

ORIGINAL  
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SOUTHERN BELL TELEPHONE AND TELEGRAPH COMPANY  
DOCKETS NOS. 910163-TL AND 910727-TL

TESTIMONY OF ELTON HOWELL  
DIVISION OF COMMUNICATIONS

ON BEHALF OF THE FLORIDA PUBLIC SERVICE COMMISSION

DIVISION OF COMMUNICATIONS

FILED: MARCH 1, 1993

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FPSC-RECORDS/REPORTING

DIRECT TESTIMONY - ELTON HOWELL

1

2

3 Q. Please state your name and business address.

4

5 A. Elton Howell, 101 East Gaines Street, Tallahassee,  
6 Florida 32399-0866.

7

8 Q. By whom are you employed and in what capacity?

9

10 A. I am a staff engineer with the Florida Public Service  
11 Commission, Bureau of Service Evaluation.

12 Q. Please describe your communications and regulatory  
13 experience.

14

15 A. I joined the commission staff in 1991 after twenty-one  
16 years of working as a contract employee and as an hourly  
17 employee in various engineering and installation and repair  
18 capacities for Pacific Bell, Southern Bell and various  
19 General Telephone Companies. I was with GTE for 17 years  
20 and held the positions of Senior Project Engineer, Project  
21 Engineer and Planning Engineer. I was Senior Project  
22 Engineer with Southern Bell for 8 months and spent 5 years  
23 with Pacific Tel as Project Engineer and  
24 Installer/Repairman. As an engineer and a planner I  
25 provided detailed telecommunication construction drawings

1 for outside plant projects as well as developing budgets,  
2 designing cable and conduit routes, cable sizing and  
3 overall plans for the outside plant (OSP) engineers. In  
4 addition I have designed and engineered fiber spans, T1  
5 spans, remote carrier sites, and major cable and conduit  
6 facilities. Some of the largest projects I engineered were  
7 \$5.5 and \$14 million systems.

8

9 Q. What are your responsibilities in your present position?

10

11 A. As a staff engineer in the Bureau of Service Evaluation, I  
12 primarily perform service evaluations on the LECs and the  
13 IXC's to ensure their quality of service. These evaluations  
14 include initiating and analyzing test call data, auditing  
15 repair and business office records, making on-site  
16 inspections and reporting the results of these tests and  
17 inspections.

18

19 Q. Have you previously testified before this Commission?

20

21 A. No.

22

23

1 Q. What is the purpose of your testimony?

2

3 A. The purpose is to address the problems that were discovered  
4 when reviewing Southern Bell Telephone Company (SBT)  
5 records for proper rebating of out-of-service (OOS)  
6 troubles and Consumer Affairs complaints relating to repair  
7 operations.

8

9 Q. What issues will your testimony address?

10

11 A. My testimony will directly address issues 301, 302, 306,  
12 309 and 401 (b)(c) and indirectly address issues 307 and  
13 310 that were originally established in Docket Nos. 910163-  
14 TL and 910727-TL. These issues pertain to SBT's proper  
15 reporting and rebating of trouble reports.

16

17 Q. What analysis was performed in the preparation of your  
18 testimony?

19

20 A. Members of the Bureau of Service Evaluation staff and I  
21 have reviewed several trouble reports for August 1990,  
22 April 1992 and Consumer Affairs complaints from February  
23 1990 through December 1990 to see if the company properly  
24 rebated customers. In addition, staff reviewed SBT's  
25 repair and rebate operations to identify any major problems

1 that SBT may have experienced during these time periods.

2

3 Q. Will you explain exactly what data was reviewed for August  
4 1990?

5

6 A. Staff reviewed the Detailed Lengthy Extended Trouble  
7 History (DLETH) and billing records for customer direct  
8 trouble reports that were out-of-service over 24 hours.  
9 Our main goal in this review was to determine the accuracy  
10 of SBT's out-of-service over 24 hour rebating procedures.

11

12 Q. Did you participate in the review of the August 1990 data?

13

14 A. No.

15

16 Q. Do you agree with the findings in this review?

17

18 A. Yes.

19

20 Q. What is a DLETH and how does SBT use it?

21

22 A. A DLETH is a record the company keeps to show the detailed  
23 status of a trouble report from the time the trouble is  
24 reported until the time the trouble is cleared and closed.  
25 The DLETH can also be used to show the accumulated record

1 of the past trouble history for a specific telephone  
2 number.

3

4 Q. From the information you reviewed, did you find any  
5 problems with SBT's repair or rebate operations from the  
6 1990 and 1992 data?

7

8 A. Yes, I found problems in both the August 1990 and April  
9 1992 data.

10

11 Q. What problems did you find in your review of the August  
12 1990 data?

13

14 A. The staff reviewed 457 DLETHs and customer billing records  
15 and found 337 of these troubles were eligible for rebates.  
16 SBT did not rebate 117 of these trouble reports.  
17 Approximately 35 percent of the August 1990 trouble reports  
18 that were eligible did not receive a rebate.

19

20 Q. Do you believe that 457 DLETHs is an appropriate number of  
21 reports to review?

22

23 A. Yes, the Division of Communications' (CMU) staff requested  
24 the Division of Auditing and Financial Analysis (AFAD) to  
25 provide a sample of the trouble reports from the Mechanized

1           Trouble Analysis System's (MTAS) data provided by SBT that  
2           were out-of-service over 24 hours. Based on a 95% factor  
3           for the desired confidence level, a 5% expected error rate  
4           and a 2% desired precision, the information provided CMU  
5           staff with a statistically valid sample for this time  
6           period.

7

8   Q.    What is MTAS and the data associated with this system?

9

10   A.   MTAS (Mechanized Trouble Analysis System) is a system used  
11        by SBT to analyze trouble reports. The data in MTAS is a  
12        summary of some of the data found on a DLETH such as  
13        receipt time, close time, cause code and disposition code.

14

15   Q.    Do you know why SBT failed to give these customers a rebate  
16        when they appear to be eligible for a rebate?

17

18   A.    The company states it does not believe it has to rebate  
19        trouble reports that are out-of-service over 24 hours if it  
20        is determined the trouble is related to the customer  
21        premises equipment (CPE). However, I believe the intent of  
22        the rule is clear, and SBT is required, at the very least,  
23        to attempt to notify the customer within 24 hours that the  
24        trouble is related to their CPE. If the company does not  
25        notify the customer, the customers would never know the

1           problem was related to their telephone equipment and  
2           therefore could be out-of-service indefinitely.

3

4

5   Q.    Do you believe SBT is required to rebate these CPE related  
6           troubles?

7

8   A.    Yes, it is my opinion that Rule 25-4.070 (1)(b) and (7) and  
9           Rule 25-4.110 (2), read in conjunction, requires SBT to  
10          rebate troubles that are out-of-service longer than 24  
11          hours. If the company identifies the troubles as customer  
12          CPE problems, then the company must notify, or attempt to  
13          notify, the customer within 24 hours that the problem is  
14          related to their CPE, otherwise the customer is due a  
15          rebate.

16

17   Q.    Is this rebating problem for CPE related trouble occurring  
18          statewide?

19

20   A.    Yes, as you can see from the Exhibit EH-1 that the numbers  
21          illustrate a company wide problem.

22

23



1 Q. Explain exactly what data was reviewed for April 1992?

2

3 A. The same type of information was reviewed for April 1992 as  
4 was reviewed in August 1990, DLETHs and billing records for  
5 customer direct trouble reports that were out-of-service  
6 over 24 hours. However, staff broadened its scope to see  
7 if there were other areas of concern that needed  
8 correcting.

9

10 Q. What problems did you find in your review of the April 1992  
11 data?

12

13 A. From my review of 438 DLETH's and the billing records  
14 associated with those reports, it appears there were five  
15 major problems.

16

17 1. SBT did not rebate trouble reports that were out-of-  
18 service longer than 24 hours if the trouble was  
19 determined to be associated with the customer's CPE.

20

21 2. SBT did not rebate 52 trouble reports for OOS over 24  
22 hours even though the problem was with SBT's  
23 equipment.

24

25 3. SBT did not rebate for repeat reports even though

1           there were outages and the customer was OOS for the  
2           full duration of the report's history.

3

4           4.    SBT did not rebate an appropriate amount for some of  
5           the troubles which were OOS for several days.

6

7           5.    SBT did not accurately identify the true cause of the  
8           troubles in the initial trouble reports.

9

10   Q.    Can you show in a table the breakdown of your findings from  
11           your analysis of the April 1992 data?

12

13   A.    Yes, Exhibit EH-2 shows the breakdown for the 5 areas I  
14           discussed above.

15

16   Q.    Was the sampling technique used for April 1992 similar to  
17           that which was used for the August 1990 review?

18

19   A.    Yes.

20

21   Q.    Could you explain in more detail the problems you found in  
22           the April 1992 data?

23

24   A.    As found in both the 1990 and 1992 audits, SBT did not  
25           rebate subscribers for outages that were determined to be

1 related to CPE. Approximately 13 percent of the reports I  
2 reviewed were related to CPE. I also determined SBT does  
3 not rebate all out-of-service trouble reports even though  
4 they were linked to the company's own telephone plant.  
5 Exhibit EH-3 illustrates a trouble that falls into this  
6 category.

7  
8 It also appears that SBT did not rebate what appears to be  
9 repeat reports. Rule 25-4.070 (7) states, "A repeat  
10 trouble report is another report involving the same item of  
11 plant within thirty days of the initial report." Exhibit  
12 EH-3, EH-4, EH-5 and EH-7 shows multiple trouble reports  
13 which appear to be repeat reports. It appears the company  
14 may have attempted to circumvent the rule by identifying  
15 different pieces of plant as the cause so that these  
16 reports would not be classified as repeat reports. In my  
17 opinion these reports were repeat reports and deserve a  
18 rebate. However, SBT has stasured these reports as  
19 ordinary trouble reports which basically will either limit  
20 the amount of rebate given or exclude the report from a  
21 rebate since each individual trouble report may not have  
22 exceeded 24 hours. For example, Exhibit EH-3, shows that  
23 the customer was out-of-service for 13 days. During this  
24 time the customer called in five (5) out-of-service  
25 reports. Three times the complaint was "can't call - no

1 dial tone" and once as "can't call out"; the last report  
2 was "can't be called". In effect, out-of-service. A  
3 repairman was dispatched out four times before the problem  
4 was finally solved. I determined from the narrative of the  
5 DLETH that the subscriber's service was connected to the  
6 wrong cable pair in the central office; it was this final  
7 action that stopped the trouble reports. The company  
8 categorized each trouble that was dispatched as a different  
9 item of plant; therefore, excluding it from a rebate since  
10 it was not considered a repeat report. It is my opinion  
11 the subscriber deserved a rebate for all thirteen days. I  
12 could find no evidence where a rebate was given. Exhibits  
13 EH-4, EH-5 and EH-7 show examples of similar repeat  
14 reports.

15

16 In addition, it appears that SBT rebated some customers a  
17 partial amount owed for being out-of-service; that is where  
18 one day was rebated but three days should have been  
19 rebated. The non-rebating of these reports appear to be  
20 due to SBT's statusing of these reports as ordinary trouble  
21 reports instead of repeat reports. See Exhibit EH-6.

22

23

- 1 Q. Why do you think the customer shown in Exhibit EH-6 should  
2 have been given a rebate for three days?  
3
- 4 A. The reports which were analyzed involved similar out-of-  
5 service trouble conditions but were coded by SBT as  
6 different causes thereby circumventing what staff believes  
7 should be a repeat report and rebated pursuant to Rule 25-  
8 4.070 (1)(b) and (7) and 25-4.110 (2).  
9
- 10 Q. What should be done to expedite the repair of these  
11 troubles?  
12
- 13 A. The company should verify the service is actually working  
14 correctly all the way from the customer's premises back to  
15 the central office. This procedure, in my opinion, would  
16 stop the main causes of repeat reports, multiple reports,  
17 or subsequent reports. See Exhibits EH-3, EH-4, EH-5, EH-6  
18 and EH-7.  
19
- 20 Q. Do you have any information, other than CPE, showing that  
21 SBT has failed to provide proper rebates?  
22
- 23 A. Staff found in its recent audit of the April 1992 DLETH's  
24 that 30% of the total trouble reports, which were out-of-  
25 service over 24 hours, were not properly rebated. Of this

1 total, 43.9% were CPE related reports and 56.1% were from  
2 the regulated side of the market; that is, from the central  
3 office to the point of demarcation, such as the protector  
4 or the network interface. Furthermore, 12% of the trouble  
5 reports not rebated were service order related. See  
6 Exhibits EH-8 and EH-9.

7

8 Q. What do you mean by service order related?

9

10 A. This means the telephone was not working after the service  
11 order was completed by the company and generally relates to  
12 a bad plant condition. Exhibit EH-9 shows in the DLETH  
13 narrative a defective cable pair was assigned because there  
14 were no other cable pairs available.

15

16 Q. How many multiple reports were found in the April 1992  
17 study?

18

19 A. Staff found 40 customers that had multiple reports related  
20 to their out-of-service complaints. Exhibit EH-10 shows a  
21 subscriber had called 26 times within a 6 day period before  
22 the trouble was cleared. For this circumstance Exhibits  
23 EH-11, EH-12 and EH-13 demonstrate how, through the  
24 existing system now being used in the Loop Maintenance  
25 Operational System (LMOS) and MTAS, the rebate rules are

1 being circumvented by classifying the reported troubles to  
2 different causes; meanwhile the subscriber is out-of-  
3 service. Each time they called in a report, LMOS would  
4 treat it as an unrelated trouble which would be classified  
5 as a multiple or subsequent report, not of the same origin  
6 or cause, thus not deserving a rebate.

7

8 Q. What information did you review in your analysis of  
9 Consumer Affairs complaints?

10

11 A. Staff and I reviewed all complaints whether classed as  
12 justified or not filed with the Commission's Division of  
13 Consumer Affairs for the time period of February 1990  
14 through December 1990. This information was compared to  
15 the MTAS trouble information for each telephone number for  
16 the same period.

17

18 Q. What problems did you find in your review of the Consumer  
19 Affairs complaints?

20

21 A. Five major problems appeared from the review of the  
22 Consumer Affairs Complaints and the MTAS data. The  
23 problems are as follows:

24

25 1. Discrepancies between the Consumer Affairs complaints

- 1                   and the MTAS data.
- 2
- 3           2.   Excessive delay in repairing a cable trouble.
- 4
- 5           3.   Service Orders not properly installed.
- 6
- 7           4.   Numerous reports that were delayed due to heavy
- 8                 workload.
- 9
- 10          5.   Inaccurate information filed with the Division of
- 11                 Consumer Affairs by SBT.
- 12
- 13 Q.   Describe the type of discrepancies between the Consumer
- 14       Affairs complaints and the MTAS data that you referenced
- 15       above?
- 16
- 17 A.   It was apparent what the customer reported to SBT was not
- 18       what staff found on the MTAS data. For example, a customer
- 19       may have reported that their service was out of order.
- 20       However, upon reviewing the company's records of the
- 21       reported trouble the initial status of the trouble report
- 22       was "service affecting" instead of "out-of-service".
- 23
- 24



1 Q. What do you mean by excessive delay in repairing a cable  
2 trouble?  
3

4 A. From review of the complaints, it appears the company has  
5 a practice of dispatching a service technician to repair a  
6 trouble report unless it is initially reported as a cable  
7 trouble. When a service technician discovers the trouble  
8 is related to a cable trouble the service technician does  
9 not fix the trouble since it is a cable trouble. The  
10 service technician will inform the maintenance center the  
11 problem is in the cable. The company will put the trouble  
12 report back in the dispatch pool until an available cable  
13 repairman can respond to the trouble report. At that time,  
14 the maintenance center will dispatch a cable repairman.  
15 Staff believes the delay of possibly several days is  
16 inappropriate. SBT should attempt to get a cable repairman  
17 dispatched sooner in order to repair the trouble instead of  
18 waiting several days.  
19

20 Q. What do you mean when you say a service order was  
21 improperly installed?  
22

23 A. This is the same problem that appeared in the review of the  
24 April 1992 data which showed a service order had multiple  
25 trouble reports filed shortly after the initial

1 installation of the service order. This should not happen  
2 if the service order is installed properly and checked to  
3 the customer's premises.

4

5 Q. Could you explain what you mean when you state numerous  
6 reports are delayed due to a heavy workload?

7

8 A. Yes. From this review as well as the April 1992 data it  
9 appears that in some of the trouble reports SBT stated the  
10 trouble was not fixed due to a heavy workload. In some  
11 instances SBT attributed this excessive workload to  
12 inclement weather. However, there were some instances when  
13 the company stated the reason for not completing the repair  
14 was due to the workload and did not specify that it was  
15 weather related. From this it appears that SBT may have  
16 some staffing problems in the repair operations as it  
17 relates to repair of cable trouble reports.

18

19 Q. Could you explain what you mean by inaccurate information  
20 filed with the Division of Consumer Affairs.

21

22 A. In some cases it was apparent the company did not inform  
23 the Consumer Affairs' staff of possible troubles related to  
24 the specific report filed by the customer. For example,  
25 the customer reported to the Commission he had been out-of-

1 service starting August 11th, and on that specific date he  
2 reported the outage to the company. SBT usually did not  
3 report any related trouble the customer may have had prior  
4 to his claim with the Commission.

5

6 Q. As a result of your investigation, should Southern Bell be  
7 required by the Commission to rebate those customers not  
8 properly rebated?

9

10 A. Yes.

11

12 Q. Should Southern Bell be required to file a report with the  
13 commission for these rebates? If so, what should be  
14 contained in the report?

15

16 A. Southern Bell should provide evidence that all the missed  
17 rebates, beginning in February 1990, including those  
18 contained in my exhibits, to the conclusion of these  
19 hearings have been properly rebated.

20

21 Q. Does this complete your testimony?

22

23 A. Yes it does.

## AUGUST 1990 ADUIT

AREA CODE	TOTAL REPORTS REVIEWED	NUMBER OF REPORTS ELIGIBLE FOR REBATE	NUMBER REPORTS NOT REBATED	PERCENT OF REBATES NOT RECEIVED
904	211	141	40	19
407	149	131	52	35
305	97	65	25	26
TOTAL	457	337	117	26

APRIL 1992 AUDIT

AREA CODE	TOTAL REPORTS REVIEWED	TOTAL REPORTS NOT REBATED	PERCENT OF REPORTS NOT REBATED	CPE REPORTS NOT REBATED	PLANT REPORTS NOT REBATED
904	214	47	22	18	29
407	88	18	21	10	8
305	136	67	49	30	37
TOTAL	438	132	30	58	74

LN SA LCC

---HIST---  
NO REPORT S CLEARED CLOSED TST RPM SWK RSL T D C

1 04-15-92 237P 0 04-15-92 515P 04-15-92 516P 618 238 0 900 400 533 100

01 DTR=04-15-92 237P COM=04-15-92 1200P RSA=150 O/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=80 CVER=  
NAR CBC CCD  
NAR A B 5568455  
02 DNT=04-15-92 237P EC=150 ST=PSM RTE=00000000 WP=NWP RSL=0  
03 DNT=04-15-92 239P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=0  
NAR 182AV80  
04 DNT=04-15-92 301P EC=618 ST=PDO RTE=00000300 WP=TBT RSL=900  
NAR VER71/ROH POSS SHT/PAD TO #238  
05 DNT=04-15-92 306P EC=633 ST=PRD RTE=09982238 WP=NWP RSL=  
NAR PRE-ASSIGN REPEAT REPORT  
06 DNT=04-15-92 335P EC=238 ST=DPO RTE=09982238 WP=DO RSL=  
07 DNT=04-15-92 515P EC=238 ST=CCA RTE=00000238 WP=CRO RSL=  
08 DNT=04-15-92 515P EC=238 ST=CLO RTE=00000238 WP=NWP RSL=  
NAR VER 80:C 100 FOUND CONNECTED TO WRNG PR IN CO.

2 04-14-92 1138A 3 04-15-92 900A 04-15-92 901A 628 238 0 110 200 520 100

01 DTR=04-14-92 1138A COM=04-15-92 600P RSA=257 O/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=80 CVER=  
NAR CCO AIRJ  
NAR A B 0000000000  
02 DNT=04-14-92 1138A EC=257 ST=PSM RTE=00000000 WP=NWP RSL=U  
03 DNT=04-14-92 1141A EC=299 ST=PSH RTE=00000299 WP=NWP RSL=0  
NAR 182AV80  
04 DTR=04-14-92 1142A COM=04-15-92 600P RSA=439 O/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=NV CVER=  
NAR CCO \*M\*N CLNG OUT GET BSY SIG-SUB DOES HAVE DT--CBC GBI  
NAR A B MS./LV MSG 5568455  
05 DTR=04-14-92 1200P COM=04-15-92 600P RSA=319 O/S=N EXC=N  
CALLED-NO= - - CATEGORY=6 VER=NV CVER=  
NAR CCO \*M\*N CLNG OUT GET BSY SUB DOES HVE DT-CBC GBI,CAN ONLY DIAL 50 BELL  
NAR 'S  
NAR A B MX/LVB MSG 5568455  
06 DNT=04-14-92 421P EC=628 ST=PDB RTE=00000300 WP=TBT RSL=110  
NAR DOS VER 73 CHK HARD SHT  
07 DNT=04-15-92 736A EC=238 ST=DPO RTE=30982238 WP=DO RSL=  
08 DTR=04-15-92 848A COM=04-15-92 600P RSA=442 O/S=N EXC=N  
CALLED-NO= - - CATEGORY=6 VER=NV CVER=  
NAR CBC \*SAME/ADD'D\*\*\*PER TORRES-REPRIN SAYS LXD W/8216122\*\*\*\*  
NAR A B MX/LN MSG 5568455  
09 DNT=04-15-92 900A EC=238 ST=CCA RTE=00000238 WP=CRO RSL=  
10 DNT=04-15-92 900A EC=238 ST=CLO RTE=00000238 WP=NWP RSL=  
NAR VER 80:C 100 WRNG # 8216122 REFRD TO FRIEDA IN BO.

\*\*\* CONTINUED ON NEXT PAGE \*\*\*

3 04-11-92 1254P 0 04-13-92 210P 04-13-92 220P 625 866 0 140 100 401 600

01 DTR=04-11-92 1254P COM=04-13-92 600P RBA=487 D/B=N EXC=N  
 CALLED-NO= - - - CATEGORY=1 VER=80 CVER=  
 NAR CC NDT REPEAT TRBL 006 JX HS 1 SET DIS W SERV ACPT CM  
 NAR Z 31436  
 NAR A B SUB 3055568455  
 02 DNT=04-11-92 1254P EC=487 ST=PSM RTE=00000000 WP=NWP RSL=0  
 03 DNT=04-11-92 1256P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=0  
 NAR 182AVB0  
 04 DNT=04-11-92 317P EC=625 ST=PDD RTE=00000300 WP=TST RSL=140  
 NAR 005 VER11 47V T-BATT CBC BSY.R3(0700,0700,0525)ST#284  
 05 DNT=04-13-92 717A EC=314 ST=DPD RTE=09982314 WP=DO RSL=  
 06 DNT=04-13-92 910A EC=314 ST=RMR RTE=00000300 WP=NWP RSL=  
 NAR (OVR) WET LG SPLICE NO 8000 SPRB  
 07 DNT=04-13-92 910A EC=314 ST=PDF RTE=00000300 WP=NWP RSL=  
 NAR (OVR) WET LG SPLICE NO 8000 SPRB  
 08 DNT=04-13-92 929A EC=866 ST=DPD RTE=46784866 WP=DO RSL=  
 09 DNT=04-13-92 210P EC=866 ST=CCA RTE=00000866 WP=CRO RSL=  
 10 DNT=04-13-92 210P EC=866 ST=CLO RTE=00000866 WP=NWP RSL=  
 NAR VER 80:600 SHT ONX1436 CHNB TOX1328BP128 /CTTNIZ039

4 04-06-92 1058A 0 04-06-92 500P 04-07-92 632A 620 284 0 130 100 900 600

01 DTR=04-06-92 1058A COM=04-06-92 600P RBA=408 D/S=N EXC=N  
 CALLED-NO= - - - CATEGORY=1 VER=71 CVER=  
 NAR CC NDT CBC BDR A/PHS  
 NAR A B 5568455  
 02 DNT=04-06-92 1058A EC=408 ST=PSM RTE=00000000 WP=NWP RSL=1  
 03 DNT=04-06-92 1058A EC=299 ST=PSH RTE=00000299 WP=NWP RSL=1  
 NAR 182AV71  
 04 DNT=04-06-92 124P EC=620 ST=PDD RTE=00000300 WP=TST RSL=130  
 NAR 005 RETST VER95 0/0-SUB DA/R3(0700)#653(0525)#905(0900)#34  
 05 DNT=04-06-92 253P EC=267 ST=PDD RTE=00000300 WP=NWP RSL=  
 NAR VER 27: AUTO REJECT AT DISPATCH  
 06 DNT=04-06-92 253P EC=267 ST=HLD RTE=00000267 WP=NWP RSL=  
 NAR VER 27: AUTO REJECT AT DISPATCH  
 07 DNT=04-06-92 313P EC=635 ST=PDD RTE=00000300 WP=NWP RSL=  
 NAR (OVR) 005 RETST VER95 0/0 R3(0700)#653.0525#905.0900#34  
 08 DNT=04-06-92 331P EC=284 ST=DPD RTE=09982284 WP=DO RSL=  
 09 DNT=04-06-92 500P EC=284 ST=CCA RTE=00000284 WP=CRO RSL=  
 10 DNT=04-06-92 500P EC=284 ST=CLO RTE=00000284 WP=NWP RSL=  
 NAR VER 6:1C-600 FOX

5 04-02-92 444P 0 04-03-92 916A 04-03-92 922A 653 653 0 900 100 700 610

01 DTR=04-02-92 444P COM=04-03-92 500P RBA=391 D/S=N EXC=N  
 CALLED-NO= - - - CATEGORY=1 VER=99 CVER=  
 NAR CC NDT A/P  
 NAR A B 3055568455  
 02 DNT=04-02-92 444P EC=391 ST=PSM RTE=00000000 WP=NWP RSL=9  
 \*\*\* CONTINUED ON NEXT PAGE \*\*\*

DLETH EC 855 TN 305 8265373

DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

03 DNT=04-02-92 446P EC=299 BT=PSH RTE=00000299 WP=NWP RSL=7  
NAR 182AV99  
04 DNT=04-03-92 914A EC=653 BT=TST RTE=00000653 WP=TST RSL=900  
05 DNT=04-03-92 916A EC=653 BT=CCA RTE=00000653 WP=CRO RSL=  
06 DNT=04-03-92 916A EC=653 BT=CLO RTE=00000653 WP=NWP RSL=  
NAR TDK W MS VASQUEZ

LAST CLIP DATE - 0-

\*\*\* END OF DATA \*\*\*

SENT 14.29.07 11/06/92\* JN47C060 / MSG# 1294



LN  
SA  
LOC

---HIST---  
NO REPORT S CLEARED CLOSED TBT MPH SNK RSL T D C

1 04-08-92 619P 0 04-09-92 1146A 04-09-92 1149A 665 826 0 100 100 428 320

01 DTR=04-08-92 619P COM=04-09-92 1200P RSA=428 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=1 VER= 0 CVER=

NAR CC NDT NDT A/PNT CLRD 2 DA NDS CLRD ASAP

NAR A B

02 DNT=04-08-92 619P EC=428 ST=PSM RTE=00000000 WP=NWP RSL=U

03 DNT=04-08-92 621P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=0

NAR 107AV OT100-399,800-899N

04 DNT=04-08-92 628P EC=665 ST=PDD RTE=00000300 WP=TBT RSL=100

NAR (OVR) R2/0401/TK-NDT

05 DNT=04-09-92 637A EC=690 ST=DFC RTE=00000000 WP=NWP RSL=

NAR CTTN=HCS49 - ATTACHED

06 DNT=04-09-92 813A EC=656 ST=DPD RTE=00911826 WP=NWP RSL=

NAR CTTN=HCS49

07 DNT=04-09-92 1146A EC=826 ST=CCA RTE=00000642 WP=CRO RSL=

NAR CTTN=HCS49

08 DNT=04-09-92 1146A EC=642 ST=CLD RTE=00000642 WP=NWP RSL=

NAR C320,REPLACED DEF COMM AT 25TH & CAPITOLA /CTTNHCS49

2 04-07-92 1122A 2 04-08-92 1230P 04-08-92 138P 0 179 0 0 100 401 300

CAT 1

01 DTR=04-07-92 1122A COM=04-08-92 600P RSA=484 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=1 VER=42 CVER=

NAR CC NDT CBC BORSICK FATHER NSASP

NAR Z 62244

NAR A B SUB 9040000000

02 DNT=04-07-92 1122A EC=484 ST=PSM RTE=00000000 WP=NWP RSL=2

03 DNT=04-07-92 1123A EC=299 ST=PSH RTE=00000299 WP=NWP RSL=2

NAR 107AV42C1-4,8-21T100-299,400-499E32N

04 DNT=04-07-92 1123A EC=299 ST=PDD RTE=00000301 WP=SCR RSL=130

NAR OPEN OUT CABLE

05 DTR=04-07-92 1251P COM=04-07-92 800P RSA=655 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=NV CVER=

NAR CC NDT CBC BDP BICK FATHER NSASP/CHG COMM 24HRS/655/IMC

NAR A B SUB 9040000000

06 DTR=04-08-92 819A COM=04-08-92 825A RSA=443 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=NV CVER=

NAR CC NDT MS 6306540

07 DNT=04-08-92 1122A EC=179 ST=DPD RTE=09910179 WP=DD RSL=

08 DNT=04-08-92 1230P EC=179 ST=CCA RTE=00000179 WP=CRO RSL=

09 DNT=04-08-92 1230P EC=179 ST=CLD RTE=00000179 WP=NWP RSL=

NAR VER 80:C/300/CHNGD/F2/2/PR/1504/ASW/BP/ADD/ONI/ADV/CTTNHC488

LAST CLIP DATE 12-31-89

\*\*\* END OF DATA \*\*\*

SENT 13.50.04 11705/92\* JN47C060 / MSG# 0813

\*\*\* END OF DATA \*\*\*

BENT 14.33.39 11/06/92\* JN47C060 / MSB# 1325

DLETH EC 555 TN 904 4343179 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

LN  
BA  
LDC

-----HIST-----  
NO REPORT S CLEARED CLOSED TST RPM SNK RSL T D C

1 04-26-92 127P 1 04-27-92 355P 04-27-92 458P 601 905 0 110 200 401 600

CAT 1,

01 DTR=04-26-92 127P COM=04-27-92 300P RSA=260 O/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=LU CVER=

NAR CCD AIRO

NAR A B 2 PG62940

NAR A B 9044388913

02 DNT=04-26-92 127P EC=260 ST=PSM RTE=00000000 WP=NMP RSL=U

03 DNT=04-26-92 130P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=U

NAR 116AVLU

04 DNT=04-26-92 135P EC=601 ST=PDD RTE=00000300 WP=TST RSL=110

NAR 100V S/C

05 DTR=04-27-92 802A COM=04-27-92 300P RSA=262 O/S=N EXC=N

CALLED-NO= - - CATEGORY=6 VER=LU CVER=

NAR CC NDT AIRO CCD AIRO

NAR A B 9044388913

06 DNT=04-27-92 816A EC=213 ST=DPO RTE=09916213 WP=DO RSL=

07 DNT=04-27-92 1016A EC=601 ST=RMR RTE=00000400 WP=NMP RSL=

NAR PG62X940/M [REDACTED] D/ND CUT

08 DNT=04-27-92 1016A EC=213 ST=PDF RTE=00000400 WP=NMP RSL=

NAR PG62X940/M [REDACTED] D/ND CUT

09 DNT=04-27-92 1059A EC=630 ST=DPO RTE=46916905 WP=DO RSL=

10 DNT=04-27-92 355P EC=905 ST=CCA RTE=00000603 WP=CRO RSL=

11 DNT=04-27-92 355P EC=603 ST=CLD RTE=00000603 WP=NMP RSL=

NAR CLEARED DEF PR AND CUT TO PG51-323 /CTTNIB453

2 04-25-92 1032A 0 04-25-92 125P 04-25-92 233P 631 182 0 110 100 1230 300

01 DTR=04-25-92 1032A COM=04-25-92 500P RSA=472 O/S=N EXC=N

CALLED-NO= - - CATEGORY=1 VER=71 CVER=

NAR CC NDT NDT=BSY A/P HAD A CALL EARLIER DEAD SNCE

NAR A B 4388913

02 DNT=04-25-92 1032A EC=472 ST=PSM RTE=00000000 WP=NMP RSL=1

03 DNT=04-25-92 1033A EC=299 ST=PSH RTE=00000299 WP=NMP RSL=1

NAR 116AV71

04 DNT=04-25-92 1040A EC=631 ST=PDD RTE=00000300 WP=TST RSL=110

NAR SHT NO NSE ON MON BSY WHEN CLD

05 DNT=04-25-92 1152A EC=182 ST=DPO RTE=09916182 WP=DO RSL=

06 DNT=04-25-92 125P EC=182 ST=CCA RTE=00000182 WP=CRO RSL=

07 DNT=04-25-92 125P EC=182 ST=CLD RTE=00000182 WP=NMP RSL=

NAR VER 61:C300/ADV MS ALKER/RPRD JKLIVRM

LAST CLIP DATE 12-31-89



LN SA LOC [REDACTED]

HIST NO REPORT B CLEARED CLOSED TST MPH SMK RSL T D C

1 04-26-92 1246P 2 04-27-92 636P 04-28-92 620A 661 904 0 110 100 425 410

01 DTR=04-26-92 1246P COM=04-27-92 600P RSA=262 D/S=N EXC=N
CALLED-NO= - - CATEGORY=1 VER=LU CVER=
NAR:CC=NDT AIRO
NAR A B 0000000000
02 DNT=04-26-92 1246P EC=262 ST=PSM RTE=00000000 WP=NMP RSL=U
03 DNT=04-26-92 1249P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=U
NAR 107AVLUT100-699.800-899N
04 DNT=04-27-92 743A EC=661 ST=PDD RTE=00000300 WP=TST RSL=110
NAR HRD SHT T/R WITH MDN NDT R1/0423/300/4/25/92 NT TP CST
05 DNT=04-27-92 951A EC=196 ST=DPD RTE=09910196 WP=DD RSL=
06 DNT=04-27-92 1110A EC=196 ST=PNR RTE=00000300 WP=NMP RSL=
07 DNT=04-27-92 1110A EC=196 ST=PDF RTE=00000300 WP=NMP RSL=

08 DNT=04-27-92 1248P EC=690 ST=PAD RTE=46914904 WP=NMP RSL=
NAR AB/WRG-IMC
09 DTR=04-27-92 421P COM=04-27-92 600P RSA=239 D/S=N EXC=N
CALLED-NO= - - CATEGORY=6 VER=LU CVER=
NAR CC NDT AIRO CC NDT AIRO
NAR A B 0000000000
10 DTR=04-27-92 430P COM=04-27-92 600P RSA=504 D/S=N EXC=N
CALLED-NO= - - CATEGORY=6 VER=NV CVER=
NAR CC NDT AIRO CC NDT AIRO
NAR A B LV MSG 9042899182
11 DNT=04-27-92 515P EC=904 ST=DPD RTE=46914904 WP=DD RSL=
12 DNT=04-27-92 636P EC=904 ST=CCA RTE=00000904 WP=CRD RSL=
13 DNT=04-27-92 636P EC=904 ST=CLD RTE=00000904 WP=NMP RSL=
NAR VER 6:LIGHTNING /CTTN#EBB1

2 04-24-92 329P 1 04-25-92 332P 04-25-92 355P 0 904 0 0 200 425 300

01 DTR=04-24-92 329P COM=04-25-92 600P RSA=262 D/S=N EXC=N
CALLED-NO= - - CATEGORY=1 VER=23 CVER=
NAR CCO AIRO
NAR A B 0000000000
02 DNT=04-24-92 329P EC=262 ST=PSM RTE=00000000 WP=NMP RSL=U
03 DNT=04-24-92 332P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=3
NAR 107AV23C1-4.8-21T100-299.400-499.600-799E32N
04 DNT=04-24-92 332P EC=299 ST=PDD RTE=00000301 WP=SCR RSL=900
NAR SMING RING BRD
05 DTR=04-24-92 332P COM=04-25-92 600P RSA=403 D/S=N EXC=N
CALLED-NO= - - CATEGORY=6 VER=NV CVER=
NAR CC NDT A/P
NAR A B 2899182
06 DNT=04-25-92 911A EC=363 ST=DPD RTE=09910363 WP=DD RSL=
\*\*\* CONTINUED ON NEXT PAGE \*\*\*

DLETM EC 888 TN 904 2897718 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2009

07 DNT=04-25-92 1017A EC=363 ST=NWR RTE=00000301 WP=NWP RSL=

NAR (OVR) BRD IN AERIAL PR NO SPARES ADVNR

08 DNT=04-25-92 1017A EC=363 ST=PDF RTE=00000301 WP=NWP RSL=

NAR (OVR) BRD IN AERIAL PR NO SPARES ADVNR

09 DNT=04-25-92 1029A EC=690 ST=PRD RTE=46914904 WP=NWP RSL=

NAR AS/WRS-INC

10 DNT=04-25-92 150P EC=904 ST=DPO RTE=46914904 WP=DO RSL=

11 DNT=04-25-92 352P EC=904 ST=CCA RTE=00000904 WP=CRO RSL=

12 DNT=04-25-92 352P EC=904 ST=CLO RTE=00000904 WP=NWP RSL=

NAR VER 0:BAD INS /CTTNE640

LAST CLIP DATE - 0-

\*\*\* END OF DATA \*\*\*

SENT 13.47.52 11/05/92+ JN47C060 / MSG# 0797

SOUTHERN BELL  
AT&T

100-2333  
1-800-222-0300

100-2333

\*\*\*\*\* PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT \*\*\*\*\*  
PLEASE MAKE CHECK PAYABLE TO SOUTHERN BELL

CURRENT CHARGES DUE BEFORE JUN 2	PAST DUE \$100.20	NEW \$197.17	AMOUNT	904-289-7718 452 0560 MAY 11, 1992
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XXX R26



904928977184520569999201260700000000000000100200000019717

SOUTHERN BELL

ACCOUNT NUMBER: 904-289-7718 452 0560  
BILL DATE: MAY 11, 1992 MXVL  
PAGE 2

	AMOUNT	TOTAL
<b>MONTHLY SERVICE CHARGES</b>		
1. LATE PAYMENT CHARGE (1.5% OF UNPAID BALANCE)	1.50	
2. MONTHLY SERVICE-MAY 11 THRU JUN 10 (ITEMIZATION OF LOCAL BILLING AVAILABLE UPON REQUEST.)	14.35	
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS	3.50	
4. EMERGENCY 911 CHARGE. THIS CHARGE IS BILLED ON BEHALF OF DUVAL COUNTY	.31	
5. DIRECTORY ASSISTANCE (DA) USAGE 3 CALL(S) TO LOCAL DA AT NO CHARGE 8 CALL(S) TO LOCAL DA AT \$.25 EACH	2.00	
		21.66
<b>OTHER CHARGES AND CREDITS</b>		
MAY 11 92 SO FLORIDA REFUND		
6. 1992 MONTHLY CREDIT AS ORDERED BY THE FLORIDA PUBLIC SERVICE COMMISSION	.53-	
7. INSTALLMENT PAYMENT NUMBER 3 OF 3 FOR CHARGES OF \$44.50 ON MAR 6 92 FOR PLAN A	14.75	
APR 26 92 SO ZYBH4251C		
8. CREDIT FOR INTERRUPTION OF SERVICE FROM APR 26 92 THRU APR 26 92 (\$17.80/MO)	.60-	
		13.62
<b>DIRECT DIALED CALLS</b>		
DATE PLACE CALLED NUMBER CALLED *RATE TIME MIN		IMSBLC X TICKET ID
9. APR 27 JACKSONVIL FL 904 249-6444 KE 603PM 1	.13	6 8810 K JB 8
		.13
<b>CALLING CARD CALLS</b>		
DATE PLACE CALLED NUMBER CALLED *RATE TIME MIN		IMSBLC X TICKET ID
10. APR 26 LOCAL CALL TO FR MAXVIL FL 904 771-3878 KDC 714PM 1	1.00	C06C10 JB55 9
11. APR 26 LOCAL CALL TO FR MAXVIL FL 904 771-3878 KDC 742PM 16	1.00	C06C10 JB55 9
		2.00

\*\*\* 6 02 \*\*\*

SOUTHERN BELL

ACCOUNT NUMBER: 904-289-7718 452 0560  
BILL DATE: MAY 11, 1992 MXVL  
PAGE 3

CALLING CARD CALLS (CONTINUED)

AMOUNT TOTAL

F03B19Z

0000946

Exhibit EH-6  
Page 3 of 3

BLETH EC 555 TN 305 6347633

DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

06 DNT=04-15-92 1045A EC=340 ST=CCA RTE=00000340 WP=CRD RSL=  
07 DNT=04-15-92 1045A EC=340 ST=CLO RTE=00000340 WP=NMP RSL=  
NAR VER 21:C600/CLP-AP /CTTNIZ503

4 04-12-92 719P 1 04-14-92 250P 04-14-92 259P 680 315 0 120 400 350 100

01 DTR=04-12-92 719P COM=04-13-92 600P RSA=509 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=18 CVER=  
NAR CBC BSY CCD ALSO REF TO BUS OFC

3057580634

02 DNT=04-12-92 719P EC=309 ST=PSM RTE=00000000 WP=NMP RSL=  
03 DNT=04-12-92 721P EC=299 ST=PSM RTE=00000299 WP=NMP RSL=8

NAR 182AV18

04 DNT=04-13-92 638A EC=680 ST=PDO RTE=00000300 WP=TST RSL=120  
NAR (OVR) DOS VER18 HRD BND BSY

05 DNT=04-13-92 113P EC=194 ST=DPO RTE=09982194 WP=DO RSL=  
06 DNT=04-13-92 205P EC=194 ST=NAS RTE=00000194 WP=NMP RSL=

NAR ND ACC.2 INI=LFT:CRD=CBR DA\*

07 DTR=04-13-92 309P COM=04-14-92 600P RSA=445 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=6 VER=NV CVER=

NAR CCD \*\*EVS ACC\*\*

7380634

08 DNT=04-13-92 313P EC=635 ST=PDO RTE=00000303 WP=NMP RSL=  
NAR (OVR)FROM NAS 04-13 NAS 2 INI

09 DNT=04-14-92 130P EC=315 ST=DPO RTE=09982315 WP=DO RSL=  
10 DNT=04-14-92 250P EC=315 ST=CCA RTE=00000315 WP=CRD RSL=

11 DNT=04-14-92 250P EC=315 ST=CLO RTE=00000315 WP=NMP RSL=

NAR VER 27:C100 RVRSD NTW DST TRM.

5 04-10-92 143P 0 04-11-92 1030A 04-11-92 1029A 631 181 0 120 400 900 600

01 DTR=04-10-92 143P COM=04-11-92 100P RSA=536 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER= 6 CVER=

NAR CBC A.A. EXTREME LOUD NUM/CRCKL STTC

3056347633

02 DNT=04-10-92 143P EC=536 ST=PSM RTE=00000000 WP=NMP RSL=U  
03 DNT=04-10-92 145P EC=299 ST=PSM RTE=00000299 WP=NMP RSL=6

NAR 182AV 6

04 DNT=04-10-92 214P EC=631 ST=PDO RTE=00000300 WP=TST RSL=120  
NAR DOS VER21 T/BRND-VERY LOUD STATIC A/A COULDNT TLX-ND RCH#

05 DNT=04-11-92 858A EC=191 ST=PDO RTE=00000300 WP=NMP RSL=  
NAR VER 6: AUTO REJECT AT DISPATCH

06 DNT=04-11-92 858A EC=191 ST=HLB RTE=00000191 WP=NMP RSL=  
NAR VER 6: AUTO REJECT AT DISPATCH

07 DNT=04-11-92 920A EC=650 ST=PDO RTE=00000300 WP=NMP RSL=  
NAR (OVR) DOS VERO SUB REQ DPO SYS STL HAS STATIC

08 DNT=04-11-92 930A EC=181 ST=DPO RTE=09982181 WP=DO RSL=  
09 DNT=04-11-92 1030A EC=181 ST=CCA RTE=00000181 WP=CRD RSL=

10 DNT=04-11-92 1030A EC=181 ST=CLO RTE=00000181 WP=NMP RSL=

NAR VER 61:C600/NLT/FOX

LAST CLIP DATE - 0-

\*\*\* END OF DATA \*\*\*

SENT 14.04.46 11/06/92\* JN47C060 / MSB# 1237

LN  
BA  
LDC

HIST  
NO REPORT S CLEARED CLOSED TST RPH SWK RSL T D C

1 04-16-92 611P 0 04-17-92 92BA 04-17-92 930A 0 461 0 0 700 1210 210

01 DTR=04-16-92 611P COM=04-17-92 1200P RSA=429 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=6 CVER=

PHYSICAL DEF. XKS 2-BA M >

NAR A B MS 6347633  
02 DNT=04-16-92 611P EC=429 ST=PSH RTE=00000000 WP=NMP RSL=  
03 DNT=04-16-92 611P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=

04 DNT=04-16-92 611P EC=299 ST=PD4 RTE=00000002 WP=SCR RSL=900

05 DNT=04-16-92 627P EC=633 ST=DPD RTE=57182461 WP=DO RSL=  
06 DNT=04-17-92 92BA EC=461 ST=CCA RTE=00000633 WP=CRO RSL=  
07 DNT=04-17-92 92BA EC=633 ST=CLO RTE=00000633 WP=NMP RSL=

RDL IW BARM

2 04-15-92 252P 0 04-16-92 900A 04-16-92 901A 0 178 0 0 100 1210 210

01 DTR=04-15-92 252P COM=04-16-92 1200P RSA=422 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=21 CVER=

NAR CC NDT CBC RCH BSY ALL PHS LST TBL NOT CLRD ADV NMXG SAYS NOT DISCREPUSE  
NAR S COM

NAR A B SIS'S # SPEC R 7580634  
02 DNT=04-15-92 252P EC=422 ST=PSH RTE=00000000 WP=NMP RSL=1  
03 DNT=04-15-92 254P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=1

NAR 182AV21C4T100-299.400-499E32N  
04 DNT=04-15-92 254P EC=299 ST=PDO RTE=00000301 WP=SCR RSL=120

NAR AUTO/SCR OOS VER21 GRD W NDT CBC REPORT  
05 DNT=04-16-92 658A EC=178 ST=DPD RTE=09982178 WP=DO RSL=  
06 DNT=04-16-92 900A EC=178 ST=CCA RTE=00000178 WP=CRO RSL=  
07 DNT=04-16-92 900A EC=178 ST=CLO RTE=00000178 WP=NMP RSL=

NAR VER 0:C210 GRD IW IN KIDS WST BDRM REPR GRD IW

3 04-14-92 846P 0 04-15-92 1056A 04-15-92 1056A 645 340 0 120 100 437 600

01 DTR=04-14-92 846P COM=04-15-92 1200P RSA=471 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=18 CVER=

NAR CC NDT CBC JUST STATIC

NAR A B  
02 DNT=04-14-92 846P EC=471 ST=PSH RTE=00000000 WP=NMP RSL=  
03 DNT=04-14-92 847P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=8

NAR 182AV1B  
04 DNT=04-15-92 716A EC=645 ST=PDO RTE=00000300 WP=TST RSL=120

NAR OOS VER1B 100GRD BSY M4N CALLED R(2)0330.0900 #315.181  
05 DNT=04-15-92 820A EC=340 ST=DPD RTE=09982340 WP=DO RSL=

\*\*\* CONTINUED ON NEXT PAGE \*\*\*





THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO [REDACTED] THERE IS NO CONNECTION BETWEEN SOUTHERN BELL AND [REDACTED] YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE CALLS WHILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM SOUTHERN BELL.

305-634-7633 615 BILL DATE 04-07-92 LIVE EXCH MMIA CL SV 1FR SF 45

[REDACTED] PB RTA 00000000 TAX 1111N10 FE 111810 AG D BTN  
RA 429 TAR 000700 SS# [REDACTED] TTN  
RB 50% CSN 0 STA 00000000 DEP 00000000  
PPD 0 DISC REAS OLD/NEW # AMT DUE 64.89  
NOB 1 DOT 840612 PTC 288  
CI: [REDACTED]

IC: 00010 00008 00024  
TRI 00505500000 RCK 000000 WO IND 0 FNL BILL AMT 0.00  
LAST BILL 40.36 TOT PMTS 40.36CR TOT ADJ 0.00 BAL DUE 0.00  
PAYMENT INFO: BATCH # F07 PYMT DATE 920325 PYMT POST DATE 920326 PYMT AMT 40.36CR

000 0 19 000

pg 21

LN  
BA  
LDC

---HIST---  
NO REPORT B CLEARED CLOSED TST RPM SWK RSL T D C

1 04-27-92 849A 0 04-27-92 1230P 04-27-92 128P 624 365 0 100 100 900 600  
 CAT 1  
 01 DTR=04-27-92 849A COM=04-27-92 600P RSA=414 D/S=N EXC=N  
 CALLED-NO= - - CATEGORY=1 VER=E0 CVER=  
 NAR CC NDT ALPHNS DS CDO CBC  
 NAR A B 0000000  
 02 DNT=04-27-92 849A EC=414 ST=PSH RTE=00000000 WP=NMP RSL=0  
 03 DNT=04-27-92 830A EC=299 ST=PSH RTE=00000299 WP=NMP RSL=0  
 NAR 182AVE0  
 04 DNT=04-27-92 901A EC=624 ST=PDD RTE=00000300 WP=TST RSL=100  
 NAR ODS/TESTING DOWN./CBC DA/ NO CBR  
 05 DNT=04-27-92 1106A EC=365 ST=DPD RTE=09982365 WP=DO RSL=  
 06 DNT=04-27-92 1230P EC=365 ST=CCA RTE=00000365 WP=CRO RSL=  
 07 DNT=04-27-92 1230P EC=365 ST=CLO RTE=00000365 WP=NMP RSL=  
 NAR VER :C600 FDK

2 04-22-92 233P 0 04-23-92 300P 04-23-92 315P 0 241 0 0 100 437 100  
 1  
 01 DTR=04-22-92 233P COM=04-23-92 300P RSA=442 D/S=N EXC=N  
 CALLED-NO= - - CATEGORY=1 VER=41 CVER=  
 NAR CC NDT \$PER BO NDS PREMISE VISIT/NDT CES ACES AFTR 2P  
 NAR A 0200P B 0000000  
 02 DNT=04-22-92 233P EC=442 ST=PSH RTE=00000000 WP=NMP RSL=1  
 03 DNT=04-22-92 233P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=1  
 NAR 182AV41C4T100-299,400-499E32N  
 04 DNT=04-22-92 233P EC=299 ST=PDD RTE=00000301 WP=SCR RSL=130  
 NAR AUTO/SCR OOS VER41 0/0 100X  
 05 DNT=04-23-92 1200P EC=237 ST=PDD RTE=00000301 WP=NMP RSL=  
 06 DNT=04-23-92 152P EC=241 ST=DPD RTE=09982241 WP=DO RSL=  
 07 DNT=04-23-92 300P EC=241 ST=CCA RTE=00000241 WP=CRO RSL=  
 08 DNT=04-23-92 300P EC=241 ST=CLO RTE=00000241 WP=NMP RSL=  
 NAR VER 27:C100 XJ ON MRG AER PR AER PR 159878P7 /CTTNJA977

3 04-21-92 129P 0 04-22-92 1135A 04-22-92 1141A 616 616 0 900 100 700 600  
 01 DTR=04-21-92 129P COM=04-22-92 200P RSA=454 D/S=N EXC=N  
 CALLED-NO= - - CATEGORY=1 VER= 0 CVER=  
 NAR CC NDT \$NDT A/P-NEW SERV YESTDY-WNTS SOME1 OUT ASAP  
 NAR A B MS 6818748  
 02 DNT=04-21-92 129P EC=454 ST=PSH RTE=00000000 WP=NMP RSL=  
 03 DNT=04-21-92 130P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=0  
 NAR 182AHSERVORD E10  
 04 DNT=04-21-92 130P EC=299 ST=PDT RTE=00000100 WP=SCR RSL=900  
 NAR SERVORD-INVESTIGATE ISP/BOCS  
 05 DNT=04-21-92 134P EC=678 ST=TDA RTE=00000678 WP=TST RSL=900  
 \*\*\* CONTINUED ON NEXT PAGE \*\*\*

~~SECRET~~ (S)

DLETH EC 555 TN (305 6818748) DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2003

NAR DRD CP'D FAC ONLY/NO JKS REG DN ADL LINE/TOKDA SEES SETS  
06 DNT=04-22-92 1130A EC=616 ST=TBT RTE=00000100 WP=TST RSL=900  
07 DNT=04-22-92 1135A EC=616 ST=CCA RTE=00000616 WP=CRO RSL=  
08 DNT=04-22-92 1135A EC=616 ST=CLD RTE=00000616 WP=NMP RSL=  
NAR LN IS OK SUB HAS TO PUT JKS IN

-----  
4 04-16-92 1157A 0 04-20-92 430P 04-20-92 442P 0 356 0 0 898 190 570  
LN - CAT 4  
01 DTR=04-16-92 1157A COM=04-20-92 500P RSA=007 O/S=N EXC=N  
CALLED-NO# - - CATEGORY=4 VER= CVER=

NAR SQ# TQL1J603  
NAR 556-5654 3055565654  
02 DNT=04-16-92 1157A EC=007 ST=PDS RTE=00000100 WP=NMP RSL=  
03 DNT=04-20-92 1213P EC=356 ST=DPD RTE=49982356 WP=DD RSL=  
04 DNT=04-20-92 430P EC=356 ST=CCA RTE=00000356 WP=CRO RSL=  
05 DNT=04-20-92 430P EC=356 ST=CLD RTE=00000356 WP=NMP RSL=  
NAR C 570 COMPLETED PXJ/B REPLACED 150 PROT  
LAST CLIP DATE - 0-

\*\*\* END OF DATA \*\*\*

SENT 14.03.24 11/06/92\* JN47C060 / MSG# 1228

OTN

305-895-3528 418 BILL DATE 04-22-92 LIVE EXCH MMIN CL SV 1FR SF 64  
[REDACTED] RTA 00000000 TAX 11111N10 FE 000010 AG B BTN  
RA TAR 201800 SS# [REDACTED] TTN  
RB XXX CSN 0 STA 00000000 DEP 00000000  
PPD 0 DISC REAS OLD/NEW # 3057586007418 AMT DUE 38.61  
NOB 1 DOI 890323 PIC 288  
CI: [REDACTED] BOND  
IC: 00013 00048 00090  
TRT 000000000000 RCK 000000 WO IND 0 FNL BILL AMT 0.00  
LAST BILL 83.89 TOT PMTS 50.00CR TOT ADJ 0.00 BAL DUE 33.89  
PAYMENT INFO: BATCH # F07 PYMT DATE 920407 PYMT POST DATE 920408 PYMT AMT 50.00CR

\*\*\* K 23 \*\*\*



BILL DATE: APR 22, 1992 MMIN  
PAGE 3

DIRECT DIALED CALLS						AMOUNT	TOTAL	MSBLC	X	TICKET	ID
DATE	PLACE CALLED	NUMBER CALLED	*RATE	TIME	MIN						
1. MAR 29	ST ROSE	PQ 514 825-8020	AE	9:11PM	2	2.02					
2. APR 5	BROOKLYN	NY 718 972-3227	AE	7:09PM	2	.30					
3. APR 9	BOSTON	MA 617 338-4400	AE	8:27PM	1	.15					
4. APR 12	BROOKLYN	NY 718 972-3227	AN	1:58AM	1	.13					
5. APR 12	BROOKLYN	NY 718 972-3227	AN	1:30AM	1	.13					
6. APR 12	BROOKLYN	NY 718 972-3227	AN	2:58AM	1	.13					
SUBTOTAL							2.86				
TOTAL CHARGE FOR ITEMIZED CALLS						2.86					
TAXES											
7. FEDERAL TAX						.09					
8. FLORIDA GROSS RECEIPTS SURCHARGE						.06					
SUBTOTAL							3.15				
CURRENT CHARGES											
MESSAGES											

NTN

305-681-8748 418 BILL DATE 05-20-92 LIVE EXCH MMIP CL SV 1FR SF 06

[REDACTED]

FB	RTA 00000000	TAX 11111N10	FE 000010	AG B	BTM
RA		TAR 000700	ES#		TTN
RB	714 CSN 0	STA 00000000	REP 00000000		
PPD	0 DISC REAS	OLD/NEW #	3058953528418	AMT DUE	122.44
NCR	1 001 890323	PIF 288			
CI:	[REDACTED]				

IC: 00005 00013 00048	WO IND 0	FNL BILL AMT	0.00
TR: 000000000000 RCK 000000			

LAST BILL	0.00	TOT PMTS	0.00	TOT ADJ	0.00	BAL DUE	0.00
PAYMENT INFO: BATCH # 991		PYMT DATE 920428		PYMT POST DATE 920429		PYMT AMT	38.61

PAYMENTS AND ADJUSTMENTS:

DATE	BATCH	ENTITY	AMOUNT
0516	6	994 A10	38.61

(BEFORE 0519 BILL)





SOUTHERN BELL

ACCOUNT NUMBER: 705-681-8748 418 0442  
BILL DATE: MAY 20, 1992 PMIP  
PAGE 3

OTHER CHARGES AND CREDITS (CONTINUED)

AMOUNT TOTAL

- APR 23 92 SO FQ3GFOSS
- 15. CREDIT FOR SERVICE PREVIOUSLY BILLED AT OLD ADDRESS FROM APR 24 92 THRU MAY 19 92 (\$17.65/MO) 15.30-
- APR 23 92 SO TQ3GFOSS
- 16. CHARGE FOR SERVICE AT NEW ADDRESS FROM APR 24 92 THRU MAY 19 92 SEQIX TROUBLE ISOLATION AND INSIDE WIRE MAINTENANCE PLAN (\$2.50/MO) 2.17
- 17. TTR TOUCHTONE (\$1.00/MO) .67
- 18. IFR RESIDENTIAL LINE (\$10.65/MO) 9.23
- 19. OLM FCC CHARGE FOR NETWORK ACCESS (\$3.50/MO) 3.03
- 20. YOUR LONG DISTANCE COMPANY IS
- 21. IF YOUR LONG DISTANCE COMPANY(S) IS INCORRECT CALL YOUR BUSINESS OFFICE OR CORRECT THIS STATEMENT AND MAIL IT WITH YOUR PAYMENT
- APR 24 92 SO ZQB355157
- 22. CREDIT FOR INTERRUPTION OF SERVICE FROM APR 22 92 THRU APR 22 92 (\$15.15/MO) 15.50-

SUBTOTAL

60.61

DIRECT DIALED CALLS

DATE	PLACE CALLED	NUMBER CALLED	*RATE	TIME	MIN
23. APR 23	POMPANOBCH	FL 305 282-6120	KD	1:18PM	5
24. APR 23	FILAUDERDL	FL 302 263-5029	KD	3:47PM	12
25. MAY 13	HOLLYWOOD	FL 305 963-4500	KD	3:50PM	6
26. MAY 21	WPAIMBEACH	FL 407 644-2919	KE	8:38PM	5

SUBTOTAL

4.71

MSBLC X TICKET ID  
8810 K JK 1  
8810 K JK 3  
8810 K JK 1  
8810 K JK 0

SOUTHERN BELL

ACCOUNT NUMBER: 305-681-8748 418 0442  
BILL DATE: MAY 20, 1992 PMIP  
PAGE 4

OPERATOR ASSISTED CALLS

AMOUNT TOTAL

DATE	PLACE CALLED	NUMBER CALLED	*RATE	TIME	MIN
27. APR 28	FR HLLYWD	FL 305 963-9361	KDS	10:08AM	6

TOTAL FOR 305 681-8748 6.49  
(FEDERAL TAX 20)  
(LOCAL TAX 46)  
(FLORIDA GROSS RECEIPTS SURCHARGE .04)

SUBTOTAL

1.78

MSBLC X TICKET ID  
8810 K JK 99 0

TOTAL CHARGE FOR ITEMIZED CALLS 6.49

TAXES

- 28. FEDERAL TAX 1.07
- 29. COUNTY TAX 2.02
- 30. FLORIDA GROSS RECEIPTS SURCHARGE .35

SUBTOTAL

3.44

88.74

SOUTHERN BELL CURRENT CHARGES

MESSAGES

\*\*\*\*\*  
REGARDING YOUR IMPORTANT INFORMATION  
THANK YOU FOR SUBSCRIBING TO SOUTHERN BELL'S INSIDE WIRE MAINTENANCE SERVICE PLAN.  
PURSUANT TO THIS PLAN, SOUTHERN BELL WILL MAINTAIN OR REPAIR ALL INSIDE TELEPHONE WIRING ASSOCIATED WITH BASIC RESIDENCE AND BASIC BUSINESS SERVICE, EXCLUDING DAMAGE CAUSED BY FIRE, ACTS OF GOD, RIOTS, ACTS OF WAR, GROSS NEGLIGENCE, WILLFUL DAMAGE, VANDALISM, OR WIRE NOT MEETING SOUTHERN BELL'S TECHNICAL STANDARDS OR INSTALLATION GUIDELINES.

\*RATE APPLIED - SEE BACK OF PAGE

\*\*\* K 25 \*\*\*

F03B19Z

0000708

LN  
BA  
LDC

-----HIST-----  
NO REPORT S CLEARED CLOSED TST RPM SWK RSL T D C

1 04-23-92 159P 0 04-25-92 1118A 04-25-92 1129A 0 866 0 0 100 425 100

01 DTR=04-23-92 159P COM=04-24-92 200P RBA=496 D/S=N EXC=N  
CALLED-NO# - - CATEGORY=1 VER=21 CVER=

NAR CC N [REDACTED] BO  
NAR A B L/H

B221053

02 DNT=04-23-92 159P EC=496 ST=PSM RTE=00000000 WP=NWP RSL=  
03 DNT=04-23-92 200P EC=299 ST=PSM RTE=00000299 WP=NWP RSL=1  
NAR 1B2AV21C4T100-299.400-499E32N  
04 DNT=04-23-92 200P EC=299 ST=PDO RTE=00000301 WP=SCR RSL=120  
NAR AUTO/SCR DOS VER21 GRD W NDT CBC REPORT  
05 DNT=04-24-92 700A EC=311 ST=DPD RTE=09982311 WP=DO RSL=  
06 DNT=04-24-92 915A EC=311 ST=RTR RTE=00000301 WP=NWP RSL=  
NAR (OVR)GRD F2 712\DEF DIST. PR NO SPARES\AER PLT  
07 DNT=04-24-92 915A EC=311 ST=PDF RTE=00000301 WP=NWP RSL=  
NAR (OVR)GRD F2 712\DEF DIST. PR NO SPARES\AER PLT  
08 DNT=04-24-92 254P EC=647 ST=PDF RTE=00000400 WP=NWP RSL=  
NAR (OVR)GRDF2712\DEFDIST.PRNOBPR LXDM/B22647A TTN 0192670  
09 DNT=04-24-92 334P EC=637 ST=DPD RTE=46984866 WP=DO RSL=  
10 DNT=04-25-92 1118A EC=866 ST=CCA RTE=00000866 WP=CRD RSL=  
11 DNT=04-25-92 1118A EC=866 ST=CLO RTE=00000866 WP=NWP RSL=  
NAR VER 0:100 DEF PR ASSIGN RESPL DPN N.S.ORDER. /CTTNJB038

2 04-17-92 1023A 0 04-21-92 645P 04-22-92 633A 0 306 0 0 898 190 370  
LN - DAI 4

01 DTR=04-17-92 1023A COM=04-21-92 500P RBA=007 D/S=N EXC=N  
CALLED-NO# - - CATEGORY=4 VER= CVER=

NAR BO# NQT34821

NAR 822-1053

3058221053

02 DNT=04-17-92 1023A EC=007 ST=PDS RTE=00000100 WP=NWP RSL=  
03 DNT=04-21-92 422P EC=606 ST=PDS RTE=00000100 WP=NWP RSL=  
NAR USER CHANGED ISP ITEM  
04 DNT=04-21-92 429P EC=306 ST=DPD RTE=49982306 WP=DO RSL=  
05 DNT=04-21-92 645P EC=306 ST=CCA RTE=00000306 WP=CRD RSL=  
06 DNT=04-21-92 645P EC=306 ST=CLO RTE=00000306 WP=NWP RSL=  
NAR C570 PXJ BP XBOX INSTL ASM,ONI AND JK.  
LAST CLIP DATE 12-31-89

\*\*\* END OF DATA \*\*\*

SENT 14.28.52 11706/92\* JN47C060 / MSG# 1293

\*\*\* END OF DATA \*\*\*

BENT 14.37.03 11/06/92 JN47C060 / MSG# 1332

DLETH EC 535 TN 2710121 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

LN  
SA  
LOC

---HIST---  
NO REPORT 5 CLEARED CLOSED TST RPM SWK RSL T D C

1 04-25-92 627P 10 04-27-92 800A 04-27-92 908A 601 254 0 110 200 370 300

CAT 1

01 DTR=04-25-92 627P COM=04-27-92 300P RSA=257 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=1 VER=LU CVER=

NAR CCO AIRO

NAR A B 9042659939

02 DNT=04-25-92 627P EC=257 ST=PSM RTE=00000000 WP=NMP RSL=U

03 DNT=04-25-92 630P EC=299 ST=PSM RTE=00000299 WP=NMP RSL=U

NAR 119AVLU

04 DTR=04-25-92 702P COM=04-27-92 300P RSA=262 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=LU CVER=

NAR CC NDT AIRO CCO AIRO

NAR A B 9042659939

05 DTR=04-25-92 838P COM=04-27-92 1200P RSA=548 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=NV CVER=

NAR CC NDT CBC BSY-ALL PHS\*\*REPEAT TRBL\*\*

06 DTR=04-25-92 911P COM=04-27-92 1200P RSA=259 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=LU CVER=

NAR TRAN AIRO CC NDT CBC BSY-ALL PHS\*\*REPEAT TRBL\*\*

07 DNT=04-26-92 712A EC=601 ST=PDD RTE=00000300 WP=TST RSL=110

NAR (DVR)100V V S/C/R-0465/1201/

08 DTR=04-26-92 1043A COM=04-27-92 1200P RSA=262 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=LU CVER=

NAR CCO AIRO TRAN AIRO CC NDT CBC BSY-ALL PHS\*\*REPEAT TRBL\*\*

09 DTR=04-26-92 1058A COM=04-27-92 1200P RSA=474 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=NV CVER=

NAR CC NDT CBC BDR)\*NASAP

NAR A B REGIST DPO 9042659939

10 DTR=04-26-92 830P COM=04-27-92 1200P RSA=260 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=LU CVER=

NAR CCO AIRO CC NDT CBC BDR)\*NASAP

NAR \*\*S

NAR A B REGIST DPO 9042659939

11 DTR=04-26-92 838P COM=04-27-92 1100A RSA=291 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=NV CVER=

NAR CC NDT

NAR A B SPC COM 9042659939

12 DTR=04-26-92 839P COM=04-27-92 1100A RSA=257 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=LU CVER=

NAR CBC

NAR A B SPC COM 9042659939

13 DTR=04-26-92 903P COM=04-27-92 1100A RSA=291 O/S=N EXC=N

CALLER-NO= - - - CATEGORY=6 VER=NV CVER=

NAR CC NDT CFC [REDACTED] DRD  
NAR E [REDACTED]  
NAR A B CL OUT DTY MGR  
\*\*\* CONTINUED ON NEXT PAGE \*\*\* 9042639939

DLETH EC 553 TN 904 2710121 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

14 DTR=04-26-92 914P COM=04-27-92 1100A RSA=465 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=NV CVER=  
NAR CC NDT [REDACTED]  
NAR [REDACTED]  
15 DNT=04-27-92 531A EC=254 ST=DPD RTE=09916234 WP=DD RSL=  
16 DNT=04-27-92 800A EC=254 ST=CCA RTE=00000254 WP=CRD RSL=  
17 DNT=04-27-92 800A EC=254 ST=CLD RTE=00000254 WP=NMP RSL=  
NAR VER :CC 300 DEF CARBONS

2 04-24-92 219P 3 04-25-92 1120A 04-25-92 1233P 628 228 0 900 700 1201 210

01 DTR=04-24-92 219P COM=04-25-92 520P RSA=628 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=4 VER=OC CVER=  
NAR PHYS [REDACTED]  
NAR A B [REDACTED]  
02 DNT=04-24-92 219P EC=628 ST=PSH RTE=00000000 WP=NMP RSL=C  
03 DNT=04-24-92 222P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=C  
NAR 119AVOC  
04 DNT=04-24-92 222P EC=628 ST=PDO RTE=00000010 WP=TST RSL=900  
NAR (OVR)BULK TO 228  
05 DNT=04-24-92 224P EC=628 ST=BDD RTE=09916228 WP=NMP RSL=  
NAR (OVR)BULK TO 228  
06 DNT=04-24-92 542P EC=228 ST=DPD RTE=09916228 WP=DD RSL=  
07 DTR=04-24-92 1018P COM=04-25-92 500P RSA=551 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=NV CVER=  
NAR CC NDT NDT \*\*\* V [REDACTED] \*\*\* VERY SICK \*\*\*  
NAR A B [REDACTED] 9040000000  
08 DTR=04-24-92 1029P COM=04-25-92 500P RSA=259 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=LU CVER=  
NAR CCD AIRO CC NDT NDT \*\*\* [REDACTED] \*\*\*  
NAR A B [REDACTED]  
09 DTR=04-24-92 1032P COM=04-25-92 500P RSA=259 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=LU CVER=  
NAR CC NDT AIRO CCD AIRO CC NDT [REDACTED]  
NAR A B [REDACTED] 9040000000  
10 DNT=04-25-92 1120A EC=228 ST=CCA RTE=00000228 WP=CRD RSL=  
11 DNT=04-25-92 1120A EC=228 ST=CLD RTE=00000228 WP=NMP RSL=  
NAR VER 41:CC210 L [REDACTED]  
LVA - SMT on Ger RPL?

3 04-23-92 602P 3 04-24-92 1145A 04-24-92 106P 631 228 0 120 400 465 500  
LN - PARIS, PHILLIP L CAT 1

01 DTR=04-23-92 602P COM=04-24-92 400P RSA=262 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=1 VER=LU CVER=  
NAR CBC AIRO [REDACTED]  
NAR A B [REDACTED] 9042639939  
02 DNT=04-23-92 602P EC=262 ST=PSH RTE=00000000 WP=NMP RSL=U  
03 DNT=04-23-92 604P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=U  
NAR 119AVLU [REDACTED]

04 DTR=04-23-92 711P COM=04-24-92 400P RSA=260 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=LU CVER=  
NAR CCD AIRO CBC AIRO  
\*\*\* CONTINUED ON NEXT PAGE \*\*\*

DLETH EC 555 TN 904 2710121 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

NAR A B 9042659939  
05 DTR=04-23-92 826P COM=04-24-92 400P RSA=261 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=LU CVER=  
NAR CCD AIRO CCD AIRO CBC AIRO  
NAR A B 9042659939  
06 DTR=04-23-92 831P COM=04-24-92 1200P RSA=523 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=NV CVER=  
NAR CC INT  
NAR A B \*\*1ST AM DPO\*\* 9042659939  
07 DNT=04-24-92 742A EC=631 ST=PDO RTE=00000300 WP=TST RSL=120  
NAR (OVR) 1.33 R BRD BSY WHEN CLD NOT ON SNPB/R-4/0371/0900/0  
08 DNT=04-24-92 814A EC=633 ST=PAO RTE=09916228 WP=NMP RSL=  
NAR PAD 228 F  
09 DNT=04-24-92 935A EC=228 ST=DPD RTE=09916228 WP=DO RSL=  
10 DNT=04-24-92 1145A EC=228 ST=CCA RTE=00000228 WP=CRO RSL=  
11 DNT=04-24-92 1145A EC=228 ST=CLD RTE=00000228 WP=NMP RSL=  
NAR VER OC:CC300 FOX BUT CHANG CH UNIT ADV SUB DEFSET /CTTNIB261

4 04-22-92 905P 0 04-23-92 245P 04-23-92 356P 643 254 0 130 200 900 600

01 DTR=04-22-92 905P COM=04-23-92 400P RSA=262 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=1 VER=LU CVER=  
NAR CCD AIRO  
NAR A B 9042659939  
02 DNT=04-22-92 905P EC=262 ST=PSM RTE=00000000 WP=NMP RSL=U  
03 DNT=04-22-92 907P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=U  
NAR 119AVLU  
04 DNT=04-23-92 743A EC=643 ST=PDO RTE=00000300 WP=TST RSL=130  
NAR (OVR)HI/OPN  
05 DNT=04-23-92 142P EC=254 ST=DPD RTE=09916254 WP=DO RSL=  
06 DNT=04-23-92 245P EC=254 ST=CCA RTE=00000254 WP=CRO RSL=  
07 DNT=04-23-92 245P EC=254 ST=CLD RTE=00000254 WP=NMP RSL=  
NAR VER 0:CC 600 TOK FOX

5 04-15-92 857P 1 04-16-92 1100A 04-16-92 1217P 695 259 0 130 200 900 600

01 DTR=04-15-92 857P COM=04-16-92 400P RSA=238 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=1 VER=LU CVER=  
NAR CCD AIRO  
NAR A B 9042659939  
02 DNT=04-15-92 857P EC=238 ST=PSM RTE=00000000 WP=NMP RSL=U  
03 DNT=04-15-92 859P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=U  
NAR 119AVLU  
04 DTR=04-15-92 900P COM=04-16-92 1200P RSA=531 D/S=N EXC=N  
CALLED-NO= - - - CATEGORY=6 VER=NV CVER=  
05 DNT=04-16-92 716A EC=695 ST=PDO RTE=00000300 WP=TST RSL=130  
NAR (OVR)HI-OPN

06 DNT=04-16-92 854A EC=259 ST=DPO RTE=09916259 WP=DO RSL=  
07 DNT=04-16-92 1100A EC=259 ST=CCA RTE=00000259 WP=CRD RSL=  
08 DNT=04-16-92 1100A EC=259 ST=CLD RTE=00000259 WP=NMP RSL=  
\*\*\* CONTINUED ON NEXT PAGE \*\*\*

DLETH EC 555 TN 904 2710121 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

NAR VER OC:600 FOK DID ALL TSTS RTOK ADV MRS

6 04-14-92 727P 2 04-15-92 1155A 04-15-92 1258P 604 251 0 120 100 371 300

01 DTR=04-14-92 727P COM=04-15-92 400P RSA=445 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=53 CVER=  
NAR CC - NDT AP\*\*CONTIN TRBL\*\*  
NAR A B LV MSG 2659939  
02 DNT=04-14-92 727P EC=445 ST=PSM RTE=00000000 WP=NMP RSL=3  
03 DNT=04-14-92 727P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=3  
NAR 119AV53T100-826,828-999  
04 DTR=04-14-92 1033P COM=04-15-92 400P RSA=261 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=6 VER=LU CVER=  
NAR CC NDT AIRO CC - NDT AP\*\*CONTIN TRBL\*\*  
NAR A B LV MSG 9047852308  
05 DTR=04-14-92 1038P COM=04-15-92 1200P RSA=358 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=6 VER=NV CVER=  
NAR CC NDT  
NAR A B LV MSG 9047852308  
06 DNT=04-15-92 713A EC=604 ST=PDD RTE=00000300 WP=TST RSL=120  
NAR 100 V R GD  
07 DNT=04-15-92 902A EC=698 ST=PAO RTE=09916251 WP=NMP RSL=  
08 DNT=04-15-92 1002A EC=251 ST=DPO RTE=09916251 WP=DO RSL=  
09 DNT=04-15-92 1155A EC=251 ST=CCA RTE=00000251 WP=CRD RSL=  
10 DNT=04-15-92 1155A EC=251 ST=CLD RTE=00000251 WP=NMP RSL=  
NAR VER P3:CC300 DEF ASN PROT REPD

7 04-13-92 927P 0 04-14-92 415P 04-14-92 528P 604 228 0 120 200 1230 210

CAT 1  
01 DTR=04-13-92 927P COM=04-14-92 300P RSA=262 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=LU CVER=  
NAR CCD AIRO  
NAR A B 0000000000  
02 DNT=04-13-92 927P EC=262 ST=PSM RTE=00000000 WP=NMP RSL=U  
03 DNT=04-13-92 930P EC=299 ST=PSH RTE=00000299 WP=NMP RSL=U  
NAR 119AVLU  
04 DNT=04-14-92 746A EC=604 ST=PDD RTE=00000300 WP=TST RSL=120  
NAR 100 V R GD  
05 DNT=04-14-92 137P EC=228 ST=PDD RTE=00000300 WP=NMP RSL=  
NAR VER 27: AUTO REJECT AT DISPATCH  
06 DNT=04-14-92 139P EC=228 ST=HLD RTE=00000228 WP=NMP RSL=  
NAR VER 27: AUTO REJECT AT DISPATCH  
07 DNT=04-14-92 221P EC=627 ST=PDD RTE=00000300 WP=NMP RSL=  
NAR (OVR)  
08 DNT=04-14-92 302P EC=228 ST=DPO RTE=09916228 WP=DO RSL=  
09 DNT=04-14-92 415P EC=228 ST=CCA RTE=00000228 WP=CRD RSL=  
10 DNT=04-14-92 415P EC=228 ST=CLD RTE=00000228 WP=NMP RSL=  
NAR VER 27:CC210

8 04-13-92 639A 1 04-13-92 345P 04-13-92 455P 626 260 0 120 100 1230 503

CAT 1

\*\*\* CONTINUED ON NEXT PAGE \*\*\*

DLETH EC 555 TN 904 2710121 DPA 0 LD 04-01-92 MD 04-30-92 PRTR 2005

01 DTR=04-13-92 639A COM=04-13-92 1200P RBA=529 D/S=N EXC=N  
 CALLED-NO= - - CATEGORY=1 VER=21 CVER=  
 NAR CC NDT /H [REDACTED]  
 NAR A B L/M 2659939  
 02 DNT=04-13-92 639A EC=529 ST=PSH RTE=00000000 WP=NMP RSL=1  
 03 DNT=04-13-92 639A EC=299 ST=PSH RTE=00000299 WP=NMP RSL=1  
 NAR 119AV21C1-4.6-21T100-299.400-826.828-999E32N  
 04 DNT=04-13-92 639A EC=299 ST=PDD RTE=00000301 WP=SCR RSL=120  
 NAR BRND. NDT CBC  
 05 DNT=04-13-92 840A EC=254 ST=DPO RTE=09916254 WP=DD RSL=  
 06 DNT=04-13-92 1040A EC=254 ST=NAS RTE=00000254 WP=NMP RSL=  
 NAR TR IN D 1 IN  
 07 DTR=04-13-92 118P COM=04-13-92 600P RBA=493 D/S=N EXC=N  
 CALLED-NO= - - CATEGORY=6 VER=NV CVER=  
 NAR CC: NDT /H [REDACTED]  
 NAR A B [REDACTED]  
 08 DNT=04-13-92 140P EC=626 ST=PDD RTE=00000300 WP=TST RSL=120  
 NAR (OVR) NU ACC ON 4-13/8  
 09 DNT=04-13-92 143P EC=628 ST=DPO RTE=09916260 WP=DD RSL=  
 10 DNT=04-13-92 345P EC=260 ST=CCA RTE=00000260 WP=CRD RSL=  
 11 DNT=04-13-92 345P EC=260 ST=CLO RTE=00000260 WP=NMP RSL=  
 NAR VER 45:C503 REPRD DPN IN

9 04-03-92 932A 0 04-03-92 932A 04-03-92 932A 0 0 0 0 0 0 0 0

AT  
 01 DNT=04-03-92 932A EC=000 ST=CLO RTE=00000000 WP=0 RSL=000  
 NAR FROM DENIAL/RESTORAL PROCEDURE - RES - 04-02-92  
 LAST CLIP DATE 12-31-89



SOUTHERN BELL

ACCOUNT NUMBER: 904-271-0121 736 0567  
BILL DATE: MAY 1, 1992 LYNH  
PAGE 1

CURRENT CHARGES DUE BEFORE MAY 23	PREVIOUS BALANCE	PAYMENTS	ADJUSTMENTS	CURRENT CHARGES	TOTAL AMOUNT DUE
	\$135.24	\$104.15	\$0.00	\$28.20	\$59.29

\*\*\*\* PLEASE NOTE: A 1.5% LATE PAYMENT CHARGE WILL APPLY TO ANY UNPAID BALANCE AS OF JUN 2. \*\*\*\*

NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES, ALL OF WHICH ARE IDENTIFIED BY \*\* ON YOUR BILL WILL NOT RESULT IN AN INTERRUPTION OF LOCAL SERVICE. THE AMOUNT OF REGULATED CHARGES MAY BE OBTAINED BY CALLING 780-2355.

RIGHTTOUCH SERVICE 1-800-826-6290 (SEE MESSAGES FOR DETAILS)  
SOUTHERN BELL BILLING QUESTIONS TO PLACE AN ORDER  
780-2355 780-2355

\*\*\*\*\* PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT \*\*\*\*\*  
PLEASE MAKE CHECK PAYABLE TO SOUTHERN BELL

CURRENT CHARGES DUE BEFORE MAY 23	PAST DUE	NEW	AMOUNT	904-271-0121 736 0567 MAY 1, 1992
	\$31.09	\$59.29		0623 R23 P

9049271012173605670623201230961000000000000031090000005929

SOUTHERN BELL

ACCOUNT NUMBER: 904-271-0121 736 0567  
BILL DATE: MAY 1, 1992 LYNH  
PAGE 2

	AMOUNT	TOTAL
<b>MONTHLY SERVICE CHARGES</b>		
1. LATE PAYMENT CHARGE (1.5% OF UNPAID BALANCE)	22.55	
2. MONTHLY SERVICE - MAY 1 THRU MAY 31 (ITEMIZATION OF LOCAL BILLING AVAILABLE UPON REQUEST.)	3.50	
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS	2.50	
4. MAINTENANCE PLAN(S) **		
5. EMERGENCY 911 CHARGE. THIS CHARGE IS BILLED ON BEHALF OF BAY COUNTY	.46	29.48
	<b>SUBTOTAL</b>	
<b>OTHER CHARGES AND CREDITS</b>		
6. MAY 1 92 SO FLORIDA REFUND 1992 MONTHLY CREDIT AS ORDERED BY THE FLORIDA PUBLIC SERVICE COMMISSION	.48-	
7. APR 25 92 SO ZYBL5381C CREDIT FOR INTERRUPTION OF SERVICE FROM APR 25 92 THRU APR 26 92 (\$26.00/MO)	1.74-	2.22-
	<b>SUBTOTAL</b>	
<b>TAXES</b>		
8. FEDERAL TAX	.72	
9. FLORIDA GROSS RECEIPTS SURCHARGE	.22	.94
	<b>SUBTOTAL</b>	28.20

\*\*\* END OF DATA \*\*\*

BENT 14.34.02 11/06/92 JN47C060 / MSB 1329

DLETH EC 300 TR 904 932294 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2003

LN  
SA  
LOC

HIST  
NO REPORT S CLEARED CLOSED TST RPM SMK RSL T D C

1 04-28-92 906A 0 04-28-92 1120A 04-28-92 1231P 0 324 0 0 300 401 300  
 CAT 1  
 01 DTR=04-28-92 906A COM=04-28-92 200P RSA=481 0/5=N EXC=N  
 CALLED-NO= - - CATEGORY=1 VER=17 CVER=  
 NAR TRAN HIGH SQUEAL AND CCD-CRUT HAS 1 PHN. \*DISS WITH COMM\*\*SPECCOMM\*\*  
 NAR Z 7538  
 NAR A B HR 9049329201  
 02 DNT=04-28-92 906A EC=481 ST=FSH RTE=00000000 WP=NMP RSL=7  
 03 DNT=04-28-92 906A EC=299 ST=FSH RTE=00000299 WP=NMP RSL=7  
 NAR 116AV17C1-4,6-217300-399,500-826,828-999E32N  
 04 DNT=04-28-92 906A EC=299 ST=PDO RTE=00000301 WP=SCR RSL=100  
 NAR SHORT OR GROUND  
 05 DNT=04-28-92 1017A EC=324 ST=DPD RTE=09916324 WP=DO RSL=  
 06 DNT=04-28-92 1120A EC=324 ST=CCA RTE=00000324 WP=CRO RSL=  
 07 DNT=04-28-92 1120A EC=324 ST=CLO RTE=00000324 WP=NMP RSL=  
 NAR VER 0:C300/CLIT 7 558 TO 7 553 /CTTNIBS76

2 04-24-92 925A 0 04-25-92 600P 04-27-92 847A 629 867 0 110 100 415 420  
 01 DTR=04-24-92 925A COM=04-24-92 500P RSA=388 0/5=N EXC=N  
 CALLED-NO= - - CATEGORY=1 VER=17 CVER=  
 NAR CC NOT SNU 4/22 NVR WK-LOW VOL CCDI R SHORT IN S SQUEAL-SM PROB @ INTERFAC  
 NAR (SUB HAS MFP)  
 NAR A B 9329201  
 02 DNT=04-24-92 925A EC=388 ST=FSH RTE=00000000 WP=NMP RSL=7  
 03 DNT=04-24-92 927A EC=299 ST=FSH RTE=00000299 WP=NMP RSL=7  
 NAR 116AHSERVORD N  
 04 DNT=04-24-92 1249P EC=601 ST=PDO RTE=00000300 WP=TST RSL=110  
 NAR (OVR)CARBS CHGD INSIDE/HD T&R-S/4DA  
 05 DNT=04-24-92 224P EC=629 ST=DPD RTE=09916157 WP=DO RSL=  
 06 DNT=04-24-92 345P EC=157 ST=PDI RTE=00000157 WP=NMP RSL=  
 NAR DEF REG UNIT CO ADV MR DUCKWITZ  
 07 DNT=04-24-92 356P EC=632 ST=HLD RTE=00000450 WP=NMP RSL=  
 NAR REFER TO SCC-DEF.REG.UNIT CO PER 157  
 08 DNT=04-24-92 400P EC=632 ST=RSC RTE=51700000 WP=NMP RSL=000  
 NAR SAB TO SCC-DEF.REG.UNIT IN CO PER 157(REESE)  
 09 DNT=04-24-92 400P EC=632 ST=PS RTE=11600011 WP=NMP RSL=000  
 NAR SAB TO SCC-DEF.REG.UNIT IN CO PER 157(REESE)  
 10 DNT=04-24-92 410P EC=903 ST=DP1 RTE=00000935 WP=DI RSL=  
 NAR DISP. TD FENNER TKT  
 11 DNT=04-24-92 500P EC=935 ST=CNA RTE=00000903 WP=CR1 RSL=  
 12 DNT=04-24-92 516P EC=903 ST=RCC RTE=11600011 WP=NMP RSL=000  
 NAR SHORT OUTSIDE ON CP. OK IN CO-PER MAC  
 13 DNT=04-24-92 516P EC=903 ST=PS RTE=51700000 WP=NMP RSL=000

NAR SHORT OUTSIDE ON CP, OK IN CO-PER MAC  
14 DNT=04-24-92 519P EC=629 ST=PDF RTE=00000400 WP=TBT RSL=110  
NAR (SVR) NDT HRD BHT N CA PER FR  
\*\*\* CONTINUED ON NEXT PAGE \*\*\*

DLETH EC 555 TN 904 9325294 DPA 0 LD 04-01-92 HD 04-30-92 PRTR 2005

15 DNT=04-25-92 159P EC=601 ST=DPO RTE=46916867 WP=DO RSL=  
16 DNT=04-25-92 600P EC=867 ST=CCA RTE=00000605 WP=CRO RSL=  
17 DNT=04-25-92 600P EC=605 ST=CLO RTE=00000605 WP=NMP RSL=  
NAR C420 MOIST IN CABLE/REPAIRED /CTTNIB433

3 04-18-92 1027A 0 04-21-92 1152A 04-21-92 106P 0 187 0 0 898 197 570  
LN - CAT 4

01 DTR=04-18-92 1027A COM=04-20-92 500P RSA=007 D/S=N EXC=N

CALLED-NO= - - CATEGORY=4 VER= CVER=

NAR SO# TYV06579

NAR PLS GO TO BUS UNDERGROUND SPEC FOR AC 9049329201

02 DNT=04-18-92 1027A EC=007 ST=PDS RTE=00000100 WP=NMP RSL=  
03 DNT=04-21-92 932A EC=060 ST=PAD RTE=49916187 WP=NMP RSL=  
04 DNT=04-21-92 1030A EC=187 ST=DPO RTE=49916187 WP=DO RSL=  
05 DNT=04-21-92 1152A EC=187 ST=CCA RTE=00000187 WP=CRO RSL=  
06 DNT=04-21-92 1152A EC=187 ST=CLO RTE=00000187 WP=NMP RSL=  
NAR C570/ADV/MR/DUCKWITZ/CONN/ASM/IN/TERM/REUSED/ASM

4 04-16-92 1125A 0 04-17-92 419P 04-17-92 319P 0 0 0 0 898 198 130

01 DTR=04-16-92 1125A COM=04-17-92 500P RSA=007 D/S=N EXC=N

CALLED-NO= - - CATEGORY=4 VER= CVER=

NAR SO# TYV06579

NAR /ZDIS 9049329201

02 DNT=04-16-92 1125A EC=007 ST=PDS RTE=00000100 WP=NMP RSL=  
03 DNT=04-17-92 331P EC=324 ST=DPO RTE=49916324 WP=DO RSL=  
04 DNT=04-17-92 415P EC=324 ST=CNA RTE=00000324 WP=NMP RSL=  
05 DNT=04-17-92 419P EC=324 ST=CLO RTE=00000324 WP=NMP RSL=  
NAR C130/CANT LOC NA CT #/NOT ADV

LAST CLIP DATE 12-31-89

SOUTHERN BELL

ACCOUNT NUMBER: 904-932-5294 348 0569  
BILL DATE: MAY 10, 1992 GB  
PAGE 2

MONTHLY SERVICE CHARGES

	AMOUNT	TOTAL
1. MONTHLY SERVICE-MAY 10 THRU JUN 9 (ITEMIZATION OF LOCAL BILLING AVAILABLE UPON REQUEST.)	20.20	
2. FCC CHARGE FOR INTERSTATE TOLL ACCESS	3.50	
3. EMERGENCY 911 CHARGE. THIS CHARGE IS BILLED ON BEHALF OF SANTA ROSA COUNTY	.50	
4. DIRECTORY ASSISTANCE (DA) USAGE 3 CALL(S) TO LOCAL DA AT NO CHARGE 3 CALL(S) TO LOCAL DA AT \$.25 EACH	.75	
		SUBTOTAL 24.95

OTHER CHARGES AND CREDITS

5. MAY 10 92 SO FLORIDA REFUND 1992 MONTHLY CREDIT AS ORDERED BY THE FLORIDA PUBLIC SERVICE COMMISSION	.50-	
6. CREDIT FOR INTEREST ON DEPOSIT OF \$75.00 FROM OCT 28 91 THRU MAY 13 92 AT 8.00%	3.25-	
7. APR 17 92 SO FYV0G579 CREDIT FOR SERVICE PREVIOUSLY BILLED AT OLD ADDRESS FROM APR 18 92 THRU MAY 9 92 (\$25.15/MO) CHARGE FOR REMOVING	18.44-	
8. MFD3X MULTI FEATURE DISCOUNT PLAN CREDIT FOR THREE FEATURES (\$1.50/MO)	1.10	
9. APR 21 92 SO TYV0G579 CHARGE FOR SERVICE AT NEW ADDRESS FROM APR 22 92 THRU MAY 9 92	2.10	
10. ESX CUSTOM CALLING - CALL WAITING (\$3.50/MO)	2.40	
10. NSQ TOUCHSTAR SVC - REPEAT DIALING (\$4.00/MO)	2.40	
11. NSS TOUCHSTAR SVC - CALL RETURN (\$4.00/MO)	.60	
12. TTR TOUCHSTONE (\$1.00/MO)	5.49	
13. 1FR RESIDENTIAL LINE (\$9.15/MO)		

SOUTHERN BELL

ACCOUNT NUMBER: 904-932-5294 348 0569  
BILL DATE: MAY 10, 1992 GB  
PAGE 3

OTHER CHARGES AND CREDITS (CONTINUED)

	AMOUNT	TOTAL
14. 9LM FCC CHARGE FOR NETWORK ACCESS (\$3.50/MO) CREDIT FOR ADDING	2.10	
15. MFD3X MULTI FEATURE DISCOUNT PLAN CREDIT FOR THREE FEATURES (\$1.50/MO)	.90-	
16. YOUR LONG DISTANCE COMPANY IS		
17. IF YOUR LONG DISTANCE COMPANY(S) IS INCORRECT CALL YOUR BUSINESS OFFICE OR CORRECT THIS STATEMENT AND MAIL IT WITH YOUR PAYMENT ONE-TIME CHARGE FOR	25.00	
18. ORDER PROCESSING	19.50	
19. CENTRAL OFFICE LINE CONNECTION	44.50-	
20. CREDIT EXTENDED UNDER YOUR INSTALLMENT PAYMENT PLAN A		
21. INSTALLMENT PAYMENT NUMBER 1 OF 4 FOR CHARGES OF \$44.50 ON APR 21 92 FOR PLAN A	15.00	
22. APR 24 92 SO ZYEM0711C CREDIT FOR INTERRUPTION OF SERVICE FROM APR 24 92 THRU APR 26 92 (\$23.65/MO)	2.37-	
		SUBTOTAL 5.73

DIRECT DIALED CALLS

DATE	PLACE CALLED	NUMBER CALLED	RATE	TIME	MIN	AMOUNT	MSBLC	X	TICKET	ID
23. APR 16	MILTON	FL 904 623-1119	AM	651AM	8	.46	8	8510	A	JB 7
24. MAY 8	MILTON	FL 904 626-7170	AE	714PM	2	.21	8	8810	A	JB 3
										SUBTOTAL .67

LN  
SA  
LOC

-----HIST-----  
NO REPORT B CLEARED CLOSED TST MPH SWK RSL T D C

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1 04-21-92 352P 0 04-22-92 845A 04-22-92 905A 0 347 0 0 400 370 300  
LN  
01 DTR=04-21-92 352P COM=04-22-92 600P RSA=533 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=25 CVER=  
NAR CBC BRCA IRNG-38CO 9043259601  
NAR A B  
02 DNT=04-21-92 352P EC=333 ST=PSH RTE=00000000 WP=NWP RSL=  
03 DNT=04-21-92 353P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=3  
NAR 122AV25C1-4.8-21T100-299.400-499E32N  
04 DNT=04-21-92 353P EC=299 ST=PDO RTE=00000301 WP=SCR RSL=110  
NAR \*\*005\*\* BC BRD / CHECK COMM  
05 DNT=04-21-92 402P EC=347 ST=DPD RTE=09122347 WP=DO RSL=  
06 DNT=04-22-92 845A EC=347 ST=CCA RTE=00000347 WP=CRD RSL=  
07 DNT=04-22-92 845A EC=347 ST=CLO RTE=00000347 WP=NWP RSL=  
NAR VER 0:C300/HR/RPL PROT/TRIM TREES

-----

2 04-11-92 934P 1 04-13-92 1000A 04-13-92 1006A 612 353 0 100 400 1210 210  
LN  
01 DTR=04-11-92 934P COM=04-13-92 600P RSA=260 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=LU CVER=  
NAR CBC AIRO  
NAR A B 0000000000  
02 DNT=04-11-92 934P EC=260 ST=PSH RTE=00000000 WP=NWP RSL=U  
03 DNT=04-11-92 937P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=U  
NAR 122AVLUN  
04 DNT=04-12-92 1154A EC=612 ST=TST RTE=00000612 WP=TST RSL=100  
05 DTR=04-12-92 1157A COM=04-13-92 901A RSA=612 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=NV CVER=  
NAR CBC AIRO  
NAR A B 0000000000  
06 DNT=04-12-92 1157A EC=612 ST=PDO RTE=00000300 WP=NWP RSL=  
NAR (OVR)3BK SHT R1/1230  
07 DNT=04-13-92 549A EC=651 ST=BDO RTE=09122353 WP=NWP RSL=  
NAR (OVR)3BK SHT R1/1230  
08 DNT=04-13-92 807A EC=353 ST=DPD RTE=09122353 WP=DO RSL=  
09 DNT=04-13-92 1000A EC=353 ST=CCA RTE=00000353 WP=CRD RSL=  
10 DNT=04-13-92 1000A EC=353 ST=CLO RTE=00000353 WP=NWP RSL=  
NAR VER 22:C210/SET TBL ADV  
LAST CLIP DATE - 0-

\*\*\* END OF DATA \*\*\*

SENT 14.04.29 11/03/92\* JN47C060 / MSG# 0909

LN  
SA  
LDC

---HIST---  
NO REPORT S CLEARED CLOSED TST RPH SWK RSL T D C

1 04-23-92 524P 0 04-23-92 300P 04-30-92 410P 683 846 0 100 100 464 300  
LN - [REDACTED] CAT 1  
01 DTR=04-23-92 524P CDM=04-24-92 500P RSA=409 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=T1 CVER=  
NAR CC NDT \* CRC A/P CUST HAS CKD SETS/SETS OK/REPA RPT/DDS FOR 3 DAYS  
NAR A 0100P B 0500P [REDACTED] 7654489  
02 DNT=04-23-92 524P EC=409 ST=PSM RTE=00000000 WP=NWP RSL=1  
03 DNT=04-23-92 525P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=1  
NAR 107AVTIN  
04 DNT=04-23-92 542P EC=683 ST=PDO RTE=00000300 WP=TST RSL=100  
NAR (OVR) SYSTEM TIMEOUT/GET BUSY IN  
05 DNT=04-24-92 332P EC=175 ST=DPO RTE=09910175 WP=DD RSL=  
06 DNT=04-24-92 444P EC=175 ST=RMR RTE=00000300 WP=NWP RSL=  
NAR (OVR) TRBL)SLC  
07 DNT=04-24-92 444P EC=175 ST=PDF RTE=00000300 WP=NWP RSL=  
NAR (OVR) TRBL)SLC  
08 DNT=04-25-92 724A EC=846 ST=DPO RTE=46914846 WP=DD RSL=  
09 DNT=04-25-92 300P EC=846 ST=CCA RTE=00000846 WP=CRD RSL=  
10 DNT=04-25-92 300P EC=846 ST=CLO RTE=00000846 WP=NWP RSL=  
NAR DEF CHANL UNIT REPLCD /CTTN#F338

2 04-22-92 236P 0 04-22-92 255P 04-22-92 301P 657 657 0 900 100 1210 210  
LN - [REDACTED] CAT 1  
01 DTR=04-22-92 236P LHM=04-23-92 600P RSA=454 D/S=N EXC=N  
CALLED-NO= - - CATEGORY=1 VER=T1 CVER=  
NAR CC NDT \$NDT A/P  
NAR A B [REDACTED] 7654489  
02 DNT=04-22-92 236P EC=454 ST=PSM RTE=00000000 WP=NWP RSL=  
03 DNT=04-22-92 238P EC=299 ST=PSH RTE=00000299 WP=NWP RSL=3  
NAR 107AVB3N  
04 DNT=04-22-92 249P EC=657 ST=TST RTE=00000657 WP=TST RSL=900  
05 DNT=04-22-92 255P EC=657 ST=CCA RTE=00000657 WP=CRD RSL=  
06 DNT=04-22-92 255P EC=657 ST=CLO RTE=00000657 WP=NWP RSL=  
NAR ADDV MS BARRIER BRCH TO TEST SETS ON LINE  
LAST CLIP DATE 12-31-89

\*\*\* END OF DATA \*\*\*

SENT 13.55.05 11/05/92\* JN47C060 / MSG# 0848