD		OF	
12	R		15	DOCTOR'S EQUIPMENT	9724231947		10/99		303		04	- Customer questioning Minimum Fees.	tr -	•	TX	
04	8		IF IF	SANDY FARMS	5036684525		5/9/99		303		09	- Has rep named Peter cell from	11	•	NW	
09	В		"	SAILS I FAILING	••••			Total Res	ason: 8		-		<del></del>	•		
тм	ΙA			3	· In	Franchise: 2	2	Busines		Reg	julator	y: 2				
TM		/R	Fran	3 CUSTOMER NAME	In BTN				ss: 0	Complaint	gulator	y: 2 Call Description	Corrective Action	DISP	Region	
		/R	Fran	3 CUSTOMER NAME				Busines	ss: 0	Complaint		Call Description	Corrective Action	DISP	Region	
	EB		Fran			WHO RECE		Busines	ss: 0	Complaint			Corrective Action  Shy der	DISP	Region OF	
TYP	E B	L.	Fran	CUSTOMER NAME	вти	WHO RECE	EIVED	Busines	ss: 0 CALL 404	Complaint Issue		Call Description  The Lot	Shy dur  Customer received poor service from a gite operator when he tried to	DISP	_	
10	E B	L.	•	GEIER FATIMA	8TN 5086732751	WHO RECE	EIVED 977/99	Busines CLOSED Total Rea	ss: 0 CALL 404 ason: 1	Complaint Issue	) UU 10	Call Description  TOA  Description  - Description	Customer received poor service from a gite operator when he tried to make a 3rd pity call from a health of the color.	405	OF	)
10 12	R R	<b>.</b>	•	GEIER FATIMA BUTCHER TOMMY	8TN 5086732751	WHO RECE	EIVED 977/99	Busines CLOSED Total Rea	ss: 0 CALL 404 ason: 1	Complaint issue FRACE 405	) UU 10	Call Description  TOA  Description  - Description	Customer received poor service from a gte operator when he tried to make a 3rd phy call from a hospital & operator did not know what to do with customer. Spoke with customer spologized for	405	OF TX	)
10	R R	<b>.</b>	•	GEIER FATIMA	8TN 5086732751 9722215929	WHO RECE	5/7/99 5/7/99 5/8/99	Busines CLOSED Total Res 6/11/99	404 404 405 405	Complaint Issue FRANK 405	12 199	Call Description  TO H  - Deceiful or Iraudulent tectics by TM  - POOR SERVICE - On Monday May 17th	Customer received poor service from a gte operator when he tried to make a 3rd pty call from a hospital & operator did not know what to do with customer. Spoke with customer apologized for what happ	405	OF TX	)
10 12	R R	<b>.</b>	•	GEIER FATIMA BUTCHER TOMMY	8TN 5086732751 9722215929 7608736852	WHO RECE	EIVED 5/7/99 5/8/99	Busines CLOSED Total Rea	404 404 405 405 405	Complaint Issue FRANCE 405	12 199	Call Description  TO H  - Deceiful or Iraudulent tectics by TM  - POOR SERVICE - On Monday May 17th	Customer received poor service from a gte operator when he tried to make a 3rd pty call from a hospital & operator did not know what to do with customer. Spoke with customer apologized for what happ	405	OF TX	)
10 12 01	R R NS	<b>t</b>	IF	GEIER FATIMA BUTCHER TOMMY	8TN 5086732751 9722215929 7608736852	WHO RECE  CM 6  LY 6  CM 6/4  Franchise: (	5/7/99 5/7/99 5/8/99	Busines CLOSED  Total Res 6/11/99  Total Res Busines	404 404 405 405 405 405 405	Complaint Issue FRANCE 405	12 199	Call Description  TO COM  - Deceiful or Iraudulent tactics by TM  - POOR SERVICE - On Monday May 17th  - Cust, originally quoted .35/min with	Customer received poor service from a gte operator when he tried to make a 3rd pty call from a hospital & operator did not know what to do with customer. Spoke with customer apologized for what happ	405 G7 1	OF TX	)
10 12 01 DI	R R NS	R B/R	IF	GEIER FATIMA BUTCHER TOMMY BEAR JULIE K.	8TN 5086732751 9722215929 7608736852 In	CM 6/4  CM 6/4  CM 6/4  Franchise: C  WHO RECE	5/7/99 5/7/99 5/8/99	Busines CLOSED  Total Res 6/11/99  Total Res Busines CLOSED	404 404 405 405 405 405 405	Complaint Issue  ### Australia    #### Australia    ##################################	01 10 12 199	Call Description  TO A  Deceiful or fraudulent tactics by TM  POOR SERVICE - On Monday May 17th  Cust, originally quoted .35/min with  y: 0	Customer received poor service from a gte operator when he tried to make a 3rd pty call from a hospital & operator did not know what to do with customer. Spoke with customer epologized for what happ	405 G7 1	OF TX CA	)

362-Ti		)1	j 26	în i	Franchise	e: 4	Busine	\$3:	Re	egulatory	: 19	12 (e.				
No. 9903	Exhibit REP-21 Page 104	Fran	CUSTOMER NAME	вти	WHO	RECEIVED	CLOSED	CALL	Complaint Issue	1	Call Description	٦.	Corrective Action	DISP	Region	
Docket	Exhibit Page 1		TITEL DALE	8176858907	всн	6/8/99	6/8/99	502	699	EMP .	- Swilched to GTELD v	vlihout authorizat	Switched to GTELD without-puthorization. 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	16168
12	R		HALL ROBERT	6366398038	LY	, 6/11/99		602	602	12 -	Unauthorized change to	GTE.	GTE Telap	J602	OF	
07	R		OSBORNE NANCY .	2065234571	CLM	6/9/99	LOAe	4 <sup>99</sup> 5+	502	07 -	Unauthorized change of	ompleint I	Snyder sale. Requested call history from Snyder.	602 Nydei	of r-W	+
07	R	۱۴	BUNTING ELECTRIC CO.	5012292479	ME	6/10/99		602		07 -	Customer says they we	re switched to	STELD:		MW	
07	R		LINDA	9724889229	CLM	6/8/99		602		07 -	The customer who has	telephone #	n. –		OF	
12	R		ANDUZE ENNA	3059198771	BLH	6/10/99	6/11/99 9   9 \$	602 F	=RXVD	12 -	Switched to GTELD wit	hout <b>a</b> uthorizati	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	502 Snyi	of der L.	
<b>O</b> 1	" R	70j	ON 6-22 ARMENDARIZ RAUL	9155853222	EG	6/9/99	3 3 -	fi e	1 d FR	ND.	This is to report GTE U	hey switched	Snyder-TX	602	OF	
11	R	~ ~	BETTS JOHNNIE	7738814695	СМ	6/9/99	2/90	602	602 FK	- D Lus V	IL Commerce Commiss	ilon -	Snyder - IL	_602	OF	
02	R	1F	FRANKLIN PEGGI	9097630030	EG	6/8/99		602	602	=	· CA PUC - Customer da	ılm phone	GTELD-CA	<del></del> 602	CA	
01	R		GARDNER STEPHEN H.			6/7/99	9/98	602 L	.ox exist	S 01 -	Switched to GTELD wit	hout authorizati	Snyder-NU		OF	
01	R		CUSIMANO JAMES A.	8313755338	EG	6/7/99	2/99	602	Frank	01 -	- 工工生活党党工工艺者是公司工工艺	=== NOTES:	Snyder-Ct	1	OF	
(01	Ŕ	$\supset$	SPERLING JOANNE	9547339856	EG	6/7/99	9198	602	FRAUD	01 -	Switched to GTELD from	m MCI without	Shyder- FL	-	OF	
02	B	21	ALDERETE ANNA	8316759243	CM	6/8/99	10/98		rox rist	≤02 ·	CA PUC - Customer qu	estions change	Snyder-CA		OF	
01	R	•	LEISECA EDUARDO	3052219986	EG	6/7/99	8/98		Frand		Switched to GTELD from		Snyder-FL		OF	
(01	R	>	SANDOZ MILES	30878 <b>31077</b>	EG	6/11/99			conspect.		FCC Complaint, Recei-		Snyder-NE	602	OF	
( Oy	\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	>	COBOS GEORGE	9566310720	) EG	6/9/99	8/98		602		1 George Cobos is filin	-	GTELD-TX		OF	
01	R	IF {	LUKER JAMES S. & Charlene	9419215253	S CM	6/7/99			Frand		Switched to GTELD with	houl authorizati	Snyder-FL		FL	
01	R		OGDEN PAGE	2126757370	) CM	6/7/99	12/98	602	Fraud.	01 -	Switched to GTELD from	n AT&T without	Snyder- No	<u> </u>	OF	5

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	NE	OLECD	- Being billed by MCI. Customer states	15		107		66/11/9	вгн	5174512035	PHILBEAM JEFF	ᆁ	Я	15
ı	noigeR	Corrective Action DISP	Մ։ 5 Call Description	ednisto:		:\$\$	Figure Residence Britished G38010	EECEINED 6: 0	ranchis		13 ··· STOMER NAME	ทธาฯ	ыв з	
	CA -PC (	Cuetomer called GTECC 603  888-483-4999 To stale  GTECC to GTELD & Is  Still receiving a bill from  GTECC. Customerwas -  GTECC. Cus	- Customer called GTECC	RO	<b>209</b>	£09							Я	80
							Folal Re	66/8/9	сги	3104757609	SLOBOD CLIFFORD	15		
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responded via e-mail.

10 · MW	O h'/-	- 800 billing problem. Customer states	2 02	Total Reason: 3703	6/18/99	3146732246 EG		₩	02 R
C <sub>A</sub>		- Being billed by HBS is with GTELD.		701	6/17/99	9098998383 LY	T HOWELL CONCRETE 9	Ti C	0 <u>4</u> 8
NW	QTELD.	- Billed by AT&T is with GTELD and is	08	701	6/17/99	308058162 CLM	HUNTER KIM & DWAYNE 3608058162	ਜ ~ ~	08 R
DIS Regio	Corrective Action	ory: 2 Call Description	Regulatory: Complain C t Issue	Total Reason: 1 Business 1 CLOSED CAL	6 ECEIVED	in Franchise: BTN WHO R	15 CUSTOMER NAME	Fran C	Billing TYPE BIR
<b>.</b> ∓		- Switched by MCI from GTELD.	12 - Customer	_	6/16/99	8086723364 BLH	CHINEN CAREY 80	Ti C	12 R
NC: so	GTE CD -	- Switched to GTELD without authorizati	Q <b>Q</b>	602	) 6/18/99	94905508 BLH	WILLIAM HODGES THG 9194905508	∓ ₹	09 B
Sony of	SAY der - Ny 602  SRY der - Ny 602  BF   C  Snyder sale. Requested. 602  cell history from Snyder & customer's from Snyder & customer's #was entered with another customer's name. Called customer's name. Called customer to explain that he had been switched in error beca	- Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD without authorizati	502 FRAND 10 502 FRAND 10 502 LOX EXISTS 02 602 602 00 [CP	602 FR HUD 602 FR HUD 602 LOT EXIST: 9 602 199 602 602 804 LEF PENDR	6/17/99 6/16/99 6/15/99 6/15/99	4157518587 EG 7182751963 EG 4194353624 CMR 5615956850 CMR 2143513627 CLM	PIN O1) (28 JUNG MILLIE & RUFUS 415 LEUNG BING PUI 718 MANSOUR CORA 419 FENELUS MARC 561 SCULLIN PHILLIP 214	VEIN LEI MA FE SO	02 02 R R R
Shyder - 10	Customer switched to GTELD without authorization. TMA- SNYDER LOA provided foot sale Person signing was a minor. Fraud	- WA AG - Never ordered or purchased -	502 10	615/99 602 602 Frand	6/14/99 6	2069230518 EG	STEWART LINDA 206	STE	10 R
(2) The same shall be	Customer reports being switched without authorization. Customer received a welcom letter and a card when their area code changed. The customer had GTELD but deactivated some time ago. The C8 was co	- Unauihorized change complaint Ri	2 07	6/17/99 602	6/14/99 6/	2318734754 MEM	HELMER RICHARD 2318	HEL	Docket No. 990362-TI Exhibit REP-21 Page 106

362-T		-					Talál Bassen				·			
990	EP-21	iF	STIMSON HERBERT	9092451306	CMR	6/22/99	Tolal Reason: 402		02	- Too many calls from TMA feels harras			CA	
cket N	Exhibit REP-21 Page 107		WEIMER ELIZABETH	7274480900	DR	6/23/99	Total Reason: 405		09	- Misinformation about products/rates/s	GTELD		FL	
ది	ሿ፟፟፟፟ቘ	İF	SALEM LUTHERAN CHURCH	7172926126	CLM	6/23/99	405	405	12	- Misinformation about products/rates/s	Phoneware Sale, Tape requested.	405	NE	16185
							Total Reason:	2						16
DNS			3	In	Franchis	e: 1	Business	o	Regulator	y: 0				
	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CAL	_ Compl	aln	Call Description	Corrective Action	DIS	Reglo n	-
08	R	1F	BOND SUSAN	9417511544	DR	6/24/99	6/25/99 501	501	08	- Put on 'Oo Nol 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	Total Reason: 505 Total Reason:	505	04	- Multiple attempts to remove. Please		505	CA	
Una Cha		orlze	ed 24	ln	Franchis	e: 4	Business	4	Regulator	y: 21				
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED CAL	L Compl tissu		Call Description	Corrective Action	DIS	Rogio n	
02	В		ONTRO	6194867200	CMR	6/25/99	601		02	- Received Welcome Letter signed by		A	OF	
	_		CHEUNG KWOK	323 <b>2251663</b>	DR	6/23/99	Total Reason: 602		J 12	- Swilched to GTELD without their permi	Snyder-Cx		OF	
12	R		ZHANG HAORAN	2488792945		6/22/99	602	, ,	12	- Switched to GTELD without authorizati	Customer's PIC wa still	602	OF	
12	Ř	}	ZHANG BACKSIN					France			PIC'd to GTE since 4/98 when he was slammed by Snyder, ANI was deactivated in 4/98	yd.	cr-	-
- <b>-</b>	_		HOOD DAVE	7182303016	CMR	6/21/99	602	LOAL Frau	xi573	- NY PUC - Customer complains that	Snyder - A	H	OF	
02	R	ı	HOOD DAVE BASKIN BARBARA	3052521696		6/22/99	602	+	1 01	- Switched to GTELD without authorizati	Snyder - F.		. OF	
01	R		PASKIN DAKDAM	JUJEJE 1930	OIVII 1			Trum			Dryder - F.	<u>_</u>	•	

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	13				つヨレク	roblem. Customer	- Toll free billing pi	60			703		66/77/9	сги	7259787727	TABBOA ADIAM		Я	60
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	ON		ゴ	$\Box$	- 11	sufhorization, Cust	• Swilched without	10		۲	669	AR ISIOT	66/22/9	СМВ	1658428331	JEBMANN JOHN M.	ᆁ	Я	10.
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	40		¥:	9-	12hya2.	luodiiw T&TA moni OJ	BTD of badailw2 -	70			Z09	Frank	66/22/9	£G	799152680	ALESTATE INSURANCE		8	20
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	OF		· Pr		Sugar	Juorillw T&TA mon QJ	- Swilched to GTE	10	JOYZ	丛	209		6/22/9	EG	ET803SE81T	AINOS AILEN	ł	∠ <sub>F</sub>	10
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			-	_	13h mis	Juorille T&TA mon QJ	- Switched to GTE	10			209 -	Frank	66/22/9	СМВ	8272548312	NHOL & JUNE A JOHN	4	Я	• -
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	OF		20	7		ELD from MCI without th	Switched to GTE	10	ON d	37	209		6/22/9	93	7671628202	EFTWICH WILLIE JR.	1 –	(A	
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_	3O		أتبم		Shyder	luodilw T&TA moni QJ	- Swiched to GTE	THY!	12	101	209		66/77/9	EG	7828538505	RTEGA NICOLAS	)	(Я	zo )
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	ON	}			13T2	Juodilw IDM mon QJE		01			509		61,22/99	СМЯ	0906961608			U	E 6
	90		 	√ <i>~</i>	Shyder	Juodliw T&TA mont @JE	Swilched to GTB	10	nd		Z09		61,537,88	СМВ	A131882576	YONG PETER	١		Docket No. 990362-TI Exhibit REP-21

Total Reason: 2

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Corrective Action  Corrective Action  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. Recaived	,	Regio NE OF Regio n
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from GTELD telemarkeling flst. No customer contact necessary. Do not solicit illist indicates customer already on the list since 11/97. Sent for call	501	FL
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Corrective Action		Regio n
SWITCHED TO GTELD WITHOUT AUTHORIZATION, TMA - SNYDER - LOA	601	OF
PROVIDED - FOOT SALE. SALE WAS DISPTUED @ SNYDER/BRAN AFTER CUSTOMER RECEIVED VERIFCATION LETTER AND CALLED TO	1 [	<u></u>
DISPUTE. LON		
Snyder - 1	MI	OF
Fold her I would take care of problem & call her back when completed. She said	602	OF
C SWASS SCVAD	USTOMER STATES WITCHED TO GTELD ITHOUT USTOMER-LOA ROYJOED - FOOT SALE. ALE WAS DISPTUED @ NYDERBRAN AFTER USTOMER RECEIVED ERIFCATION LETTER ND CALLED TO ISPUTE. LON  29 Mrs upset still billing. old her I would take care problem & call her back	USTOMER STATES WITCHED TO GTELD ITHOUT WITCHED TO GTELD ITHOUT WITCHED TO GTELD ITHOUT WITCHED TO GTELD ROYDER - LOA ROYDED - FOOT SALE IALE WAS DISPTUED @ INTOERIBRAN AFTER USTOMER RECEIVED ERIFCATION LETTER ND CALLED TO ISPUTE. LON  29 Mrs upset still billing. Id her I would take care problem & call her back hen completed. She said ade no payments. Called

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PADINHA DESAREE F BOHNEY KENNETH L.	ARROYO RAUL GIANONE FRANK	ALONGE ANDRE AMBER MARIE	UPPENA PETER L .	DRI ANICIA OGUCHI ȘHIZUE INTRON ANGEL AVIES DEBRA EMOSTHENES MARIE!
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5 BLH	8 BTH	BCH BCH	- 87.	CLM 7 CLM 7 EG 6/ 5702968367 NE
6/30/99	6/29/99 6/29/99	7/1/99 6/30/99	6/30/99	7/1/99 LO 7/2/99 T 7/1/99 6/29/99 T CMR
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602	602	602 602 502 602 7244 0	699	9 602
0 01	03 01	9 9	01 - FCC Common Car	07 - 02 - 602
- February 22 1999 Federal - Switched to GTELD from AT&T without	- Switched to GTELD from AT&T without - Switched to GTELD from AT&T without	- Switched to GTELD without authorizati	- FCC - December 2 1998 FCC (	- Slamming complaint I just faxed - Stamming complaintWe just receive - FL PSC - Customer states that he was - Switched to GTELD from AT&T without
Switched to GTELD from 602 CA ATAT without authorization. Customer had Network Services and ATAT before 01/08/98 when the customer became CLEC customer. On 01/20/98.	Switched to GTELD from 602 FL ATAT without authorization. Snyder made the sale. Representative has been Service was SRY & Cl discontinued. Credit issued. Customer stated she doesn't know anyone	I received a calling card 602 OF from a phone co. called GTE. Snyder made sale. Service discontinued. Credit issued. Customer Snyding. Would not verify partial security number.	MISDIRECT Not a . 699 NO GTELD Leads. The customer was switched from A141 by Worldcom and OAN. No customer contact.	Shy der - C + OF  Shy der - C + OF  Shy der - FL OF  Shy der - FL OF  ID -PA Althymey General - Enclosed is a c  Inisdirect and not officially  served on GTECC 8  misdirect letter to the PA AG should not be required. However Regulatory if you do want to send one and if you require ECR's a
	·	,	-	·   ₹ 16196 ·

Docket No. 990362-TI Exhibit REP-21 Page 112	BRISSON MARILYN	4073221431	він	6/29/99	7 <i>121</i> 99 F	_602 Vau,	12 Å	01 .	- Switched to GTELD from MC1 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 befor	of der · L_ 191
	,				٠	Ļ			•		
10 R	NATHAN MARTIN L	3056667680	EG	7/2/99	Franco	602		10	- Receive no services from GTELD but	Snyder - FL	OF
OI R OF	SHERMAN DARLENE K.	;		6/29/99	~ I	602		01	- Switched to GTELD from Lifeline Ameri	GTELD-PA	NE
01 R		- 8179215349			Fraud	,		01	- Switched to GTELD without authorizati	Snyder-TX	OF
02 R	LANGBARTELS SHELIA	7137992416	EG		-OA exi			02	-TX PUC - For almost a year now, I hav	Snyder-TX	OF
(19/8)	CHOUDHURY AREEF A.		EG	6/30/99		602		01	- Since I had enough of MCIÆ s	GTELD-TX	OF
01 R	SENA GEORGIANA	5168723387	EG	6/29/99	cust	8020	auth to	01 10		Snyder-N:Y	OF
01 R	RUBIN JOSEPH	3059569046	BLH	6/30/99_	_712199 Franco	602	602		- Attached is a bill sent to me indicat	Switched to GTELD without 602 authorization. Order issued to discontinue GTELD. Credit issue. Snyder made the sale. Representatives terminated when Snyder stopped foot sales in that area. Advised the	of Lev — L_
02 R	MAYOR NELSON	3052643320	всн	7/2/99	Franced 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 ATAT without aythorization. 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	FLD
01 R )	MOON EUGENE	2125951192	EG	<b>6/2</b> 9/99	6/30/99 Frau	602	602	01	- The above complaint was misfiled in E	Customer says he was 602 switched without authorization. TMA- Snyder - LOA provided foot sale Customer says he does not remember being approached. Sale was slopped at tma- SALE DISPUTED. CUSTOMER MUST H	OF
04 B IF	HOUSE OF TELEPHONE	ES 9154820101	DR	7/1/99		602		04	- Mr, Le Vrier owner of House of Telep	GTELD-TX	TX 8

Manager 1 to 1

08 R ALPER SEYMOUR 01 R JASIN MARY	70 77 ~	05 R CASTELLANO	Unauthorized 7 Change TYPE BIR Fran CUSTOMER NAME	09 R MAZIARZ ADOLPH	09 R IF SANTOS VIVIAN	DNS 2 .	INO R) IF SIDLOW BOB  12 R TAYLOR DARLA 04 R IF PARROTT TRACIEL	Docket No. 990362-Ti Exhibit REP-21 Page 113  CHRISTIAN
9544547845 ME 4257468785 BL	3023690298 AF 7405935807 BL	7189961262 BL	In Franchise:	7278631676 CL	5625969113 CL	In Franchise: BTN WHO RI	7148935805 EG · 9044547789 DR 8138701774 AF	7033923626 LY
718199 Frand 602 . 08 718199 Son Sighed 01 Lot, kut	7/6/99 Franch602 12.	7/9/99 Frank 602 05	RECEIVED CLOSED CALL Complaint C	<u>.</u>	7/7/99 501 501 09 Total Reason: 1	e: 1 Business: 0 Regulatory: RECEIVED CLOSED CALL Complaint C		7/6/99 7/9/99 402 2 04
- SWIICHOOD TO GTELD from AT&T WITHOUT & SAY del - MN - SWIICHOOD TO GTELD from MCI WITHOUT &U SAY der - With Shoul din 1+ MUVE	Switched to GTELD from AT&T without a Switched to GTELD without authorizati	-Switched to GTELD without permission. Skylder - Ny	Call Description	á	- Add to DNS list. Customer states the	ry: 0 Call Description	- Too many calls feels harassed by TMA - MisInformation about rates. Customer - MisInformation about rates/fees/servl	- Liz please assign to your group. Th
Sayder - WY OF Sayder - Wift OF	Switched to GTELD without 602 NE suthorization. Customer Brylan Winner 740-593-3807 Enterred shorder on the Internet to change his long tisiance Carrier to GTE and typed in the incorrect.	Shyder-Ny of	Corrective Action DISP Regio	7	501 CA	Corrective Action DISP Regio	Sunder gights and	Customer receiving  solicitation calls.  Representatives asking for Stage Culture Comment Supports.  Individual named Supports.  Sent out forcent responded  TNA's, Engder responded  stating the called customer Comment Comment Customer Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Comment Com

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	DAO M FERRA	FOUTS RUSS LEZCANO JOSE	CUSTON		SELL G	FLECKSTEIN ERV	2 JSTOME	WOOD DORIS	Fran CUSTOMER NAME
	DAO MINH HUU FERRARO RICHARD	RUSS O JOSE	Fran CUSTOMER NAME	N IN	GSELL GEORGE H &	EN ERV	2 Fran CUSTOMER NAME	วหเร	RNAME
	ARD			Ø		မ		2	
	5108395185 7188539649	5034638997 5616886453	ВТИ		)2026949	3105746105	BTN .	2199624345	BTN
	185 AFB 649 AFB	997 BLH	онм	In Franchise:	9202694 <b>964 MEM</b>	CLW	In Franchise: WHO R	5 CMR	In Franchise: WHO R
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	7/22/99	7/21/99 7/20/99	RECEIVED	Ю	7/23/99	7/22/99		7/22/99	
	7/22/99	オ	CLOSED	Total Reason: Business	Total Reason: 505		Business CLOSED CAL	Total Re	Business CLOSED C
	602 602	602 Trand	· CAL	985 0	3ason: 1 505	501	SS 0	405 Total Reason: ⊸1	CAL
	LOA 47:	602 2	Compiain t issue	_	_	501	Complain tissue		R Complain tissue
		0 <b>7</b>	° 5	Regulatory:	S	05	Regulatory: In C	. 9	Regulatory:
	-swild -says	- Swild	Call C	ory: 8	- Mulüp	- Does n	Call D	- Mislnío	ry: 1
	- Switched to GTELD from Sprint w - Says he was switched to GTELD	hed to GTE	Call Description	-	le requests	Does not want Telemarketer calls. Re	: 0 Call Description	- Misinformation about products/rates/s	: 1 Call Description
	ulched to G	ELD from A	on .		to remove	ilemarkele	ā	oul produc	3
	Switched to GTELD from Sprint without Says he was switched to GTELD	- Switched to GTELD without authorizati - Switched to GTELD from AT&T without			- Multiple requests to remove from DNS	Calls. Re		ts/rates/a	
\( \sum_{\overline{\chi}} \) \( \frac{\overline{\chi}}{\overline{\chi}} \) \( \frac{\overline{\overline{\chi}}}{\overline{\chi}} \) \( \frac{\overline{\chi}}{\o	_		Corn			Solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solicit solici	Сопт	نخ	Correc
pulled back from the Collection Agency Accent Collections. Signed Loa	Snyder Sale out order : issued and credit is sued on Final Bill of \$38.30. I also called Finals spoke with Kelly to have the account	Snyder Sale/RPMS - 9/21/98. 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	Corrective Action		· ,	Entered on the Do Not Solicit list for both mailing and calling on 07/22/99. MIM — Telemarkeling contact — RM — CLEC - 08/17/99 RM — CLEC - 08/01/99 RM — CLEC - 03/23/99 Silel - 03/03/99 ACI -	Corrective Action	STELD!	Corrective Action
ind back from the lection Agency Accent lections. Signed Loa	order : tissued on 30. Laiso ke with account	to			. ^	Dec	•	Á	:
اً ح	602	Sily der	DIS	•		. 8			OIS R
	Q Q	7 2 9 9	Regio		Ö	Ş	eg lo	o No	n Regio
<b>ω</b>		1					16	223	

Sket 1	KAHMAN MOSTASIZUR CHIANG CHI ON S-3 CHOU ALAN KLEIN ANDREW DEMEL SOL	7074479323 6303255023 7184496912	DR CMR CMR BLH BLH	7/22/99	Frand LOA Frand 7/22/99 Frand	602 602 602	STS	01 02 01	- Switched to GTELD from AT&T without	Snyder - FL Snyder - CA Snyder - TL Snyder - TL Snyder - Ny Switched to GTELD without 6 authorization! No record of the service ever being . Sw switched. No bill mas generated. No bill mas generated. No bill mas the sale. Representative has been terminated. Customer stated he never st	. (02	16224 16224
01 R	INVALDI ROBERTO	7734041569	BLH '	7/22/99	Frau.	602 ason: 10	ı	01	- Switched to GTELD without authorizati	Snyder - I		OF
707 R . IF	SUTLIFF SHANE	5019636744	AFB	7/21/99		603		07	- Switched by another carrier from GTEL			MW
	HO FRENDA	5107902829	CMR	7/22/99	LOA -	copy's	f-S	01		Snyder - CA		OF
OT R	LUO YUN	6148500712	CMR	7 <i>1</i> 22/99	7/22/99	603	603	01	- Switched by another carrier from GTEL	SOLAR: 12559158  4/2099 O2229222 6/1879. 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	503 Ch	OF , , O
<sup></sup> 02 R IF	HINDMAN DEBRAJ.	4257413814	CMR	7/23/99	7/23/99	603	603	02 Custon	- Switched by AT&T from GTELD. ne	Misdirectthis is a Jac Issue The copy of the PIC restrict is retained here in the folder. It indicates cust wants AT&T. Intra is now resale.	603	WW
		• •			Total R	eason:						
	9	ir	Franchise	e: 3	Busin	ess C	) Re	egulato			D.10	D1-
Billing TYPE B/R \Fr	an CUSTOMER NAME	BTN	wно	RECEIVED	CLOSE	CAL	Complain t issue		Call Description	Corrective Action		Regio n
09 R .	SCHRADER NANCY	570888376	3 LY	7 <i>1</i> 21/99	7/21/99	705	705	09	- GTELO Prepaid Calling Card pin not gi	GTELD prepald calling card pln not given. Customer states she was to expect a call 2 days from the day she called & has not been called. Called Sitel & received pln number for customer. They stated	705	NE

S 72-	05 23	TYPE B	Unauthorized Change	05 R	02 ± я	m on E	oocket No. 990362-Ti chibit REP-21 Page 116
. ~	~_	R Fr	horiz Je	Ti		Fran	₹1
CRUZ GUADALUPE	GONZALES AIDA	TYPE B/R Fran CUSTOMER NAME	of 维英 pe	PEEBLES MICHAEL	SOLIS BARBARA KUMICK AL	3 Fran CUSTOMER NAME	T A O S STAFFING
3055123995 MEM	3054470505 MEM	вти жно	⊋\d In Franchise:	8085261409 CLM	8508934613 CMR 7278672147 BLH	In Franchise:	9724388418 MP
:M 7/26/99	.м 7/26/99	O RECEIVED	chise: 6	A 7/26/99	7/26/99	hise: 1	7/26/99
7129199 602 602 1-10 ft Ry 15+1 5	7729199 60	CLOSED	Total Reason: Business	Tolal Reason: 7/30/99 504	501 7/29/99 501	Business CLOSED CAL	7/26/99 499
02 602 1154 S	602 602	CAL Cor	2 <u>.</u>	n: 2 94 504	501	<b>→</b> N	
05	8	Complain tissue	Regulatory:	S	02 11	Regulatory: Complain C	8
- Switched without authorization. Char	- Switched without authorization. Does	Call Description	lory: 24	- I hope you can holp me. Hawaii custo	-FL Dept of Ag & Consumer Sive - Flori -FL PUC - Customer states that he is r	ory: 2 Call Description	- Customer states he received a call to
Pending customer response. Switched without authorization. Has tried to close the account for several months. Everyone tells her it will be taken care of and It never	Customer switched without 602 OF authorization. Does not want to pay. Charges are accumulated taxes and fees for over a year. There were maybe 5 My CLL V minutes of domestic calls. Agreed to write off charges. L	Corrective Action	•	Customor removed from rell 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 & mall. Re	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 thair lead list. Customer is not on the GTE MIM lead	Corrective Action	Customer switched w/o authorization Order issued to PIC freeze all numbers to GTELD
Shy LCK	14 ولا	DIS 7		504	501	DIS	
ر ک	<u> </u>	Regio			E OF	Regio	7 16234

0 : R / -	93 P	01 R	9 9 R	(Q) R		Docket No. 990362-TI Exhibit REP-21 Page 117
HOGAN JANICE	AVIATION POWER & MARINE INC.	DEESE EVELYN GREEAR ARNELL E.	FERNANDEZ ANTONIO 3052263045 KAYE MARTIN RICHARD 5165386582	FUSNER FRIDA D.	Cheft On 8-9	ERSKINE PHIL
6177230933 BLH	561 <b>7326000 BL</b> H	3052857255 CMR 5403956166 BLH	O 3052263045 CMR RD 5165386582 CMR	4078565922 BLH	4084417268 CMR 9046150614 BLH	6507289282 MP
7/28/99 F/(AUD 602.	7/28/99 7/28/99 602.	7/29/99 Fire 802 to ck ist 5	7/29/99 LOX exiSTS	772899 FR AND 602.	7/28/99 FKAUD 602 7/29/99 Frand	7/26/99 7/30/99 602
602 01	602 01	602 01	Commun.	602 01	01 602 <b>01</b>	602 07
Switched to GTELD from AT&T without	- Switched to GTELD without authorizati	- Swilched to GTELD from MCI without - Customer states GTELD is responsible	- Swilched to GTELD from AT&T without - Swilched to GTELD from Eclipse	- Switched to GTELD from AT&T without	- Switched to GTELD from NTC without - Switched to GTELD from AT&T without	- Slamming compiaint Phil Erskine (
Switched to GTELD from 602 O AT&T without authonization. Service deactivated. Snyder made the sale.	Switched to GTELD without 602 Cauthorization MISDIRECTA This is not a GTELD issue. Please Loward to Medium/Large Business for Investigation/resolution. No Customer Contact.	Customer states GTELD is 602 Cresponsible for stamming them. RPMS shows ANI account code of 109935  Least Cost Royting.  MISDIRECT - Not a GTELD issue. Please forward to Least Cost Routing for investig	SHYDEN-NY C	Switched to GTELD from 602 OF AT&T without authorization. Service deactivated. Credit issued. Spyder made the sale. Skill of the Representative terminated.	Skitched to GTELD from 602 OF ATAT without authorization. Service has been Sky C ( ) tissued. Snyder made the sale. Representative still shows employed. Customer stated she did not sign anythin	Customer never requested 602 OF GTELD Wireless investigated situation Never located LOA Customer changed to IXC of choice
<b>→</b> <sup>♀</sup> ·	OF	OF OF	P P	7	, ` ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	16236

01 R	01 10 10 10 10 10	01 ~~	01 R R	я 2	01 R	Docket No. 990362-TI Exhibit REP-21 Page 118
	ZHENG YI QING TRINIDAD GINA & RONNIE	JOYCE MICHAEL	STILES JASON SUNKIN FRANCESCA JOHNSTON PATRICK	PEARSON JOHN	ALFORD CHRISTOPHER 7186930496 BLH D.	ALLSTATE INSURANCE COMPANY
9413785664 CMR	7184346890 CMR 3102126104 CMR	7186933814 BLH	7273758553 CMR 4193544293 EG 3052612424 BLH	8315830557 BLH	7186930496 BLH	4089231552 BLH
603 Chisis	7/29/99 LOA CEIS-15	7/29/99 7/30/99 602 Frank	7/28/99 602 7/28/99 FRAUD602	7/29/99 7/29/99 802.	7/29/99 FF + Chaz	7126199 7127199 \ 602
03	99 91	602 <b>01</b>	01 602 01	802 01	602 01	602 02
- Switched to GTELD from AT&T without	- Switched to GTELD from AT&T without - Switched to GTELD from NET without	. Swiiched io GTELD from AT&T wilhoui	- Switched to GTELD from AT&T without - Switched to GTELD from AT&T without - Switched to GTELD without authorizati	- Switched to GTELD from Sprint without	- Switched to GTELD without authorizati	- CA PUC - Customer states they did
) 14 0 x 1 - T 1 FL	I in the Comment	Switched to GTELD from 602 OF AT&T without authorization. Service deactivated. Credit issued. Snyder made the sale. Representative was Shud of terminated. Called customer. He stated he did not sign anything.	STELD - FL  ATELD - 01/10 NE  Switched to GTELD without 602 OF deachvated. Credit Issued. Snyder made the sale. Representative has been terminated.	Switched to GTELD from 602 OF Spirit without authorization. Service has been SM 4 ACC Issued, Snyder made the sale. Representative has been terminated. Specialist who previously handled the c	Switched to GTELD without 602 OF authorization. PIC restriction. Credit Issued.	CA PUC - Customer 602 OF states they did not order long distance service. See previous complaint.  Service disconnected codi issued. Customer 5h 4 d f 6 16 16 16 16 16 16 16 16 16 16 16 16 1

O1 R OPENDAVIS DONALD O1 R OPENDAVIS DONALD O2 R WONG CHUCK KWAN O2 R DE LA PENA DON & BLENDA O1 R OLSON DELORES O1 R OLSON DELORES O2 R IF MC LEAN LYNN A. O2 R HEUSNEAUD-METELLUS Switched to GTELD without sulfhorizati	Change TYPE BIR Fran CUSTOMER NAME	គ្ន	05 B IF HUGHES THOMAS  12 R IF MOSER MICHAEL	05 R IF KINER TIMOTHY 717  08 R IF PAROFF JEFFREY 805  05 R SHOBAR DONNA 361  02 R IF GESMUNDO ROBERTO P.  Misinformalion about rates. Customer	Docket No. 990362-TI Exhibit REP-21 Page 120
5409357214 A 4078413402 C 6262797751 C 9095987689 F 7183284743 C 7188243379 1 7188243379 1 9413711077 C 9413711077 C 3056384228 C 5032574144 A 4076454852 C 3345981767 C US OF	BTN WHO R	în Franchise:	8089359910 CLM 8157476572 MEM	7174324938 MEM 8054832048 MEM 3616945348 LY 3676945348 LY 8188916099	9416445671 DR
SMR 84/99 11-98 602 FTWA 01  SMR 84/99 11-30-6029 9 Lexists 01  EG 84/99 10/23 98 602 LOX EXISTS 01  EG 84/99 5 14 199 602 LOX EXISTS 62  EG 84/99 11 19 98 602 LOX EXISTS 62  EG 84/99 11 19 98 602 LOX EXISTS 63  CMR 84/99 1-23-98 602 LOX EXISTS 01  CMR 84/99 1-23-98 602 LOX EXISTS 01  CMR 84/99 1-23-98 602 LOX EXISTS 01  CMR 84/99 1-23-98 602 LOX EXISTS 01  CMR 84/99 1-23-98 602 LOX EXISTS 01  CMR 84/99 1-23-98 602 LOX EXISTS 01  CMR 84/99 5 17 19682  02  9549633381 CMR 8/3/99 EXISTS 01	RECEIVED CLOSED CAL	Total Reason: 5 Business	•	Total Reason: 405 8/4/99 405 8/4/99 405 8/6/99 405 9 EG 7-20-99 8/4/99	8/2/99 8/6/99 403
S .	Complain tissue	1 Regulatory:	•	405 05 . 05 405 .	
- Customer wrote: I note from my bill Switched to GTELD from MCI without Switched to GTELD from AT&T without - Switched to GTELD from Sprint without - Switched to GTELD from Sprint without - Switched to GTELD from Sprint without - France - NOTES:  - The first time this was worked the re Switched to GTELD from Sprint without - Switched to GTELD from Sprint without - Switched home and work *s to GTELD - Smitched home and work *s to GTELD - Snitched h	Call Description	12	Customer wrote: I recently switched	TMA complaint Misinformation about Customer wrote: 'Each and everyone ALL ALL ALL ALL ALL ALL ALL ALL ALL AL	- Calling party saked customer how
Snyder-FL Snyder-FL Snyder-FL Snyder-F Snyder-F Snyder-F Snyder-F Snyder-F	Corrective Action DIS		= 1	STELD 405	Calling party asked customer how many bills he was now receiving alluded to the fact his current carder may soon start sending separate bill. When customer answered caller advised customer 'He cou
20 20 20 20 20 20 20 20 20 20 20 20 20 2	n xi gió		NO O	E CO CO M	. P

Docket No. 990362-1 Fxhibit REP-21		1F	ADES HAVEN HOOPER EARL	9416952746 8126630722		8/4/99 8/5/99 se: 8	Total Rea	603 ason: 1		01 12 gulator	- Switched to GTELD from AT&Twithout  - Customer wrote: "I was billed a servi	Snyder-FL.		OF NO	6249
Billir	_		χ '		WHO	RECEIVED	CLOSED		Complain	guate	Call Description	Corrective Action	DIŠ	Regio	16
TYPE	B/R	Fran	CUSTOMER NAME	BTN	WINO.	MEGENTED	000000	Qr.C	t issue	•				n	
03	R	!F	ZOOK JANIS & WAYNE	7655642384	CMR	8/4/99		701		03	- Customer states they want GTELD but	GTELD.	٠	МО	
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	701	OF	
		•				ŧ			·			Investigating & explained that the Smart Saver plan was for STATE to STATE. Customer states that the Public Affairs Bulletin did not state that & 1 apologiz	. //		
							Total Rea								
04	В	1F	CALDWELL'S VW SALES	4172723691	DR	8/4/99	8/5/99	703	703	04 800-55	- Business customer has GTELD's 5	Customer states has GTELD's 800-555-2339 that rings at 417-272-3691. Customer tried dialing the 800# from Oklahoma (918-445-0223) and it wouldn't work. Reviewed service records shows toll free non-p.	703 //	MW	
							Total Rea	ason: 1	٠. (	aa					
. 02	R	IF	CASSIDY THOMAS J.	8136559023	CMR	8/2/99	Total Rea	705	8-2-	02	- Customer states that he was never adv	. "Fl	-	FL	
08	R		ZHAO HONGXING	4068299027	DR	8/4/99	8/5/99		707 ·	08	- Customer wrote: Dear Sir. 1 em a b	Customer wrote: He did not chose GYELD as his carrier. Reviewed rpms transaction history shows activated to GTELD 6/23/99 deactivated 7/11/99. A lost code was received from his lec	707	OF	
												(2008). An order			
		1										, i.,			
·08	R		SHAN HUA	9252539502	2 CLM	8/4/99		707	707	08	- Customer wrote: 1 foined your long d	Requested O ord from NOREC/Jackie Harper, NOREC/Jackie Harper confirmed 05122630, Cr. acct. for \$8.49. Customer salisfied.	707	OF	

Docket No. 990362- Exhibit REP-21 Page 123	GUIRGUIS MAGDYS.	9547492763 LY	8/10/99 8/11/99 602 602 Traud	email fimi cinp. (47 07 · switched to GTELD without authorizati Sale: Oct: 198	Switched without 602 OF Qualiforization. Customer wants to listen to third Quarty varification (Snyder) foot sale on 10-16-88. Received copy of loa. Situation of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of the sale of
MIS R IF	SHERMAN SHANE	7148410978 LY	8/10/9 <b>9 8/10/99</b> 602 602	MIS - Customer wrote: 'I first want to star	Customer switched without 602 CA authorization. In reviewing records charges are in reference to another long distance camer.  MISDIRECT b lec.
05 R IF	THAYER CATHY	8172511092 MEM	8/9/99 8/13/99 602 602 Frand	os -Ms. Thayer has had Excel for years an  Cust. called  Site!	Customer contacted by someone claiming to be GTE after asking to be put on ONS list. GTELD was sold to another customer with this BTN on an outbound safe. It appears to be fraud the rep was termina
02 R	SONGCO VIVIENNE	3108358446 BLH	8/11/99 8/13/99 602, 602 France	oz - Switched to GTELD from AT&T without CA PUC: Aug 11 '99 Field Sale: Sept. 198	been Issued. Customer said there was a boy on her street with the name of Romulo DeGuzman Jr. the person
02 R 02 R 02 R 02 R	BERNAL MARIA L.  DU BOSE MARENE  PESPINOZA OSCAR  KUO HUA  COOK JULIE	3052625660 CMR 3616436600 BLH 2109275753 CMR 2819806239 CMR 4154884414 BLH	8/10/99 Fland 602 8/12/99 602 8/11/99 Lot exisots 8/11/99 Frand 602 8/12/99 8/13/99 602 602	PSC: Ang 99 Sale: Ang. 102 - Switched to GTELD from AT&T without 02 Switched to GTELD from AT&T without 102 - Switched to GTELD from AT&T without 102 - Switched to GTELD from AT&T without 102 - Switched to GTELD from AT&T without 102 - Switched to GTELD from AT&T without 102 - Switched to GTELD from AT&T without 102 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched to GTELD from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 103 - Switched from AT&T without 1	Shydel - T- OF  AT. ELD - TX  Shydel - TX  OF  Shydel - TX  OF  Switched to GTELD from 602 OF  Afat without euthorization.  MISDIRECT - Drider was  Initiated from the  customer's LEC. Please forward to the LEC for investigation and resolution. Not a GTELD  Issue. No custo
(02 R	HERNANDEZ SANDRA	3058957766 EG	8/13/99 602 Trand	oz - Switched to GTELD without authorizati  PSC: Aug. 199  Sale: Aug. 197	Snyder-FL OF

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	3055584438 CMR	7734775423 BLH
(FCC: 8-21-98)	8/10/99 602	812/99 Frank 602
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	FL	Suyder - IL

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Docket No. 990362-	Exhibit REP-21 Page 125	١ (		GRAJEDA EUSTOLIA	9155629205		8/11/99 LC	ot exis	5†5 602 <sup>.</sup>	pcc		PUC: Aug. 199 Sqle: Oct.198 -Swithcood to GTELD without authorizati	Snyder - TX	OF 7979
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18	 02   1	R	)	GUTIERREZ PAMELA	2106279362	CMR	8/11/99 (	of wis	イン 602		<i>₽∪</i>	: trug. 199 Sale: Dec. 19 - Switched to GTELD from AT&T without	Enyder-TX	OF
~	<b></b>	Ľ B		AIC - HOUSTON	7138618555	8LH	8/12/99		602	·	02	- Switched to GTELD from MCI without	GTELD- TX	OF
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T	YPE	B/R	Fran	CUSTOMER NAME	BTN	WHO	RECEIVED	CLOSED	CAL	Complain t issue		Call Description	Corrective Action DIS	Regio n
	MIS	<b>)</b>	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 701 e GFELD customer not does she have a GFELD	FL .
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	08		lF	PLUMBING	7603474573	DR	8/11/99	Total Rea	ison: 6 799	1. R	7 <sub>08</sub>	- Customer wrote: Message: hello ‡am	GTELD NE	CA 12
														1.2

Exhibit REP-22 Docket No. 990362-TI

FORGERY - 5 LOA's

GTE Service Corporation

600 Hidden Ridge Irving,,TX 75038

HQE01G33

Complaints@list.tel gta.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.

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 <u>Do Not Solicit</u> 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)

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Docket No. 990362-TI Exhibit REP-22 Page 4

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. 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 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!

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Docket No. 990362-TI Exhibit REP-22 Page 10

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: cimets.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.

GTELD received a LEC deactivation request and canceled the account. 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 machine relatives relatives ments can be a supply singular delication and the second and the second, until Man Cipera Management of the proposition of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the state of the sta 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!

Docket No. 990362-71 Exhibit REP-22 Page 11

Susan Robinson-Staff Administrator/Specialist

GTECC Executive Customer Relations

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Fax: 972/465-4823

Internet Email Address: robinson.susan@telops.gte.com

Mailcode: HQK03D66

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GTE Service Corporation

600 Hidden Ridge Irving, TX 75038

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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.

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 <u>Do Not Solicit</u> 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)



#### FRAUD WITH DECEASED CUSTOMERS

GTE Communications
Corporation

6665 N. MacArthur Blvd. Irving, TX 75039-2443

**HQE01G33** 

Via facsimile to 850/413-6362

November 9, 1998

Ms. Keily Biegalski Division of Consumer Affairs Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-0850

RE: Ms. Martina Devarona

1093 Southwest 29th Avenue

Miami, FL 33184

Telephone: 305/220-3104 Request Number: 231930i 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.

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Ms. Kelly Biegalski November 9, 1998 Page 2

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Sincerely,

Jane F. Lee

Section Manager-

Regulatory Accounting and Compliance

JFL:sar:sal Attachment

c: M. Devarona

Long Distance Provider Forma Para Cambiar d	r Change Form - Residential Only le Compañia de Servicio de Larga I	If this is a decreased pale, please check here
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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

**HQE01G33** 

Via facsimile to 850/413-6362

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 29th Avenue

Miami, FL 33184

Telephone: 305/220-3104 Request Number: 231930l Received: October 20, 1998

Dear Ms. Biegalski:

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Ms. Kelly Biegalski November 9, 1998 Page 2

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Section Manager-

Regulatory Accounting and Compliance

JFL:sar:sal Attachment

c: M. Devarona

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DEVARONA, MARTINA	GII Communications Corporation	231930]
" 1093 S.W. 29TH AVINUE	Bob Robinson2319301	** KBB 3:16.PM *** 10/20/1998
	(305) 220-3104 Can Be	TO KBB
Miami 33184 County DADE	Reached Note	Type S Form MAIL
"" Maine MARTINA DEVARONA	informal Conf., Outreach REF. BY OTH.AG./E.OFF.	Infraction .
0.100.100		closed by KBB Date

0/20/98 received letter from customer stating her long distance service was hanged without authorization. Please investigate this account provide method red to obtain authorization according to Rule 25-4.118. Florida Administrative ode. In addition, the welcome letter received by the customer states welcome of GIT Long Distance. According to our records GTE Long Distance is not a crtificated name, it has been changed to GTE Communications Corp.

lease provide a written response to staff by November 4, 1998. My telephone umber is (850) 413-6546; fax (850) 413-6547; email address biegals@psc.state.fl.us

CONSUMER REQUEST

Reply Received

# FLORIDA PUBLIC SERVICE COMMISSION

2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FL. 32399-0850 850-413-6100

PLEASE RETURN THIS FORM WITH REPORT OF ACTION TO:

KLLLY BIEGALSKL	
11.40.4/10/00	

13529

DUF: <u>11/04/1998</u>.

Docket No. 990362-TI Exhibit REP-23 Page 10

TRANSACTION REPORT

137 NOV. 9 19:15

Trensmission

Transaction(s) completed

NO. TX DATE/TIME

DESTINATION

918504136362

DURATION PGS.

RESULT MODE

0" 01" 18" 003 οк

Normal

GTE Communications Corporation

8885 N. MacArthur Blvd. irving, TX 75039-2443

HQE01G33

Via facalmile to 850/413-8362

November 9, 1998

Ms. Kelly Biogalski Division of Consumer Affairs Florida Public Service Commission 2540 Shumard Oak Boulevard Taliahassee, FL 32399-0850

RE:

Ms. Martina Devarona

1093 Southwest 29<sup>th</sup> Avenue

Mlami, FL 33184

Telephone: 305/220-3104 Request Number: 2319301 Received: October 20, 1998

Dear Ms. Biegalski:

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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

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## FAX MESSAGE TO FOLLOW

RE: Copy of the complaint letter

DATE SENT



GTE Business Development & Integration
Regulatory Accounting & Compliance
600 Hidden Ridge Drive
Irving, Texas 75038
P.O. Box 152092
Irving, Texas 75015-2092

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To:	Name	Phone No.	Fax No.
	Lida Tong	-	425/261-5262
•			
From:	Jennifer Legner Regulatory Account		972/718-3908
	manche Brenseg	<b>.</b>	13531

Docket No. 990362-TI Exhibit REP-23 Page 12

#### STATE OF FLORIDA



#### **PUBLIC SERVICE COMMISSION**

## 2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FLORIDA 32399-0850

To: (Bob Rabinson2329301 Karen Cureton

Date: 10-20-98

From: Kelly BiegalskiCAF

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

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To: Bob Roothson231930I

from: Kelly SiegalskiCAF

10-20-98 3:26pm p. 1 of 2

#### STATE OF FLORIDA



#### **PUBLIC SERVICE COMMISSION**

2540 SHUMARD OAK BOULEVARD TALLAHASSEE, FLORIDA 32399-0850

To: (Bob Rabinanzarasai Karen Cureton

Date: 10-20-98

From: Kelly BiegalskiCAF

Page 1 of 2

Please contact Consumer Affairs at (504)413-6100 if you have any fax problems. If you have questions required complaint, contact the analyst named in the right-hand corner of the form. Thank you.

To: Chiara Hamilton@CO.IDSVCS.4.Christi Gary@RGA.PLMG.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

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

A11:

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

Docket No. 990362-TI

Exhibit REP-23

Page 14



GTE Communications
Corporation

6665 N. MacArthur Blvd. Irving, TX 75039-2443

**HQE01G33** 

Via facsimile to 850/413-6363

November 13, 1998

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 incicate 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

201

Section Manager-

Regulatory Accounting and Compliance

JFL:sar:sal Attachment

c: A. Roth

	n national Only	please check rure
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11/13/93: 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.

11/9/93 - 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.

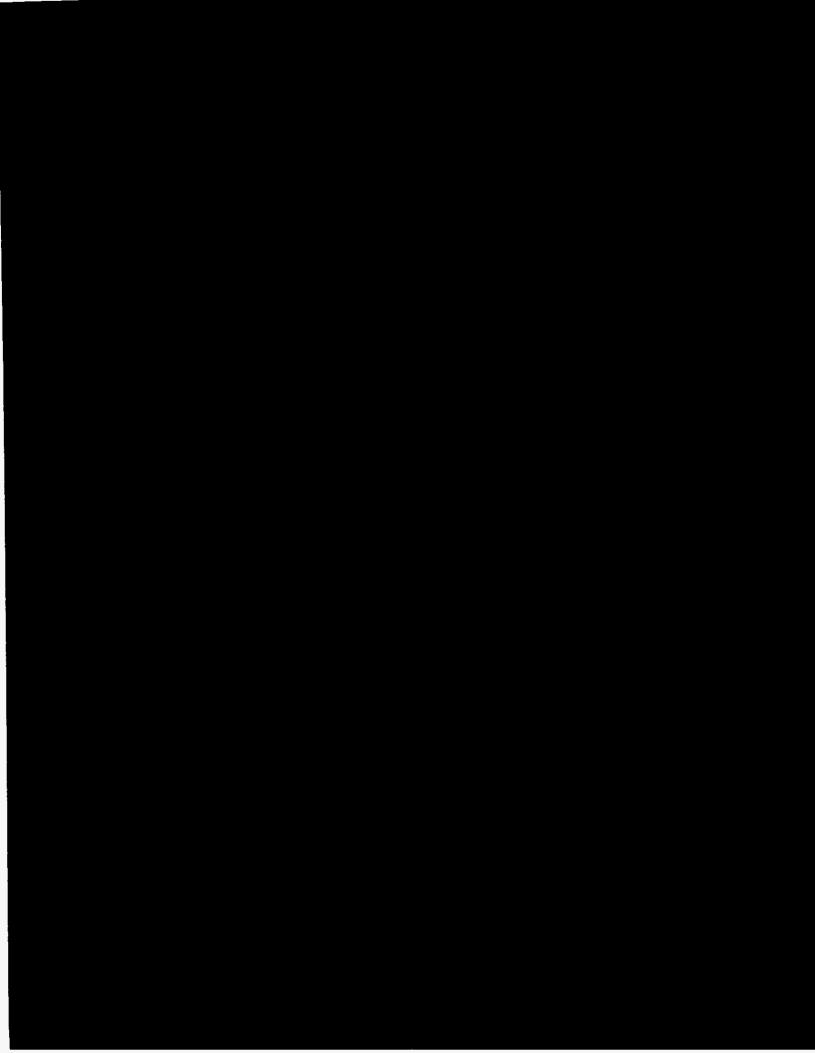
OOF

David

Administrator/LD PSF - HQW01M55

Phone: 972/718-5361 Fax: 972/718-0236

david.kemp@telops.gte.com



# **ZIELEWICZ FORGERY**

(EIE)

Docket No. 990362-TI Exhibit REP-24 GTPage 1

500 midden F sge Inwng TX 7503**3** 

HQE01G33

Complaints@list teligte 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 135th 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 Tielewilz, 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

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 <u>Do Not Solicit</u> 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,

Jane F. Lee

Q. K. Harbins

Manager-Regulatory Accounting and Compliance

JFL:sar:cmg Attachment

c: J. Zielewicz (w/o attachment)

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OASIS CALL PRINT DATE: 04/23/99 TIME: 17:56:5 tscs934

Taken By: DSC PS MC 4: PS990400144CM Call #: PS990400144CM

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:

- 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

305-956-9589 PHONE: 591-98-5965 SSN/DL#: NHH: N/A SIGNED: J. TIELEWILZ

DATED: 8/5/98

CHANNEL:

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

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:

- 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 lst bill/ltr. neither one of Mr/Mrs ss# begins with 591. not his signature. Explained issuing full credit corrective action taken against rep.

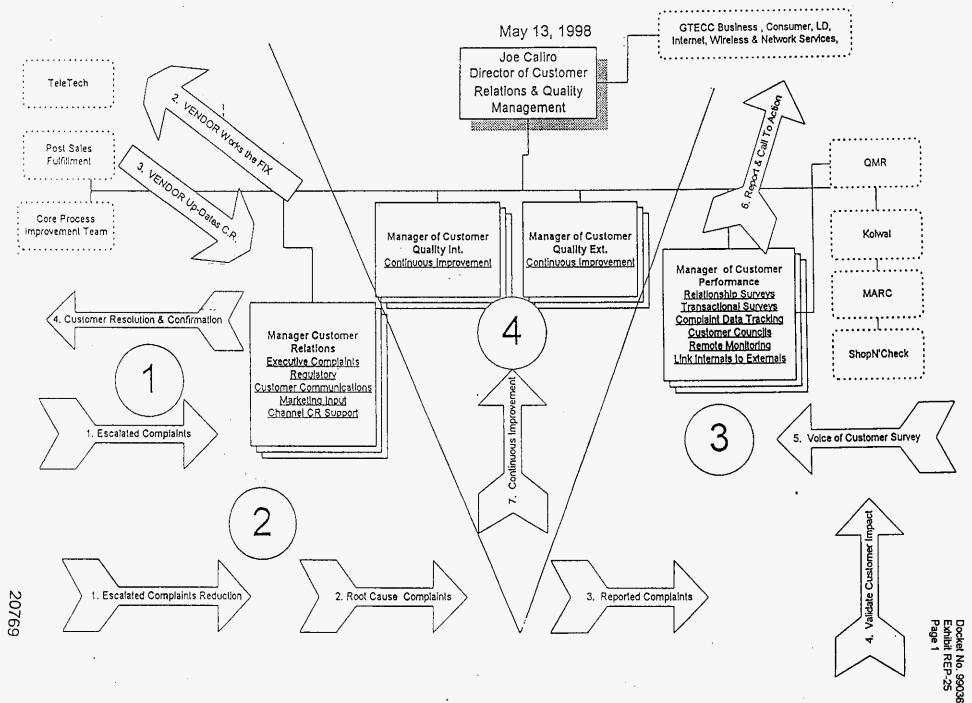
\*\*\* call NCM and advise to pull from collections, this was a slamm and is being credited.
4/22/99 called NCM and they will pull from Collection Agency.

4/22/99 - customer in DNS as of 4/16/99

Printer Port: LPT1: Printed By: ROBINSON, SUSAN

# **CALIRO JOB DESCRIPTION**

# GTECC Customer Relations & Quality Management



Page 1 of 1

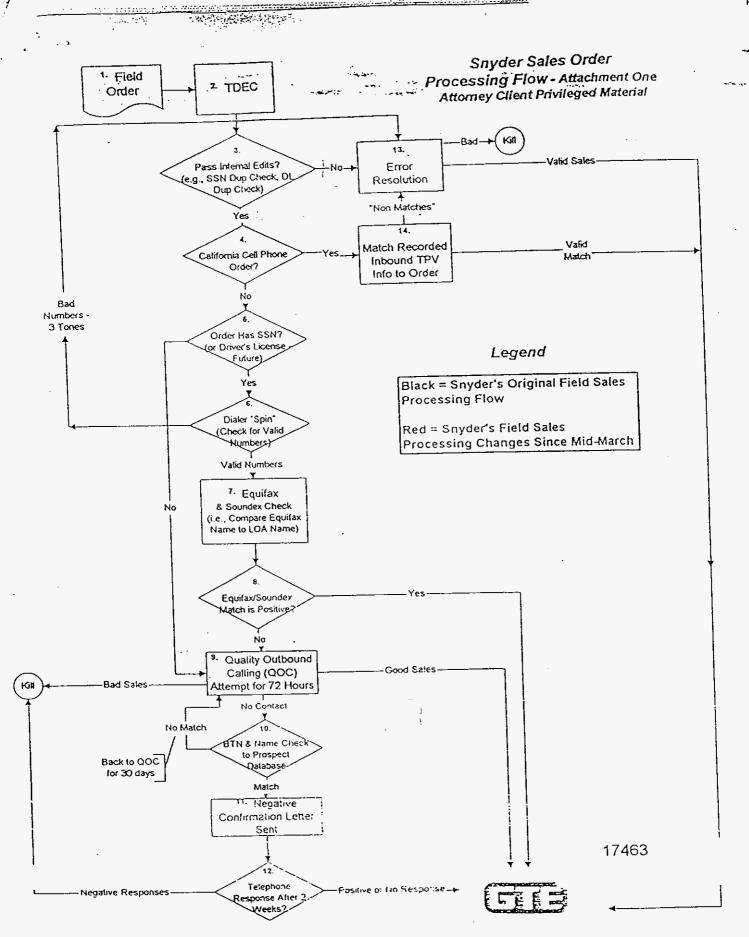


Exhibit REP-26 Docket No. 990362-TI

### WITHHOLDING INFOMATION FROM COMMISSION

**III** 

Docket No. 990362-T

GTE!

Exhibit REP-26

**HQE01G33** 

Complaints@list.tel gte com

Via facsimile to 850/413-6362

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:

August 18, 1999

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)

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To: REG/ECR

From: Susan Robinson@GMSO.CUSV.CSRA

.Cc:

Bcc:

Subject: F1-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 a 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; conside 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 gernerated charges which were credited off, totaling \$19.30. The second switch gernerated 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 since 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 not that at this time, 8/18/99, SNAP's records are down so that we cannot

forma Para Cambiar de Compañía de Ser	vicio de Larga Distancia.  Docket No. 990362-71 Exhibit REP-26
CONTACT NAME / PROPERTY RATES	tellos
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Long Distance Provider Change Form - Residential Only Carried Distancia.  Docket No. 9 Exhibit REP- Page 6	
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Long Distance Order Form Forma Para Ordenar de Servicia de Larga Distancia  Tras, switch me to GTE Lang Distance Service.  Yes, switch me to Local Tall Serivee* if available in my area.	<del>-</del>
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Docket No. 990362-T Exhibit REP-26

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# 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.

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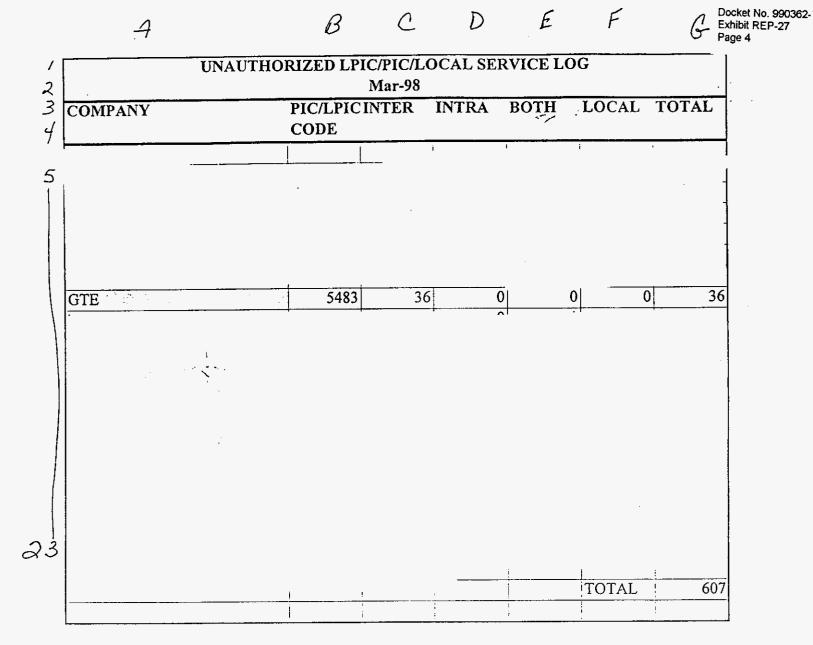
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Page 1 of 1 BellSouth Proprietary



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Page 1 of 1 BellSouth Proprietary

Docket No. 990362-7 Exhibit REP-27 Page 6 UNAUTHORIZED LPIC/PIC/LOCAL SERVICE LOG 1234 **May-98** PIC/LPICINTER INTRA BOTH LOCAL TOTAL COMPANY CODE 5 11 0 1 0 5483i GTE 34 35 792 TOTAL

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Docket No. 990362-7 Exhibit REP-27

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Docket No. 990362-TI Exhibit REP-27 Page 11

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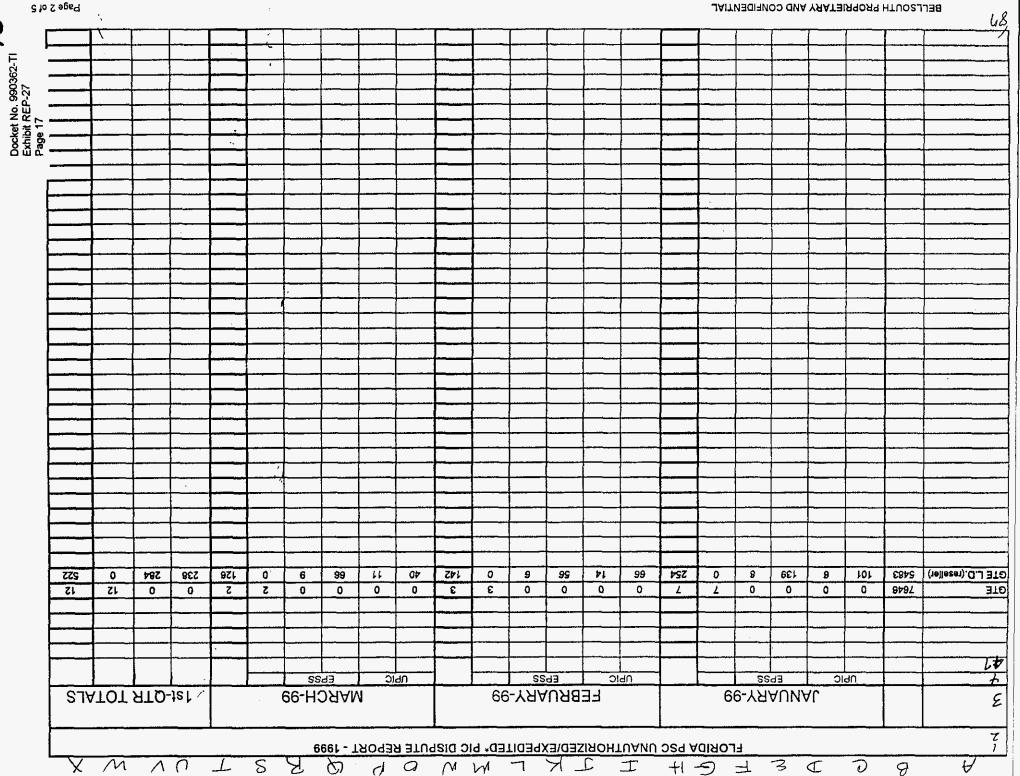
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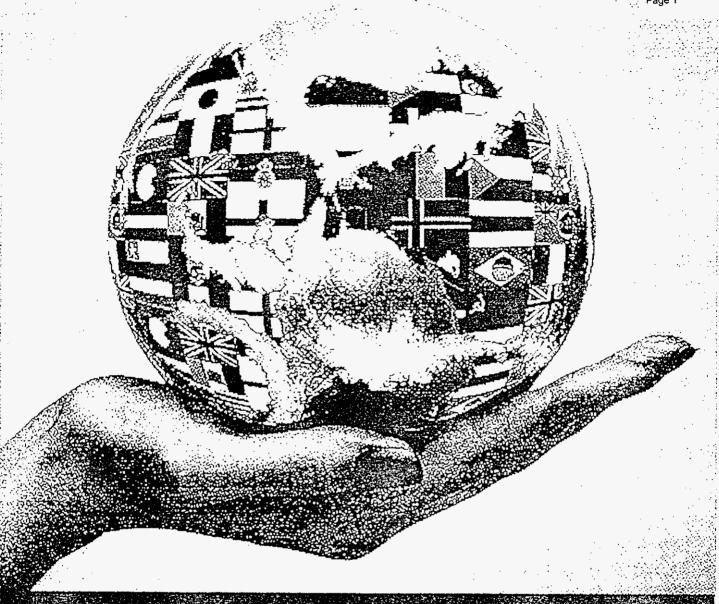
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## STRATEGIC PARTNERS - GTE/SNYDER AUGUST 1998 REVIEW



### Strategic Partners in Multi-cultural Marketing



LONG DISTANCE

&

SNYDER COMMUNICATIONS...

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.

#### 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?

#### 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 4th 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?

#### 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.

#### 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.

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 \*

#### 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 MM 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.

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.

### 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 oversite 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

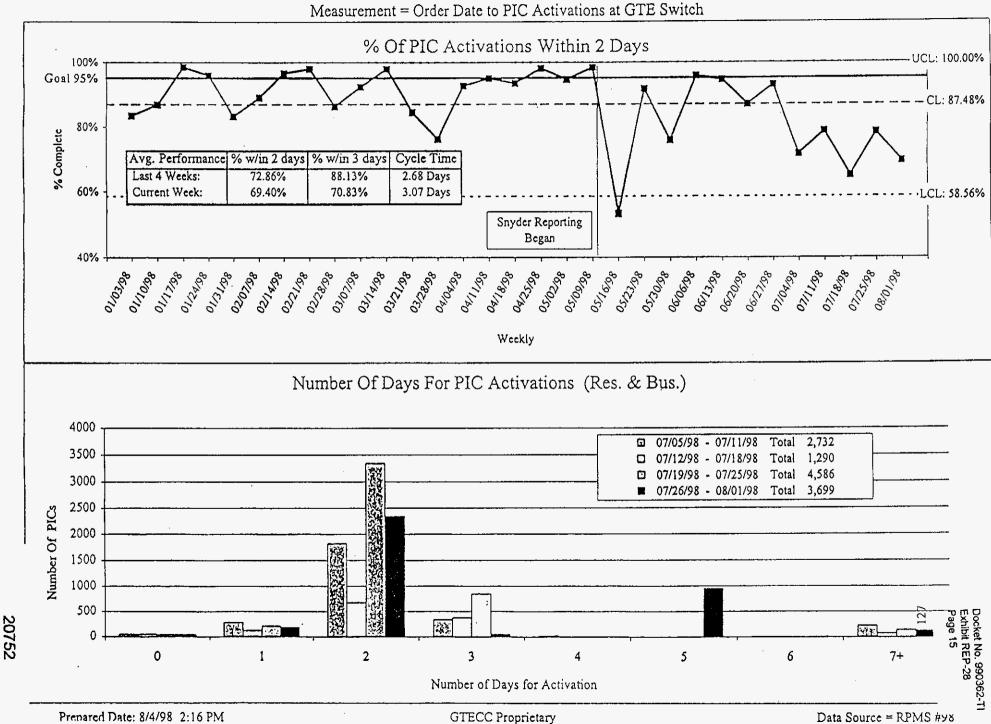
### **Executive Reporting**

- % Commitments Met
  - % of PIC Activations within 2 days for In-Franchise
  - % of PIC Activations within 5 days for Out-of-Franchise
- 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

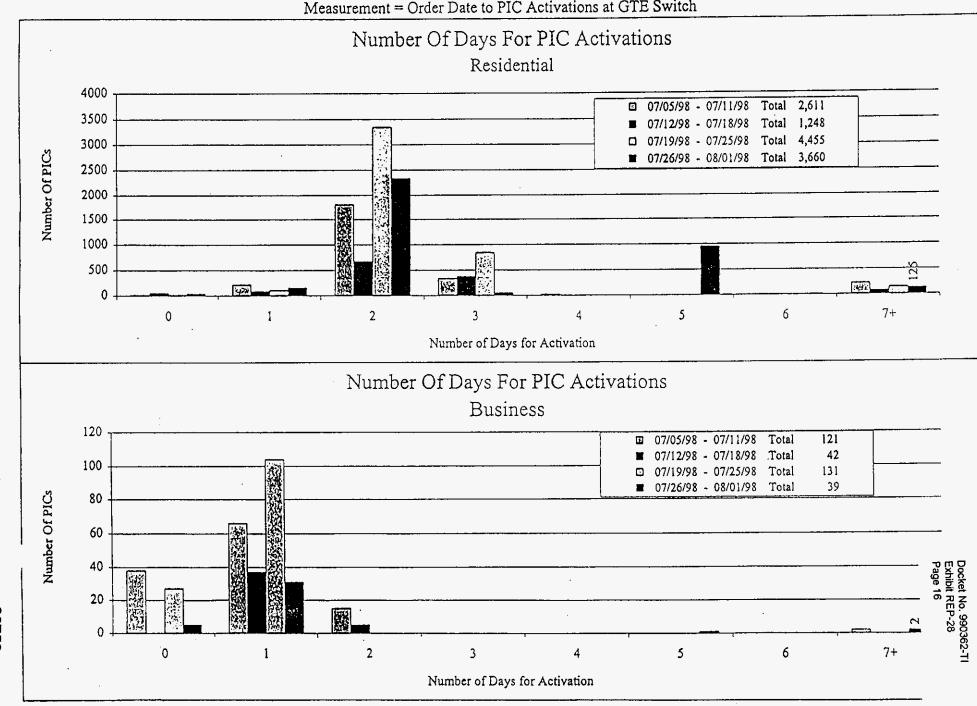
Veasurement = Order Date to PIC Activations at GTE Switch



#### PIC Activations (In-Franchise)

Order Originated In - Snyder

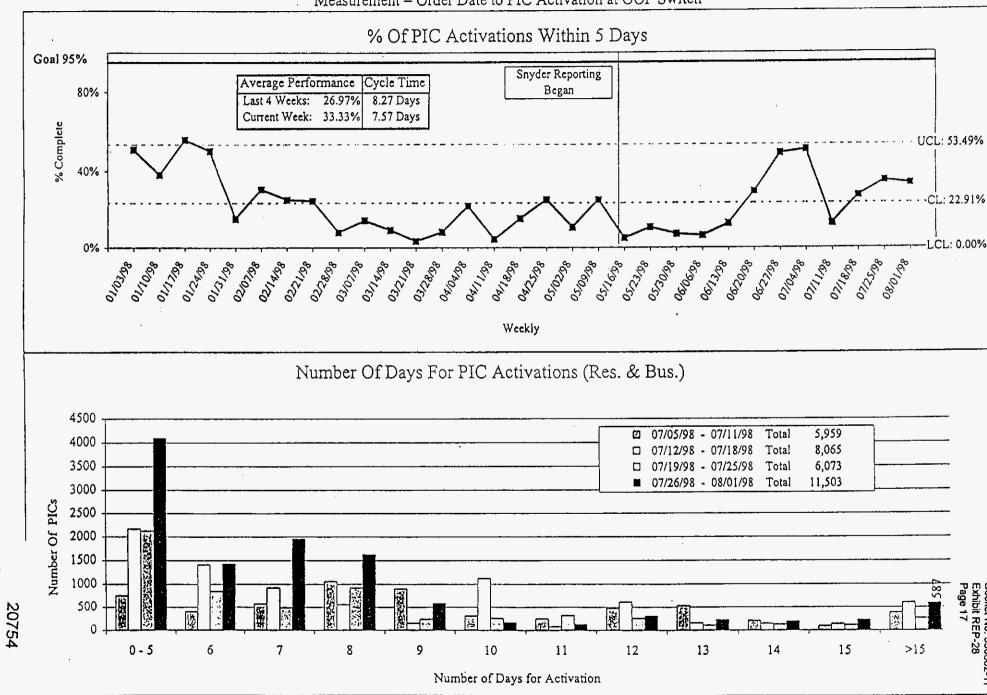
Measurement = Order Date to PIC Activations at GTE Switch



#### PIC Activations (Out-of-Franchise)

Order Originated In - Snyder

Measurement = Order Date to PIC Activation at OOF Switch



Prepared Date: 8/4/98 12:10 PM

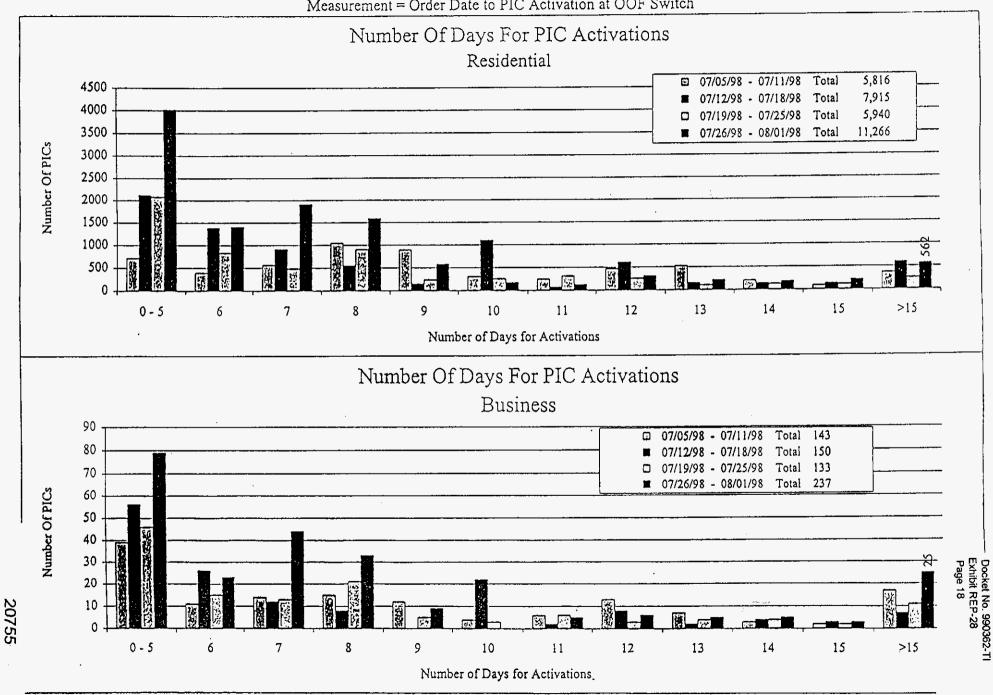
GTECC Proprietary

Data Source = RPMS #98

#### PIC Activations (Out-of-Franchise)

Order Originated In - Snyder

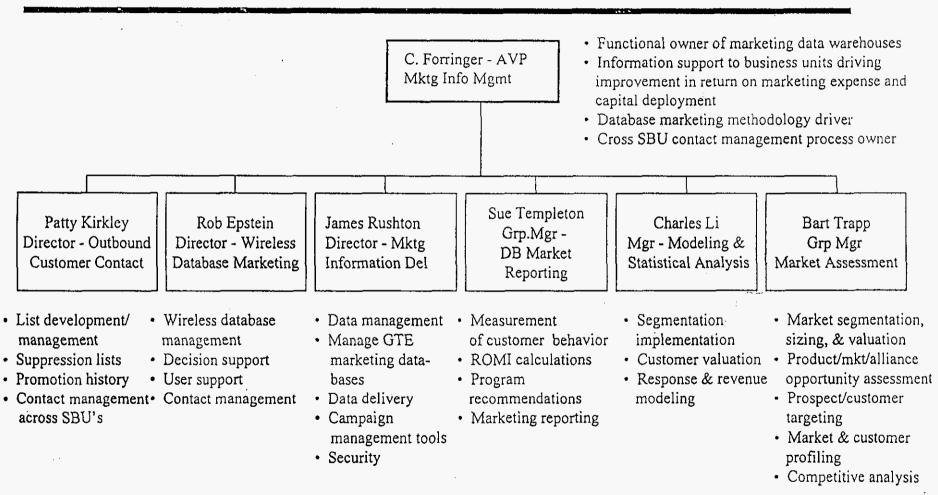
Measurement = Order Date to PIC Activation at OOF Switch



### **Marketing Information Management**

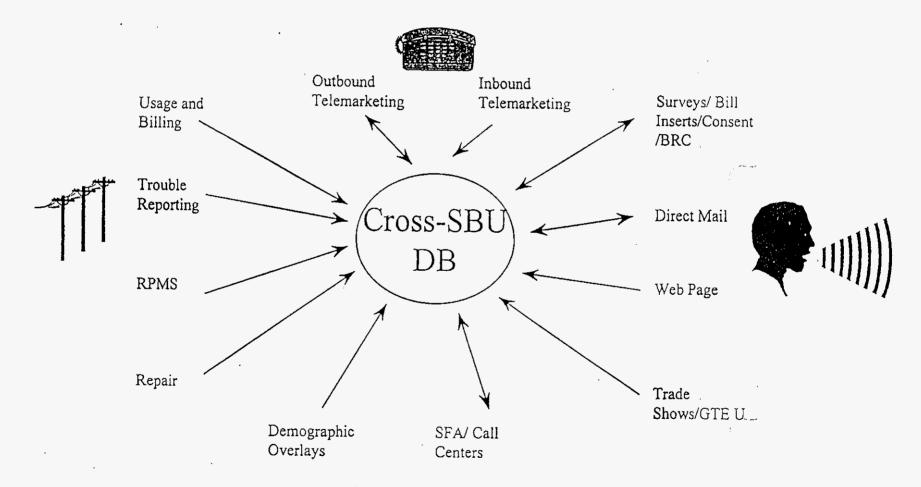
Patty Kirkley

#### GTE MARKETING INFORMATION MANAGEMENT



8/5/98

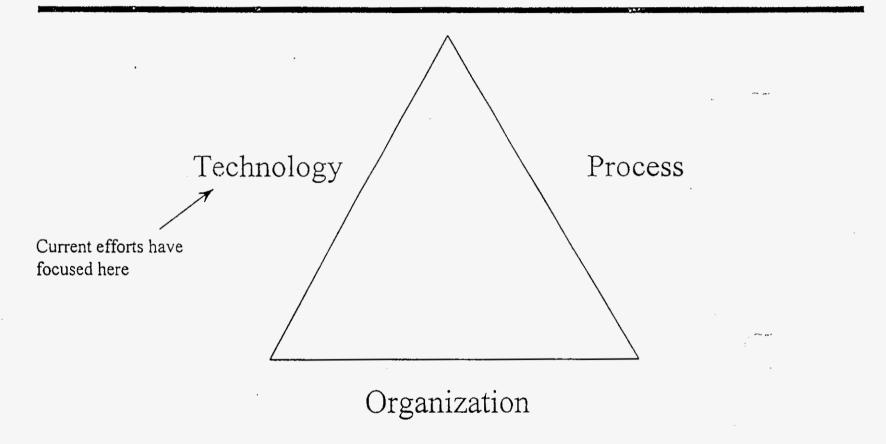
# The database vision is simple - capture all customer touch points



8/5/98

GIB

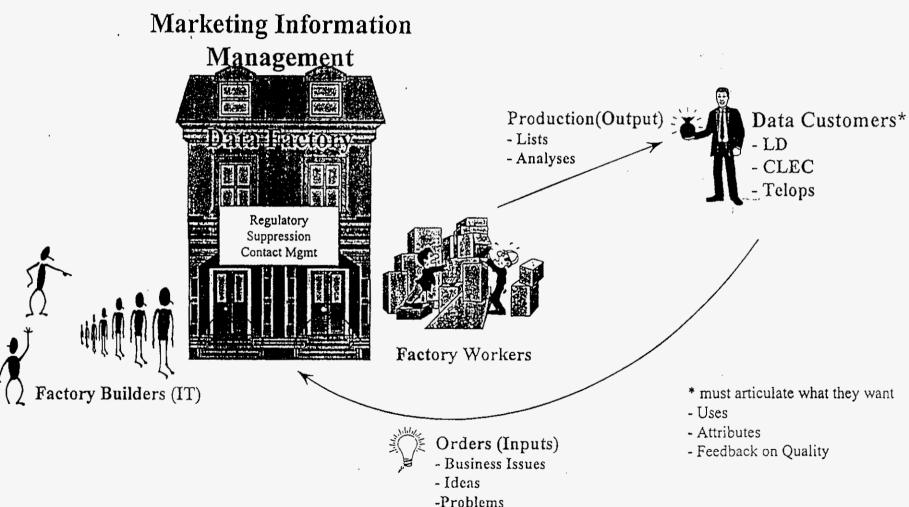
# While the database build is difficult, it is only one part of the equation



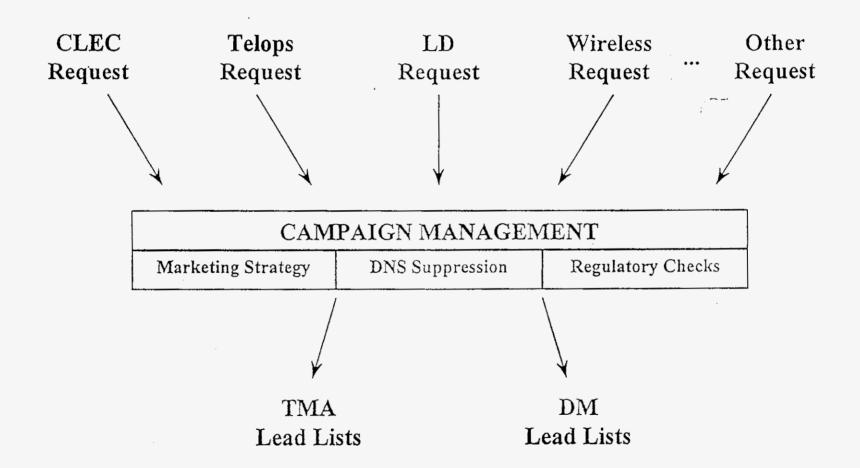
Business value is not driven by information alone, but how GTE uses it!

20759

## Efforts to date have been on building the foundation



# Contact management must be controlled centrally



8/5/98

113

#### **Marketing Calendar**

- ◆ Cross-SBU View of Marketing Initiatives

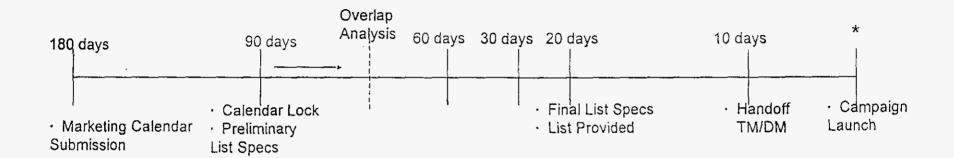
  » Jane Satree is Coordinator
- ◆ Facilitates Planning
  - » Know about Campaigns in Advance
  - » Identify and Resolve Cross-SBU Conflicts

8/5/98

#### **Marketing Lists**

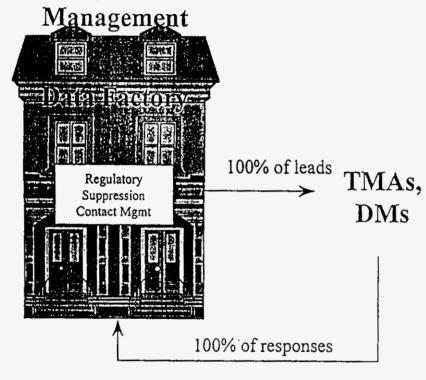
- ◆ SBU Marketing Manager and MARCOMM Develop Marketing Campaign and Submit It for Inclusion in the Marketing Calendar
- ♦ Marketing User Forwards List Request Form to MIM
- ◆ If Needed, Request Is Assigned to Programmer for Overlap Analysis
- ◆ Potential Cross-SBU Conflicts Identified and Resolved
- ◆ Request Is Assigned to Internal Programmer or External Vendor for List Delivery Date Commitment

#### **Marketing Lists**



#### 100% of leads; 100% of responses

#### **Marketing Information**



Cell	Names	resp rate	ROI
0 Vert. Srvcs	100,000		
1 Vert. Srvc	80,000		
2+ Vert. Srvcs (w/ kids)	75,000		
2+ Vert. Srvcs (w/o kids)	100,000		
Flex Pak (HV)	120,000		
Flex Pak (other)	200,000		
Random	50,000		
Control Group	10,000		

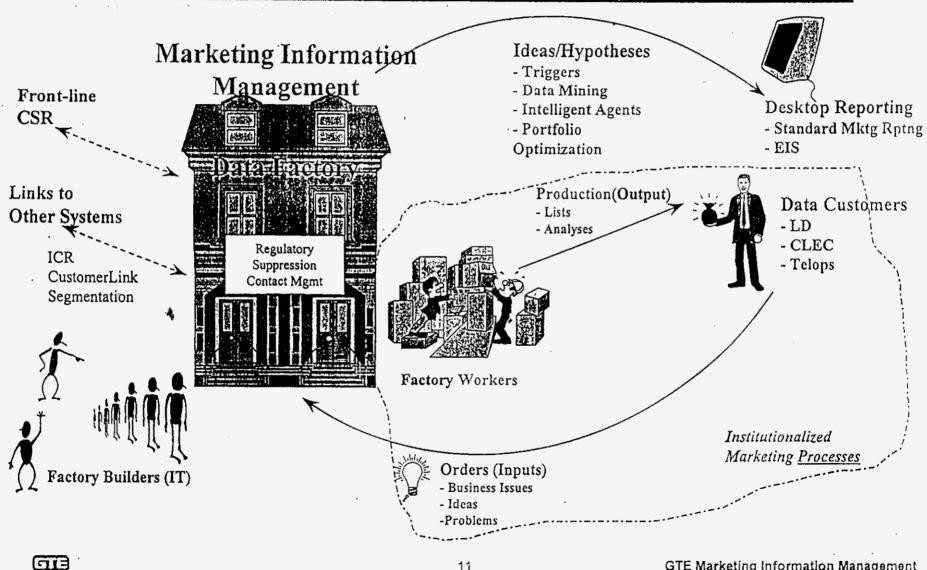
No add'l suppressions

No add'l adds

No add'l changes

No swapping of names

#### Our future vision "buttons up" execution and expands our capabilities



#### **Opportunities**

- ◆ Advance Communication/Process Improvement
- ◆ Response/DNS Files
  - » Consistently Sent Daily
  - » Standard Format
- ◆ Institutionalized Marketing Process

8/5/98

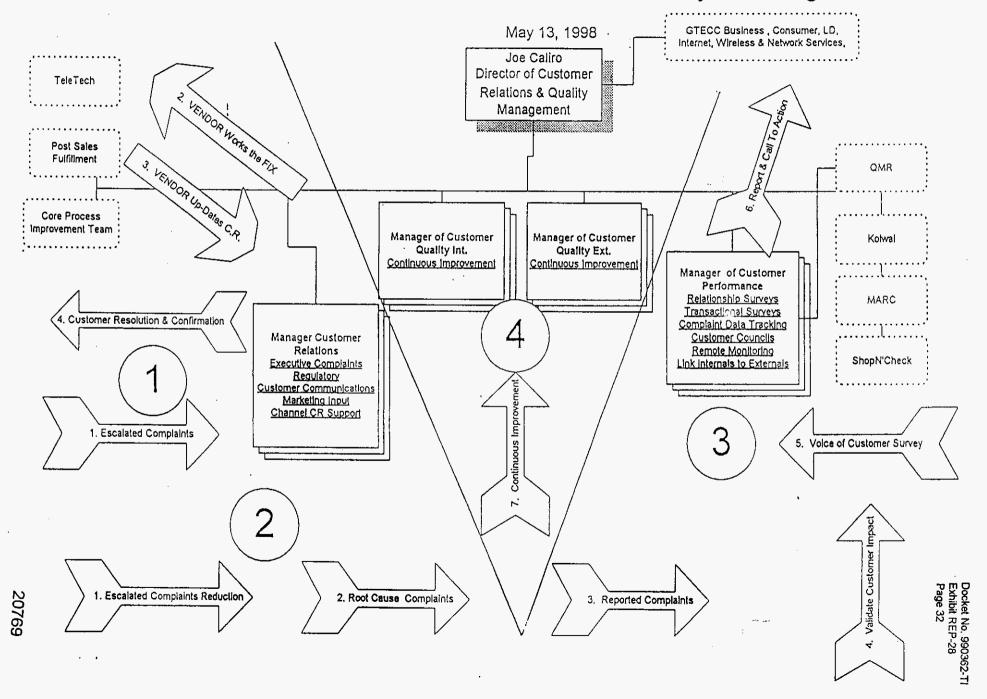
GTE Marketing Information Management



# Ed Miller



#### GTECC Customer Relations & Quality Management





## Hispanic Marketing Calendar

May	June	July	Aug	Sept	Oct	Nov	Dec
		★ TAM July 30 -	IACC Aug. I	CEO Roundtal	le		
				Sept. 16-18 USHCC			
				Sept. 23-26  LA County Fai	r		
				Sepi. 10-27 State of T	exas Fair		
				Sept. 2	5-Oct. 18	Se Habla Espai <i>Nov. 2-4</i>	āol ◆
	Ongoing In lan	guage Retention	and Customer	Service		7,0,, 2	





## **Hispanic Marketing Events**

#### **Events and Sponsorships**

TAMACC Convention

Jul. 30 - Aug. 1

(Texas Association of Mexican American Chambers of Commerce)

3.000 attendees

Houston, TX

7th Annual CEO Roundtable

Sept. 16-18

300-400 attendees

Washington DC

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





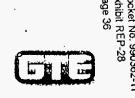
## Hispanic Market

#### **Products and Programs**

Talk To the Americas - Regional LD flat rate calling plan targeting:

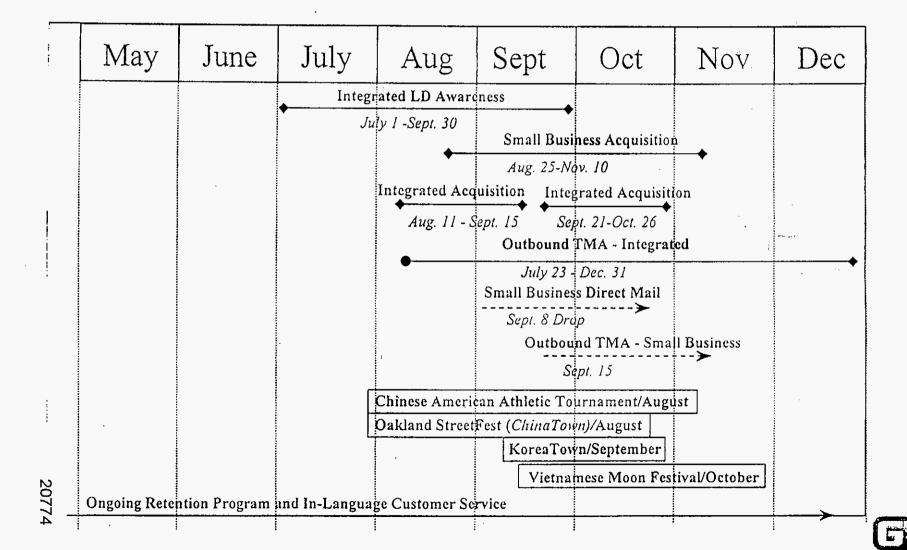
Argentina	Costa Rica	Guatemala	Paraguay
Belize	Cuba	Honduras	Peru
Bolivia	Dominica	Jamaica	Portugal*
Brazil	Dominican Republic	Mexico	Spain*
Chile	Ecuador	Nicaragua	Uruguay
Colombia	FI Salvador	Panama	· Venezuela

- 150 Free Domestic & International Minutes Promotion
  - 50 minutes every month for three months
- In Language Retention Program





## **Asian Marketing Calendar**





xhibit REP-28 age 37



## **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**

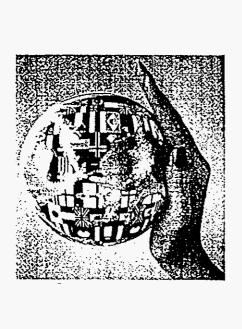
 Talk to Asia plan - targeted countries are the 15 Asian countries and France and Canada.

> 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







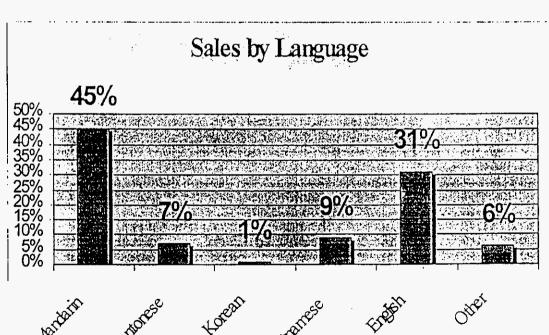




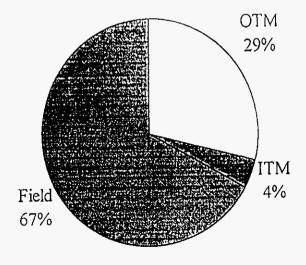
#### Talk to Asia

## Total Sales - 3,463 (as of 7/28/98)

Outbound Telemarketing efforts began 7/23/98



Sales by Snyder Channel







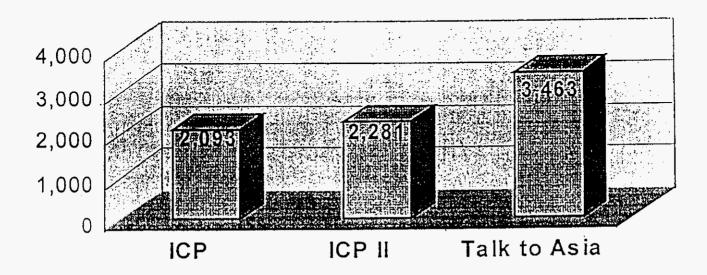
# Initial Market Response to Calling Plans

 1st month Asian sales for Talk to Asia were 65% better than ICP and 52% better than ICPII

#### 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

Asian Marketing Activities

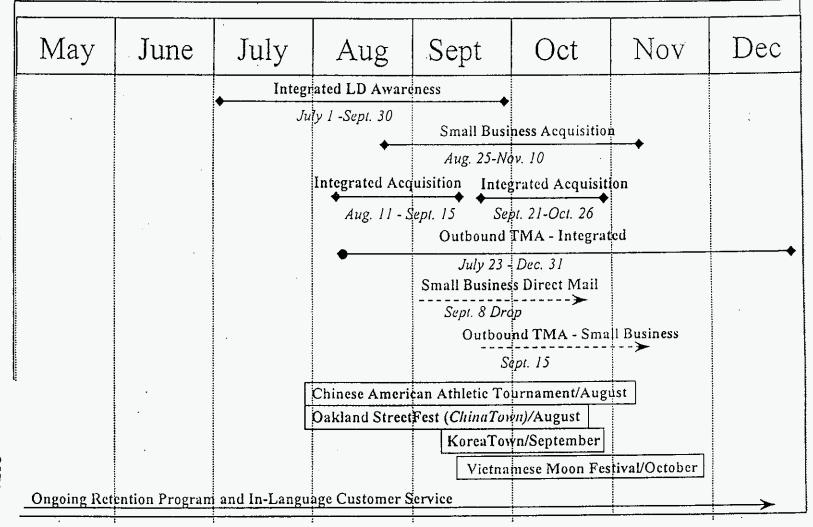
New Products/Services Planned

Sales Collateral





#### **Asian Marketing Calendar**







# New Products/Services Planned

- Calling Card Rate Plan
- International Toll Free Service
- International Origination Calling
   Cards







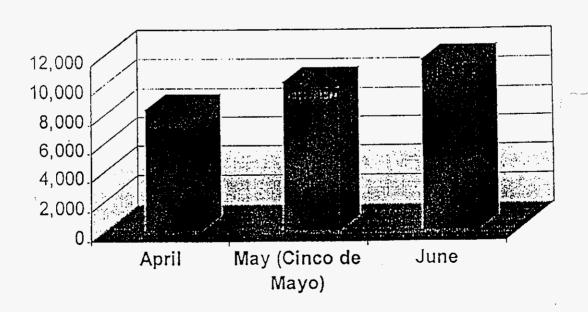




## 2Q Hispanic Sales

 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



"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.

#### 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.

#### Promotional Tie-in Opportunities

These events become a framework around which GTE can create value-added, cost sharing partnerships and promotional opportunities.

#### 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.

#### Hispanic Cultural Impact

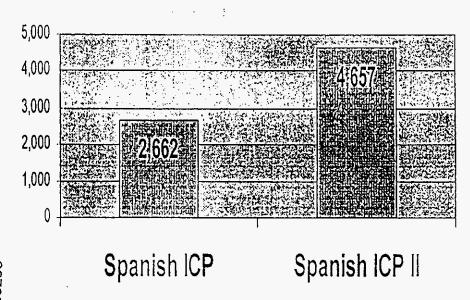
GTE's involvement in the Hispanic community is enhanced by its participation and affiliation with high-level Hispanic events (as perceived by the customer).



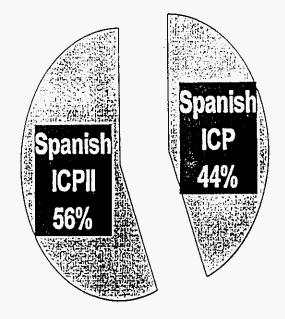
# Hispanic Sales for ICP and ICP II

- 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)





## Hispanic 3Q and Beyond

- 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

- 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





# Hispanic Heritage

In the process of creating a Hook or promotion into Hispanic Heritage Month to offer alongside Mi Familia and 150 Free Minutes





# Co-Spornsored 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





- 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 inhance product line





# 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.

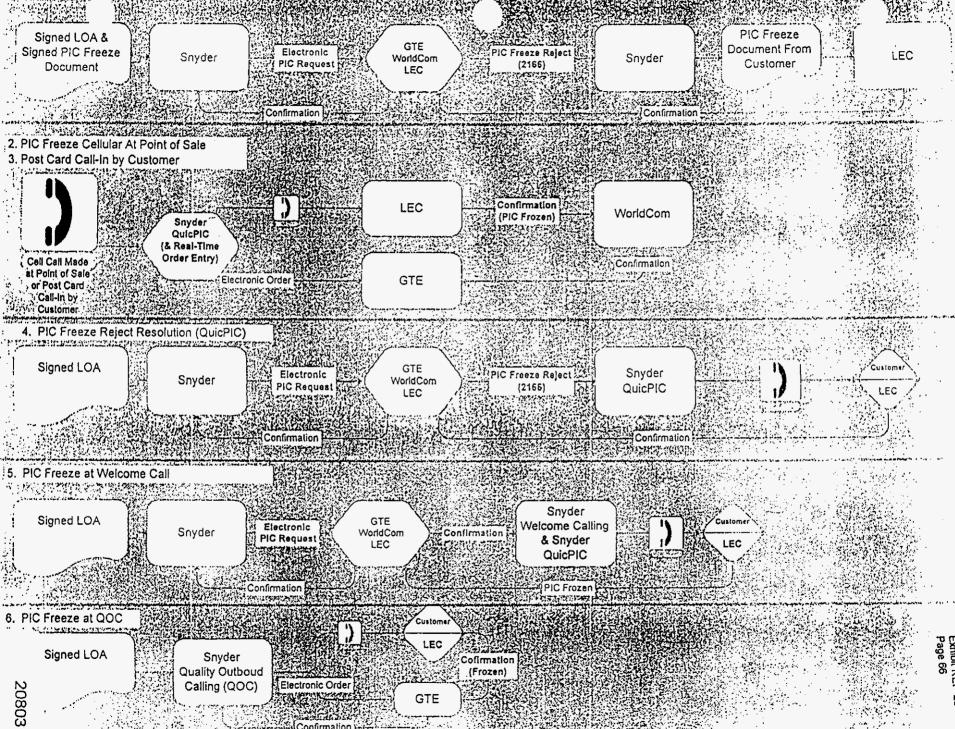


Review Review REDUCING TIME Cellular Phone Rollout New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New York New Yo	ACTION TASKS	SI	STATUS	DISCUSSION POINTS
	Chicago     New York	• •	Deployed 5/15 Deployed End of May	<ul> <li>Effectiveness of Cellular Phone in New Markets</li> </ul>
	Next Markets			
	Review Systems & Make Recommendations -	•	Interval Times Improving - See Graphs	<ul> <li>Need to Further Reduce Time Intervals</li> </ul>
SSN • QOC	Analyze Timing of:  TDEC			
000	NSS •			
1016	000			
• 200	• NOL			
Field Timing of Develop Quality Metric by District &	Develop Quality Metric by District &	•	Interval Times Improving - See Graphs	
Orders Shipped Recommendations for Improvements	Recommendations for Improvements			

		which a process should be developed.		Designate People and Improve Process	
	·	for other types of smaller rejects of		_	
Status of Reconciliation	•	Day to day investigations are underway	•	• WTM rejected w/LSP Identification	
brocess	]	Confirmation from RPMS.	1	• MTW Northean	CHECK CHOOLIGHTOOSI
Improving the problem resolution	•	been resolved except for 75's (No		Examples.     Line Mum Not Active	ocus on iscellaneous Edits
s'27 To sulai2	•	Most major operational issues have			<del> </del>
	1	Update		Nynex Apply US West Case to Nynex	sucifications
Update on US West	•	Letter Sent to US West - Waiting an	•	US West - Approach LEC and Resolve	lloT gniouba
				Point of Sale PIC	
Point of Sale PIC test results	•			Automated PIC Restrict Resolution Process     Automated PIC Restrict Resolution Process	ļ
Update on meeting with LECs	•	Point of Sale PIC being tested	•	Improving GTE In-Franchise Letter Process     Improving GTE In-Franchise Letter Process	
Confirmations		Testing QuicPIC letter	•	to Snyder	
Resolving No-Responses	•	Aore information required from LECs	•	Automated In-Language Letter w/800 Call-in	snoilairise
QuicP1C results	•	Panamalqml Olfoliu	•	Collecting Form at Point of Sale	Old gnioubs
					Iso a Churn & Time
				<ul> <li>Present Results of Calling Customers</li> </ul>	sgnibn:
		Project Completed		Complete Jan-Mar	gaineaimi
				scotes	4-;4;1-;1
Land on Commence managers		Drotect against "customer fraud"		• Proposal to pass orders to GTE with good rep	ep Scoring
Discuss feasability of proposal		GTE raised concerns that this does not		been unable to reach	etter
d	_	Waiting on Pre-Paid Card		Implement POL for customers that we have	noitgO evities
Timing of Pre-paid Cards		SuguA		Use of Month/Day of Birth as Verification	11,000 11,0,11
		Month/Day of Birth Targeted for Late		Household for Verification	onth/Day of Birth
	_	Alternate Name Implemented	•	Use Alternate Name of Someone in	ltemate Name
Effectiveness of Alternate Name		betreenelent emply etempt A		<u> </u>	2 - 3   ( 3   3   3   3
		Source found - Under evaluation		Implement Driver's License	
g		Veris Implemented	•	Veris SSN Check	cense Number
Timing of Driver's License	•	SSN implemented	•	Equifax SSN	N/ Driver's
Effectiveness of SSN Checking	•	hatramalom! W22		W22 velice in the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of th	
a e			:		SFECTS SPECTS

	TASKS	STATUS V. REPUBLICATE CO.	DISCUSSION POINTS
REDUCING CHURN			
Chum Research Increasing PIC Restrictions	<ul> <li>GTE to Research Churn and Present Findings</li> <li>PIC Freeze at Point of Sale</li> <li>QuicPIC Incentives</li> <li>PIC Freeze Post Card w/Incentive</li> </ul>	GTE Regulatory to Determine POS Form GTE to acquire Pre-paid Cards	<ul> <li>Update on POS Form</li> <li>Update on Pre-paid Cards</li> </ul>
New Plans & Promotions	Develop New Plans Focused on Churn &     Target Markets     Develop New Plans Focused on Winbacks		·
Informing GTE About Snyder	<ul> <li>Meeting w/Customer Service Centers.</li> <li>Informing the ILECs</li> </ul>	Meetings held with AFNI/Alpharetta	Further information dissemination to ILECs and other GTE arems.
Improve Fulfillment Process	<ul> <li>Integrate Fulfillment w/Provisioning</li> <li>In-language Fulfillment</li> </ul>		Changes to inform customers on free minutes Update on changes made to minimize customer confusion
Outbound Customer Winback Campaigns	Review results of existing campaigns     Develop expanded in-language Winback campaigns		Winback Implementation for 98 and beyond?
Image & Target Market Advertising	Implement Ad Campaign (Status Update)		Results of existing campaigns.     Direction for future
Welcome Calling	Review results of existing program     Consolidate program w/QOC	Breaking out Asian languages	Results of existing program
Bundling	Address Timing of Bundling		Strategy and timing for bundling

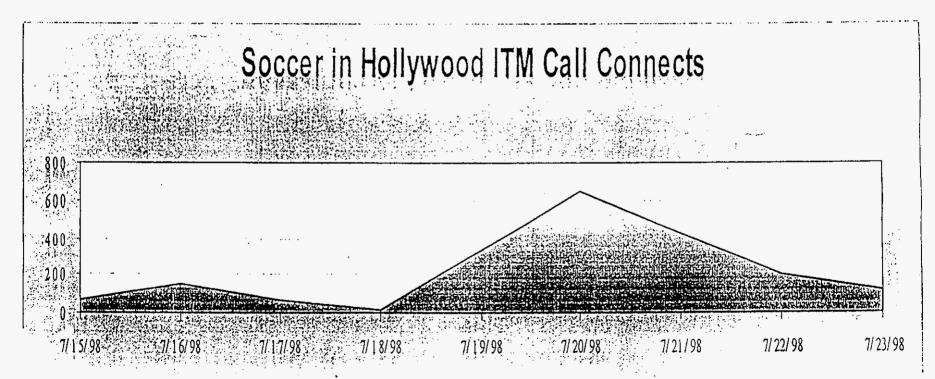
MAINTAINING CUSTOMER PROFILE			
Understanding Profile by Segment	Identify yield trends by market     Effects of Promotions		
Calling Card & Call Me Toll-Free	Finalize Testing AT GTE     Roll Out at Snyder	Completed	
Customer Usage Reporting	Provide Aggregate Customer Usage     Information to Snyder	<ul> <li>Reporting requested by NPANXX, In/Out of Franchise, Language, LEC.</li> </ul>	Status of Usage Reporting
Additional Target Markets	Discussion on Other Markets		
Additional Media	Discuss additional media possibilities including Direct Mail, Print, etc.		





# 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.





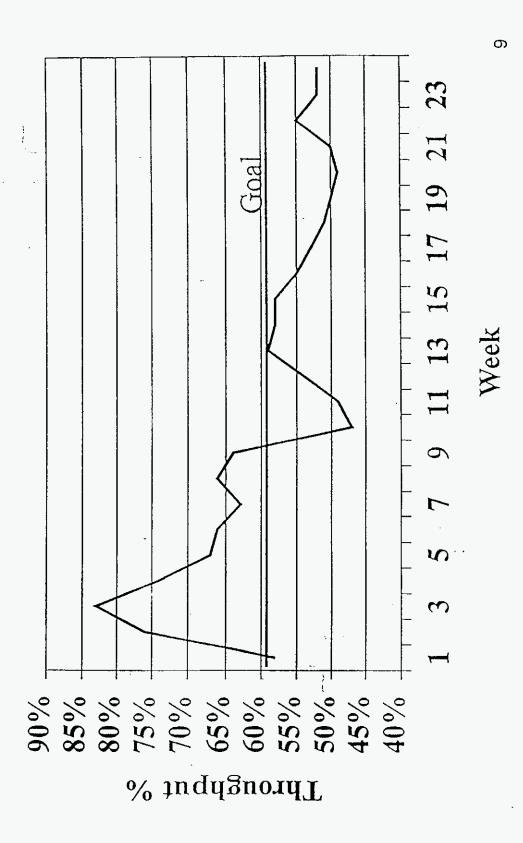
# The Top Line... Submitted Sales By Channel & In/Out Franchise

Franchise Mix		1st Qua	rter 2	nd Qua	rter	July
Field			12%		20%	18%
	Out.		88%		80%	82%
			20%		<b>29</b> %	*** <b>12</b> 6%
	<b>Oui</b> t		80%		7/19/6	74%
Combined	lin		15%		23%	25%
	<b>O</b> uli		85%		77%	75%
Channel Mix						
Field			65%		64%	
OTM			35%		36% ×	

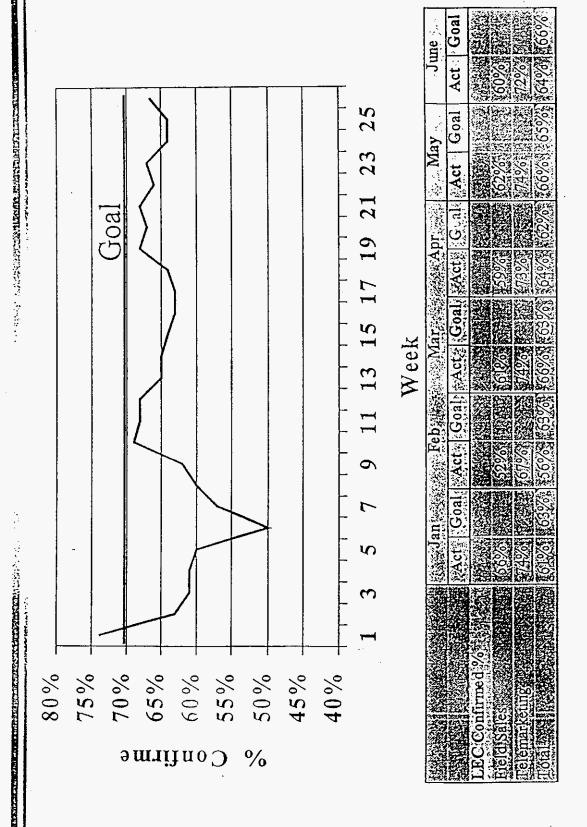
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Snyder Gross to GTE Submit Throughput



Confirmation %





**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

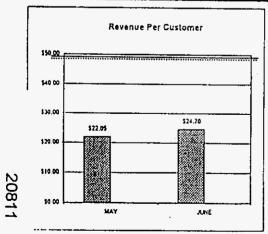
## GTE/Snyder Top Issues List

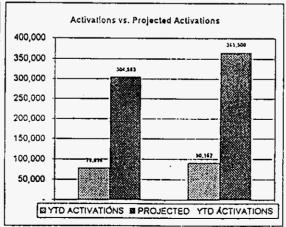


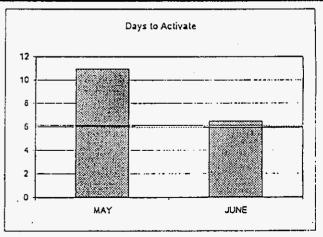
#### IMPROVING THE TOP LINE

- 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 AUGUST TARGET OUTLOOK	MAY	JUNE	PARTIAL JULY	Monthly Improvement (Loss)	FAV/(UNFAV)
REV. PER CUSTOMER	\$49.77	\$22.05	\$24.70	Фd 8-10-98	\$2.65	(\$25.07)
NEW ACTIVATIONS	835,000		46,568		2,974	tbd
NEW SUBMITS		69,505	67,361	57,052	INCOMPLETE	tbd
% YIELD	80% 70%	63%	89%	шd 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	њd 8-10-99		
YTD ELAPSED	∎ lederig	41.67%	50.00%	58.33%	,	
YTD ACTIVATION GOAL ACHIEVED		25.64%	24.67%	bd 8-10-99	-0.97%	-25,33%
CHURN	6.00%		18.20%	<b>фd 8-10-9</b> 9	4.50%	-3,20%
CUSTOMERS IN BILLING		55,905	71,683		15,778	
% UNCOLLECTABLE	3.70% 3.70%	TBD	TBD	TBD	TBD	TBO
% REJECTS	8.00% 8.00%	3.70%	2.60%	0.91%		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	1,256	1,200	1450	50	50
TMA HEADCOUNT	480	422	418	440		40
CURRENT ACTIVATION DAYS	15 6	11	6.5	N/A		-0.5







July figures marked as thd will be available in mid-August.

\*\*\*\*\*\*\*\*\*\*\*\*

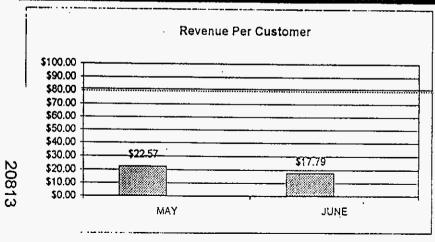
Exhibit REP-28

86-01-8 bd	86-01-8 bdl	86-01-8 bd	86-01-8 bdr	86-01-8 bd		OBT	CURRENT ACTIVATION DAYS
AW	Avi	AW	AW	AW	AW	AW	TML HEADCOUNT
86-01-8 Pq1	86-01-8 bd	86-01-8 घ्रत	86-01-8 bd	86-01-8 Pq1	100	80f ·	FIELD HEADCOUNT
·	86-01-8 bd	86-01-8 bd	86-01-8 bdı	85-01-8 bd	%00 S	%00°S	
·············	86-01-8 bdl	86-01-8 bd	86-01-8 bdl	86-01-8 Pd	%08	%08	PERVICE LEVEL
08T	QBT	QBT	OBT	OBT	QBT	18T	CUSTOMER COMPLAINTS.
86-01-8 bdl	86-01-8 PG	86-01-8 PGI	86-01-8 P <b>पा</b>	86-01-8 Pq1	%00.8	%00.8	SEJECTS %
QBT	Q8T .	08T	Q8T	OBT	3.70%	%07.E	% DNCOLLECTABLE
	86-01-8 bd	86-01-8 PA	86-01-8 bd	86-01-8 PG			СПОЗДОМЕКО ІМ ВІГГІМО
		86-01-8 PG	86-01-8 Pq	86-01-8 bd	%00'S1	7.00'9	СНПВИ
86-01-8 bdt	86-01-8 PQ	86-01-8 PG	96-01-8 PG	86-01-8 bd	•	•	YTD ACTIVATION GOAL ACHIEVED
	4 4 4 4 4	% EE. 83	%00°0S:	%19'17	•		0389AJ3 0TY
		26	8 <u>7 ii ii ii ii ii</u>	86-01-8 bdt		•	BNOITAVITOA OTY
	86-01-8 PA	86-01-8 bd	86-01-8 PFI	86-01-8 bd	£4£,£	11,293	PROJECTED YTO ACTIVATIONS
	86-01-8 PF	86-01-8 bd	P4 8-10-98	86-01-8 PG	%06	%06	% XIETD
pqi	ІИСОМРІЕТЕ	PL	35	86-01-8 bd		•	STIMBUS W3M
	84	01	85	86-01-8 bdt	E46.E	11,293	ANOITAVITOA WƏN
		86-01-8 PF	86-01-8 PT	86-01-8 bd	\$182.00	00,2812	нем совтомен
VATNUIVAT	Monthly Improvement (Loss)	JAITSA9 YJUL	TINE	YAM	AUGUST OUTLOOK	JAITINI TƏƏRAT	BONDEES BONDES COMESS SCOKE CARD

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<sup>.</sup> July figures marked as the will be available in mid-August.

BUSINESS SCORE CARD LONG DISTANCE ONLY	INITIAL.	AUGUST OUTLOOK	MAY	JUNE	PARTIAL JULY	Monthly Improvement (Loss)	FAV/(UNFAV)
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)
YTO ACTIVATIONS	•	•	ம்d 8-1 <b>0-98</b>	tbd 8-10-98	bd 8-10-98	<u> </u>	
YTD ELAPSED	A	•	41.67%	50.00%	58.33%	я	
YTD ACTIVATION GOAL ACHIEVED		•	њd 8-10-98	tbd 8-10-98	tbd 8-10-98	њd 8-10-98	њd 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
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	њd 8-10-98
TMA HEADCOUNT	NA	NA	N/A	NVA	N/A	NA	N/A
CURRENT ACTIVATION DAYS	TBD	TBD	tbd 8-10-98	tbd 8-10-98		tbd 8-10-98	tbd 8-10-98

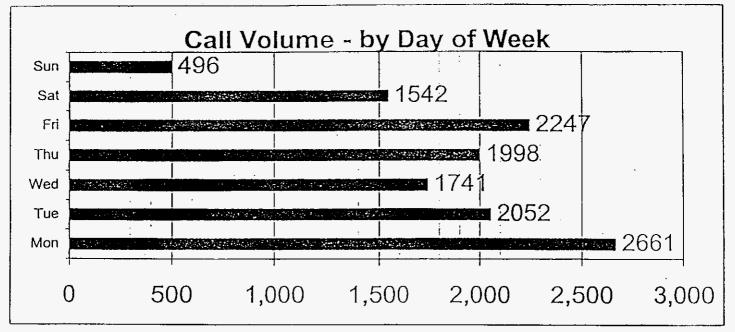


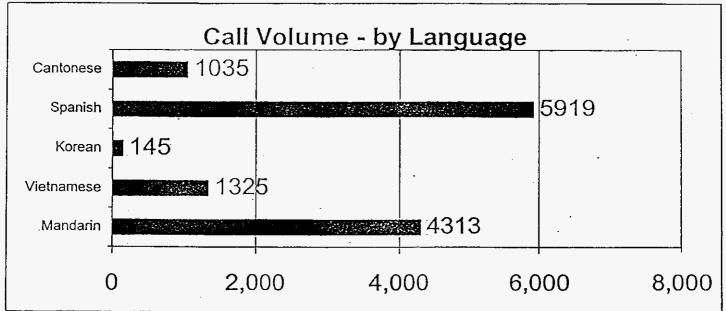
July figures marked as tod will be available in mid-August.

Exhibit REP-28
Page 76

4:15 PM 7/30/98 AFNI CALL VOLUME.XLS

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Language Total	% of Calls
Mandarin	811	678	547	665	770	63 <b>6</b>	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%
DAILY TOTA	L 2661	2052	1741	1998	2247	1542	496	12737	100.00%
% of Volume	20.89%	16.11%	13.67%	15.69%	17.64%	12.11%	3.89%	<u> </u>	,







#### GTE/SNYDER SECOND QUARTERLY REVIEW, 8/03-05, 1998

#### Expected Attendees:

SNYDER	POSITION				
Mitch Gershinan	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				

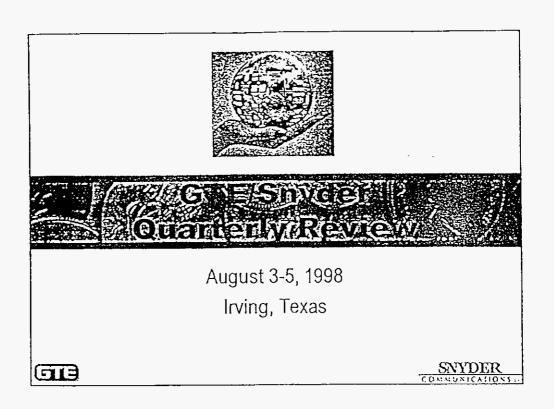
GTE	POSITION
Ted Gilmore	VP and GM, Ethnic/International Marketing/Sales
Ed Miller	Director, Marketing
Keith Magee	Director, Channel Management
Matthew Murrày	Group Manager, Consumer Sales Performance
Ann Fields	Group Manager, Channel Quality Assurance
Jeff Fugitt	Group Manager, Business Sales Performance
Sandhya Karachiwala	Staff Manager, Consumer Sales Performance

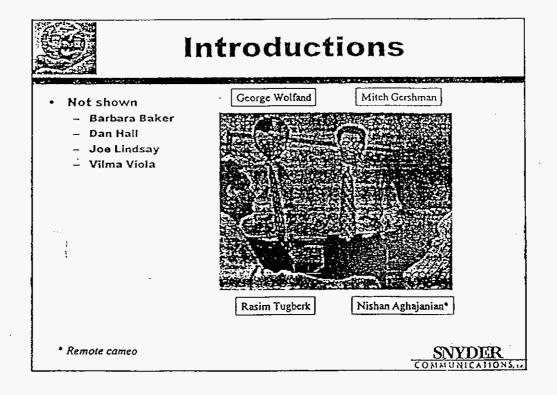
#### Expected Cameo Guests:

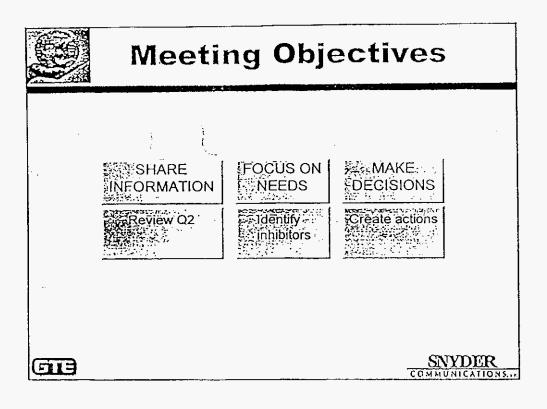
GTE	POSITION
Butch Bercher	President, GTECC
Todd Eliason	President, Business Markets
Pam Jacobson	President, GTE LD-Consumer
Mildred Recio	Group Manager, Hispanic Marketing
Jo-i Cheng	Group Manager, Asian Marketing
Michael Lyons	Group Manager, Retention Marketing
Dianne Metcalf	Group Manager, Small Business 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

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Agenda

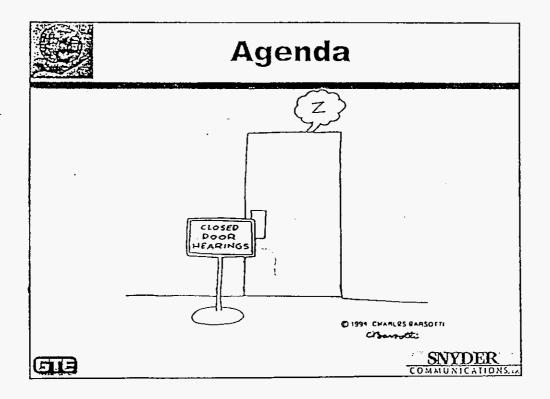
















Quality Assurance
Ann Fields



## **Topics**

- 2Q
  - Goals/actions
  - Issues resolved/status
- 3Q and beyond
  - Goals
  - Actions to meet goals

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## 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

FILE



#### 3Q Goals

- Pendings
- Reject Handling/Management
- Provisioning
- Complaints

GIE



## **Summary**

**Proactive Commitment to Mature our Internal Processes** 





## **3Q Key Actions**

- Define Process to Proactively Identify and Manage Pendings 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

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## 3Q Key Issues

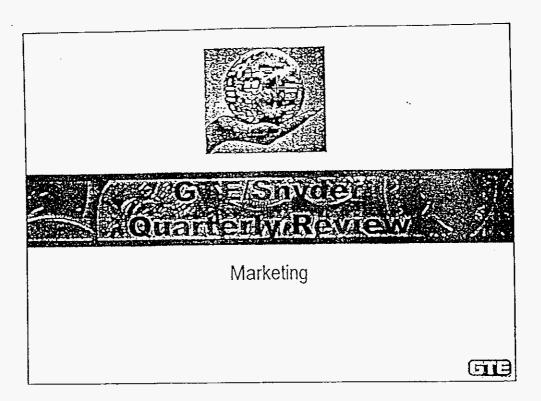
- Rejects
  - Majority due to "Customer Already Exists with GTELD"
- Incomplete Order Form is a Reject Reason
- Utilization of Multiple Order Numbers
- Customer Profile/Quality of Customer

GTE



## Summary

**Proactive Commitment to Mature our Internal Processes** 





## **Topics**

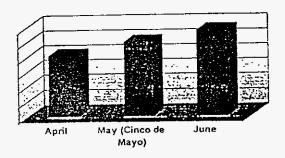
- Hispanic segment (Mildred Recio)
- Asian segment (Jo-i Cheng)
- Retention, Winback, Upselling (Michael Lyons)

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## 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.





## 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

GIE :



# 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)





Spanish ICP II



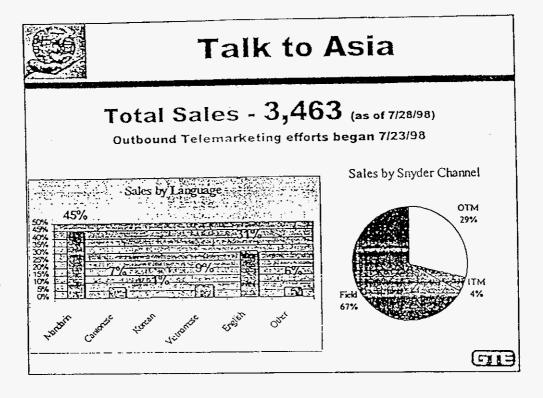
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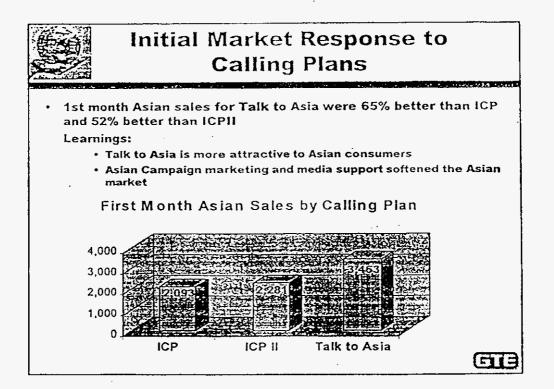


## Hispanic 3Q and Beyond

- 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

**613** 



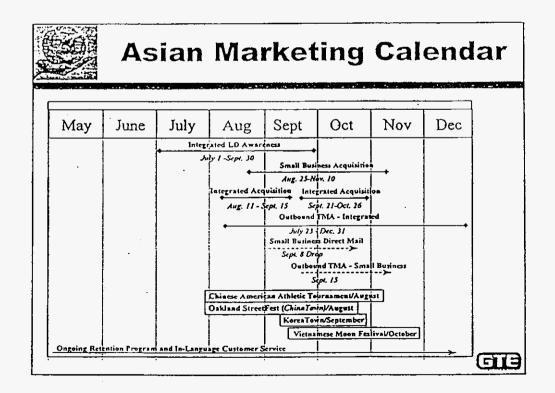




## **3Q** and Beyond

- Asian Marketing Activities
- New Products/Services Planned
- Sales Collateral

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## New Products/Services Planned

- Calling Card Rate Plan
- International Toll Free Service
- International Origination Calling
   Cards

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## 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





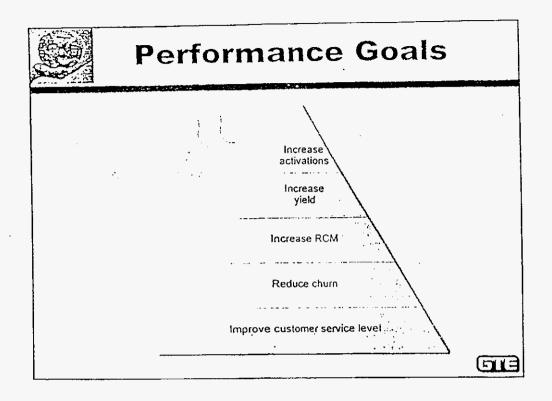
Channel Management
Sandhya Karachiwala, Matthew Murrày

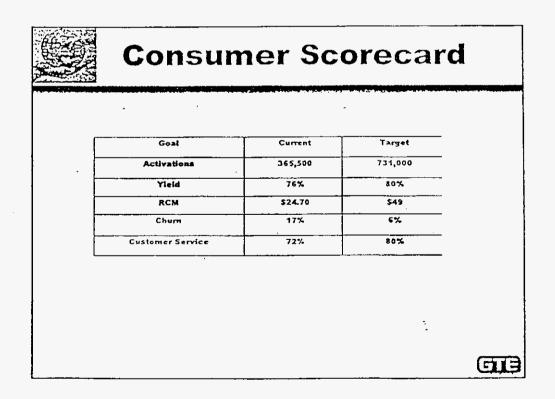
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## **Topics**

- Performance Goals
- Current Performance
- Strategies/Actions
  - by goal
- Other Key Actions







## **Increase Activations**

- 2Q Program Launches
  - May Celebration Sweepstakes
  - Talk to Asia
  - Summer Sweepstakes
  - Sales Contests

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## 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.

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## 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

GIB



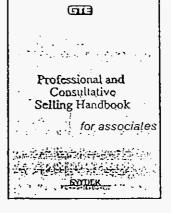
## Channel Communications

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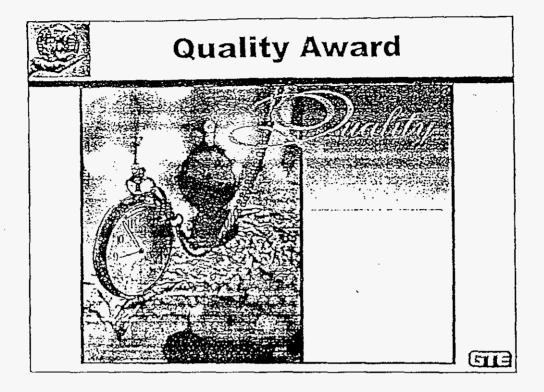
Sales Planner

for managers

SNYDER



**613** 





## **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

GIE



## **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

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### **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 (FIE)



### **Reduce Churn**

- Strategy
  - Retention programs
- 2Q Actions
  - Welcome Calls
- 3Q Actions
  - "Save the Sale" advanced training
  - Customer exit survey



## 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

FIE



### **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

613



## 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

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## SNYDER DIRECT SERVICES, INC.

2nd Quarter Review - 1998

August 3rd-5th, 1998

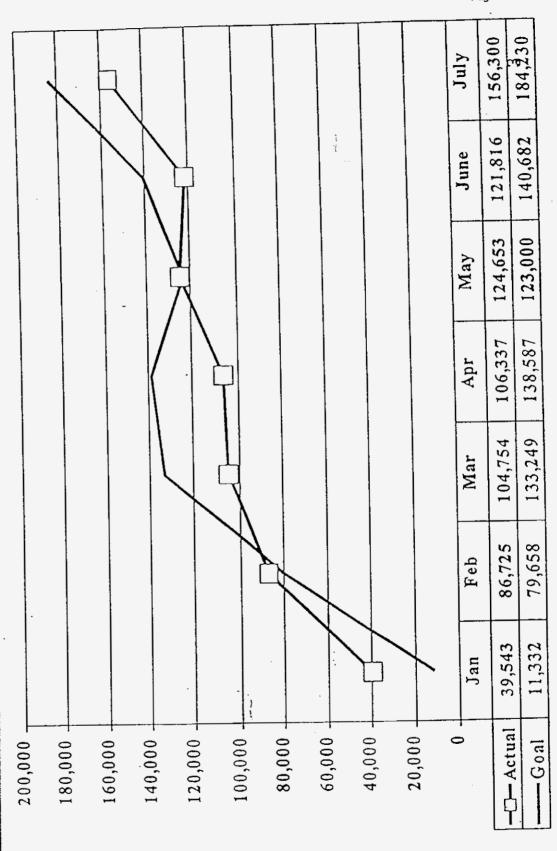
## Achieving Results...

- The Top Line
  - Field Sales
  - Telemarketing
- Reduce Time Intervals
- Reducing "Defects" Improving Throughput
- Reducing Churn
- Maintaining Customer Profile (RCM)

Docket No. 990362-T Exhibit REP-28 Page 106

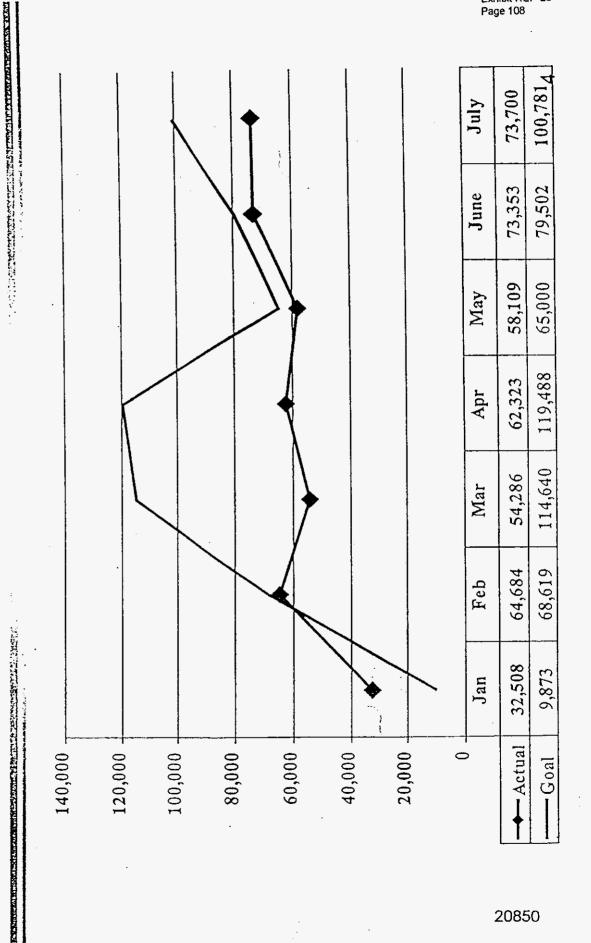
The Top Line... Gross Sales

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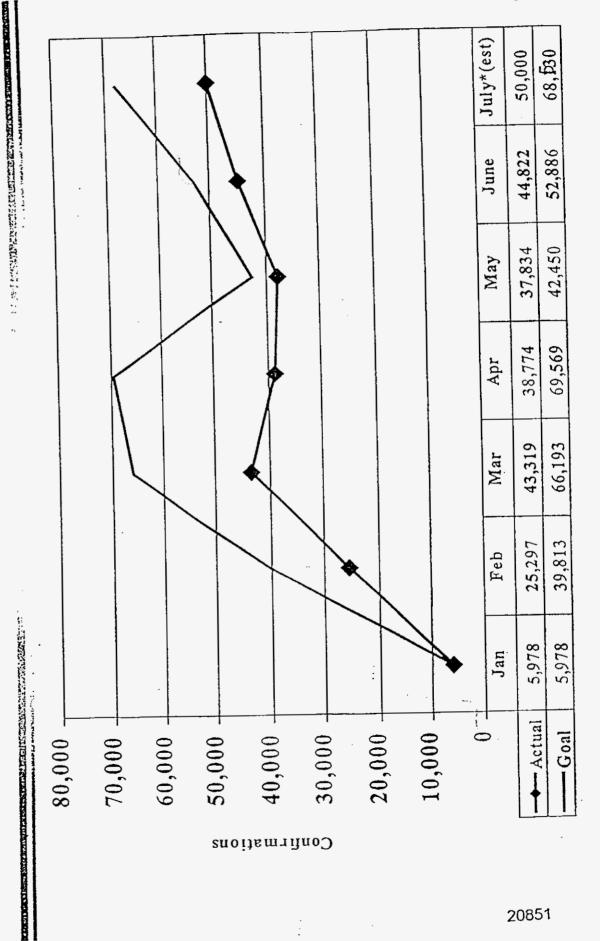


Gross Sales

## Submits..



## Confirmations

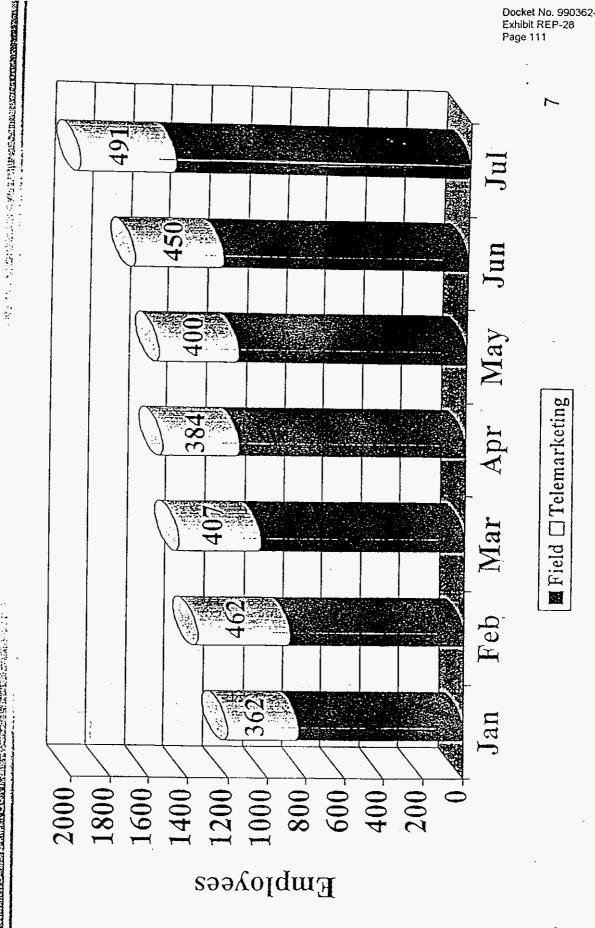


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## The Top Line... Roster Counts

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# Snyder Direct Services, Inc.

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# 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

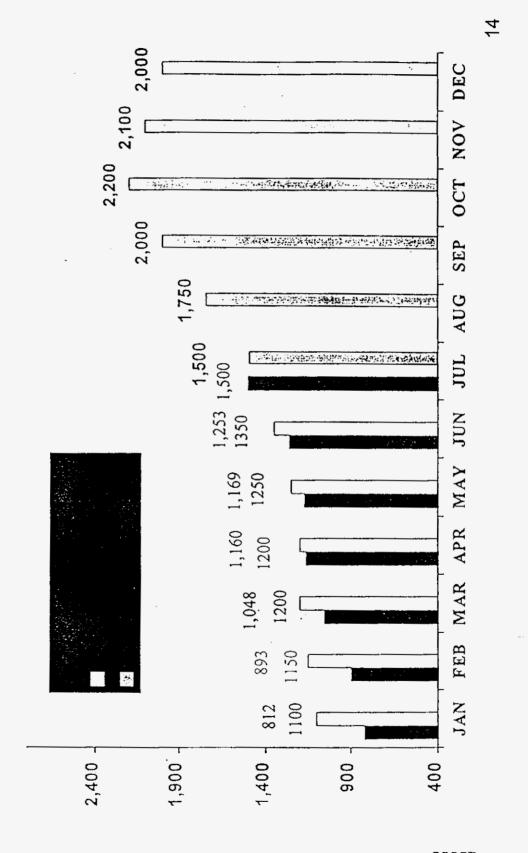
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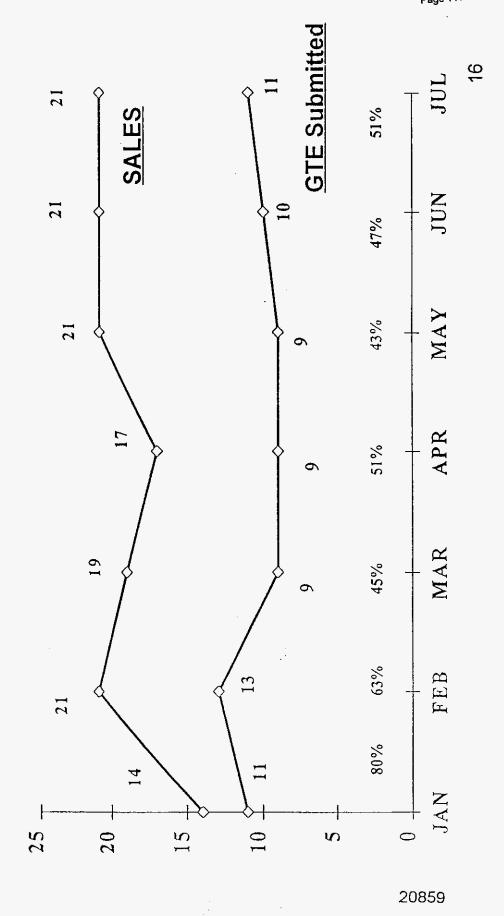
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## Producer Projection By Region

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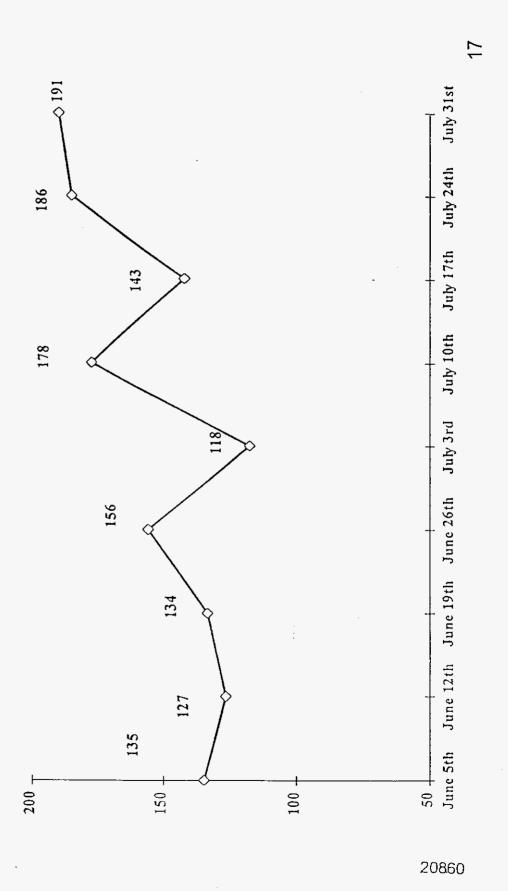
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## New Trainees

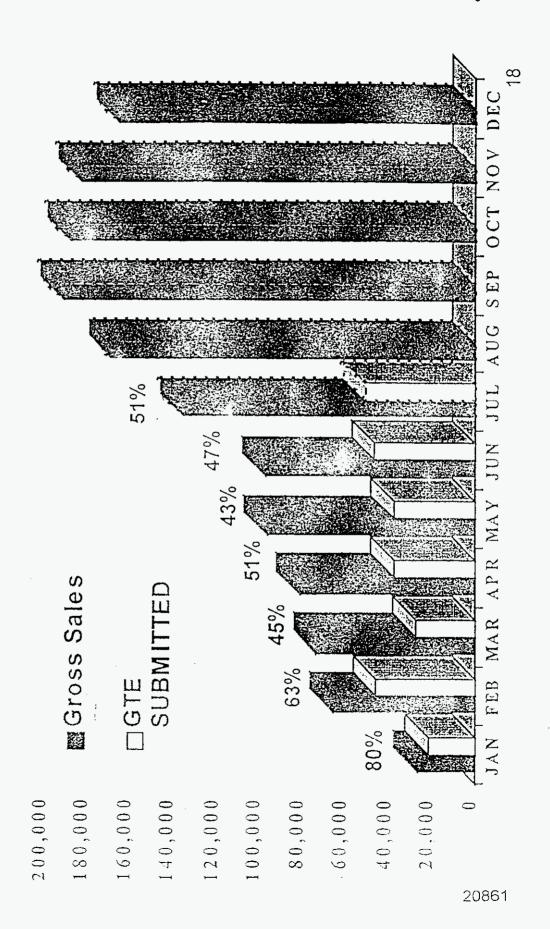
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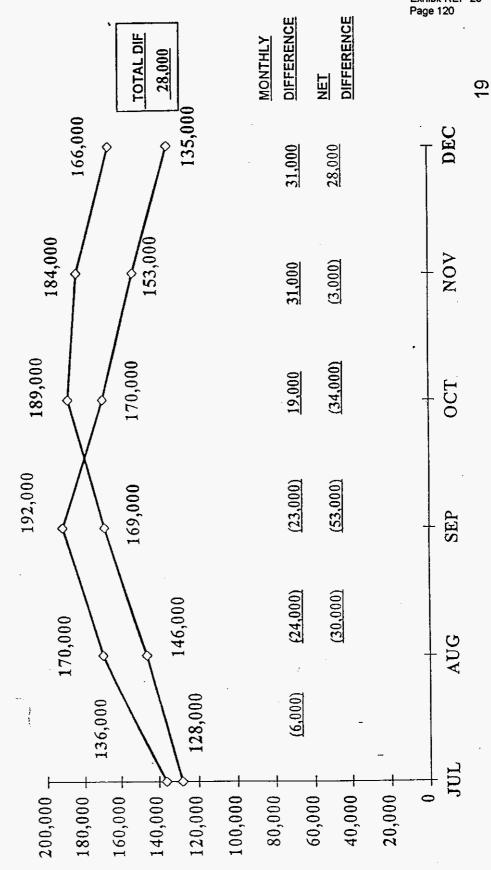
## Monthly Gross Production and GTE Submitted

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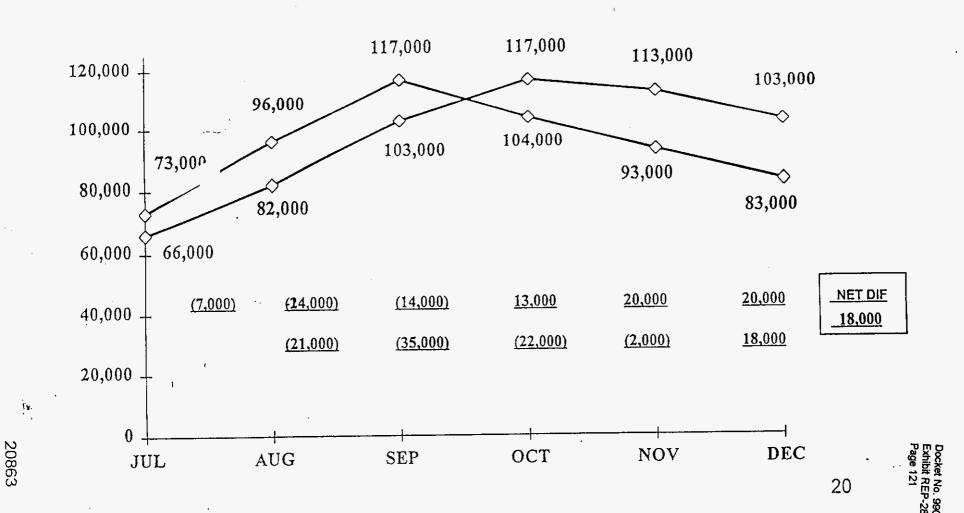


# 03 & O4 Gross Sales Projections

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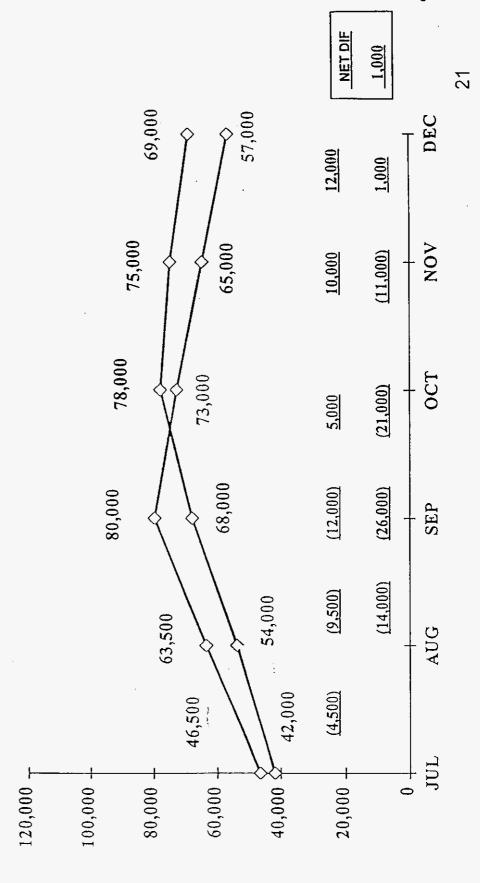
## Q3 & Q4 GTE Submits Projection



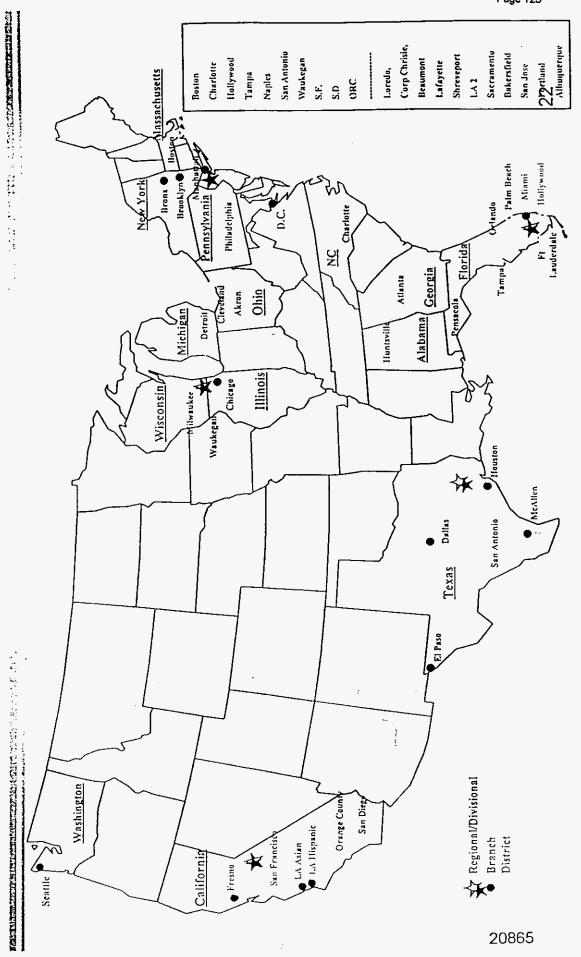


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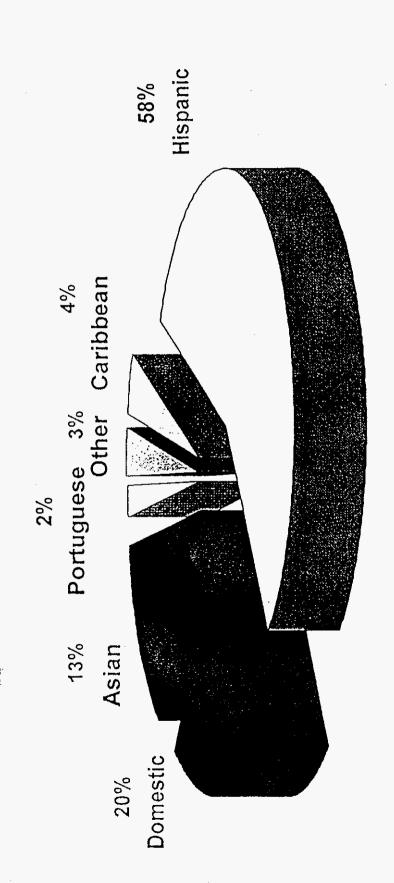
## New Market Expansion GTE Consumer Offices



## Sales By Language

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## 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% +)

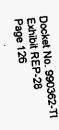
- Alternate name
  - training the field to capture 100% early positive indications
  - ID verification (prepaid card opportunity)
- Duplicates on the rise
  - identify markets and reps
  - open new locations

## ■ 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

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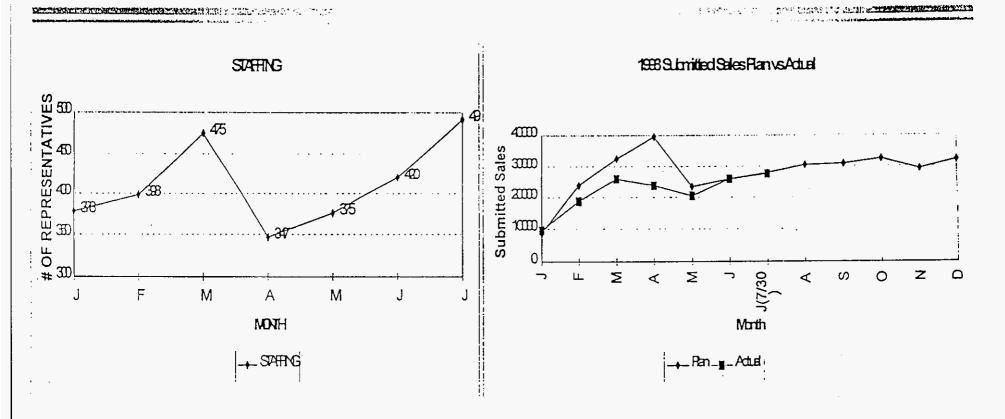
August 3rd-5th, 1998

### AGENDA

### • SALES RESULTS

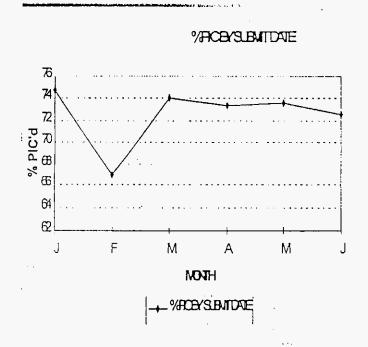
- STAFFING
- SUBMITTED SALES
- PIC RESULTS
- **JULY TREND**
- SALES BY LANGUAGE
- ACCOMPLISHMENTS
- CHALLENGES
- 3RD QUARTER GOALS
- 3RD QUARTER STRATEGIES

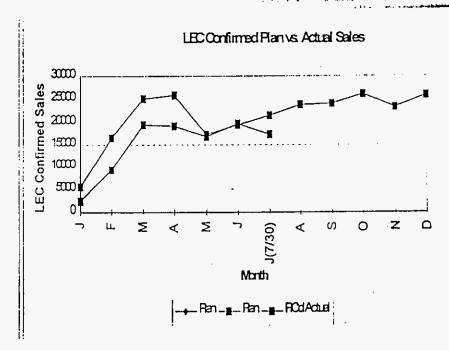
### RESULTS



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

### PIC % AND PIC RESULTS

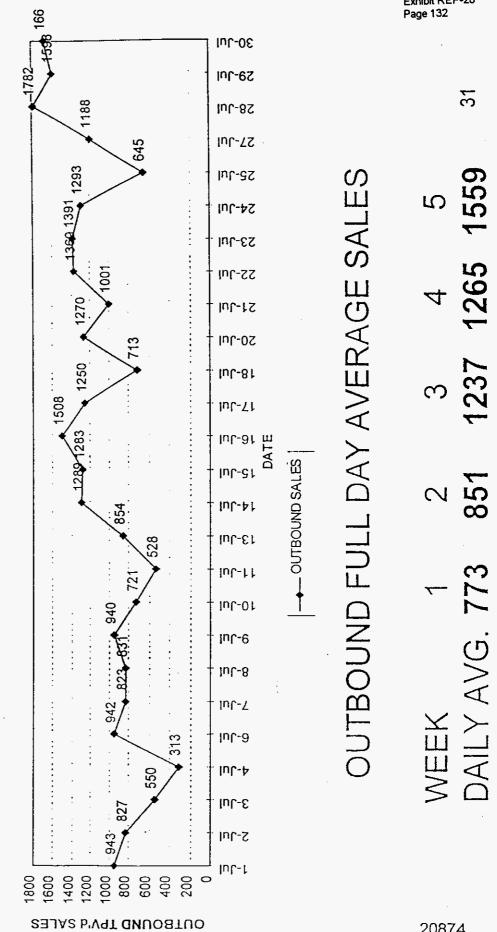




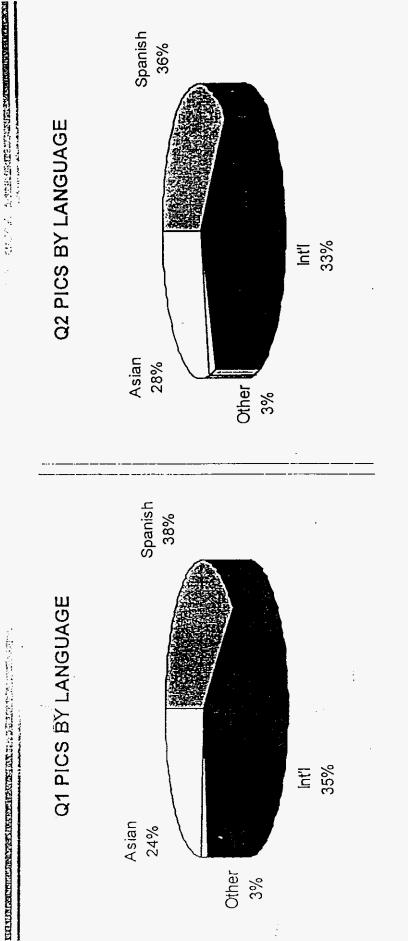
- QUARTERLY PIC PERFORMANCE OF 55K WAS 89% OF GOAL (62.7K).
- AVERAGE 73% OF SUBMITTED ORDERS PIC'd -- FLAT FROM Q1.
- EXCEEDED JULY <u>SUBMIT</u> GOAL BUT DUE TO 7 10 DAY PIC LAG, <u>PIC</u> RESULTS FALL SHORT OF GOAL. (APPROX 81% JULY PLAN)

# TURNING POINT

JULY OUTBOUND TPV'd SALES PER DAY



# 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

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to-Snyder *** *** Improving GTE in Franchise Letter Process	Testing QuicP(Cylenery Confirmations Confirmations Point of Sale PIC being tested as works to Supplie on meeting with LECs.)
Selv Automated PIC (Restrict Resolution) Processing Point of Sale PIC	Point of Sale PIC test results
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### 1. PIC Freeze at Pont of Sale

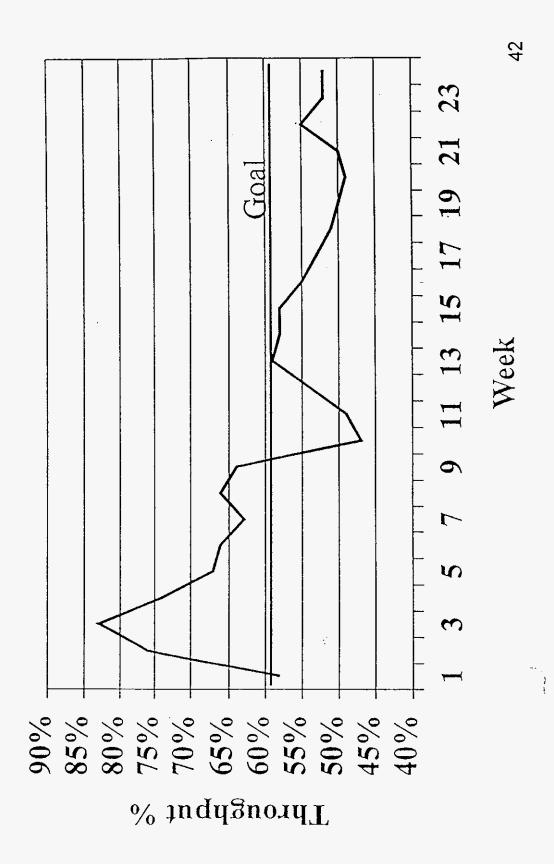
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Signed LOA & Signed PIC Freeze Document	Snyder	Electronic PIC Request	GTE · WorldCom LEC	PIC Freeze Reject (2166)	Snyder	PIC Freeze Document From Customer	LEC
		Confirmation			Confirmation		
PIC Freeze Cellular At Page 3. Post Card Call-In by Cus		·					
	Snyder QuicPIC	(,	LEC	Confirmation (PIC Frozen)	WorldCom		
Cell Call Made at Point of Sale or Post Card Call-In by Customer	(& Real-Time Order Entry) Electro	onic Order	GTE		Confirmation		
4. PIC Freeze Reject Re	esolution (QuicPIC	)			,		
Signed LOA	Snyder	Electronic PIC Request	GTE WorldCom LEC	PIC Freeze Reject (2166)	Snyder QuicPIC	)	Customer
		Confirmation			Confirmation		
5. PIC Freeze at Welcome	Call				,		
Signed LOA	Snyder	Electronic PIC Request	GTE WorldCom Co LEC	Snyder Welcome Callin & Snyder QuicPIC	g <b>')</b>	Customer	
	ا ا	Confirmation		PIC Frozen			
6. PIC Freeze at QOC Signed LOA	Snyder Quality Outb Calling (QO	oud	Customer  LEC  GTE	Cofirmation (Frozen)			

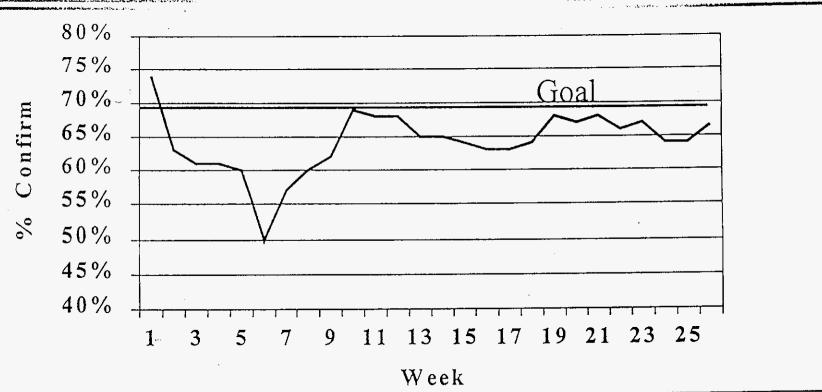
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Exhibit REP-28

### Snyder Gross to GTE Submit Throughput

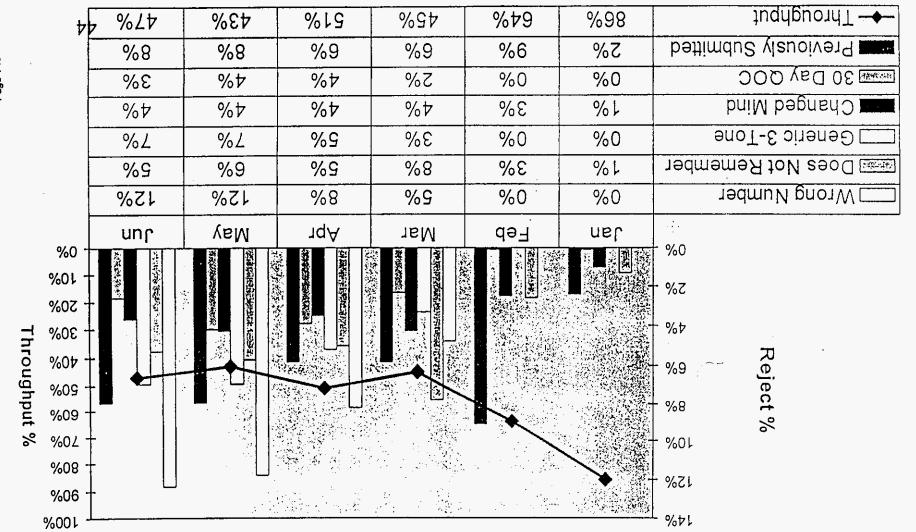


### Confirmation %



	Jan	Feb	Mar	Apr	May	June
	Act Goal	Act Goal	Act Goal	Act Goal	Act Goal	Act Goal
LEC Confirmed %			PART SERVE	(A. 9) (1)		
Field Sales	56%	52%	61%	59%	62%	60%
Telemarketing	674%	67%	74%	673%	74%	72%
Total Marian	61% 63%	56% 563%	66% 63%	¥64% ¥62%	66% 65%	64% 66%

### Analyzing Field Throughput



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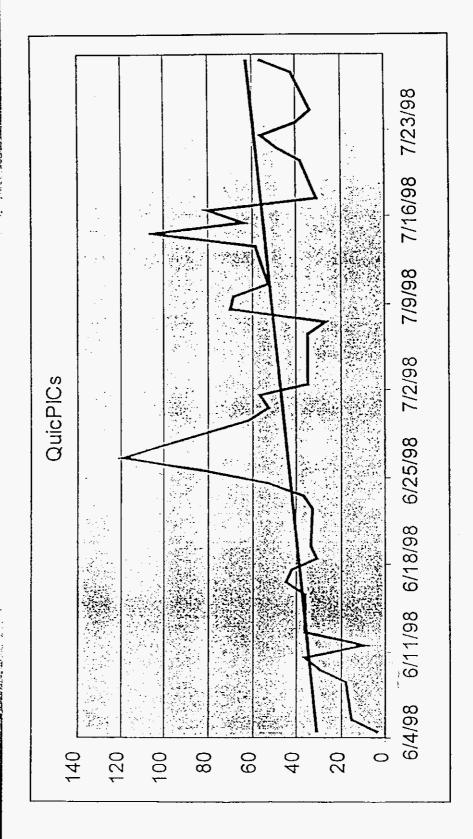
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### Maintaining Customer Profile

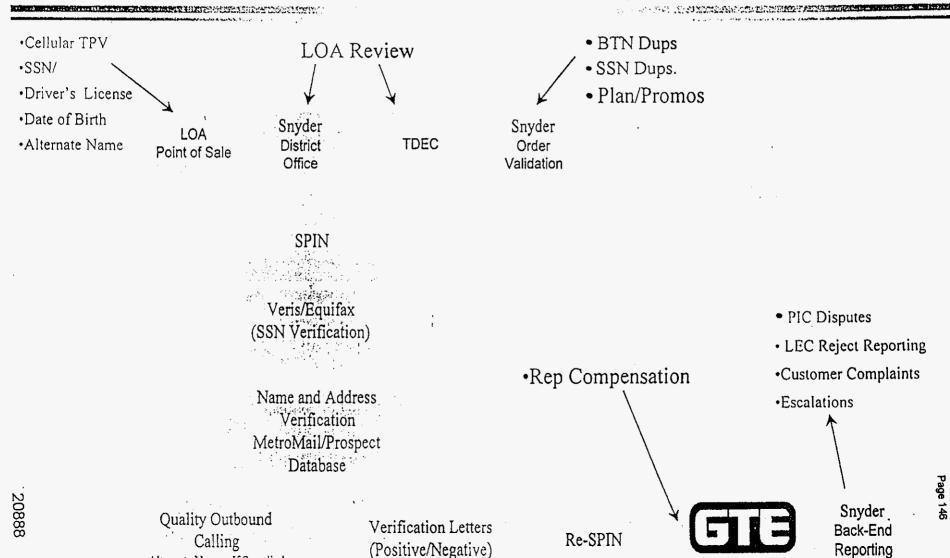
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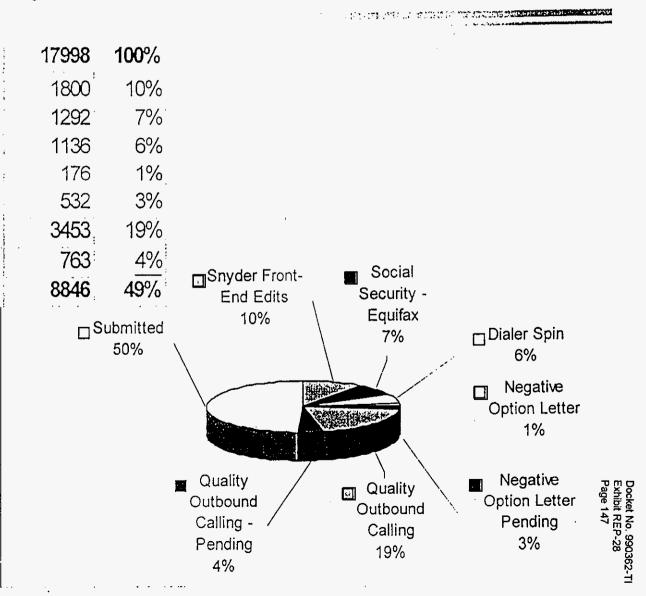
### Quality Checkpoints Field Order Processing



Alternate Name - If Supplied

### Process Overview Snyder → GTE

Total Field Orders 4/3 - 4/10
Snyder Front-End Edits
Social Security - Equifax
Dialer Spin
Negative Option Letter
Negative Option Letter Pending
Quality Outbound Calling
Quality Outbound Calling - Pending
Submitted to GTE
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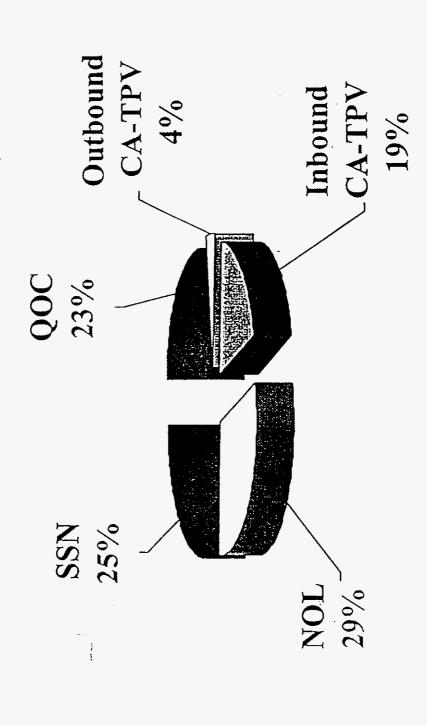


■ QOC □ Outbound CA-TPV ■ Inbound CA-TPV □ NOL ■ SSN

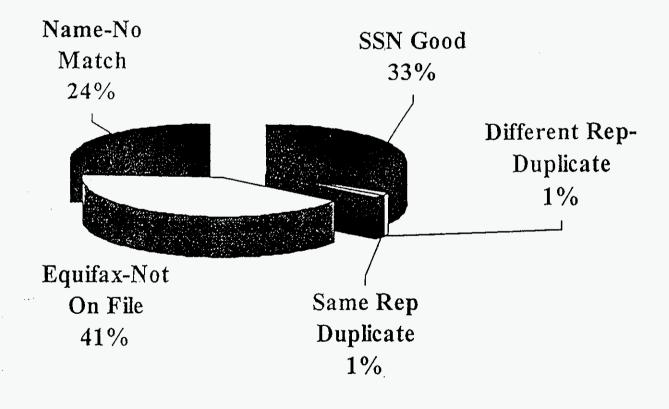
### Breakdown of Submitted to GTE Process Overview

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### Process Overview SSN Verification





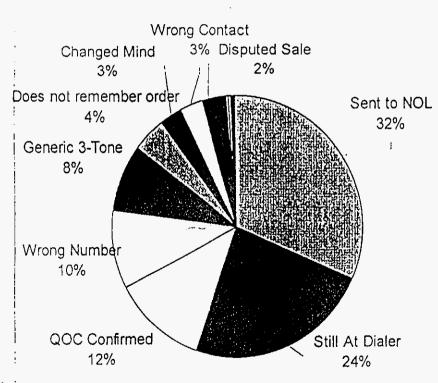
■SSN Good

☐ Same Rep Duplicate

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

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### 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)

20894

### 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

### SNAP'S QC Module

C Rep Detail Informat	ion - Microsoft Internat			图 <del>图</del>
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District	Miami	Region	SouthEast Region	
Grade	Bronze	Role	Field Sales	
Title	Sales Associate	] Market	Hispanic and Others	
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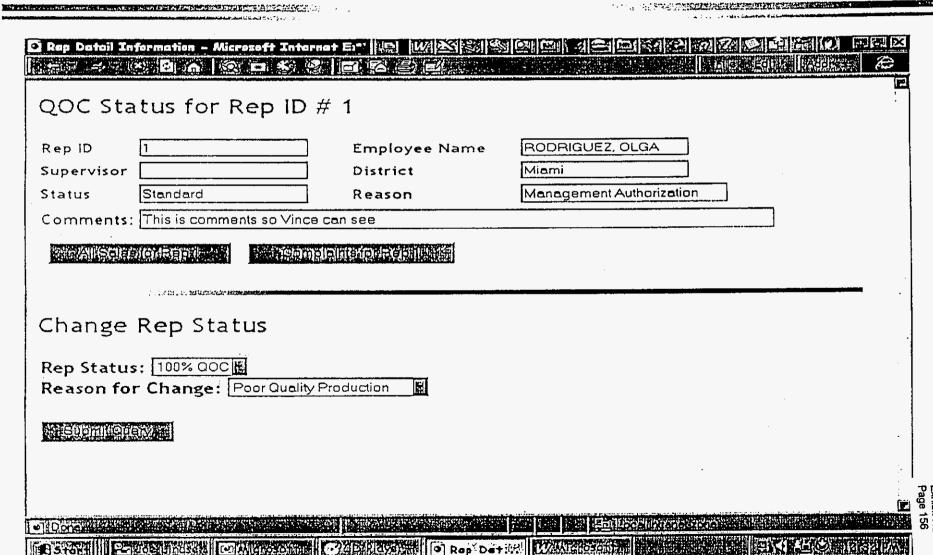
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### Complaint Detail for Rep 1

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### Instant Status Changes



### QC Reporting

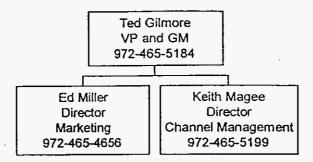
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### QC Reporting

- \* 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)

### GTE Long Distance Ethnic/International Markets



### GTE Long Distance Ethnic/International Marketing



### GTE Long Distance Ethnic/International Channel Management



J. Ted Glimore Vice President/General Manager Ethnic Marketing & Sales

Keith Magee Director-Channel Management Ethnic Markets



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GTE Communications Corporation

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ted.gilmore@cc.gte.com

Edward A. Miller

Director



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Matthew W. Murray Group Manager Channel Management Ethnic Consumer Markets



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International & Ethnic Markets

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Michael R. Lyons Group Manager Retention/Winback, Ethnic & International Markets



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**GTE Communications** Corporation

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Fax: 972 465-4939 jeff.fugitt@cc.gte.com

> Mildred Recio





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Group Manager-Ethnic

& International Marketing

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mildred.recio@cc.gte.com

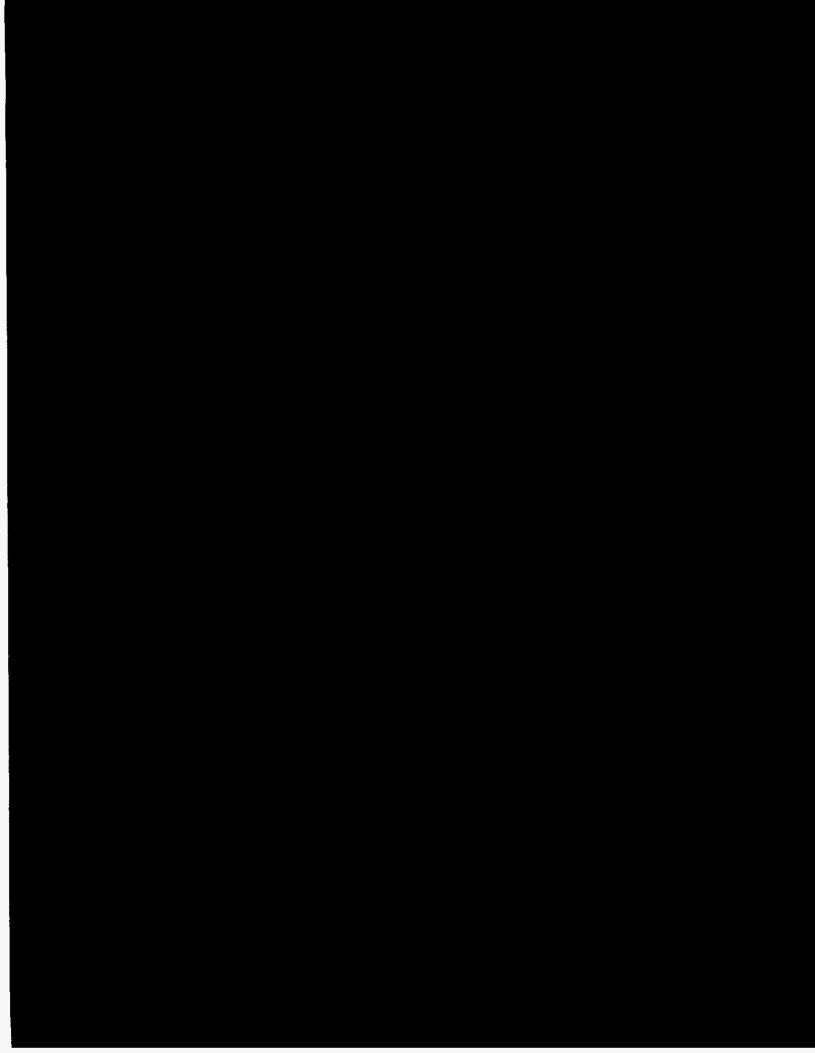
Dianne Metcatf Group Manager-Ethnic & International Marketing



**GTE Communications** Corporation

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Docket No. 990362-TI Exhibit REP-28 Page 163

ST

# SALES OBJECTIVES FOR ETHNIC MARKETING PROJECT

## CONFIDENTIAL

### 1998 GTE EXECUTIVE INCENTIVE PLAN Form 000513LN (1/97) Ref S5180

Docket No. 990362-TI Exhibit REP-29

			· ·			Page 1		
Pamela S. Jacobson			1 4	COMPONENT GTE Telephone Operations				
τιτιε President-Consume	er Markets			ocation rvirig, TX				
INCENTIVE PLAN O	BJECTIVES							
suвміттер ву Pamela S. Jacobso	on					DATE		
APPROVED BY Clarence F. Berche	er					DATE		
APPROVED BY Kent B. Foster						DATE		
PARTICIPANT EVA	LUATION OF OVER	ALL ACHIEVEMENTS \	/ERSUS OBJECT	IVES				
	BELOW EXPECTATIONS	AT MINIMUM EXPECTATIONS	MEETS EXPECTATIONS	ABOVE EXPECTATIONS	EXCELLENT	EXTRAORDINARY		
CHECK ONE								
SIGNATURE						DATE		

Pameia S. Jacobson	:		G 1 E Telephone Op	perations		Docket No. 9
TLE President-Consumer Markets			LOCATION Irving, TX	Exhibit REP- Page 2		
ANAGEMENT EVALUATION OF INCEN	ITIVE PLAN ACHIE	VEMENTS VERSU	S OBJECTIVES			
NAME ( Immediate Supervisor )	BELOW	AT MINIMUM	MEETS	ABOVE		
Clarence F. Bercher	EXPECTATIONS (No Payment)	EXPECTATIONS (50-74% of Norm)	EXPECTATIONS (75-104% of Norm)	EXPECTATIONS (105-134% of Norm)	EXCELLENT (135-164% of Norm)	EXTRAORDINARY (165-200% of Norm)
TLE President-GTE Communications Corp.		%	%	%	%	%
COMMENTS:						
NAME ( Next Higher Level of Supervision )	8ELOW	AT MINIMUM	MEETS	ABOVE		
Kent B. Foster	EXPECTATIONS	EXPECTATIONS (50-74%	EXPECTATIONS (75-104%	EXPECTATIONS (105-134%	EXCELLENT (135-164%	EXTRAORDINARY (165-200%
	(No Payment)	of Norm)	of Norm)	of Norm)	of Norm)	of Norm)
President-GTE Corporation		%	%	%	%	%
NEXT LEVEL SUPV COMMENTS ( Comments with respect to agree	ament or change in immediate su	upervisor's evaluation )			**	
HUMAN RESOURCES REVIEW AND COMMENTS		<del></del>		· · · · · · · · · · · · · · · · · · ·		

COMPONENT

NOTE: All ratings should be in increments of 5%.

COMPENSAL

	\$ 550	\$ 522	\$ 280	o. Hivesulietik
	\$ (663)	\$ (642)	\$(446)	_
	\$ 263	\$ 263	\$ 260	
	\$ (354)	\$ (400)	\$(274)	3. Net Income
	\$ (470)	\$ (582)	\$(394)	2. Operating Income
	\$1,070	\$1,680	\$ 630	1. GTECC Revenue
1998 RESULTS NARRATIVE	1998 RESULTS	1998 OBJECTIVES	1997 RESULTS	1998 OBJECTIVE

1998 OBJECTIVES	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE
GTE Communications Corporation				
GTECC Customers in Service (OOO's)	N/A	3.0M	2.8M	
GTECC Customer     Satisfaction	N/A	76	76	
3. Incurred Cost	N/A	\$890	\$656M	
(Excludes Capacity) 4. Uncollectibles	N/A	2.4%	4.47.	CONFIDENTIAL
Consumer Markets				
CLEC				
<ul> <li>Gross customer acquisitions</li> <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%		
<ul> <li>Customers in billing</li> </ul>	N/A	513.9	74.7K	
<ul> <li>Average revenue/ customer/month</li> </ul>	N/A	\$68-\$72	Non-Zero Bills \$23 (J) \$68 (D)	
<ul> <li>Total revenue (Excludes Ethnic)</li> </ul>	N/A	\$169.2	\$26M	
Average cost per acquisition	N/A	\$289	\$228	·

1998 OBJECTIVES	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE
Consumer Markets (continued)				
<ul><li>Long Distance</li><li>Gross customer acquisitions</li></ul>	2.5M	2.4M	2.6M	
Average churn per month	9.8%	8.4%	7.5%	
Customers in billing	1.5M	1.9M	2.1M	
<ul> <li>Average revenue/customer/ month</li> </ul>	\$17.33	\$21.50	\$18.60	CONFIDENTIAL
Total revenue	\$237M	\$415M	\$415M	
• Average cost per acquisition	\$46	\$49	\$38/Cust	
<ul> <li>Operating income (managerial)</li> </ul>	N/A	(\$61M)	TBD	
Ethnic Markets • Gross customer acquisitions (OOO's)	N/A	836K	611K	
<ul> <li>Average churn per month</li> </ul>	N/A	5.1%	17.9%	
<ul> <li>Customers in billing (OOO's)</li> </ul>	N/A	590K	189K	
<ul> <li>Average revenue/customer/ month</li> </ul>	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	

NAME: Pamela S. Jacobson

Docket No. 990362-TI Exhibit REP-29 Page 6

1998 OBJECTIVES	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE
Consumer Markets (continued)				
Card Services				
Total revenue	\$28.9M	\$ 46.8M	\$ 48.6M	
Operating margin	\$ 1.8M	\$ 6.0M	\$ 14.9M	A CAN A CAME US SHE SHEED IN I
<u>Incurred Costs</u> - Consumer Markets	N/A	\$383.9M *	\$329.9M	CONFIDENTIAL
*Target restated to show total managerial costs	:			
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				; ~~

NAME: Pamela S. Jacobson

Docket No. 990362-TI Exhibit REP-29 Page 7

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
<ul> <li>1. Provide distinctly superior customer experience</li> <li>Define desired experience</li> </ul>		2Q98	Complete	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.
Measure customer satisfaction		Monthly measures beginning 2Q98	Complete	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.
<ul> <li>Support the GTE Data Plan.</li> <li>Achieve sales target</li> <li>Maintain effective distribution channels</li> </ul>		\$40M (all segments)	\$4M	CONFIDENTIAL

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	No significant order backlogs exist      Process/systems are enhanced to handle maximum customer acquisition levels required      Customer experience fully meets expectation		Cali Center operations consistently performed at very high levels always reflecting the segments business strategy:  1. Close rates averaging 30%+  2. Excellent penetration of add-on product sales, especially during promotional periods  3. Bill analysis suggests most customers (85%) are sold appropriate packages  • 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.
<ul> <li>4. Develop the Service Dev. Platform to ensure we have scalability to deliver:</li> <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 downtime per rep.</li> </ul>	N/A	Cons 140 Min Cons \$300  \$112M  • Consumer order: 46 minutes  • 20 (Avg. 1.75 hrs/rep./mo.)	Cons TBD Min Cons \$TBD	<ul> <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>

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
5. Reduce our capacity costs from 81.1% to 80% of revenue by:		80% of Revenue	71.1%	
<ul> <li>Analyzing traffic/services to lower costs.</li> </ul>				
Shifting minutes of use onto GNI.				
Develop new, innovative approaches to engage customers.	N/A	Customer     buying     behavior and     channel     economics     are well     understood	Complete	Segment position identified following qualitative and quantitative research; position now being pursued GTE-wide in all Consumer-facing units (more than a number).
		New channels drive approximately 10% of total customer acquisition in 1998		The following engagement techniques developed and tested in 1998: - Sports Events (i.e., Tampa Bay Devil Rays) - Multi-Dwelling Units - Office Depot - Direct Response Print - Compaq - CD Now
<ol><li>Drive distribution costs and effectiveness through:</li></ol>		1000		
Adding new channels		Open 18 New Sales Channels	Opened 23 New Sales Channels	
<ul> <li>Positioning cost per gross add or as a % of sales expense to revenues for:</li> </ul>		:		
Consumer Markets		Cons \$289	Cons \$320	

1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
8. Standardize/integrate all key processes in Consumer Markets  • Market analysis  • Customer segmentation/list management  • Competitive Analysis		<ul> <li>All current processes assessed - 1Q98</li> <li>Standardization/integration opportunities identified</li> </ul>	Complete Complete	<ul> <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</li> </ul>
<ul> <li>Offer rationalization/ development</li> <li>Go to market planning</li> <li>Adv/promo development</li> <li>Distribution channel development/ management</li> </ul>		and implemented 2Q98  • Organizational implications assessed/changes implemented 12/1/98	• Complete by 12/31/98	in Q4 to position for 1999.  Integrated structural changes implemented Q4 for General Markets:  Single Marketing Organization Single LD Sales & Operations Single CLEC Sales & Operations
Performance reporting/review				CONFIDENTIAL

	1998 OBJECTIVES (LIST IN ORDER OF PRIORITY)	1997 RESULTS	1998 TARGET	1998 RESULTS	1998 RESULTS NARRATIVE (INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)
9.	Create a fun, challenging work climate which assists every employee in achieving their professional and personal goals and commitments				
	<ul> <li>Desired work climate defined</li> </ul>		4/30/98	6/30/98	General Markets "culture," within context of GTECC culture, defined
	Development plan in place for 100% of employees		7/1/98	7/1/98	All employees provided with formalized feedback bi- annually; plans developed with clear deliverables
	<ul> <li>Participation in work and family balance programs encouraged</li> </ul>		Ongoing	Ongoing	Employee family needs assessed and nurtured on an individual basis
	<ul> <li>Candid, frequent communications to all employees</li> </ul>		Ongoing	Ongoing	Monthly Breakfast meetings provide forum for open communication and Q&A
	<ul> <li>Workforce diversity valued and fostered</li> </ul>	1	Ongoing	Ongoing	All possible opportunities sought to ensure proper treatment and representation
	<ul> <li>Leadership and outstanding performance regularly recognized, rewarded and celebrated</li> </ul>		Ongoing	Ongoing	Written and verbal recognition provided on ongoing basis, as well as Individual Excellence Awards and CLA nominations
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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	(INCLUDE DESCRIPTION OF REVISED TARGET IF APPLICABLE)

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 Teletech, 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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NAME Christopher D. Ov	vens			сомронент GTE Telephone Operations <u>and</u> GTE Communications Corporation				
тпце VP-Regulatory &	Governmental Affairs g	and President-Consume	r Markets Irvin	rion g, TX			5 - 1 · · · · · · · · · · · · · · · · · ·	
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SUBMITTED BY Christopher D. Ov	vens					DATE		
APPROVED BY Clarence F. Berc	her					DATE		
APPROVED BY Kent B. Foster						DATE		
ARTICIPANT EV	ALUATION OF OVER	ALL ACHIEVEMENTS \	VERSUS OBJECTIVE	S				
	BELOW EXPECTATIONS	AT MINIMUM EXPECTATIONS	MEETS EXPECTATIONS	ABOVE EXPECTATIONS	EXCELLENT	EXTRAORDIN	NARY	
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President-Reg	ulatory and Governm	ental Affairs	loci	ng		
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we hristopher D. Owens		COMPONENT GTE Telephone Ope	COMPONENT GTE Telephone Operations <u>and</u> GTE Communications Corporation	nmunications Corpo	
ne P-Regulatory & Governmental Affairs <u>and</u> President-Consumer Markets	sumer Markets	LOCATION Irving, TX			Page 16
NAGEMENT EVALUATION OF INCENTIVE PLAN ACHIEVEMENTS VERSUS OBJECTIVES	HEVEMENTS VERSUS	OBJECTIVES	-		
AME ( Immediate Supervisor BELOW STATE)  Control 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)
resident-GTE Communications	%	%	*	%	%
COMMENTS:					
AME (Next Higher Level of Supervision )  RELOW  EXPECTATIONS  (No Payment)	AT MINIMUM S 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)
TITLE. President-GTE Corporation	%	%	%	%	%
NEXT LEVEL SUPV COMMENTS ( Comments with respect to agreement or change in immediate supervisor's evaluation )	ale supendsor's evaluation )			. 1 <del>.</del>	
HUMAN RESOURCES REVIEW AND COMMENTS					····

OTE: All ratings should be in increments of 5%.

GTECC Capital Expenditures

254.6

267.4

617.9

613.5

GTECC Total Revenues

1. GTECC Operating Income (394.1)	1997 OBJECTIVE 1996 1997 OBJECTIVES RESULTS	
		ATIVE

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	
2. Customers in Service - Business		9,103	9,103	
3. Incremental CLEC Operating Income		(\$155.5M)	(\$138.1M)	

NAME: Christopher D. Owens

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1997 OBJECTIVES	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1997 RESULTS ACHIEVED
2. Local Competition and Interconnection 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.	Ongoing	Plans are prepared and aggressively pursued to achieve results consistent with GTE policy and positions.	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:  295 Interconnection Contracts Approved 425 Interconnection Contracts Negotiations 38 Arbitration Cases 47 Universal Service Cases 43 Cost and Pricing Cases 18 Depreciation Cases 3 Mega Cases (End-to-End Pricing & USF) In all instances, GTE aggressively pursued GTE objectives.

NAME: Christopher D. Owens

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1997 OBJECTIVES	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1997 RESULTS ACHIEVED
3. Revenue Management and Enhancement 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 fillings.	Ongoing	Tariffs and contracts are filed on schedule and approved. Favorable regulatory orders are received which enhance GTE's market position and exceed budget targets.	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.  Numerous informal earnings discussions have taken place in various other states, however, to date Commission action has been forestalled.  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.  California - Obtained favorable PBOP decision which allows the Company to collect approximately \$30M per year to cover these expenses.  Kentucky and Minnesota - Earnings investigations were completed without any significant impact on GTE earnings.  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.

EIP-1
PART III: WORK PLAN OBJECTIVES (20%)

NAME: Christopher D. Owens

1997 OBJECTIVES	MILESTONE DATE	MEASURES OF ACHIEVEMENT	1997 RESULTS ACHIEVED
4. Regular demonstration of and visible commitment to the Regulatory and Governmental Affairs Leadership Attributes (5%).	Ongoing	Emphasis on Employee Management and Development  Developmental Plan established and executed for each employee.  Utilization of Work/Family Balance Programs when appropriate.  Frequent candid communications.	<ul> <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> <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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	"•	Demonstrates vision and develops plans consistent with vision.		
	n •	• Demonstrates highest standards of professionalism and integrity		
	ı. •	Recognizes/rewards     performance and sets     climate for having fun at     work.		
	,, •	Establishes and demands standards of excellence.		
	,, •	Simplifies issues and focuses efforts on top priorities.		
	n •	Makes things happen and     Fosters teamwork.		
	" •	Demonstrates personal enthusiasm for company and its objectives		Regulatory and Governmental Affairs Leadership (5%)
omplete - Demonstrated Desired Leadership style on a daily sis.		Personal Leadership Style	gniognO	4. (Continued) Regular demonatration of and visible commitment to
LUDE DESCRIPTION OF REVISED TARGET IF		<b>АСНІЕУЕМЕИТ</b>	<b>ETA</b> O	(עופד וא ספספק סף פאוספודץ)
S RESULTS ACHIEVED	966 l	MEASURES OF	MILESTONE	OBJECTIVES

CIP-1

PART IV: UNSCHEDULED SPECIAL ACCOMPLISHMENTS OR OTHER UNANTICIPATED 1997 EVENTS

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NAME: Christopher D. Owens

#### 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.



NAME: Christopher D. Owens Exhibit REP-29

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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 requisitions
- Market Entry Velocity
  - Original Plan 14 states
  - Actual 2 states
- Customer Acquisitions
  - Original Plan 202K
  - Outlook 14K
  - Actual 10K



#### Market Entry cont'd)

- · 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