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**CONFIDENTIAL**

**000001**

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FPSC-COMMISSION CLERK

**AUDIT EXCEPTION 1**

**SUBJECT: VERIFICATION OF QUARTERLY REPORTS**

**STATEMENT OF FACTS:** The quarterly reports submitted by the company were traced to company customer summaries that included minutes and revenue per minute for the base month (November 2000 for WorldOne and April 2001 for EasyAnswer and Intelenet) and each subsequent month until the refund was completed. The company summary lists also included the number of customers for each month.

**Dollar Refund**

The company reported that it refunded a total of \$1,719,689 on its quarterly reports submitted to the Commission. The customer summary lists provided by the company showed a refund of \$1,756,568, that is \$36,879 more than the quarterly reports. Two products account for the difference, Intelenet and EasyAnswer. The Commission, in PSC- 2000 -2139-PAA-TI, ordered a refund of \$1,482,656.

**Number of Customers Included in the Refund**

For the Intelenet Product, the company reported that 1,566 customers were included in the refund in the third, fourth, and final quarterly reports . According to the company summary lists provided to back this up, 799 customers were included in the refund for each of those reporting periods. The company explained that an error was made when compiling the numbers of customers for the quarterly reports. The quarterly reports included Intelenet local service customers who should not have been there.

**OPINION:** According to company customer summary lists, the company refunded more than it reported to the Commission in the amount of \$36,879, and refunded more than the Commission ordered in the amount of \$273,912 (\$1,756,568 less \$1,482,656). However, there were discrepancies when comparing the per minute rate on the sample of customer bills to the tariffs. These could not be quantified over the time period involved. The attached schedule details the differences, and Audit Exception 2 explains the discrepancies.

COMPANY: WORLDCOM  
 TITLE: SUMMARY OF DIFFERENCES  
 PERIOD: NOVEMBER 00 THROUGH FEBRUARY 02

	DOLLARS REFUNDED WORLDONE	DOLLARS REFUNDED INTELENET	DOLLARS REFUNDED EASYANSWER	TOTAL
Quarterly Reports Filed with the Commission	580,659	911,099	227,931	1,719,689
Company Customer Summary Lists	605,928	922,709	227,931	1,756,568
Difference	25,269	11,610	0	36,879

Refund Ordered by the Commission 1,482,656

Difference between the amounts the company summary lists indicate were refunded and the amounts ordered by the Commission. 273,912

CONCLUSION: According to the company customer summary lists, the company refunded more than it reported to the Commission in the amount of \$36,879, and refunded more than the Commission ordered in the amount of \$273,912.

	NO. OF CUSTOMERS REFUNDED INTELENET PER QUARTERLY REPORTS	NO. OF CUSTOMERS REFUNDED INTELENET PER COMPAY DOCUMENTS	SEE NOTE A DIFFERENCE
Second Quarterly Report	983	983 *	0
Third Quarterly Report	1,566	799 *	767
Fourth Quarterly Report	1,565	799 *	766
Final Quarterly Report	1,565	799 *	766

\* Calculated Averages

NOTE A The company explained that an error was made when compiling the numbers of customers. The number of customers for Intelenet also included local service customers. These should not be included as we are looking at intrastate long distance revenue.

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## AUDIT EXCEPTION 2

**SUBJECT: SUMMARY OF RESULTS OF SAMPLE OF CUSTOMER BILLS**

**STATEMENT OF FACTS:** The three products which were subject to the refund were sampled for the following items:

- |             |  |
|-------------|--|
| Attribute 1 | Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through. |
| Attribute 2 | Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.                                     |
| Attribute 3 | All three months of bills were reviewed to determine if any additional unauthorized charges were added after the base month.                     |

Below is a summary of the types of exceptions found. The detail for each is included in audit exceptions 3, 4 and 5.

### **Exceptions Found**

#### **Attribute 1**

- ▶ Minutes of Use and dollar amount on the customer bill does not agree with the customer lists used to calculate the refund. The company said that because of the method of billing one of its customers, a special project would be required to reconcile to the customer lists.

#### **Attribute 2**

- ▶ Customers were billed higher than the tariff because of a special pricing contract. The company stated that these contracts could no longer be located.
- ▶ Customers were billed less than tariff because of a special pricing contract. The company stated that these contracts could no longer be located.
- ▶ Customers were billed more than the tariff because of a transposition error in the rate tables.
- ▶ Customers were billed less than the tariff because of a transposition error in the rate tables.

**OPINION:** The detail of the sample shows that the company is billing under tariff more than it is billing over the tariff. However, because of the many exceptions included in the detailed exceptions following, we question the reliability of the company's system.

- ▶ Part of the formula used by the company to calculate the flow through is the rate per minute

for each customer included on the customer lists. Incorrect information on the customer list and the inability to verify the customer lists could skew the results reported to the Commission. The methodology used by the company is explained in Audit Disclosure 1.

- ▶ Although the tariff allows special pricing contracts, we could not verify the rates billed to the customer because the company could not provide them. Without the contracts we cannot determine whether there was in fact a contract rate or an over/under billing.
- ▶ The company was inadvertently in violation of its tariff (both over and under) because of transposition errors in the rate tables. Some of the violations were in the month prior to the rate reduction. Although individual bills were not in accordance with the tariff, the total MOU and dollars used in the calculation of the refund were the amounts filed and do not affect the calculation.
- ▶ The impact of the transposition errors could not be quantified. The company said that it would require a special project by an outside vendor to determine the number of customers and the amount of intrastate minutes of use that were affected. Even if the company did perform this analysis, they could not be sure whether all the information would still be available at this time.

**AUDIT EXCEPTION 3**

**SUBJECT: RESULTS OF SAMPLE OF CUSTOMER BILLS  
EASYANSWER PRODUCT**

**STATEMENT OF FACTS:** For the EasyAnswer Product, the months selected were April, May, and June 2001. April was selected because it was the base month prior to the reduction for the flow through, and May and June were selected to ensure that the customer received the correct refund. The attributes tested were:

- Attribute 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- Attribute 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- Attribute 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.

**EasyAnswer Product**

Sixteen customers were selected for all three months. The results of the test show:

**Attribute No. 2**

(A) There were seven customers who were billed different amounts than the tariffs in effect for all three months. The day rates were higher than the tariff and the night rates were lower. The company explained that these customers were given a special pricing contract. We requested the contracts for two of the customers. The company stated that the contracts could not be located.

(B) There were eight customers billed less than the tariff in the month of April 2001. The company explained that this was an error. The month of April is the month prior to the tariff reduction for the flow through ordered by the Commission.

The customers and the detail of the different amounts are included in the schedule following this exception.

**OPINION: EasyAnswer Product**

**Attribute No. 2**

In the month prior to the rate reduction (April 2001), seven customers were billed over the tariff for day rates and under the tariff for night rates. Although the tariff allows special pricing, the company could not provide the contracts to verify that there was a contract in effect. If there were no contracts the company would be in violation of its tariff. Discrepancies in the month of April, however, would have no effect on the refund data submitted to the Commission.

In May and June 2001, these same seven customers were given special pricing of [REDACTED] plus [REDACTED] which results in a per minute charge above the tariff. Again, we could not verify the rates to the

contract.

Also, in the month of April, eight other customers were billed a rate less than the tariff in error.

Part of the formula used by the company to calculate the flow through is the rate per minute for each customer. Billing less than the tariff would result in a lower per minute rate which increases the MOU's needed to achieve the flow through goal. Billing over the tariff would have the opposite effect. The methodology used by the company is explained in Audit Disclosure 1.

COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

**EASYANSWER PRODUCT - SELECTED RANDOMLY 16 CUSTOMER BILLS TO REVIEW FOR APRIL 2001. SELECTED THE SAME CUSTOMERS FOR MAY AND JUNE 2001..**

*Attribute 2 - Test of random phone calls on each bill agrees with the original tariff and/or tariff filed with the Commission.*

**SPECIAL PRICING CUSTOMERS**  
**EASYANSWER**

There were seven customers who were billed different amounts than the tariffs in effect for all three months. The company explained that these customers were given a special pricing contract. We requested the contracts for two of the customers. The company stated that the contracts could not be located.

**APRIL 01 - MONTH PRIOR TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff	Amount Billed	Amount Different
3	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
3	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
4	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
4	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
5	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
5	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
7	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
7	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
8	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
8	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
13	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
13	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
15	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
15	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]

**MAY 01 AND JUNE 01 - MONTHS SUBSEQUENT TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff	Amount Billed	Amount Different
3	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
3	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
5	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
7	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
8	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
13	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
15	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]



COMPANY:  
TITLE:

WORLDCOM  
RESULTS OF SAMPLE TESTING

PERIOD:  
DATE:

APRIL 2001 THROUGH JUNE 2001  
JANUARY 14, 2003

**CUSTOMERS BILLED LESS THAN TARIFF IN ERROR**  
**EASYANSWER**

There were eight customers billed under tariff in the month of April 01. The company stated that this was an error. The month of April is the month prior to the tariff reduction for the flow through ordered by the Commission

Customers Billed Under Tariff in Error

Sample Num	Customer	Month	Tariff	Amount Billed	Amount Under
1	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
2	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
6	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
9	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
11	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
12	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
16	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]

AUDIT EXCEPTION 4

SUBJECT: RESULTS OF SAMPLE OF CUSTOMER BILLS  
INTELENET PRODUCTS

**STATEMENT OF FACTS:** Three months of customer bills were sampled for three specific attributes. For the Intelenet product, the months selected were April 2001, May 2001 and June 2001. April was selected because it was the base month prior to the reduction for the flow through. May and June were selected to ensure that the customer received the correct refund. The attributes tested were:

- Attribute No. 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- Attribute No. 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- Attribute No. 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.

Intelenet Product

Seventeen customers were selected for all three months. The results of the test show:

Attribute No. 1

(A) For one customer the dollar amount and the MOU on the customer bill were higher than the amounts used to calculate the flow through. This resulted in a lower per minute rate used in the flow through calculation.

(B) It was not possible to agree the dollar amount and the MOU's for one customer for all three month to the customer lists. The company said it was not possible because of its method of billing. It would be necessary to write a special program to do this. Because of time limits, we did not ask for this.

Attribute No. 2

(A) There were seven customers who were billed less than the tariff in effect for all three months. The company explained that these customers were given a special pricing contract. We asked for contracts for three of the customers. The company stated that the contracts "...applicable during the historical time in question are no longer available."

(B) There were two customer's billed less than the tariff in the months of May and June 2001 for credit card calls. The tariff was .26 per minute plus a .40 cent surcharge per call. The customer was billed [REDACTED] cents per minute plus [REDACTED] surcharge per call. In answer to our request, the company said it was billing below the tariff, but did not explain why.

(C) On one customers bill during the month of April (prior to the tariff reduction) a

recalculation of the MOU times the special pricing did not agree with the amount billed to the customer. In each case the amount billed the customer was less than the tariff.

A schedule detailing each item above follows this exception.

**OPINION: Intelenet Product**

**Attribute 1**

Part of the formula used by the company to calculate the flow through is the rate per minute for each customer included on the customer lists. Not being able to verify the customer lists could skew the results reported to the Commission. The methodology used by the company is explained in Audit Disclosure 1.

**Attribute 2**

Ten customers were billed less than the tariff in various months. Although the tariff allows special pricing contracts, we could not verify the rates billed to the customer because the company could not provide them. Without the contracts we cannot determine whether these were in fact a contract rate or an over/under billing. A per minute rate less than the tariff has the effect of requiring more minutes of calls to achieve MCI's flow through goal.

COMPANY:  
TITLE:

WORLD.COM  
RESULTS OF SAMPLE TESTING

PERIOD:  
DATE:

APRIL 2001 THROUGH JUNE 2001  
JANUARY 14, 2003

**INTELENET PRODUCT - SELECTED RANDOMLY 17 CUSTOMER BILLS TO REVIEW FOR APRIL 2001. SELECTED THE SAME CUSTOMERS FOR MAY AND JUNE 2001.**

*Attribute No. 1 - Revenues and minutes of use on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.*

**INTELENET PRODUCT**

Sample No. 16 - [REDACTED]

	\$ AMOUNT	MOU
Customer Bill	[REDACTED]	[REDACTED]
Customer List	[REDACTED]	[REDACTED]
Diff between Cust Bill and List	[REDACTED]	[REDACTED]

Example of differences that could occur.

	Actual Reported	If higher Rate Used	Possible Difference	
Intelenet Base ARPM	[REDACTED]	[REDACTED]	[REDACTED]	See NOTE B
June ARPM	[REDACTED]	[REDACTED]	[REDACTED]	
Difference	[REDACTED]	[REDACTED]	[REDACTED]	See NOTE A
Time MOU for June	[REDACTED]	[REDACTED]	[REDACTED]	
Dollar Amount on Customer List	[REDACTED]	[REDACTED]	[REDACTED]	

**NOTE A**

(If Higher Rate per minute used)  
Total June MOU & \$ Actual  
less customer list  
plus customer bill

DOLLAR EFFECT	MOU
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Recalculated June MOU & \$

**NOTE B** ARPM = Average Rate Per Minute

Sample No. 8 - [REDACTED] in all three months  
Not able to verify without a special program written by the company.

COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

*Attribute No. 2 - Test of random phone calls on each bill agrees with the original tariff and/or tariff filed with the Commission.*

**SPECIAL PRICING CUSTOMERS**  
**INTELENET PRODUCT**

There were seven customers who were billed different amounts than the tariffs in effect for all three months. The company explained that these customers were given a special pricing contract. We requested the contracts for three of the customers. The company stated that the contracts could not be located.

**APRIL 01 - MONTH PRIOR TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff (A)	Amount Billed	Amount Different
8	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
12	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
13	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
14	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
15	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
16	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
17	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]

(A) Tariff is [REDACTED] applicable to FI Intrastate calls =  
 less special pricing discount of another 10% =  
 Company is billing [REDACTED]

**MAY 01 AND JUNE 01 - MONTHS SUBSEQUENT TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff (B)	Amount Billed	Amount Different
8	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
12	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
13	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
14	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
15	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
16	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
17	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]

(B) Tariff is [REDACTED] application to FI intrastate calls  
 less special pricing discount of another [REDACTED] = [REDACTED]  
 Company is billing [REDACTED]

COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

**CUSTOMERS BILLED LESS THAN TARIFF**  
**INTELENET PRODUCT**

There were two customers billed under tariff in the months of May and June 01 for credit card calls. The company did not explain why.

Customers Billed Under Tariff

Sample Num	Customer	Month	Tariff (C)	Amount Billed	Amount Under
1	[REDACTED]	May/June	0.26000	[REDACTED]	[REDACTED]
1	[REDACTED]	May/June	0.40000	[REDACTED]	[REDACTED]
2	[REDACTED]	May/June	0.26000	[REDACTED]	[REDACTED]
2	[REDACTED]	May/June	0.40000	[REDACTED]	[REDACTED]

(C) Per minute charge [REDACTED] plus a surcharge per call [REDACTED]

**RECALCULATION OF CUSTOMER CALLS DOES NOT AGREE WITH**  
**SPECIAL PRICING RATE COMPANY SAYS WAS BILLED**  
**INTELENET PRODUCT**

Example of MOU from Customer Invoice

Sample Num	Customer	Month	(1) Special Tariff (D)	(2) Minutes of Use	(3) (1)*(2) Amount per Special Price	(4) Per Bill Amount	(5) (4)-(3) Difference More(Less)	(6) Actual Tariff	(7) (6)*(2) Amount Actual Tariff	(8) (4)-(7) Diff Amt Billed and Act Tariff More(Less)
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]

(D) Company says it billed a special price of .1062 in April. Even though the company is billing more than it says it is billing, it is still billing under the tariff.

## AUDIT EXCEPTION 5

**SUBJECT: RESULTS OF SAMPLE OF CUSTOMER BILLS  
WorldOne PRODUCT**

**STATEMENT OF FACTS:** For the WorldOne product, four months of customer bills were sampled for three specific attributes. The months of November 2000, December 2000, May 2001, and June 2001 were selected. The month of November was selected as a base month to check the tariff before the reduced rates went into effect. December 2000, May 2001 and June 2001 were selected to check that the reduced tariff was in effect. The attributes tested were:

- Attribute 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- Attribute 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- Attribute 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.

### WorldOne Product

Fifteen customers were selected at random for testing of all four months.

#### Attribute 2

(A) There were three customers in the month of November who were billed at a rate above the tariff because of a transposition error in the rate table. An example of the differences is included in the schedule following this exception. We asked the company to quantify the effect of this transposition. It stated that it appears that the incorrect rate was put into effect on May 18, 1999 and was in the system until November 30, 2000, a period of approximately 17 months. The company further stated that it would require a special project by an outside contractor to determine how many customers were affected and how many intrastate minutes of use were affected.

(B) There was one customer in the month of November who was billed at a rate below the tariff because of a transposition error in the rate table. An example of the difference is included in the schedule following this exception. The company responded as stated above when asked about quantifying the error.

(C) One customer was billed above the tariff in all four months. The company said that this customer was under a special price contract. The contract was no longer available for our review. Details of the differences are included in the schedule following this exception.

(D) In the month of November, we could not determine the rate per minute billed one customer. The company stated that this customer was under a special price contract. The contract was no longer available, and it would require a special project to determine the rate per minute. The rates billed to the customer appear to be under the tariff.

**OPINION: WorldOne Product**

**Attribute 2**

It appears that the company was inadvertently in violation of its tariff in the month of November for four customers in this sample. November was the month prior to the reduced tariff, and the base month used to calculate its refund to the customers. Although individual bills were not in accordance with the tariff, the total MOU and dollars used in the calculation of the refund were the amounts filed and do not affect the calculation. However, it was not possible to quantify the amounts over billed to the customers from May 18, 1999 to November 30, 2002 for this product.

The special pricing rate that was billed to one customer for all four months, which was above the tariffs in effect for each month, could not be verified because the contract was not available. Without verification, we cannot determine whether this was in fact a contract or an over billing.

Another customer was billed a special contract rate in the month of November. Again, without the contract, we cannot determine whether this was in fact a contract or an under billing. However, the company is billing below the tariff.

The exceptions to this sample are primarily for the month of November. These exceptions although in violation of the tariff, do not effect the refund amount submitted to the Commission.



COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

**WORLDONE PRODUCT - SELECTED RANDOMLY 15 CUSTOMER BILLS TO REVIEW FOR NOV 2000. SELECTED THE SAME CUSTOMERS FOR DECEMBER 2000, MAY 2001, AND JUNE 2001.**

*Attribute 2 - Test of random phone calls on each bill agrees with the original tariff and/or tariff filed with the Commission.*

Customers billed above and below the tariff because of transposition error in rate table.

**NOVEMBER 2000 - THE MONTH PRIOR TO RATE REDUCTION**

Sample Num	Customer	Month	Tariff (A)	Amount Billed	Amount Above (below)
5	[REDACTED]	Nov 00	0.10690	[REDACTED]	[REDACTED]
10	[REDACTED]	Nov 00	0.10780	[REDACTED]	[REDACTED]
15	[REDACTED]	Nov 00	0.10690	[REDACTED]	[REDACTED]
8	[REDACTED]	Nov 00	0.14770	[REDACTED]	[REDACTED]

**NOVEMBER AND DECEMBER 2000, MAY AND JUNE 2001**

Sample Num	Customer	Month	Tariff (A)	Amount Billed	Amount Above (below)
7	[REDACTED]	Nov 00	0.14770	[REDACTED]	[REDACTED]
7	[REDACTED]	Dec 00	0.11160	[REDACTED]	[REDACTED]
7	[REDACTED]	May 01	0.00333	[REDACTED]	[REDACTED]
7	[REDACTED]	June 01	0.00333	[REDACTED]	[REDACTED]

**AUDIT DISCLOSURE 1**

**SUBJECT:            METHODODOLOGY USED TO CALCULATE THE REFUND**

**STATEMENT OF FACTS:**

The company applied the refund to three different products, WorldOne, EasyAnswer and Intelenet. While the same concept was used for all three to determine the refunded amount, the start dates for each are different. However, the start dates are in accordance with Commission orders.

***CALCULATION OF REFUND***

***WorldOne Product***

The company scheduled the total actual minutes and revenues for this product for the month of November, 2000 and divided the minutes by the revenues to obtain an average rate per minute (ARPM) for the month of November. This average rate per minute was used as a basis to compare the actual average rate per minute for each subsequent month. For example, the actual average rate per minute (ARPM) calculated by the company for November 2000 was [REDACTED]. The actual ARPM calculated by the company for December 2000 was [REDACTED]; a difference of [REDACTED]. The actual minutes of use (MOU) for December 2000 was multiplied by the difference. December MOUs reported by the company were [REDACTED]. This times [REDACTED] equals [REDACTED] which is the amount of refund reported for the month of December 2000. Each month is then combined with the other two products until the total amount determined for refund by the Commission was met.

***EasyAnswer and Intelenet Products***

The same methodology was used for EasyAnswer and Intelenet as for WorldOne except the base month for these products was April 2001.

**OPINION:** This appears to be a reasonable methodology for determining the refunded amount.

**AUDIT DISCLOSURE 2**

**SUBJECT:           NUMBER OF CUSTOMERS**

**STATEMENT OF FACTS:** One of the objectives of the audit is to determine if new customers were added to EasyAnswer and Intelenet during the periods of refunds. The Commission ordered that the refund only be given to existing customers. Another objective was to determine if MCI WorldCom used these lower rates to market the above two products.

To determine both objectives the number of customers upon which the refund was based were counted for April, June, August and December 2001 and for February 2002. Also, the company was requested to supply all of its media ads from April 2001 through March 31, 2002.

The attached schedule is a compilation of the number of customers for the above months.

**OPINION:** The number of customers upon which the refund is based for both Intelenet and EasyAnswer appears to be less in each subsequent month tested. There is no evidence that new customers were added to the refund base. However, although we asked the company for its entire list of customers, we have no way of knowing whether this is the entire list without actually going into the company's computer system. This was not done.

The media ads supplied to us appear to be bill inserts. The bill inserts do not announce any decreases in rates for EasyAnswer or Intelenet except for Directory Assistance.

COMPANY: WORLDCOM  
TITLE: NUMBER OF CUSTOMERS  
FOR EASYANSWER AND INTELENET  
PERIOD: APRIL 01 THROUGH FEBRUARY 02

MONTH	NUMBER OF CUSTOMERS	
	EASYANSWER	INTELENET
April 01	1091	978
May 01	1041	935
June 01	983	885
August 01	906	799
December 01	852	746
February 02	830	659

The number of customers upon which the refund is based for both Intelenet and EasyAnswer appears to be less in each subsequent month tested.

000020

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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41-4/5-2	WO Sample No. 5	1
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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
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 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
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 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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FLORIDA PUBLIC SERVICE COMMISSION  
AUDIT DOCUMENT/RECORD REQUEST  
NOTICE OF INTENT

TO: Donna McNulty

UTILITY: WorldCom

AUDIT MANAGER: Ruth Young

PREPARED BY: \_\_\_\_\_

REQUEST NUMBER: 4

DATE OF REQUEST: 7/9/02

AUDIT PURPOSE: Refund

REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: 7/16/02  
REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE:  INCIDENT TO AN INQUIRY  
 OUTSIDE OF AN INQUIRY

ITEM DESCRIPTION: Re: Number of Customers on Quarterly Reports for Easy Answer & Intelnet  
According to the Commission order, refunds were to be made to existing customers only for Easy answer & Intelnet. The quarterly reports for Intelnet show [redacted] in customers from 5/31/01 to 8/31/01 to [redacted].  
Why was there [redacted] in the # of customers if calculating the refund were to be made to existing customers only? Provide any documentation to back up the reason.

TO: AUDIT MANAGER

DATE: Aug. 9, 2002

THE REQUESTED RECORD OR DOCUMENTATION:

- (1)  HAS BEEN PROVIDED TODAY
- (2)  CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY: \_\_\_\_\_
- (3)  AND IN MY OPINION, ITEM(S) ALL IS (ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 364.183, 366.093, OR 367.156, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL. THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.006, F.A.C.
- (4)  THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

Donna C. McNulty, Associate Counsel  
(SIGNATURE AND TITLE OF RESPONDENT)

Distribution: Original: Utility (for completion and return to Auditor)  
Copy: Audit File

10-4

FLORIDA PUBLIC SERVICE COMMISSION  
AUDIT DOCUMENT/RECORD REQUEST  
NOTICE OF INTENT

TO: Donna McNulty  
UTILITY: MCI Telecommunications  
FROM: Ruth Young  
REQUEST NUMBER: 29 (AUDIT MANAGER) (AUDITOR PREPARING REQUEST)  
AUDIT PURPOSE: \_\_\_\_\_ DATE OF REQUEST: 9/26/02

REQUEST THE FOLLOWING ITEM(S) BE PROVIDED BY: \_\_\_\_\_ (DATE) 10/2/02  
REFERENCE RULE 25-22.006, F.A.C., THIS REQUEST IS MADE:  INCIDENT TO AN INQUIRY  
 OUTSIDE OF AN INQUIRY

ITEM DESCRIPTION: Re: Federal Universal Service Fee

1. What rates were charged to the customers in the months of April, May & June of 2002 for WorldNet, EasyNet and HotNet? 1.5%

2. What is the basis of the above rates? (Explain how determined)

3. Are the rates approved by the FCC?

*Response:* Federal Universal Service Fee is a charge imposed on interstate and international products and services provided by telecommunications carriers. It is not applicable to intrastate services provided by carriers.

TO: AUDIT MANAGER \_\_\_\_\_ DATE: 10/8/02

- THE REQUESTED RECORD OR DOCUMENTATION:
- (1)  HAS BEEN PROVIDED TODAY
  - (2)  CANNOT BE PROVIDED BY THE REQUESTED DATE BUT WILL BE MADE AVAILABLE BY \_\_\_\_\_
  - (3)  AND IN MY OPINION, ITEM(S) \_\_\_\_\_ IS (ARE) PROPRIETARY AND CONFIDENTIAL BUSINESS INFORMATION AS DEFINED IN 354.183, 366.093, OR 367.155, F.S. TO MAINTAIN CONTINUED CONFIDENTIAL HANDLING OF THIS MATERIAL, THE UTILITY OR OTHER PERSON MUST, WITHIN 21 DAYS AFTER THE AUDIT EXIT CONFERENCE, FILE A REQUEST FOR CONFIDENTIAL CLASSIFICATION WITH THE DIVISION OF RECORDS AND REPORTING. REFER TO RULE 25-22.006, F.A.C.
  - (4)  THE ITEM WILL NOT BE PROVIDED. (SEE ATTACHED MEMORANDUM)

Ruth Young  
(SIGNATURE AND TITLE OF RESPONDENT)

DISTRIBUTION:  
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Pink: Audit File Copy  
Canary: Utility Retain

**CONFIDENTIAL**

10-29 p1

000027

**Request # 29**

**Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.**

**REQUEST 29  
FEDERAL UNIVERSAL SERVICE FEE**

1. What rates are charged to the customer in the months of April, May and June 01 for World One, Easy Answer and Intelenet?

7.5%

2. What is the basis of the above rates?
3. Are the rates approved by the FCC?

**Federal Universal Service Fee is only applicable to the Interstate and International products and services regulated by FCC: therefore not applicable to Intrastate products and services.**

**CONFIDENTIAL**

**CONFIDENTIAL**

**REQUEST NO. 32.**

Re: [REDACTED]

*ok  
bills  
under*

**Sample Item No. 1** [REDACTED]

In your answer to Request 26(C) you stated that this customer only has Intelenet for credit card calls. Please recalculate the intrastate credit card calls for May and June 01 as attached. If the rate does not agree with the tariff, please explain why. May and June 01 attached.

**Sample Item No. 8** [REDACTED]

(A)

Your answer to our Request 26(A), indicates that there are other state intrastate calls on this bill. We cannot determine from this customer bill which are other state intrastate originating numbers for all three months. Please indicate the originating numbers for Florida and reconcile the Florida intrastate calls to the customer list used to calculate the flow through for April, May, and June 01.

(B) Please provide a copy of the special pricing contract with [REDACTED] which shows the additional discount provided to this customer.

**Sample Item No. 2** [REDACTED]

According to your answer to Request No. 26(C), this customers rate for credit card calls is [REDACTED]. Also the customer [REDACTED]. The customer bills for May and June [REDACTED]. Please show calculations and explain reasons for different rates.

The months of May and June are attached.

**Sample Items No. 12 and 17**

Please provide a copy of the special pricing contract with [REDACTED] which shows the additional discount provided to these customers.

**Sample Item 14**

For the months of May 01 and June 01, please indicate on the customer invoice which are the Florida originating telephone numbers. Also, please show what rate was used for the Florida intrastate calls, show calculation example from customer invoice, and if not the tariff rate, explain why. Excerpts from May01 and June 01 are attached.

**Sample Item No. 16**

In answer to request No. 30(A), the company stated that the number of Florida intrastate minutes and revenue on the customers bill does not agree with the customer list to calculate the flow through because there are other states' intrastate calls. Please reconcile the Florida Intrastate customer calls for the month of April and June to the customer list used for the flow through.

**CONFIDENTIAL000029**

*10-32 p 2*

# CONFIDENTIAL

REQUEST NO. 34

RE: EASYANSWER PRODUCT SAMPLE

Sample Items 5 [REDACTED]

Please provide a copy of the special pricing contact with these customers.

Sample Items 1, 6, 9, 11, 12, 14, and 16

In answer to request no. 31, the company indicated that for the month of April three customers were being billed under tariff. A reason why was not given. Please explain why these customers were being billed under tariff. If this was a special contract, provide the contracts for sample items 12 [REDACTED] and 1 [REDACTED]

Sample Item 15

In the month of April 01, in answer to request no. 23 the company stated that [REDACTED] No discrepancies were found for certain billings. However, three billing from number [REDACTED] were billed at different amounts. These are attached. Please explain. In the months of May and June 01, some billing from this same number did not calculate. These are attached, please explain.

Sample Item 6

In answer to request no 31, the company stated that in April the customer was being billed. [REDACTED], lower than the tariff of .1465. Recalculating the bill shows [REDACTED] was used for one call, [REDACTED] for another call and [REDACTED] for others sampled. See attached. Please explain.

Sample Item 16

In answer to request no. 31, the company stated that the customer was being billed at [REDACTED] rather than the tariff rate of .1465. Recalculations showed some were billed at [REDACTED]. See attached and please explain.

Sample Item 11

In answer to request no 31, the company stated that it was billing the customer at [REDACTED], rather than the tariff of .1465. Recalculations showed some were billed at [REDACTED] and [REDACTED]. See attached and please explain.

000030

10-34p2  
CONFIDENTIAL

COMPANY: WORLDCOM  
TITLE: METHODOLOGY  
PERIOD: ALL REFUNDS  
DATE: JULY 1, 2002  
AUDITOR: RKY

**CONFIDENTIAL**

WP. 41

As explained in WP 7, the company applied the refund to three different products. WorldOne, Easyanswer and Intelenet. While the same concept was used for all three to determine the refunded amount, the start dates for each are different. However, the start dates are in accordance with Commission orders. See WP 7.

#### **CALCULATION OF REFUND**

##### ***WorldOne Product***

The company scheduled the total actual minutes and revenues for this product for the month of November, 2000 and divided the minutes by the revenues to obtain an average rate per minute (ARPM) for the month of November. This average rate per minute was used as a basis to compare the actual average rate per minute for each subsequent month. For example, the actual average rate per minute (ARPM) calculated by the company for November 2000 was [REDACTED]. The actual ARPM calculated by the company for December 2000 was [REDACTED], a difference of [REDACTED]. The actual minutes of use (MOU) for December 2000 was multiplied by the difference. December MOUs reported by the company were [REDACTED]. This times [REDACTED] equals [REDACTED] which is the amount of refund reported for the month of December 2000. Each month is then combined with the other two products until the total amount determined for refund by the Commission was met.

##### ***Easyanswer and Intelenet Products***

The same methodology was used for Easyanswer and Intelenet as for WorldOne except the base month for these products was April 2001.

#### **VERIFICATION OF QUARTERLY REPORTS**

##### **A. QUARTERLY REPORTS TRACED TO SUMMARY DATA**

41-2 The quarterly reports submitted by the company were traced to company summaries that include minutes and revenue per minute for the base month (November 00 for WorldOne and April 01 for EasyAnswer and Intelenet) and each subsequent month until the refund was completed. The company summaries also include the number of customers for each month. 41-3

##### **Dollar Refund**

The company reported that it refunded a total of \$1,719,689 on its quarterly reports submitted to the Commission. The customer summary documents furnished by the company showed a refund of \$1,756,568, that is \$36,879 more than the quarterly reports. The Commission, in PSC- - -

41-3 p 1

41-2  
PSC 00-2138-PAA-TI

**CONFIDENTIAL**

000031

2/1 p 1

o-, ordered a refund of \$1,482,656. Two products account for the difference. The company explained that the original Intelenet revenue reported included local service which should not be there. The company did not provide a reason for the second product, WorldOne.

*(this refers to customer #'s, no #'s) The company did not explain the \$ discrepancy.*

Number of Customers Included in the Refund

For the Intelenet Product, the company reported that 1,566 customers were included in the refund in the third, fourth, and final quarterly reports. According to company documents provided to back this up, 799 customers were included in the refund for each of those reporting periods. The company explained that an error was made when compiling the numbers of customers for the quarterly reports. The quarterly reports included Intelenet local service customers who should not have been there.

**Conclusion:**

The reports submitted to the Commission do not agree with the company summaries in certain areas. These are detailed in the attached schedule and below and show that the company refunded more than the amount ordered by the Commission for WorldOne and Intelenet and included the incorrect number of customers for Intelenet.

1. WorldOne

Total Refund Per Quarterly Report	\$580,659	<i>41-1 p1</i>
Total Refund Per Summary Reports	\$605,928	<i>41-1</i>

2. Intelenet

Quarterly Report	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	Final
Number of Customers Per Quarterly Rept	<i>41-1 p1</i> 983	1566	1565	1565
Number of Customers per Co Summaries	<i>41-1</i> 983	799	799	799
Total Refund Per Quarterly Report			\$911,099	<i>41-1 p1</i>
Total Refund Per Summary Reports			\$922,709	<i>41-1</i>

**B. SUMMARY DATA TRACED TO INDIVIDUAL CUSTOMER BILLS**

The customer summary documentation was verified by obtaining lists of customers for certain months. These lists included, for each customer, the revenue, the minutes of use and the calculation of an average rate per minute. Also, the number of customers was included.

**TESTS**

**I. . NUMBER OF CUSTOMERS**

*41 p2*



1. The number of customers on each list for all products was counted and agreed to the company customer summaries. It is the quarterly reports that do not agree with the customer summaries. (41-4) (41-5) (41-6)

**Conclusion 1** - No material discrepancies were noted.

2. For Intelenet and EasyAnswer, the Commission specified that the refund be given to customers as of April 01 and that no new customers were to get the refund. Therefore, for these two products, we also selected the months of December 01 and Feb 02 to count the number of customers.

**Conclusion 2** - It appears that no new customers received the refund from the documentation reviewed by the auditors in WP Section (46). See 46 for detailed information.

## **II. RATE REDUCTION**

- a. Selected judgmental at random
- 17 customers for WorldOne
- 17 customers for Intelenet
- 16 customers for EasyAnswer

For EasyAnswer and Intelenet, each customers bills were selected for the base month and two months following. For WorldOne, the base month and May and June 01 were selected. The customer bills were agreed to the detailed list for revenues and minutes of use to make sure the correct amounts were used when calculating the overall rate per minute.

b. On a random basis recalculate calls on each phone bill to determine is the company was billing the original tariff and the reduced tariffs filed with the Commission.

c. For each customer, tried to determine if there were any additional basic charges by reviewing the base bill and the two others selected.

**CONCLUSION:**

*see next page*

000033

*41p 3*

**AUDIT EXCEPTION 2**

**SUBJECT: SUMMARY OF RESULTS OF SAMPLE OF CUSTOMER BILLS**

**STATEMENT OF FACTS:** The three products which were subject to the refund were sampled for the following items:

- No. 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- No. 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- No. 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges were added after the base month.

Below is a summary of the types of exceptions found. The detail for each is included in audit exceptions 3, 4 and 5.

**Exceptions Found**

**No. 1**

- 41-5 ▶ Minutes of Use and dollar amount on the customer bill does not agree with the customer lists used to calculate the refund. The company said that because of the method of billing one of its customers, a special project would be required to reconcile to the customer lists.

**No. 2**

- 41-4  
41-6 ▶ ~~Customer list information for [redacted] company stated that these customer lists no longer be located.~~
- 41-5  
41-6 ▶ ~~[redacted] The company [redacted]~~
- 41-6 ▶ ~~[redacted]~~
- 41-4 ▶ ~~[redacted]~~

**OPINION:**

- ▶ Part of the formula used by the company to calculate the flow through is the rate per minute for each customer included on the customer lists. Incorrect information on the customer list and the inability to verify the customer lists could skew the results reported to the Commission. The methodology used by the company is explained in Audit Disclosure 1.

**CONFIDENTIAL** 41 p4

**000034**

- ▶ Although the tariff allows special pricing contracts, we could not verify the rates billed to the customer because the company could not provide them. Without the contracts we cannot determine whether these was in fact a contract rate or an over/under billing.
- ▶ The company was inadvertently in violation of its tariff (both over and under) because of transposition errors in the rate tables. Some of the violations were in the month prior to the rate reduction. ~~Although all months was used to calculate the customer rate reduction, it did not effect the accuracy of the dollar amount returned to the customers. It would only effect the minutes of use needed for the company to reach its refund goal.~~ *Insert A below*
- The impact of the transposition errors could not be quantified. The company said that it would require a special project by an outside vendor to determine the number of customers and the amount of intrastate minutes of use that were affected. Even if the company did perform this analysis, they could not be sure whether all the information would still be available at this time.

The detail of the sample shows that the company is billing under tariff more than it is billing over the tariff. However, because of the many exceptions stated above and included in the detailed exceptions following, we question the reliability of the company's system.

Ⓐ Although individual bills were not in accordance with the tariff, the total MOV and dollars used in the calculation of the refund were the amounts filed & do not affect the calculation.

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000035

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

rw 2/24/03

B12/1-2

Title: Summary

000036

4/21-5

MCI WorldCom  
 Verify Compliance with Orders  
 Audit: #02-149-4-2 Undocketed  
 TYE: 2001  
 Title: Compilation of Q Repts

kw 2/24/03  
1/2/02

COMPANY: WORLDCOM  
 TITLE: COMPILATION OF QUARTERLY REPORTS *as submitted*  
 PERIOD: December 10, 2000 through May 31, 2001  
 DATE: JULY 15, 2002  
 AUDITOR: RKY

WP NO. 41-1

*This is a compilation of Q Repts as submitted WP 41-1 as revised for company provided revisions*

SOURCE AND REF		WORLDONE	EASYANSWER	INTELENET	TOTAL
<u>41-2</u>	<b>FIRST QUARTERLY REPORT</b>				
	Submitted March 6, 2001				
<u>41-2/1</u>	December 00 and January 01				
<u>41-2</u>	Number of Customers Affected	<u>41-1/4</u> 1,300	0	0	1,300
<u>41-2/1</u>	Average of Dec 00 actual and Jan 01 estimate				
<u>41-2</u>	Dollar Amount Flowed Through	35,785	0	0	35,785 <u>41-2</u>
	<b>SECOND QUARTERLY REPORT</b>				
	Submitted June 12, 2001				
<u>41-2/1</u>	WO- Feb 01 to May 01				
<u>41-2/1</u>	InteleNet and EA - May 01				
<u>41-2</u>	Number of Customers Affected	<u>41-1/4</u> 1,167	<u>41-1/3</u> 1,089	<u>41-1/2</u> 983	3,239
<u>41-2/1</u>	Average number of customers based on Mar 01 to May 01 customer detail				
<u>41-2</u>	Dollar Amount Flowed Through	81,628	21,355	66,884	169,867
	Cummulative Totals	117,413	21,355	66,884	205,652 <u>41-2</u>
	<b>THIRD QUARTERLY REPORT</b>				
	Submitted September 13, 2001				
<u>41-2/1</u>	June 01, July 01, and Aug 01				
<u>41-2</u>	Number of Customers Affected	<u>41-1/4</u> 811	<u>41-1/3</u> 906	<u>41-1/2</u> 1,566	3,283
<u>41-2/1</u>	Actual Aug 01 customer detail information				
	Dollar Amount Flowed Through	153,801	78,818	294,889	527,508
	Cummulative Totals	271,214	100,173	361,773	733,160 <u>41-2</u>
	<b>FOURTH QUARTERLY REPORT</b>				
	Submitted December 18, 2001				
<u>41-2/1</u>	Sept 01 and Nov 01				
<u>41-2</u>	Number of Customers Affected	<u>41-1/4</u> 811	<u>41-1/3</u> 906	<u>41-1/2</u> 1,565	3,282
<u>41-2/1</u>	Actual Aug 01 customer detail information				
	Dollar Amount Flowed Through	154,462	66,191	284,270	504,923
	Cummulative Totals	425,876	166,364	646,043	1,238,083 <u>41-2</u>
	<b>FINAL QUARTERLY REPORT</b>				
	Submitted March 15, 2002				
<u>41-2/1</u>	December 01, Jan 02 and Feb 02				
<u>41-2</u>	Number of Customers Affected	<u>41-1/4</u> 811	<u>41-1/3</u> 906	<u>41-1/2</u> 1,565	3,282
<u>41-2/1</u>	Actual Aug 01 customer detail information				
<u>41-2</u>	Dollar Amount Flowed Through	154,983	61,567	265,056	481,606
	Cummulative Totals	<u>41-3</u> 580,859	<u>41-3</u> 227,931	<u>41-3</u> 911,099	1,719,889 <u>41-2</u>
	<b>AMOUNT TO BE FLOWED THROUGH ACCORDING TO COMMISSION ORDER.</b>			<u>41-3</u>	1,462,856
	<b>EXCESS FLOW THROUGH</b>				237,033

**CONFIDENTIAL**

41-1

000037

MCI WorldCom  
 Verify Compliance with Orders  
 Audit: #02-149-4-2 Undocketed  
 TYE: 2001  
 Title: *Renewal of Repts*

*4/2/02 4/23*  
*5/10/02*

COMPANY: WORLDCOM  
 TITLE: COMPILATION OF QUARTERLY REPORTS  
 PERIOD: December 10, 2000 through May 31, 2001  
 DATE: JULY 15, 2002  
 AUDITOR: RKY  
 WP NO.

*41-1 REVISED by Staff to agree w/ Company Documents submitted*

SOURCE AND REF	WORLDONE	EASYANSWER	INTELENET	TOTAL
<b>FIRST QUARTERLY REPORT</b>				
Submitted March 6, 2001				
December 00 and January 01				
<i>41-2/1</i>				
<i>41-2</i>	1,300	0	0	1,300
Average of Dec 00 actual and Jan 01 estimate				
<i>41-3</i>	57,887	0	0	57,887
Dollar Amount Flowed Through				
<b>SECOND QUARTERLY REPORT</b>				
Submitted June 12, 2001				
WO- Feb 01 to May 01				
Intelenet and EA - May 01				
<i>41-3</i>	1,167	<i>41-1/3</i> 1,089	<i>41-1/2</i> 983	3,239
Average number of customers based on Mar 01 to May 01 customer detail				
<i>41-3</i>	83,565	20,738	66,884	171,187
Dollar Amount Flowed Through				
Cumulative Totals				
	141,452	20,738	66,884	229,074
<b>THIRD QUARTERLY REPORT</b>				
Submitted September 13, 2001				
June 01, July 01, and Aug 01				
<i>41-3</i>	811	<i>41-1/3</i> 906	<i>41-1/2</i> 799	2,516
Number of Customers Affected Actual Aug 01 customer detail information				
<i>41-3</i>	155,026	79,436	304,879	539,341
Dollar Amount Flowed Through				
Cumulative Totals				
	296,478	100,174	371,763	768,415
<b>FOURTH QUARTERLY REPORT</b>				
Submitted December 18, 2001				
Sept 01 and Nov 01				
<i>41-3</i>	811	<i>41-1/3</i> 906	<i>41-1/2</i> 799	2,516
Number of Customers Affected Actual Aug 01 customer detail information				
<i>41-3</i>	153,852	66,172	290,206	510,230
Dollar Amount Flowed Through				
Cumulative Totals				
	450,330	166,346	661,969	1,278,645
<b>FINAL QUARTERLY REPORT</b>				
Submitted March 15, 2002				
December 01, Jan 02 and Feb 02				
<i>41-3</i>	811	<i>41-1/3</i> 906	<i>41-1/2</i> 799	2,516
Number of Customers Affected Actual Aug 01 customer detail information				
<i>41-3</i>	155,598	61,585	260,740	477,923
Dollar Amount Flowed Through				
Cumulative Totals				
	605,928	227,931	922,709	1,756,568
<b>AMOUNT TO BE FLOWED THROUGH ACCORDING TO COMMISSION ORDER.</b>				1,482,656
<b>EXCESS FLOW THROUGH</b>				273,912

**CONFIDENTIAL**

*41-1*  
*1*

000038

MCI WorldCom  
 Verify Compliance with Orders  
 Audit: #02-149-4-2 Undocketed  
 TYE: 2001

Title: Intelnet # 2 Cust.

*12/05/02*  
*14/03*

COMPANY: WORLDCOM  
 TITLE: RECONCILIATION OF NUMBER OF CUSTOMER INCLUDED ON THE QUARTERLY REPORTS TO NUMBER OF CUSTOMERS ON SOURCE DOCUMENTATION  
 PERIOD: DECEMBER 10, 2000 THROUGH FEBRUARY 02  
 DATE: August 22, 2002  
 AUDITOR: RKY  
 WP NO. 41-1/2

NUMBER OF CUSTOMERS

**INTELENET**

	Quarterly Report	Company Summary Source Documentation	Company Detailed Source Documentation
Not included in First Quarterly Rept	<u>41-2</u>	41-5	41-5
Second Quarterly Report - NOTE A	983	957	957
Third Quarterly Report- NOTE B	1566	799	799
Fourth Quarterly Report - NOTE C	1565	799	799
Final Quarterly Report - NOTE D	1565	799	799

NOTE A

*41-2*  
 \*Average of actual March, April and May 00 number of cusotmer. We did not request March, therefore did not obtain a three month average. However, we have April and May amounts which trace to the detailed lists. These detailed lists also agree in revenues and minutes to the quarterly reports.  
 The average of April and May is 978 and 935 divided by 2. The average used for the second quarterly report appears reasonable.

NOTE B

*41-2*  
 The Summary documentation and the detailed list supplied us shows that the number of customers is the actual count for the month of August 01. It appear that an error was made on the quarterly report. Also, the revenues and minutes on the August 01 detail report agrees with the revenue on the summary,  
*The error is explained in  $\frac{41-1}{5} + \frac{41-2}{1}$*

NOTE C

Same as B - Again the customer count was August 01.

NOTE D

Same as B & C.

**CONFIDENTIAL**

*41-1*  
*2*

MCI WorldCom  
 Verify Compliance with Orders  
 Audit: #02-149-4-2 Undocketed  
 TYE: 2001  
 Title: EA # 9 Cust

rw 2/24/03

B 10/5/02

COMPANY: WORLDCOM  
 TITLE: RECONCILIATION OF NUMBER OF CUSTOMER INCLUDED ON THE QUARTERLY REPORTS TO NUMBER OF CUSTOMERS ON SOURCE DOCUMENTATION  
 PERIOD: DECEMBER 10, 2000 THROUGH FEBRUARY 02  
 DATE: August 22, 2002  
 AUDITOR: RKY  
 WP NO. 41-13

NUMBER OF CUSTOMERS

**EASYANSWER**

Quarterly Report	Company Summary Source Documentation	Company Detailed Source Documentation
------------------	--------------------------------------	---------------------------------------

Not included in First Quarterly Rept

41-2      41-6      41-6/1 thru 41-6/4

Second Quarterly Report - NOTE A	1089	1,066	1066
Third Quarterly Report- NOTE B	906	906	906
Fourth Quarterly Report - NOTE C	906	906	906
Final Quarterly Report - NOTE D	906	906	906

**NOTE A**

\*Average of actual March, April and May 00 number of customers. We did not request March, therefore did not obtain a three month average. However, we have April and May amounts which trace to the detailed lists. These detailed lists also agree in revenues and minutes to the quarterly reports. The average of April and May ~~1089~~ and divided by 2 (1066). The average used for the second quarterly report appears reasonable.

**NOTE B**

The Summary documentation and the detailed list supplied us shows that the number of customers is the actual count for the month of August 01. The revenues and minutes on the August 01 detail report agrees with the revenue on the summary.

**NOTE C**

Same as B - Again the customer count was August 01.

**NOTE D**

Same as B & C.

**CONFIDENTIAL**  
**CONFIDENTIAL**

41-1  
3



10/24/02

Title: WO = # 2 Cust

8/12/02

COMPANY: **WORLDCOM**  
 TITLE: **RECONCILIATION OF NUMBER OF CUSTOMER INCLUDED ON THE QUARTERLY REPORTS TO NUMBER OF CUSTOMERS ON SOURCE DOCUMENTATION**  
 PERIOD: **DECEMBER 10, 2000 THROUGH FEBRUARY 02**  
 DATE: **August 22, 2002**  
 AUDITOR: **RKY**  
 WP NO. **41-1/24**

**NUMBER OF CUSTOMERS**

**WORLDONE**

Quarterly Report	Company Summary Source Documentation	Company Detailed Source Documentation
------------------	--------------------------------------	---------------------------------------

First Quarterly Rept	1300	1342	41-4 1342
Second Quarterly Report - NOTE A	1167	1167	Did not Obtain
Third Quarterly Report- NOTE B	811	812	812
Fourth Quarterly Report - NOTE C	811	812	812
Final Quarterly Report - NOTE D	811	812	812

41-4  
11

**NOTE A**

Average of three months March, April and May 01. Recalculated by staff and agreed.

**NOTE B**

The Summary documentation and the detailed list supplied us shows that the number of customers is the actual count for the month of August 01. The revenues and minutes on the August 01 detail report agrees with the revenue on the summary

**NOTE C**

Same as B - Again the customer count was August 01.

**NOTE D**

Same as B & C.

**CONFIDENTIAL**

41-1  
4

**000041**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Response to Rq. 4*

*10/2/03*

*8/2/02*

*PBC*

*Conf*

**REVISED RESPONSE TO REQUEST NO. 4**

*PBC*

Revised reports have been provided for Intelenet, per request #1. The original average for March – May 2001 was 983 customers and the revised June-August 2001 average is 839 customers.

The revision occurred due to the following:

In summary, in June 2001 changes were implemented in WorldCom's revenue data warehouse (a repository of billed revenues) to include local Intelenet revenues billed with the same product code as long distance, although identifiable with distinct long distance and local identifiers.

The original reporting logic was not changed to distinguish the long distance from local; therefore, incorrectly included customers billed on other legacy long distance products June 01 forward who had Intelenet local services.

**CONFIDENTIAL**

*41-1  
5*

000042

Title: *Seamus, Robert*

*10/27/02*

*8/12/02*

COMPANY: WORLDCOM  
 TITLE: SUMMARY OF DIFFERENCES  
 PERIOD: NOVEMBER 00 THROUGH FEBRUARY 02

	DOLLARS REFUNDED WORLDONE	DOLLARS REFUNDED INTELENET	DOLLARS REFUNDED EASYANSWER	TOTAL
PER QUARTERLY REPORTS FILED WITH THE COMMISSION	<i>41-2</i> 580,659	911,099	227,931	1,719,689
PER COMPANY COMPANY SUMMARY DOCUMENTS	<i>41-1</i> 605,928	922,709	227,931	1,756,568
DIFFERENCE	25,269	11,610	0	36,879

AMOUNT OF REFUND ORDERED BY THE COMMISSION 1,482,656

DIFFERENCE BETWEEN THE AMOUNTS COMPANY DOCUMENTS INDICATE WERE REFUNDED AND THE AMOUNTS ORDER BY THE COMMISSION 273,912

CONCLUSION: According to company documents, the company refunded more than it submitted to the Commission in the amount of \$36,879, and refunded more than the Commission ordered in the amount of \$273,912.

	NO. OF CUSTOMERS REFUNDED INTELENET PER QUARTERLY REPORTS	NO. OF CUSTOMERS REFUNDED INTELENET PER COMPAY DOCUMENTS	SEE NOTE A DIFFERENCE
Second Quarterly Report	<i>41-2</i> 983	983	0
Third Quarterly Report	1,566	799	767
Fourth Quarterly Report	1,565	799	766
Final Quarterly Report	1,565	799	766

NOTE A The company explained that an error was made when compiling the numbers of customers. The number of customers for Intelenet also included local service customers. These should not be included as we are looking at intrastate long distance revenue.

*41-1*  
*6*

**CONFIDENTIAL**

000043

**Florida PUC Compliance Audit  
July 2002  
Request # 8**

*pac*

	Question 1- Please indicate the months included in each of the 5 Quarterly Reports?	Question 2- Explain how you determined the number of customers affected for each quarterly report?
<b><u>First Quarterly Refund/Rate Reduction Status Report</u></b> Worldone Intelenet Easy Answer	Dec 00 to Jan 01 n/a n/a	Average number of customer based on Dec 00 Actuals and Jan 01 estimate. n/a n/a
<b><u>Second Quarterly Refund/Rate Reduction Status Report</u></b> Worldone Intelenet Easy Answer	Feb 01 to May 01 01-May 01-May	Worldone, Intelenet & EZ Answer -Average number of customers based on Mar 01 to May 01 customer detail information.
<b><u>Third Quarterly Refund/Rate Reduction Status Report</u></b> Worldone Intelenet Easy Answer	June 01 to Aug 01 June 01 to Aug 01 June 01 to Aug 01	Worldone, Intelenet & EZ Answer - one month count of customers based on Aug 01 customer detail information; the actual quarterly average June 01 to August 01 equaled 3,292
<b><u>Fourth Quarterly Refund/Rate Reduction Status Report</u></b> Worldone Intelenet Easy Answer	Sept 01 to Nov 01 Sept 01 to Nov 01 Sept 01 to Nov 01	Worldone, Intelenet & EZ Answer - one month count of customers based on Aug 01 customer detail information; the actual quarterly average Sept 01 to Nov 01 equaled 3,275
<b><u>Final Refund/Rate Reduction Status Report</u></b> Worldone Intelenet Easy Answer	Dec 01 to Feb 02 Dec 01 to Feb 02 Dec 01 to Feb 02	Worldone, Intelenet & EZ Answer - one month count of customers based on Aug 01 customer detail information; the actual quarterly average Dec 01 to Feb 02 equaled 3,272

**CONFIDENTIAL**  
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41-2  
1

MCI WorldCom  
Verify Compliance with Orders  
Audit #: #02-149-4-2 Undocketed  
TYE: 2001  
Title: *Request # 8 Cust*

*8/12/02*  
*9/12/03*

Formula Explanation  
 (Revenue/Minutes) (Current Rate) (RPM Decline)  
 (Revenue/Minutes) (Apr 01 Rate) (Current Minutes)

Initial Response  
 Intelnet  
 ants altavg  
 Revised 8/1/02  
 See 41-3 p 2

41-5

Intelnet	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						(41-1)

Formula Explanation  
 (Current Rate) (RPM Decline)  
 (Revenue/Minutes) (Apr 01 Rate) (Current Minutes)

See 41-3 p 2  
 for # of customers

41-6

Easyanswer	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						(41-1)

Traced revenues to lists & all agree for 4 months  
 See 41-6  
 Traced # of customers for some months see 41-3 p 2

Formula Explanation  
 (Current Rate) (RPM Decline)  
 (Revenue/Minutes) (Nov 01 Rate) (Current Minutes)

See 41-3 p 2  
 for # of customers

41-4

Worldone	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Nov-00 Actuals						
Dec-00 Actuals						
Jan-01 Actuals						
Feb-01 Actuals						
Mar-01 Actuals						
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						

Traced revenues to lists for 4 months see 41-4  
 Traced # of customers for some months 41-3 p 2

Per 41-1 @ Keyto

Combined Products	Minutes	Revenue	ARPM	RPM Decline \$	Savings	Cumulative YTD
Nov-00 Actuals						
Dec-00 Actuals						
Jan-01 Actuals						
Feb-01 Actuals						
Mar-01 Actuals						
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						

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CONFIDENTIAL

Qty\_RevenueFeb2002081e2002.xls

41-3 p 1

Business Markets - Florida  
 Intelenet, Easy Answer & Worldone  
 Minute & Revenue & RPM

Revised for Intelenet  
 8/9/02

See 41-3p20-3  
 for revised  
 41-5

Intelenet	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings	Mthly Customer Count
Apr-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
May-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Jun-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Jul-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Aug-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Sep-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Oct-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Nov-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Dec-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Jan-02 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Feb-02 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Total	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]

Customer #'s  
 referenced on  
 41-5

41-3  
 1

Revised

Easyanswer	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings	Mthly Customer Count
Apr-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
May-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Jun-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Jul-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Aug-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Sep-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Oct-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Nov-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Dec-01 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Jan-02 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Feb-02 Actuals	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]
Total	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]

Customer #'s  
 referenced on  
 41-6

Worldone	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings	Mthly Customer Count
Nov-00 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dec-00 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Jan-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Feb-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Mar-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Apr-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
May-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Jun-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Jul-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Aug-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Sep-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Oct-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Nov-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Dec-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Jan-02 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Feb-02 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Total	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]	[REDACTED]

41-4  
 11

Combined Products	Minutes	Revenue	ARPM	RPM Decline \$	Savings	Cummulative YTD
Nov-00 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Dec-00 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Jan-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Feb-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Mar-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Apr-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
May-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Jun-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Jul-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Aug-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Sep-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Oct-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Nov-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Dec-01 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Jan-02 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Feb-02 Actuals	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]
Total	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	\$ [REDACTED]	[REDACTED]

CONFIDENTIAL

41-3p2

✓ = Agrees w/ detail customer list on 41-4 thru 41-4  
 (✓) = Agrees w/ customer list on 41-4  
 11

000046

**REVISED RESPONSE TO REQUEST NO. 1**

Attached is a revised impact analysis for Request No. 1 that was recently sent in response to the original request. The schedule has been revised to correct only the Intelnet product revenue, minutes, and RPM from June 2001 – February, 2002. We have also included a count of customers for each product and each period.

In summary, in June 2001 changes were implemented in WorldCom's revenue data warehouse (a repository of billed revenues) to include local Intelnet revenues billed with the same product code as long distance, although identifiable with distinct long distance and local identifiers.

The original reporting logic was not changed to distinguish the long distance from local; therefore, it incorrectly included customers billed on other legacy long distance products June 01 forward who had Intelnet local services. This correction increased WorldCom's Intelnet flow through contribution by \$7,717; therefore, impacting the grand total flow through by \$7,717.

As a result, I have also included revised May and June 2001 Intelnet reports that were sent to you previously.

*STW*  
*11,610*

000047

41-3p3





Title: Flow Thru Revs

8/22/02 100 2/2 463

COMPANY: WORLDCOM  
 TITLE: FLOW THROUGH REVENUE  
 CHANGES  
 PERIOD: DECEMBER 10, 2000 THROUGH FEBRUARY 02  
 DATE: AUGUST 22, 2002  
 AUDITOR: RKY  
 WP NO.

FLOW THROUGH REVENUES

**INTELENET**

Quarterly Report Report	Company Summary Source Documentation	Company Detailed Source Documentation
<u>41-2</u>	<u>41-3</u> <u>12</u>	<u>41-5</u>
	NOTE E	NOTE E

Not included in First Quarterly Rept

Second Quarterly Report - NOTE A	66,884	66,884	66,884
Third Quarterly Report - NOTE B	294,889	304,879	304,879
Fourth Quarterly Report - NOTE C	284,270	290,206	290,206
Final Quarterly Report - NOTE D	265,056	260,740	260,740
	911,099	922,709	922,709
Increase in Flow Through			11,610

NOTE E - CORRECTED INFORMATION PROVIDED BY THE COMPANY SHOWS THESE CHANGES.

**CONFIDENTIAL**  
 000049

41-3  
1

11/24/02

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: Flow Thru Revs.

R 12/15/02

COMPANY: WORLDCOM  
TITLE: FLOW THROUGH REVENUE  
CHANGES  
PERIOD; DECEMBER 10, 2000 THROUGH FEBRUARY 02  
DATE: AUGUST 22, 2002  
AUDITOR: RKY  
WP NO.

FLOW THROUGH REVENUES

WORLDONE

Quarterly Report Report	Company Summary Source Documentation	Company Detailed Source Documentation
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NOTE E

41-3 p1

41-4

First Quarterly Rept	35,785	57,887	57,887
Second Quarterly Report - NOTE A	81,628	83,565	83,565
Third Quarterly Report- NOTE B	153,801	155,026	Not obtained
Fourth Quarterly Report - NOTE C	154,462	153,852	Not obtained
Final Quarterly Report - NOTE D	154,983	155,598	Not obtained
	580,659	605,928	
Increase in Flow Through		25,269	

NOTE E - CORRECTED INFORMATION PROVIDED BY THE COMPANY SHOWS THESE CHANGES.

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000050

41-3  
2

**CONFIDENTIAL**

**AUDIT EXCEPTION 4**

**SUBJECT: RESULTS OF SAMPLE OF CUSTOMER BILLS  
WORLDONE PRODUCT**

**STATEMENT OF FACTS:** For the WorldOne product four months of customer bills were sampled for three specific attributes. The months of November 00, December 00, May 01, and June 01 were selected. The month of November was selected as a base month to check the tariff before the reduced rates went into effect. December 00 and January 01 were selected to check that the reduced tariff was in effect. The attributes tested were:

- No. 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- No. 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- No. 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.

**WorldOne Product**

Fifteen customers were selected at random for testing of all four months.

No. 2 - (A) There were <sup>3</sup> customers in the month of November who were billed at a rate above the tariff because of a transposition error in the rate table. An example of the differences is included in the schedule following this exception. We asked the company to quantify the effect of this transposition. It stated that it appears that the incorrect rate was put into effect on May 18, 1999 and was in the system until November 30, 2000., a period of approximately 17 months. The company further stated that it would require a special project by an outside contractor to determine how many customers were affected and how many intrastate minutes of use were affected.

(B) There was one customer in the month of November who was billed at a rate below the tariff because of a transposition error in the rate table. An example of the difference is included in the schedule following this exception. The company responded as stated above when asked about quantifying the error.

© One customer was billed above the tariff in all four months. The company said that this customer was under a special price contract. The contract was no longer available for our review. Details of the differences are included in the schedule following this exception.

(D) In the month of November, we could not determine the rate per minute billed one customer. The company stated that this customer was under a special price contract. The contract was no longer available, and it would require a special project to determine the rate per minute. The rates billed to the customer appear to be under the tariff.

000051

41-4 Summary p1

**CONFIDENTIAL**

**CONCLUSION: WorldOne Product**

Attribute 2

It appears that the company was inadvertently in violation of its tariff in the month of November for 5 customers in this sample. November was the month prior to the reduced tariff, and the base month used to calculate its refund to the customers. This does not effect the refund, however, it was not possible to quantify the amounts over billed to the customers from May 1<sup>st</sup>. 1999 to November 30, 2000 for this product.

The special pricing rate that was billed to one customer for all four months, which was above the tariffs in effect for each month, could not be verified because the contract was not available. Without verification, we cannot determine whether this was in fact a contract or an over billing.

Another customer was billed a special contract rate in the month of November. Again, without the contract , we cannot determine whether this was in fact a contract of an under billing. However, the company is billing below the tariff.

000052

41-4 Summary p2

COMPANY: WORLD COM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

WORLDONE PRODUCT - SELECTED RANDOMLY 15 CUSTOMER BILLS TO REVIEW FOR NOV 00. SELECTED THE SAME CUSTOMERS FOR DECEMBER 00, MAY 01 AND JUNE 01.

Attribute No. 2 - Test of random phone calls on each bill agrees with the original tariff and/or tariff filed with the Commission.

Customers billed above and below the tariff because of transposition error in rate table.

NOVEMBER 00 - THE MONTH PRIOR TO RATE REDUCTION

Sample Num	Customer	Month	Tariff (A)	Amount Billed	Amount Above (below)
41-4/5p-2 5	[REDACTED]	Nov 00	0.10690	[REDACTED]	[REDACTED]
41-4/8 10	[REDACTED]	Nov 00	0.10780	[REDACTED]	[REDACTED]
41-4/10-1 15	[REDACTED]	Nov 00	0.10690	[REDACTED]	[REDACTED]
41-4/7-1 8	[REDACTED]	Nov 00	0.14770	[REDACTED]	[REDACTED]

*Customer billed above tariff due to special pricing contract*  
 NOVEMBER, 00, DECEMBER 00, MAY AND JUNE 01.

Sample Num	Customer	Month	Tariff (A)	Amount Billed	Amount Above (below)
41-4/6 7	[REDACTED]	Nov 00	0.14770	[REDACTED]	[REDACTED]
41-4/6 7	[REDACTED]	Dec 00	0.11160	[REDACTED]	[REDACTED]
41-4/6-1 7	[REDACTED]	May 01	0.00333	[REDACTED]	[REDACTED]
7	[REDACTED]	June 01	0.00333	[REDACTED]	[REDACTED]

*Customer in Nov whose tariff could not be determined*

Sample # 13 [REDACTED]

CONFIDENTIAL

000053

41-4 Summary p 3

COMPANY: MCIWORLD.COM  
 TITLE: RESULTS OF WORLDONE SAMPLE  
 PERIOD: NOVEMBER 00 THROUGH JUNE 01  
 DATE: NOVEMBER 22, 2002  
 AUDITOR: RKY

WP NO 41-4, PAGE 4

The results of the 3 question attribute test shows the following:

**Sample Number** 15 Customers

**Attribute 1 - Revenue and minutes of use on the customer bill agrees with the list used to calculate the revenue and minutes of use for the flow through.**

**Sample Item 15**

customer bill did not agree with the list used to calculate the flow through. The company explained that sample item 15 is a customer that has both intrastate and intralata originating from Georgia and Florida. Therefore, the total on the customer's bill would not match the list, as the list is only for Florida intrastate and intralata. In order to determine if the amount on the list is correct, we need to reconcile the customer bill to the list. We need to send a request to the company to do this.

41-4  
all  
41-4  
10  
\*

Reg 333  
(9)  
one month

See Company answer of WP 41-4/12 for resolution. Ask Co to reconcile one month.  
**Attribute 2 - Test of random phone calls agrees with the original tariff and/or reduced tariff filed with the Commission.**

**Sample Item 5**

For November 00, the month before the tariff was supposed to be reduced for flow through, tests showed that the "IntraLata Rate, Switched Per Minute Rates, Outbound-12 month ESP" was incorrect for certain calls. The amount the company billed was [redacted]. The company stated [redacted] billed [redacted] cents per minute rather than the tariff rate of [redacted] cents.

41-4  
5  
Except

Example

	Minutes	Rate	Amount
Per Bill	[redacted]	[redacted]	[redacted]
Per Tariff	[redacted]	[redacted]	0.34
			-----
	billed over tariff		[redacted]

Reg 333

to answer on 41-4/12 says incorrect rate in effect May 18, 99 - Dec 1, 2000 when reduced rate in effect. Take a special project to determine to MOV & \$ involved.

CONFIDENTIAL 000054

41-4 Summary p 4

COMPANY: MCIWORLD.COM  
TITLE: RESULTS OF WORLDCOM SAMPLE  
PERIOD: NOVEMBER 00 THROUGH JUNE 01  
DATE: NOVEMBER 22, 2002  
AUDITOR: RKY

WP NO 41-4, PAGE 2

In order to quantify this over billing prior to the tariff reductions for flow through, we would have to send in requests to the company to determine:

How do we tell what is inbound and what is outbound on the telephone bill?  
This particular call does not look like an 800 number where the call would be inbound.

*Handwritten: R 33*

When was the rate put in the rate table?  
When was it corrected?  
How many customers did this effect?  
How many minutes over the course of the error?

The months of December 00, May01 and June01 calculate correctly in accordance with the reduced tariffs.

*Handwritten: Excp 41-4/6*

**Sample Item 7**

For all the months involved, Nov.00, Dec00, May01, and June 01, this customer was billed the tariff plus an additional special pricing. Although the tariff allows special pricing, we need to look at the contract to determine if the special pricing actually exists and that the company is not just billing over the tariff for all four months. *per 41-4/12*

*Handwritten: R 33*

**Sample Item 8**

*NOV. Oct*  
In November 00, the month the first reduced tariff was in effect, *the month before the reduced tariff was in effect*  
*OK*  
The 9/28/99 tariff shows "InterLata, Switched Per Minute Rates, Outbound, Monthly" were .1477 cents per minute. This one particular customer was billed for these calls.

*Handwritten: 41-4/7*

*Handwritten: R 33*

In order to quantify this under billing prior to the tariff reductions for flow through, we would have to send the following requests:

When was the rate put in the rate table?  
When was it corrected?  
How many customers did this effect?  
How many minutes over the course of the error?

*Handwritten: Excp*

The months of December 00, May01 and June01 calculate correctly in accordance with the reduced tariffs.

*months of November billed under tariff*  
*Co cannot quantify (see 41-4/12)*

**CONFIDENTIAL** 41-4 Summary P 105

COMPANY: MCIWORLD.COM  
 TITLE: RESULTS OF WORLDONE SAMPLE  
 PERIOD: NOVEMBER 00 THROUGH JUNE 01  
 DATE: NOVEMBER 22, 2002  
 AUDITOR: RKY

WP NO 41-4, PAGE 3

**Sample item 10**

In October and November, 00, the company made an error in billing "Switched Out Monthly IntraLata rates." Certain calls were billed at the inbound dedicated rate of ~~1078~~ cents per minute rather than the tariff rate of ~~1078~~ cents per minute.

Example

1078

RKY 33

Date	Minutes	Rate Billed	Billed Amount	Tariff Rate	Amount	Amount Overbilled
10/17/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/20/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/16/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/16/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/16/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]

41-4  
8  
ACCEPT

The months of December 00, May 01 and June 01 calculate correctly in accordance with the reduced tariffs.

See 41-4/12 for Co answer

**Sample Item 13**

For the Month of November 00, the customer was not billed the tariff rate. The Company stated that this customer had special pricing terms. However, the pricing terms changed and are no longer in the system. The company did not recalculate the customer calls for us when asked for all four months.

We need to send back the invoices and ask the company to recalculate with the special pricing and also get a copy of the contract with the customer for special pricing. We are still missing the month of December 00 for this customer. Need to request again.

OK confirmed special pricing contract See 41-4/12 for Co answer. Contract not available

41-4  
9

RKY 33

The months of May and June 01 calculate correctly in accordance with the reduced tariffs.

See 41-4/12 for Co answer

**Sample Item 15**

We cannot determine what tariff is used for the Florida intrastate and intralata calls. We need to send the invoices back to the company and have them recalculated for us. If there is special pricing involved, we need to obtain the contract with the customer.

For more per 41-4 for further explanation and resolution

41-4  
10

RKY 33

CONFIDENTIAL 000056

41-4 further p 12 (13)



(A) [Redacted]

**CONFIDENTIAL**

COMPANY:  
TITLE:  
PERIOD:  
DATE:  
AUDITOR:  
WP NO.

WORLD COM  
ATTRIBUTE TEST OF CUSTOMER  
BILLS  
Flow Through Period of November 00 through  
February 02  
AUGUST 26, 2002  
RKY

**Attributes**

1. Revenue and minutes of use on customer bill agree with the list used to calculate the flow through.
2. Test of random phone calls agrees with original tariff and/or reduced tariff filed with the Commission.
3. All three months of bills reviewed to see if there were any additional unauthorized charges added after the base month.

**WORLD ONE**

over budget  
\*  
000057  
\*  
41-4 Summary p 1

Customer Name	Account Number	November 00			December 00			May 01			June 01		
		(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)
1	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
2	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	Zero Bill	✓	none
3	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
4	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
5	41-4/5	✓	✗	none	✓	OK	none	✓	OK	none	✓	OK	none
6	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
7	41-4/6	✓	✗	none	✓	✗	none	✓	✗	none	✓	✗	none
8	41-4/7	✓	✗	none	✓	✗	none	✓	✗	none	✓	✗	none
9	[Redacted]	✓	✗	none	✓	✗	none	✓	✗	none	✓	✗	none
10	41-4/8	✓	✗	none	✓	OK	none	✓	OK	none	✓	OK	none
11	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
12	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
13	[Redacted]	✓	✓	none	✓	✓	none	✓	✓	none	✓	✓	none
14	41-4/9	✓	✗	none	✓	✓	none	✓	✓	none	✓	✓	none
15	41-4/10	✓	✗	none	✓	✓	none	✓	✓	none	✓	✓	none

in June 01

\* Sample Bills on 41-4/1-1, 41-4/2-1, 41-4/3-1 & 41-4/4-1  
 \*\* Sample Bills on 41-4/1-2, 41-4/2-2, 41-4/3-2 & 41-4/4-2

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

*KW*  
*2/24/03*  
*for also/02*

Title: *100% Online Sample Summary*

000058

PBC

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYPE: 2001

W 2/24/03  
B 2/24/03

Title: WorldCom Min & Revenue

Mastercard	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						41-5

WORLDONE

Easyanswer	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						41-3

Worldone	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Nov-00 Actuals						
Dec-00 Actuals						
Jan-01 Actuals						
Feb-01 Actuals						
Mar-01 Actuals						
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						41-3

Combined Products	Minutes	Revenue	ARPM	RPM Decline \$	Savings	Cummulative YTD
Nov-00 Actuals						
Dec-00 Actuals						
Jan-01 Actuals						
Feb-01 Actuals						
Mar-01 Actuals						
Apr-01 Actuals						
May-01 Actuals						
Jun-01 Actuals						
Jul-01 Actuals						
Aug-01 Actuals						
Sep-01 Actuals						
Oct-01 Actuals						
Nov-01 Actuals						
Dec-01 Actuals						
Jan-02 Actuals						
Feb-02 Actuals						
Total						

Number of Customers traced by detailed tests on 41-3

CONFIDENTIAL

41-4

V = Agree w/ detailed customer tests

CONFIDENTIAL

CONFIDENTIAL

000059

Only\_Review/Feb200208182002.xls

Schedule 2 - A

WorldCom

Worldone

Customer - Revenue & Minutes & RPM

Nov 00 1,378

Nov  
Dec  
May  
June

(No)

000060

CONFIDENTIAL

$\frac{41-4}{1p1}$

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**61-84**



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**87-92**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

WVCC

WV 2/24/03  
Beller

Title: *WorldCom Credit Bill*

000093



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

*Nov 00*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED. ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

Beginning this month you may notice that the monthly fee known as PIC Charge (Presubscribed Interexchange Carrier Charge) has been changed to Carrier Access Charge and will continue to be identified by this new name going forward. This modification was implemented to better reflect the nature of the charge, and has no impact on the amount or any other aspects of the fee. As a reminder, in September this fee was reclassified from the "Non-Recurring Charges" to the "Recurring Charges" section on the Current Account Activity page of your invoice to more clearly denote the type of charge and reduce confusion. Always check the last page of your invoice for additional important messages. We appreciate your business.

CONFIDENTIAL

CONFIDENTIAL

000094

*41-4  
1-2*

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

[REDACTED]

TOTAL

[REDACTED]

AMOUNT

INVOICE NO.

[REDACTED]

DUE

ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

[REDACTED]

*See PS references  
See PS + other for  
calculations  
of tariff*

*WO*

*#6*

*2 + 3 per*

*POC*

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**95-100**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

*Assoc*

*WV 8/24/03  
8/22/02*

Title: *WorldCom Cost Bill*

000101

Schedule 2 - B PBC

WorldCom

Worldone

Customer - Revenue & Minutes & RPM

Dec 00

~~1342~~  
1361

Worldone  
"WO"

000102

41-4  
2 p' 1/28

**CONFIDENTIAL**

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**103-129**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

8/24/03  
5/22/02

PBC

Title: Worldcom Cust Serv Dec 00

000130

20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

December 00

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE  
FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE

SERVICE CHARGE  
VOLUME DISCOUNT

SUBTOTAL NEW CHARGES  
TOTAL FOR LOCATION  
AMOUNT PAYABLE BY GROUP

PLEASE DO NOT PAY

24 HOUR CUSTOMER SERVICE 1-800-749-9600  
CREDIT/COLLECTIONS 1-800-725-2426

000131

Beginning this month you may notice that the monthly fee known as PIC Charge (Presubscribed Interexchange Carrier Charge) has been changed to CAC, for Carrier Access Charge, and will continue to be identified by this new name going forward. This modification was implemented to better reflect the nature of the charge. For similar reasons, this fee was recently reclassified from "Non-Recurring Charges" to "Recurring Charges" on the Current Account Activity page of your invoice to more clearly denote the type of charge and thereby reduce confusion. Please check the last page of your invoice for additional messages. We appreciate your business, and wish you a safe and happy holiday season.

CONFIDENTIAL

CONFIDENTIAL

ACCOUNT  
GROUP ACCT NO.  
INVOICE NO.

PLEASE DO NOT PAY

TOTAL DUE

AMOUNT ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96023  
CHARLOTTE NC 28296-0023

41-4  
2p2

41-4  
2-1p1

See page 2 + 3 for net  
of plan calculation

Sample # 2

pac

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**132-137**



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

WV 4/03  
18/21 4/22/02

Title: World One Cust Bell 15/00

000138

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES  
MINIMUM USAGE SURCHARGE  
FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

[REDACTED]

41-4  
2-295

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

Beginning this month you may notice that the monthly fee known as PIC Charge (Presubscribed Interexchange Carrier Charge) has been changed to CAC, for Carrier Access Charge, and will continue to be identified by this new name going forward. This modification was implemented to better reflect the nature of the charge. For similar reasons, this fee was recently reclassified from "Non-Recurring Charges" to "Recurring Charges" on the Current Account Activity page of your invoice to more clearly denote the type of charge and thereby reduce confusion. Please check the last page of your invoice for additional messages. We appreciate your business, and wish you a safe and happy holiday season.

000139  
CONFIDENTIAL

CONFIDENTIAL

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT [REDACTED] TOTAL [REDACTED] AMOUNT ENCLOSED  
INVOICE NO. [REDACTED] DUE [REDACTED]

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

41-4  
2-295

30 #10  
See Page 2 + 3 for references  
See Page 4 for case 2 track

pac

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**140-147**



COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

WP NO.	DESCRIPTION	NUMBER OF PAGES
1	Report	19
10-4	Document Request No. 4	1
10-29	Document Request No. 29	2
10-32p2	Document Request No. 32	1
10-34p2	Document Request No. 34	1
41	Verification of Q Reports Summary	5
41-1	Compilation of Q Reports	1
41-1/1	Revised Q Reports	1
41-1/2	Number of Customers on Q Reports-Intel	1
41-1/3	Number of Customers on Q Reports- EA	1
41-1/4	Number of Customers on Q Reports- WorldOne	1
41-1/5	Intelenet Customer Data	1
41-1/6	Summary of \$ and Customer Differences	1
41-2/1	Average Number of Customers	1
41-3	Minutes, Revenue and ARPM	3
41-3/1	Q Report Revs - Intelenet	1
41-3/2	Q Report Revs- WorldOne	1
41-4 Summary	Results of WorldOne Sample	9
41-4	Minutes, Revenue and ARPM-WO	1
41-4/1	Nov. WO Customer List	25
41-4/1-1	WO-Nov. Sample Item 2	7
41-4/1-2	WO-Nov. Sample Item 6	5
41-4/2	Dec. WO Customer List	28
41-4/2-1	Dec WO Sample No. 2	7
41-4/2-2	Dec WO Sample 6	9
41-4/3	WO - May Customer List	20
41-4/3-1	WO -May Sample 2	7
41-4/3-2	WO - May Sample 6	15
41-4/4	WO June Customer List	17
41-4/4-1	WO June Sample 2	1
41-4/4-2	WO June Sample 6	6
41-4/5	WO Sample No. 5	2
41-4/5-1	WO Sample No. 5	2
41-4/5-2	WO Sample No. 5	1
41-4/5-3	WO Sample No. 5	4
41-4/5-4	WO Sample No. 5	2
41-4/6	WO Sample 7	1
41-4/6-1	WO Sample 7	2
41-4/6-2	WO Sample 7	2
41-4/6-3	WO Sample 7	2
41-4/6-4	WO Sample 7	2
41-4/6-5	WO Sample 7	2
41-4/7	WO Sample 8	2
41-4/7-1	WO Sample 8	2
41-4/7-2	WO Sample 8	3
41-4/7-3	WO Sample 8	3
41-4/8	WO Sample 10	4
41-4/8-1	WO Sample 10	3
41-4/8-2	WO Sample 10	3
41-4/8-3	WO Sample 10	2
41-4/8-4	WO Sample 10	3
41-4/9	WO Sample 13	2
41-4/9-1	WO Sample 13	2

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

WP NO.	DESCRIPTION	NUMBER OF PAGES
41-4/10	WO Sample 15	2
41-4/10-1	WO Sample 15	13
41-4/10-1/1	WO Sample 15	1
41-4/10-2	WO Sample 15	12
41-4/10-2/1	WO Sample 15	1
41-4/10-3	WO Sample 15	10
41-4/10-3/1	WO Sample 15	1
41-4/10-4	WO Sample 15	11
41-4/10-4/1	WO Sample 15	1
41-4/11	WO August Customer List	13
41-4/12	WO Sample 5	4
41-5Summary	Results of Intelenet Sample	8
41-5	Intel Min, \$'s and ARPM	1
41-5/1	Intel April 01 Customer List	16
41-5/1-1	Intel April 01 Sample 14	6
41-5/2	Intel May 01 Customer List	18
41-5/3	Intel June 01 Customer List	32
41-5/4	Revised Intel May 01 Customer List	16
41-5/4-1	Intel May 01 Sample	6
41-5/4-2	Intel June 01 Sample	5
41-5/5	Intel RevisedJune 01 Customer List	15
41-5/6	Intel Aug 01 Customer List	14
41-5/7	Intel Dec 01 Customer List	11
41-5/7-1	Intel Feb 02 Customer List	11
41-5/8	Differences in bills and lists	2
41-5/8-1	Intel Samples4, 5, 11	2
41-5/8-2	Intel Sample May 01	1
41-5/8-3	Intel Sample June 01, No 16	21
41-5/9	Recurring Charges- Intel	1
41-5/9-1	Recurring Charges- Intel	1
41-5/10-1	Recalculation of tariff - intel	2
41-5/10-1/1	Recalculation of tariff - all samples	2
41-5/10-1/2	Intel Sample 1 for May	1
41-5/10-1/3	Intel Sample 1 for June	1
41-5/10-1/4	Intel Sample 1 for May	1
41-5/10-1/5	Intel Sample 2 for April	1
41-5/10-1/6	Intel Sample for April	3
41-5/10-1/7	Intel Sample	5
41-5/10-1/8	Intel Sample	3
41-5/10-1/9	Intel Sample	7
41-5/10-1/10	Intel Sample	3
41-5/10-1/11	Intel Sample	3
41-5/10-1/12	Intel Sample	3
41-5/11	Recalculation of Tariff	2
41-5/12	Recalculation of Tariff	1
41-6Summary	Results of EasyAnswer Sample	10
41-6	EA Min, \$'s and ARPM	2
41-6/1	EA April Customer List	19
41-6/2	EA May 01 Customer List	19
41-6/2-1	EA Sample 1	12
41-6/2-2	EA Sample 10	9

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

WP NO.	DESCRIPTION	NUMBER OF PAGES
41-6/3	EA June 01 Customer list	19
41-6/3-1	EA Sample 1	12
41-6/3-2	EA Sample 10	10
41-6/4	EA August 01 Customer List	15
41-6/5	EA Dec 01 Customer List	14
41-6/6	EA Feb. 02 Customer List	13
41-6/7	EA Sample Item 5	1
41-6/7-1	EA Sample 5	3
41-6/7-1/1	EA Sample 5 - May 01	11
41-6/7-1/2	EA Sample 5 - June 01	11
41-6/7-1/3	EA Sample 5 - April 01	10
41-6/8	EA Sample 7	1
41-6/8-1	EA Sample 7	3
41-6/8-1/1	EA Sample 7 May 01	13
41-6/8-1/2	EA Sample 7 June 01	16
41-6/8-1/3	EA Sample 7 April 01	14
41-6/9	EA Sample 8	1
41-6/9-1	EA Sample 8 recalculation	3
41-6/9-1/1	EA Sample 8 May 01	9
41-6/9-1/2	EA Sample 8 June 01	8
41-6/9-1/3	EA Sample 8 April 01	10
41-6/10	EA Sample 13 - Recalculation	1
41-6/10-1	EA Sample 13 - Recalculation	3
41-6/10-1/1	EA Sample 13- May 01	15
41-6/10-1/2	EA Sample 13 June 01	14
41-6/10-1/3	EA Sample 13 April 01	15
41-6/11	EA Sample 15	1
41-6/11-1	EA Sample 15 - recalculation	3
41-6/11-1/1	EA Sample 15 MAY 01	12
41-6/11-1/2	EA Sample 15 June 01	13
41-6/11-1/3	EA Sample 15 April 01	11
41-6/12	EA Sample 3	1
41-6/12-1	EA Sample 3 - Recalculation	2
41-6/12-1/1	EA Sample 3 May 01	10
41-6/12-1/2	EA Sample 3 June 01	10
41-6/12-1/3	EA Sample 3 April 01	10
41-6/13	EA Sample 4	1
41-6/13-1	EA Sample 4 Recalculation	3
41-6/13-1/1	EA Sample 4 May 01	11
41-6/13-1/2	EA Sample 4 June 01	10
41-6/13-1/3	EA Sample 4 April 01	9
41-6/14	EA Sample 6	1
41-6/14-1	EA Sample 6 April 01	36
41-6/15	EA Sample 11	1
41-6/15-1	EA Sample 11 April 01	15
41-6/16	EA Sample 12	1
41-6/16-1	EA Sample 12 April 01	9
41-6/17	EA Sample 14	1
41-6/17-1	EA Sample 14 April 01	8
41-6/18	EA Sample 16	1
41-6/18-1	EA Sample 16 April 01	11
41-6/18-2	EA Sample 16 Recurring Charges	4

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

WP NO.	DESCRIPTION	NUMBER OF PAGES
41-6/18-2/1	EA Sample 16 Recurring Charges	1
41-6/19	EA Sample 1	1
41-6/19-1	EA Sample 1 April 01	18
41-6/20	EA Sample 10	1
41-6/20-1	EA Sample 10 April 01	14
41-6/21	EA Sample 9	1
41-6/21-1	EA Sample 9 April 01	13
41-6/22	EA Recalculation	1
41-6/22-1	EA Recalculation	2
41-6/23	EA Recalculation	1
41-6/23-1	EA Recalculation	1
41-6/24	EA Sample 2 April 01	5
41-6/25	EA Sample 2 Recalculation	1
41-6/26	EA Sample 2 diff lists and bill	2
41-6/26-1	EA Sample 2	23
43-4	Analysis of MOU's	1
46	Summary of Number of Customers	1
46-1	Summary of Number of Customers	1
46-2	Media Ads	4

**PAGE 4**

000152



# WORKING PAPER STANDARD INDEX

FOLDER #	File Folders Maintained in District Office	Diskette Index		PAGE #	Diskette Index
		Disk #	File Name		
	<i>NEI WorldCom</i>				
	<i>Explanation of Items to be Reported</i>				
	<b>CURRENT FILES</b>				
	ORIGINAL WORK PAPERS - FILE MAINTENANCE IN DIVISION AUDIT FINANCE CONTROL FILE				
	<b>PLANNING AND CONTROL</b>				
1	AUDIT REPORT			31	COST OF CAPITAL
2	COMPANY FILING			32	EQUITY
3	MANAGEMENT REPRESENTATION LETTER			33	LONG TERM DEBT
4	AUDIT SERVICE REQUEST			34	SHORT TERM DEBT
5	PLANNING			35	CUSTOMER DEPOSITS
6	AUDIT PROGRAM			36	DEFERRED TAXES
7	ANALYTICAL REVIEW <i>Background</i>			37	TAX CREDITS
8	REVIEW NOTES BOARD OF DIRECTORS/ LIST OF DIRECTORS AND AFFILIATES			38	
9	REVIEW NOTES EXTERNAL/INTERNAL/FPSC AUDITS			39	
10	DOCUMENT REQUESTS AND CONTROL LOG				<b>NET OPERATING INCOME</b>
11	CONFIDENTIAL DOCUMENTS CONTROL LOG			40	NET OPERATING INCOME
12	TRIAL BALANCE			41	OPERATING REVENUES
13	ADJUSTMENT / RECLASSIFICATION SUMMARY			42	<i>Blank</i>
14	SUPERVISORS REVIEW OF AUDIT			43	OPERATING EXPENSES <i>Complement Data</i>
	<b>RATE BASE</b>			44	<i>Blank</i>
15	RATE BASE			45	<i>Tariff</i>
16	UTILITY PLANT			46	<i># of Customers</i>
17	LAND			47	
18	PLANT HELD FOR FUTURE USE			48	
19	CONSTRUCTION WORK IN PROCESS			49	
20	CONTRIBUTIONS IN AID OF CONSTRUCTION			50	MAINTENANCE EXPENSES
21				51	DEPRECIATION / AMORTIZATION EXPENSES
22	ACCUMULATED DEPRECIATION			52	
23	ACCUMULATED AMORTIZATION OF CIAC			53	TAXES OTHER THAN INCOME
24	WORKING CAPITAL			54	INCOME TAXES
25				55	DEFERRED TAXES
26				56	GAINES / LOSS DISPOSAL UTILITY PLANT
27				57	
28				58	
29				59	
30				60	
					<b>OTHER INCOME</b>
				61	OPERATING INCOME
				62	ALLOWANCE FOR FUNDS USED DURING CONST.
				63	INCOME DEDUCTIONS
				64	TAXES
				65	
				66	
				67	
				68	INTERST CHARGES
				69	
				70	
				71	EXTRAORDINARY ITEMS
				72	

<sup>10c</sup>  
Schedule 3 - A  
WorldCom  
WorldOne  
Customer - Revenue, Minute, RPM  
May 01

~~1049~~  
1049

World one

wo

000154

**CONFIDENTIAL**

$\frac{41-4}{381} \text{ } 20$

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**155-173**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

11/24/03  
2/12/04

Title: *Wireline Cost List Page 1*

000174

MAY 01

20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

41-4  
302

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE  
VOLUME DISCOUNT

SUBTOTAL NEW CHARGES  
TOTAL FOR LOCATION  
AMOUNT PAYABLE BY GROUP

PLEASE DO NOT PAY

24 HOUR CUSTOMER SERVICE 1-800-749-9600  
CREDIT/COLLECTIONS 1-800-725-2426

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

PLEASE DO NOT PAY

ACCOUNT  
GROUP ACCT NO.  
INVOICE NO.

TOTAL  
DUE

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96023  
CHARLOTTE NC 28296-0023

000175  
CONFIDENTIAL  
CONFIDENTIAL

*See p. 2 + 3 for details*

*AL*

41-4  
3-10097  
①

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**176-181**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

WJ 12/27/03  
Bill 1/22/04

Title: World One Cast Bill Major

000182

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**183-195**



IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), IntelNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

000196

CONFIDENTIAL  
5-2-01  
Hid

41-4  
3-28-15

CONFIDENTIAL

000197

~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~  
~~CONFIDENTIAL~~

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

7/24/03  
6/1/03

Title: WorldCom Cost Bill Page 61

000198

PBC

Schedule 3 - B

WorldCom

WorldOne

Customer - Revenue, Minute, RPM

June 01 865

~~\_\_\_\_\_~~ on June 01 list  
that is ~~\_\_\_\_\_~~

" WO "

Had a zero bill

See 41-4  
4-1

CONFIDENTIAL

CONFIDENTIAL

000199

41-4  
4p1 817

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**200-215**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001  
Title: *WorldCom Cust Prod*  
*Page 01*

*11/24/03*  
*10/7/03*

000216

20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

June 01

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES  
TOTAL FOR LOCATION  
AMOUNT PAYABLE BY GROUP

PLEASE DO NOT PAY

24 HOUR CUSTOMER SERVICE 1-800-749-9600  
CREDIT/COLLECTIONS 1-800-725-2426

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For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE DO NOT PAY

ACCOUNT  
GROUP ACCT NO.  
INVOICE NO.

[REDACTED]

TOTAL  
DUE

[REDACTED]

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96023  
CHARLOTTE NC 28296-0023

#6

RBC

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2  
TYE: 2001 Undocketed  
Third Line & One Cust Bld 6/01

000217

CONFIDENTIAL  
CONFIDENTIAL

41-4  
4-191

W/2/01/03  
9/2/01/03  
Belpol/03

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

41-4  
4p3

June 01

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

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PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

INVOICE NO.

TOTAL DUE

AMOUNT ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLDCOM COMMUNICATIONS, INC  
PO BOX 96022  
CHARLOTTE NC 28296-0022

000218

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41-4  
4p3

See Page 2+3 for ref  
# 4  
2 days  
calculator

page



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**219-223**



REQUEST NO. 9

RY

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

SAMPLE ITEM NO 5

[REDACTED]

[REDACTED]

1, Exhibit 5 -A is the November 00 customer bill. Page 8 - Although the correct tariff was used for the time period, different calls were billed at the different tariff rates. Please explain why? for the items underlined on Page 8.

41-4 / 5-1

2. Exhibit 5-B is the December 00 customer bill. Although the correct tariff was used for the time period, different calls were billed at the different tariff rates. Please explain why of the items underlined on Pages 8, 9 10, and 11.

3. Exhibits 5 -C and 5-D are the May and June 01 customer bills. Please explain what tariffs were used and show calculations.

Answers on 41-4  
5-1

All OK except for 5-A - See 41-4  
Sp2

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000225

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41-4 / 5p1 82

COMPANY: WORLD COM  
TITLE: RECALCULATION OF  
WORLD ONE PRODUCT CUSTOMER  
BILLS  
PERIOD: NOVEMBER 00 THROUGH DECEMBER 00  
DATE: NOVEMBER 21, 2002  
AUDITOR: RKY  
WP NO. 41-4/5PG2.

When recalculating the company invoices to customers for the WorldOne product, it was determined that for one of the customers, an incorrect rate was in the rate table for calculating the bills.

Exhibit 5-A

For the tariff dated 9/28/99,,  
For the category " IntraLata RAte, Switched Per Minute Rates, Outbound - 12 month ESP" the tariff filed with the commission was .1069. The company billed [REDACTED] [REDACTED] [REDACTED]. The call in question was dated November 2, 2000 and was for [REDACTED] minutes.

	Minutes	Rate	Amount
Per Bill	[REDACTED]	[REDACTED]	[REDACTED]
Per Tariff	[REDACTED]	0.1069	[REDACTED]
		-----	[REDACTED] over tariff

How do we tell what is inbound and what is outbound?  
This does not look like an 800 numbr where the call would be inbound?  
When was this rate put in the rate table?  
When was it corrected?  
How many WorldOne customers were affected?  
How many minutes over the course of the error?

[REDACTED]

000226 CONFIDENTIAL

41-4  
5 p 2

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Wire One Sample 5*  
*exploration*

*10/24/03*  
*8/22/02*

000227

Page C

**Request # 9**

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

**SAMPLE ITEM NO 5**

[REDACTED]

**1. Exhibit 5-A is the November 00 customer bill.**

Page 8 – Although the correct tariff was used for the time period, different calls were billed at the different tariff rates. Please explain why? For the items underlined on Page 8.

**Exhibit 5-A**

- Invoice Rates pg 8 41-4/5-2
  - [REDACTED] 28, 1999 Tariff for outbound switched Intralata 12 months

[REDACTED]

[REDACTED] 41-4/5-2

[REDACTED] - Matches Sept 28, 1999 Tariff for outbound switched Interlata 12 months

✓ [REDACTED] 41-4/5-2

[REDACTED] - Matches Sept 28, 1999 Tariff for outbound switched Interlata 12 months

✓ [REDACTED] 41-4/5-2

**2. Exhibit 5-B is the December 00 customer bill.**

Page 8 – Although the correct tariff was used for the time period, different calls were billed at the different tariff rates. Please explain why of the items underlined on Pages 8, 9, 10, and 11.

**Exhibit 5-B**

- Invoice Rates pg 8
  - [REDACTED] = Sept. 28, 1999 Tariff out sw Interlata 12 months

41-4/5-3

[REDACTED] ✓

- [REDACTED] = Dec. 1, 2000 Tariff out sw Interlata 12 months

[REDACTED] ✓

- Invoice Rates pg 9
  - [REDACTED] = Dec. 1, 2000 Tariff out sw Intralata 12 months

[REDACTED] ✓

✓ agrees w/ tariff

41-4/5-1 R2

Sept. 28, 1999 Tariff out sw Interlata 12 months ✓  
[REDACTED]

41-4  
5-3

• Invoice Rates pg 10  
Dec. 1, 2000 Tariff out sw Intralata 12 months ✓  
[REDACTED]

Invoice Rates pg 11  
Dec. 1, 2000 Tariff out sw Interlata 12 months ✓

3. Exhibit 5-C and 5-D are the May and June 01 Customer bills  
Please explain what tariffs were used and show calculations

Exhibit 5-C and 5-D 5-c is 41-4/5-4

Calls on April 30<sup>th</sup> and prior used Tariffs effective 9/28/99

Calls on May 1<sup>st</sup> forward used Tariff effective 5/1/01

Consideration must be given to call types

Intrastate vs. Insterstate as well as rounding to two digits vs. tariff rates at four digits

*Calls recalculated & all came ok. follow tariff*

*✓ = goes to tariff*

41-4  
5-1 p 2

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

kw 2/24/03

R 2/22/02

Title: Police One Sample 5 Expt.

000230



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**231-235**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

*10/24/03*  
*8/11/03*

Title: *World One*  
*Sample 5 bill*

000236

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**237-238**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001  
Title: *wired one*  
*Sept 5 bill*

*kw/24/03*

*Bull/2/03*

000239

Title:

*World One Sample 7  
Explanation*

*kw 2/24/03  
Bulmer*

REQUEST NO. 10

*RS*

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

**Sample Item No 7**

- 1. Exhibit 7 -A is the November 00 invoice.
  - (a) Page 5 - What tariff was used? Show calculation
  - (b) Page 6 - For those calls billed under the 9/28./99 tariff explain why two different rates were used. For the other calls underlined, explain what tariff was used and why. Show calculation.

*Q Answer  
41-4  
6-1*

*Customer  
is being billed  
a special price  
41-4  
6-1*

2. Exhibits 7, B-C+D

*Same as above*

*Tariffs all calculated  
w/ special pricing*

[REDACTED]

[REDACTED] - Conclusion:

[REDACTED]

[REDACTED]

000240

*41-4  
6*

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PBC

**Request # 10**

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

**SAMPLE ITEM NO 7**

[REDACTED]

**1. Exhibit 7-A is the November 00 invoice.**

Page 5 – What tariff was used? Show Calculation. September 28, 1999 monthly rates

**Exhibit 7-A**

**a) Invoice pg 5**

September 28, 1999 Tariff Interlata switched out monthly

[REDACTED]

Tariff agreed

Page 6

**(b)** For those calls billed under the 9/28/99 tariff, explain why two different rates were used. The other calls underlined, explain what tariff was used and why. Show calculation.

**Invoice pg 6**

agreed tariff

[REDACTED]

**2. Exhibit 7-B is the November 00 invoice.**

Page 5 – What tariff was used? Show Calculation. September 28, 1999

**Exhibit 7-B**

**Invoice Rates pg 5**

[REDACTED]

[REDACTED]

Tariff Interlata switched out Tariff rate .1116

[REDACTED]

agreed w/ tariff

91-4  
6-2

91-4  
6-1 p 1/2

• Invoice Rates pg 6

41-4  
6-3

[Redacted text block]

Exhibit 7-C

• Invoice Rates pg 5

OK

Matches new tariff rate 5/1/01 Interlata switched outbound

• Invoice Rates pg 6

41-4  
6-4

[Redacted text block]

Exhibit 7-D

• Invoice Rates/pg 5

41-4  
6-5

[Redacted text block]

✓ = agrees w/ tariff

41-4  
6-1 pr

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed

*11/21/03*

TYE: 2001

Title: *World One*  
*Sample 7 & plan. one*

*11/22/03*

000243



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**244-245**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

*WV 2/24/03*

*8/11/03*

Title: *Under the Sample 7 bill*

000246

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**247-248**



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**250-251**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001 World One  
Title: *Sample 7 bill*

*Jan 24/03*  
*8/22/02*

000252

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**253-254**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001 *Wrestle*  
Title: *Sample 7 bill*

*1/24/03*  
*8/22/02*

000255



REQUEST NO. 11

RY

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

Sample Item No. 8  
[Redacted]

1. Exhibit 8 -A is an excerpt from the month of December 00  
Dec 00 - (a) Page 6. Why are some calls billed at the tariff rate of .1144 and some at [Redacted] (b) Page 7. What is the rate of the underlined call and how does it relate to the tariff? (c) Why is the rate on Page 8 [Redacted] different than the rate on pages 6 and 7 [Redacted] for the same time period?

2. Exhibit 8-B is an excerpt from the month of May 01.  
May 01 (a) Please indicate what tariff was used for the underlined items and how the tariff relates to the 5/02/01 tariff in effect at the time. Same for page 7. Show calculation.

[Large redacted area]

HI-4  
7/8/82

000256 CONFIDENTIAL  
CONFIDENTIAL

COMPANY: WORLD COM  
TITLE: RECALCULATION OF CUSTOMER BILLS  
FOR WORLDONE PRODUCT  
PERIOD: NOVEMBER 00 THRU JUNE 01  
DATE: NOVEMBER 21, 2002  
AUDITOR: RKY

WP NO. 41-4/7, PAGE 2

In November 00, certain calls were billed below tariff.  
The 9/28/99 tariff which was in effect then showed InterLata,  
Switched Per Minute Rates, Outbound, Monthly to be .1477.  
This one particular customer was billed [REDACTED] for these calls  
in November. This is [REDACTED] the tariff

Example:

DAte	Minutes	Rate	Amount	Tariff Rate	Amount	Underbilled
11/24/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1477	[REDACTED]	[REDACTED]
11/30/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1477	[REDACTED]	[REDACTED]
11/21/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1477	[REDACTED]	[REDACTED]

000257

CONFIDENTIAL

41-4  
7p2

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

W 2/24/03

Baizer

Title: *Wire One Sample 8*

000258

PDC

**Request # 11**

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

**SAMPLE ITEM NO 8**  
**CUSTOMER - [REDACTED]**  
**ACCOUNT NUMBER [REDACTED]**

**1. Exhibit 8-A is an excerpt from the month of December 00**

Page 6 - Why are some calls billed at the tariff rate of .1144 and some at [REDACTED]

*disclosure*

**Exhibit 8-A**

**a) Invoice pg 6**

.1144 Tariff rate September 28, 1999 Interlata switch out monthly  
[REDACTED]

*41-4  
7-2*

.0781 New Tariff rate December 1, 2000 Intralata switch out monthly  
[REDACTED]

*Tariff amt*

Page 7 - What is the rate of the underlined call and how does it relate to the tariff?

**b) Invoice pg 7**

New Tariff rate December 1, 2000 Interlata switch out monthly  
[REDACTED]

*41-4  
7-2*

Page 8 - Why is the rate on page 8 [REDACTED] different than the rate on pages 6 and 7 [REDACTED] for the same time period?

**c) Invoice page 8**

[REDACTED] New Tariff rate December 1, 2000 Interlata switch out  
[REDACTED]

[REDACTED] new tariff rate Intralata switch out monthly

**2. Exhibit 8-B is an excerpt from the month of May 01.**

May 01 (a) Please indicate what tariff was used for the underlined items and how the tariff relates to the 5/02/01 tariff in effect at the time. Same for page 7. Show calculation.

*41-4  
7-3*

*✓ = agrees w/ tariff*

*41-4  
7-1 p 1*

Exhibit 8-B

- **Invoice Rates pg 6**

.0033 New Tariff rate May 1, 2001 Interlata switch out monthly

[REDACTED] OK

.1125 Old Tariff rate September 28, 1999 Interlata switch out monthly

[REDACTED]

Interlata switch out rating at Interlata switch [REDACTED] should be at [REDACTED] Billed customer lower than tariff [REDACTED]

.0033 New Tariff rate May 1, 2001 Interlata switch out monthly

[REDACTED] ✓

- **Invoice Rates pg 7**

.075 Old Tariff rate December 1, 2000 Intralata switch out monthly

[REDACTED] ✓

41-4  
7-3

✓ = agree w/ tariff

41-4  
7-1p2



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**262-264**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

VW 2/24/03  
8/11/02

Title: WorldCom Invoice & bill

000265



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**266-268**



REQUEST NO. 13

AR

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

Sample Item No. 10.

Customer - [REDACTED]

Answers on #11-4-4/8 p3

Excerpt

all OK see 41-4 8p 334

1. Exhibit 10-A is an excerpt from the month of November 00. Why are there different rates for the same time period and the same phone number. See pages 7, 8 and 9

Excerpt see page 2

2. Exhibit 10-B is an excerpt from the month of December 00. Why are there different rates for the same time period and the same phone number. See pages 5, 6 and 7.

3. Exhibit 10-C is an excerpt from the month of May 01. Why are there different rates for the same time period and the same phone number. See pages 5 and 6.

4. Exhibit 10-D is an excerpt from the month of June 00. What rates are used from the 5/01/01 tariff? See pages 5 and 6. Show calculation.

11-4  
59184

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COMPANY: WORLD COM  
TITLE: RECALCUATION OF CUSTOMER BILLS  
FOR WORLDONE PRODUCT  
PERIOD: NOVEMBER 00 THRU JUNE 01  
DATE: NOVEMBER 21, 2002  
AUDITOR: RKY

WP NO. 41-4/8, PAGE 2

For October and November Calls for this company, the company made an error in billing switched out monthly intralata rates. Certain calls were billed at the incorrect rate.

Date	Minutes	Rate Billed	Amount	Tariff Rate	Amount	Amount
10/17/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/20/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/16/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/16/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]
10/16/00	[REDACTED]	[REDACTED]	[REDACTED]	0.1078	[REDACTED]	[REDACTED]

CONFIDENTIAL 000271

P2

pbc

**Request # 13**

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

**SAMPLE ITEM NO 10**

**ACCOUNT NUMBER**

**1. Exhibit 10-A is an excerpt from the month of November 00**

Page 7, 8 & 9 – Why are there different rates for the same time period and the same phone number?

**Exhibit 10-A**

Invoice pg 7, 8, & 9

✓ 1477 September 28, 1999 Tariff Interlata switch outbound monthly

41-4  
8-1

.1144 September 28, 1999 Tariff Intralata switch out monthly

Calls should be rating at [redacted] switch out monthly rate but incorrectly rating at inbound dedicated rates [redacted]

agrees w/ tariff

**2. Exhibit 10- B is an excerpt from the month of June 00.**

Page 5, 6 & 7 - What rates are used from the May 1, 2001 tariff? Show Calculation.

**Exhibit 10-B**

Invoice Rates pg 5, 6, & 7

Tariff with effective date May 1, 2001 was used to rate calls on page 5, 6, & 7 specifically Interlata switch outbound rates.

41-4  
8-3

Ex.

✓ [redacted]  
[redacted]  
[redacted]

✓ = agrees w/ tariff

41-4  
8-3

3. Exhibit 10- C is an excerpt from the month of May 01.

Page 5, 6 - Why are there different rates for the same time period and the same phone number.

Invoice Rates pg 5

*Correct*  
41-4  
E-4

- (✓) .1116 Tariff Interlata switch out December 1, 2000 tariff  
[REDACTED]
- (✓) .0781 December 1, 2000 Tariff rate Intralata switch out  
[REDACTED]
- (✓) .0033 May 1, 2001 Tariff rate Interlata switch out  
[REDACTED]

4. Exhibit 10- D is an excerpt from the month of December 00.

Page 5, 6 & 7 - Why are there different rates for the same time period and the same phone number.

Invoice Rates pg 5, 6 & 7

*Correct*  
41-4  
S-2

- (✓) .1477 October 1, 2000 Tariff Interlata switch out tariff rate  
[REDACTED]
- (✓) .1116 December 1, 2000 Tariff rate Interlata switch out tariff rate  
[REDACTED]
- (✓) .0781 December 1, 2000 Tariff Intralata switch out tariff rate  
[REDACTED]

(✓) Agreed w/ tariff

41-4  
8  
104



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**275-277**





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**279-281**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Weldon Sample 10 Sill*

*KL 8/24/03*  
*B 11/24/02*

000282

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**283-287**



Poc

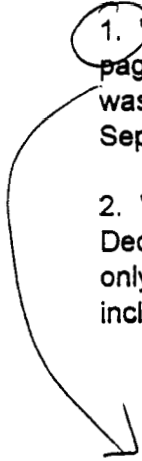
MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001  
Title: WorldOne Sample 13

REQUEST NO. 14

**Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.**

Sample Item No. 13  
Customer - [REDACTED]  
Account [REDACTED]

1. Exhibit 13-A is an excerpt from the month of November in includes pages 14 and 15 from the customers bill. Please indicate what tariff was used for the underlined items and how the tariff relates to the Sept 28, 99 tariff in effect for this time period. Show calculation.,
2. We did not receive a customer bill for calls made during December 00. The bill we received is dated 12/01/00, however, only included November calls. Please provide the bill that includes December calls.



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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41-4  
9 p. 82

000289 CONFIDENTIAL

Request 14

1. 

2. Pending receipt from billing.

CONFIDENTIAL  
000290

41-4  
9 p 2





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**292-293**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

1/24/03  
11/22/02

Title: World on Service 13 bill

000294

PBC

15

REQUEST NO. \_\_\_\_\_

**Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.**

**Sample Item No 15**

**Customer -** [REDACTED]

(A)

1. All four months of bills November and December 00 and May and June 01 total intrastate dollars and minutes do not agree with the lists of customers from which the sample was taken. Please explain and reconcile. Excerpts from the bills and excerpts from the list are included here as Exhibit 15 -A.

ny

2. Also, the Florida calls do not agree to any tariff for any month. Please explain and reconcile. Show calculation. Examples from the customer bills are also included in Exhibit 15-A.

[REDACTED]

000295

41-4  
10p182

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Request 15

1. The list of customers that were sent previously included only Florida Intrastate revenue and minutes. The invoice summary includes all intrastate calls regardless of the state. The customer in this case had both Florida and Alabama minutes.
  
2. All of the calls that originate from the [REDACTED], which results in Interstate call.
  - a. 12/26/2000 page 9&10 – Calling Cards calls are originating from Georgia NAP NXX resulting in Interstate Call.
  - b. 6/25/2001 page 13 – Calls originating from [REDACTED] originates from Georgia resulting in Interstate Call.

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000296

44-4  
10p2



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**298-310**



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**312-322**





IMPORTANT UPDATE

ON NET BASE RATES TO BE ADJUSTED

Effective December 15, 2000, base rates for certain WorldCom(SM) On-Net Services will be adjusted. The increase, ranging from \$.005 to \$.017 per minute depending on service and call type, will apply to WorldCom On-Net Service state to state usage including outbound, inbound (toll-free), and calling card, whether supported by switched or dedicated access service. Also effective December 15, a 4.9% increase will apply to international WorldCom On-Net Service. WorldCom provides a wide array of reliable communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

CHANGES TO CERTAIN MONTHLY FEES EFFECTIVE JANUARY 1

Effective January 1, 2001, the Federal Universal Service Fee (FUSF) will be adjusted from 5.95% to 6.6% for business accounts in accordance with our tariff. The fee is applied to regulated interstate (state-to-state) and international telecommunications charges and helps to fund telephone connections, especially in high-cost areas, as well as communication and information services to schools, libraries, and rural healthcare facilities. The Federal Universal Service Fee is listed as a separate line item on your invoice under taxes and other government fees.

Also effective January 1, 2001, the Carrier Access Charge will no longer be applied to single-line business lines. The current charge of \$3.65 per line for multi-line and ISDN multi-line business lines and the charge of \$.41 per line for business Centrex lines are not affected. Please always check this space for important monthly messages. We appreciate your business.

CUSTOMER SERVICE PHONE NUMBERS MAY HAVE CHANGED

Many of our Customer Service toll-free numbers have changed recently. The most current number is printed on the first page of your invoice each month. Should you need to contact Customer Service, please use the toll-free number printed on the front page of this invoice. This will ensure that your call is handled as quickly as possible, and that you receive our highest standard of service. Please make a note of this new number in your rolodex file, phone list, and anywhere you may have recorded our Customer Service number. And please advise your business associates as well.

TO OUR MICHIGAN CUSTOMERS: AREA CODE CHANGES SUSPENDED

The area code overlay tentatively scheduled for February 3, 2001, for Michigan area code 313, has been suspended by the Michigan Public Utilities Commission. This joins other area code splits and overlays which have been suspended this year pending exploration of other alternatives for area code relief. Please watch this space for future updates.

TO OUR LOCAL SERVICE CUSTOMERS IN VIRGINIA

In Virginia, local services are regulated by the Virginia Corporation Commission. Non-payment of local services may result in disconnection of your local telephone service.

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10-28  
12

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41-4  
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11

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KW 2/24/03  
B 2/20/03

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**326-334**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

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10-3  
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1/22/13  
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**338-347**



IMPORTANT UPDATE

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

Certain changes are taking place in the regulatory arena that affect how telecommunications companies contract with their customers. This notice explains those changes. No action is required on your part. The Federal Communications Commission ("FCC") is requiring U.S. long distance companies, including those in the WorldCom(SM) family, to cease filing and maintaining tariffs for their state-to-state and international telecommunications services ("detariffing"). Historically, tariffs have served to create binding rights and obligations between companies and their customers for telecommunications services.

To comply, WorldCom intends to cancel its FCC state-to-state and international tariffs on July 31, 2001. Beginning August 1, 2001, our contractual relationship with you will no longer rely upon these FCC tariffs. In-state services, however, will continue to be governed by state tariffs, where applicable.

All of our customers currently receive service through our tariffs or through agreements that incorporate our tariffs by reference. If you have a signed contract or term plan agreement with WorldCom, your written agreement will continue to apply until expiration. You will continue to receive service for the remainder of your contract term according to your agreement, which includes applicable product descriptions, definitions, terms and conditions, and pricing in the FCC tariffs in effect at the time of detariffing. The relevant sections of WorldCom's final FCC tariffs will become part of your service agreement and will be placed in a "Service Publication and Price Guide" ("Guide"). The Guide will be available to you twenty-four hours a day, every day on our website at [www.worldcom.com](http://www.worldcom.com).

CONTINUED:

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

If you do not have a signed contract or otherwise receive service under WorldCom's general tariffs, beginning August 1, 2001 you will receive service pursuant to WorldCom's Standard Business Agreement (which can be found at [www.worldcom.com](http://www.worldcom.com)) and the underlying Guide. Your continued use of the service constitutes acceptance of the rates, terms and conditions contained in the Guide.

WorldCom may modify the rates, terms and conditions in the Guide from time to time. Changes to the Guide will become effective the first day of the calendar month following the date they are posted in the Guide, but no changes will be effective on less than 15 days website notice. Unless your agreement expressly provides to the contrary, these changes will be binding on you.

It is our intention to implement this transition in a way that minimizes confusion, and continues our valued relationship with you without disruption. This transition will not affect our obligations to you, and does not change your obligations to us under our agreement. Again, no action is necessary on your part. If you have any questions, please refer to the Guide and to the "Frequently Asked Questions" now available on our website at [www.worldcom.com](http://www.worldcom.com), or contact your WorldCom account representative or customer service. We look forward to continuing to serve your telecommunications and e-business needs.

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41-X  
10-4/210

User: [REDACTED]  
Host: [REDACTED]  
Class: [REDACTED]  
Job: [REDACTED]

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**351-364**



PRIVILEGED AND CONFIDENTIAL  
SUBJECT TO THE ATTORNEY-CLIENT PRIVILEGE AND WORK PRODUCT  
DOCTRINE

*fb*

REQUEST 33

ITEM 5

*41-4*  
*582*

[REDACTED]

a) When was the incorrect rate put into effect?

Response: Based on the best information available, it appears that the incorrect rate was put into effect on May 18, 1999.

b) When was it corrected?

*customer billed [REDACTED] instead of tariff .1069 above tariff*

Response: The apparent mismatch between the billing system and the tariff was corrected on December 1, 2000, which is the effective date of the tariff that implemented the flow-through reduction.

c) How many months was this incorrect rate used? Note the months and years.

Response: It appears that this rate was used for approximately 17 months.

d) How many Florida customers were affected?

Response: The number of Florida customers affected is not readily available through existing billing information systems. To attempt to obtain this information would require a special project by the outside contractor who performed the billing for this product during the time period in question. The contractor would have to attempt to develop the information (which may or may not be available at this level of disaggregation) from its archived billing records.

e) How many Florida Intrastate minutes were affected over the course of the error?

Response: The number of Florida customers affected is not readily available through existing billing information systems. To attempt to obtain this information would require a special project by the outside contractor who performed the billing for this product during the time period in question. The contractor would have to attempt to develop the information (which may or may not be available at this level of disaggregation) from its archived billing records.

*Exhibit  
see  
not*

ITEM 8

[REDACTED]

000366

*41-4*  
*1281 84*

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Item 8 (41-4/7)

[REDACTED]

a) When was the incorrect rate put into effect?

cust was billed instead of [REDACTED]

Response: Based on the best information available, it appears that the incorrect rate was put into effect on May 18, 1999. [REDACTED]

SECRET NOV

b) When was it corrected?

Response: The apparent mismatch between the billing system and the tariff was corrected on December 1, 2000, which is the effective date of the tariff that implemented the flow-through reduction.

c) How many months was this incorrect rate used? Note the months and years.

Response: It appears that this rate was used for approximately 17 months.

d) How many Florida customers were affected?

Response: The number of Florida customers affected is not readily available through existing billing information systems. To attempt to obtain this information would require a special project by the outside contractor who performed the billing for this product during the time period in question. The contractor would have to attempt to develop the information (which may or may not be available at this level of disaggregation) from its archived billing records.

e) How many Florida Intrastate minutes were affected over the course of the error?

Response: The number of Florida customers affected is not readily available through existing billing information systems. To attempt to obtain this information would require a special project by the outside contractor who performed the billing for this product during the time period in question. The contractor would have to attempt to develop the information (which may or may not be available at this level of disaggregation) from its archived billing records.

ITEM 10

41-4/8

a) When was the incorrect rate put into effect?

Response: Based on the best information available, it appears that the incorrect rate was put into effect on May 18, 1999.

customer was billed instead of tariff [REDACTED]

b) When was it corrected?

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41-4/12 p 2

*Item 10 continued*

Response: The apparent mismatch between the billing system and the tariff was corrected on December 1, 2000, which is the effective date of the tariff that implemented the flow-through reduction.

**c) How many months was this incorrect rate used? Note the months and years.**

Response: It appears that this rate was used for approximately 17 months.

**d) How many Florida customers were affected?**

Response: The number of Florida customers affected is not readily available through existing billing information systems. To attempt to obtain this information would require a special project by the outside contractor who performed the billing for this product during the time period in question. The contractor would have to attempt to develop the information (which may or may not be available at this level of disaggregation) from its archived billing records.

**e) How many Florida Intrastate minutes were affected over the course of the error?**

Response: The number of Florida customers affected is not readily available through existing billing information systems. To attempt to obtain this information would require a special project by the outside contractor who performed the billing for this product during the time period in question. The contractor would have to attempt to develop the information (which may or may not be available at this level of disaggregation) from its archived billing records.

**ITEM 7**

*except*

**Provide copy of contract for** [REDACTED]

*Co bills on tariff per special contract - but we do not have contract to verify*

*41-4  
6*

Response: The contract and correspondence with the customer is not available.

**ITEM 13**

**Provide reconciliation** [REDACTED] **and contract**

*41-4/9*

We are unable to locate contract for this historical time period. To determine the RPM billed, a special project on archived call detail records would be required to determine the actual RPM invoiced and we still will not have the support documentation regarding the special contract rate.

*Nov 00*

*Except Nov.*

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*41-4  
12 p3*



ITEM 15

A) Provide reconciliation of minutes and revenue for [redacted] comparing invoice to customer list for November 00.

Response Invoice pages 19-27 Florida calls reconcile to the customer list. i.e all of the calls originating from NPA/NXX [redacted] and terminating to FL comprise the total customer list. *Added pages for Nov. Dec May & June & all customer bills for 15 agree w/ customer list OK, 41-4/10-3+ 41-4/10-4*

B) Calculate RPM for Nov 00, Dec 00, May 01, and June 01.

Response: November 00 calls are rating at [redacted] for Intralata calls and [redacted] for Intrastate calls. The .1096 is a transposing error. Per tariff, the rate should have been 1069 - [redacted] agree w/ tariff on 45-1

Response: December 00 calls are rating at [redacted] for Intralata calls and .1080 for Intrastate calls. This is in line with tariff. *Rates agree w/ tariff on 45-1*

Response: May 01 calls are rating at [redacted] for Intralata and [redacted] for Intrastate. These rates are in line with tariff. *Rates agree w/ tariff on 45-1*

Response: June 01 calls are rating at [redacted] for Intralata and [redacted] for Intrastate. These rates are in line with tariff. *Rates agree w/ tariff on 45-1*

Please remember to round rate per minute to the nearest two decimals.

*exception* B) Nov. → Company is billing [redacted] for Intralata & [redacted] for Intrastate *above tariff*  
See  $\frac{41-4}{10-1}$  where calls are recalculated.  
However, the company is billing [redacted] the tariff for Intralata calls because of a transposition error in the system.

OK B) Dec. See  $\frac{41-4}{10-2}$  for recalculation of calls - all recalculations agree w/ tariff

OK B) May See  $\frac{41-4}{10-3}$  for recalculation of calls - all recalculations agree w/ tariff

OK B) June See  $\frac{41-4}{10-4}$  for recalculation of calls - all recalculations agree w/ tariff

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$\frac{41-4}{12 p 4}$

10/24/03  
at Babel

Title: Consent to Reg 33

000570

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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41-4/4	WO June Customer List	17
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			32	EQUITY	
			33	LONG TERM DEBT	
			34	SHORT TERM DEBT	
			35	CUSTOMER DEPOSITS	
			36	DEFERRED TAXES	
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B 2/12/03

**AUDIT EXCEPTION 3**

**SUBJECT: RESULTS OF SAMPLE OF CUSTOMER BILLS  
INTELENET PRODUCTS**

**STATEMENT OF FACTS:** Three months of customer bills were sampled for three specific attributes. For the Intelenet product, the months selected were April 01, May 01 and June 01. April was selected because it was the base month prior to the reduction for the flow through May and June were selected to ensure that the customer received the correct refund. The attributes tested were:

- No. 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- No. 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- No. 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.

**Intelenet Product**

Seventeen customers were selected for all three months. The results of the test show:

No. 1 - (A) For one customer the dollar amount and the MOU on the customer bill were higher than the amounts used to calculate the flow through. This resulted in a lower per minute rate used in the flow through calculation.

(B) It was not possible to agree the dollar amount and the MOU's for one customer for all three month to the customer lists. The company said it was not possible because of its method of billing. It would be necessary to write a special program to do this. Because of time limits, we did not ask for this.

No. 2 - (A) There were seven customers who were billed less than the tariff in effect for all three months. The company explained that these customers were given a special pricing contract. We asked for contracts for three of the customers. The company stated that the contracts "...applicable during the historical time in question are no longer available."

(B) There were two customers billed less than the tariff in the months of May and June 01 for credit card calls. The tariff was .26 per minute plus a .40 cent surcharge per call. The customer was billed [redacted] cents per minute plus [redacted] cent surcharge per call. In answer to our request, the company said it was billing below the tariff, but did not explain why.

(C) On one customers bill during the month of April (prior to the tariff reduction) a recalculation of the MOU times the special pricing did not agree with the amount billed to the customer. In each case the amount billed the customer was less than the tariff.

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41-5 Summary p 1 of 8  
000376



A schedule detailing each item above follows this exception.

No. 3 - There do not appear to be any extra monthly charges on the customer bills reviewed.

**CONCLUSION: Intelenet Product**

Attribute 1

Part of the formula used by the company to calculate the flow through is the rate per minute for each customer included on the customer lists. Not being able to verify the customer lists could skew the results reported to the Commission. The methodology used by the company is explained in Audit Disclosure 1.

Attribute 2

Ten customers were billed less than the tariff in various months. We could not verify the special pricing contracts because the company could not provide them. A per minute rate less than the tariff has the effect of requiring more minutes of calls to achieve MCI's flow through goal.

41-5 Summary p 2

000377

COMPANY:  
TITLE:

WORLDCOM  
RESULTS OF SAMPLE TESTING

PERIOD:  
DATE:

APRIL 2001 THROUGH JUNE 2001  
JANUARY 14, 2003

INTELENET PRODUCT - SELECTED RANDOMLY 17 CUSTOMER BILLS TO REVIEW  
FOR APRIL 01. SELECTED THE SAME CUSTOMERS FOR MAY 01 AND JUNE 01.

*Attribute No. 1 - Revenues and minutes of use on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.*

INTELENET PRODUCT

Sample No. 16 - [REDACTED]

		\$ AMOUNT	MOU
Customer Bill	41-5/8-3 p 4	[REDACTED]	[REDACTED]
Customer List	41-5/5 p 8 10	[REDACTED]	[REDACTED]
		-----	-----
		[REDACTED]	[REDACTED]
		=====	=====

Example of differences that could occur.

		Actual Reported	If higher Rate Used	
Intelenet Base ARPM	41-5	[REDACTED]	[REDACTED]	[REDACTED]
June ARPM	41-5	[REDACTED]	[REDACTED]	[REDACTED]
Difference		-----	-----	
Time MOU for June	41-5/5 p 15	[REDACTED]	[REDACTED]	[REDACTED]
		-----	-----	
		[REDACTED]	[REDACTED]	

		MOU	DOLLAR EFFECT	
(A) Total June MOU Actual		[REDACTED]	[REDACTED]	[REDACTED]
less customer list	41-5/5 p 10	[REDACTED]	[REDACTED]	[REDACTED]
plus customer bill		[REDACTED]	[REDACTED]	[REDACTED]
Recalculated June MOU		-----	-----	
		[REDACTED]	[REDACTED]	
Diff in MOU and Dollar Amount		-----	-----	
		[REDACTED]	[REDACTED]	
		=====	=====	

Sample No. 8 - [REDACTED]

41-5  
12

41-5  
12

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000378

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COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

**Attribute No. 2 - Test of random phone calls on each bill agrees with the original tariff and/or tariff filed with the Commission.**

**SPECIAL PRICING CUSTOMERS**  
**INTELENET PRODUCT**

There were seven customers who were billed different amounts than the tariffs in effect for all three months. The company explained that these customers were given a special pricing contract. We requested the contracts for three of the customers. The company stated that the contracts could not be located.

**APRIL 01 - MONTH PRIOR TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff (A)	Amount Billed	Amount Different
41-5/10-1/6 8	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
41-5/10-1/7 12	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
41-5/10-1/8 13	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
41-5/10-1/9 14	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
41-5/10-1/10 15	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
41-5/10-1/11 16	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]
41-5/10-1/12 17	[REDACTED]	April	0.12501	[REDACTED]	[REDACTED]

(A) Tariff is .1389 [REDACTED] discount applicable to FI Intrastate calls = [REDACTED]

**INTELENET CONTINUED**

**MAY 01 AND JUNE 01 - MONTHS SUBSEQUENT TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff (B)	Amount Billed	Amount Different
41-5/10-1/6 8	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
41-5/10-1/7 12	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
41-5/10-1/8 13	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
41-5/10-1/9 14	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
41-5/10-1/10 15	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
41-5/10-1/11 16	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]
41-5/10-1/12 17	[REDACTED]	May/June	0.02124	[REDACTED]	[REDACTED]

(B) Tariff is .0236 [REDACTED] discount application to FI intrastate calls [REDACTED]

000279 **CONFIDENTIAL**

*41-5 Summary p 4*

COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

**CUSTOMERS BILLED LESS THAN TARIFF  
 INTELENET PRODUCT**

There were two customers billed under tariff in the months of May and June 01 for credit card calls. The company did not explain why.

Customers Billed Under Tariff

Sample Num	Customer	Month	Tariff (C)	Amount Billed	Amount Under
41-5/10-1 2+3 5	[REDACTED]	May/June	0.26000	[REDACTED]	[REDACTED]
	[REDACTED]	May/June	0.40000	[REDACTED]	[REDACTED]
	[REDACTED]	May/June	0.26000	[REDACTED]	[REDACTED]
41-5 10-1 4+5	[REDACTED]	May/June	0.40000	[REDACTED]	[REDACTED]

41-5  
12

(C) Per minute charge [REDACTED] plus a surcharge per call [REDACTED].

**RECALCULATION OF CUSTOMER CALLS DOES NOT AGREE WITH  
 SPECIAL PRICING 'RATE COMPANY SAYS WAS BILLED  
 INTELENET PRODUCT**

Example of MOU from Customer Invoice

Sample Num	Customer	Month	(1) Special Tariff (D)	(2) Minutes of Use	(3) (1)*(2) Amount per Special Price	(4) Per Bill Amount	(5) (4)-(3) Difference More(Less)	(6) Actual Tariff	(7) (6)*(2) Amount Actual Tariff	(8) (4)-(7) Diff Amt Billed and Act Tariff More(Less)
41-5 10-1 9	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]
	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0.12500	[REDACTED]	[REDACTED]

(D) Company says it billed a special price of [REDACTED] in April

000180

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41-5 Summary 6/95

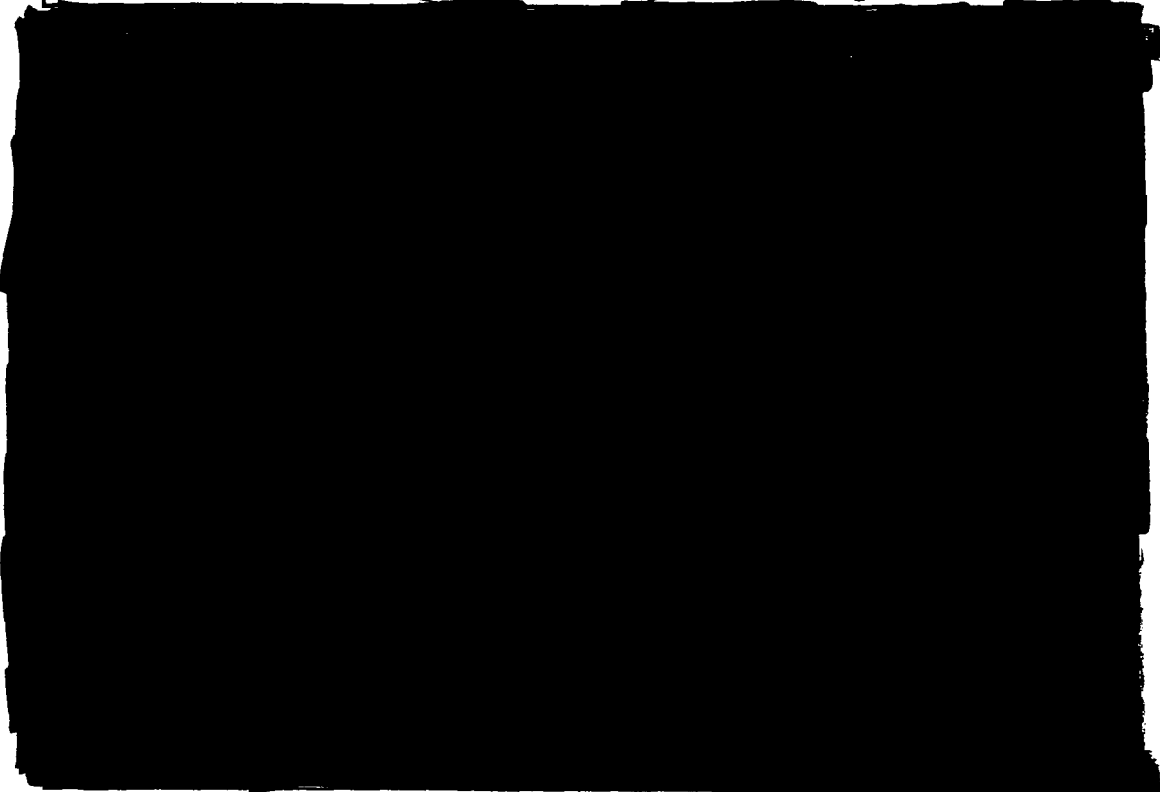
COMPANY: WORLDCOM  
 TITLE: ATTRIBUTE TEST OF CUSTOMER  
 BILLS  
 PERIOD: Flow Through Period of November 00 through  
 February 02  
 DATE: AUGUST 26, 2002  
 AUDITOR: RKY  
 WP NO.

**Attributes**

1. Revenue and minutes of use on customer bill agree with the list used to calculate the flow through.
2. Test of random phone calls agrees with original tariff and/or reduced tariff filed with the Commission.
3. All three months of bills reviewed to see if there were any additional unauthorized charges added after the base month.

**INTELENET**

Customer Name	Account Number	APRIL 01			MAY 01			JUNE 01		
		(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)
	432			NOTE : B			NOTE : B			NOTE : B



Note B - Compared recurring and non recurring charges on the customer bills. Did not compare the Federal universal service fee per Ray Kennedy. This is an FCC issue.

NOTE A - Does not agree because customer bill includes intrastate Florida and Intrastate Other states. Calculation by company includes only Florida. See Summary of Results for conclusion and WP 41-5/8 for details.

NOTE C - Recurring items increased over the prior month. Company response said that is because of the addition of new lines. Review of the bills showed this to be the case. See Summary of results for conclusion and 41-5/9 for details.

NOTE D - The calling card rate on the customer bills do not agree with the tariff. See Summary of Resets and WP 41-5/10-1 for details. *Billing under tariff*

NOTE E - Company stated it is billing under tariff. See Summary of results for conclusion and WP 41-5/10-1 for details.

NOTE F - The customer bills do not agree with the tariff because the company has a special pricing contract with these customers. See Summary of Results and WP 41-5/10-1 for details.

NOTE G - Cannot determine what tariff was used. See Summary of Results and WP 41-5/10-1/9.

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*request special pricing contracts -  
 no days not available 4/25/02*

000281

*Returned 41-5  
 41-5  
 4-1  
 41-5 Summary pb*

COMPANY: WORLDCOM  
TITLE: RESULTS OF INTELENET SAMPLE  
PERIOD: APRIL 01 THROUGH JUNE 01  
DATE: NOVEMBER 26, 2002  
AUDITOR: RKY

WP NO 41-5PG2

<sup>ition</sup>  
Sample Number 17

**Attribute 1 - Revenue and minutes of use on the customer bill agrees with the list used to calculate the revenue and minutes of use for the flow through.**

**Sample Item 8**

The intrastate minutes of use and revenue on the customer bill did not agree with the flow through list. The company stated that this is because there are other state originating calls to the same other state. Thus, the bills includes intrastate for Florida and other states. Looking at the customer bills, we cannot determine which calls originated in another state and were intrastate in that state. Ask the company to resubmit the customer bill to use showing indicating the other

*Reg 32*

*states intrastate calls for April, May and June. Co says 41-5 Cannot reconcile without further work + special program - amounts are included on 41-5*

**Sample Item 16**

The company says there are other states intrastate calls on the customer bill, that is why the intrastate MOU and revenue do not agree with the list for April and June. Ask the company to reconcile the customer bills for these two months to the customer list.

*Reg 32*

*Reconcile April 01 41-5 / 8 - Cannot reconcile June 41-5 / 8 - 1*

**Conclusion Attribute 1**

Need to follow up on the above items.

**Attribute 2 - Test of random phone calls agrees with original tariff and/or reduced tariff filed with the Commission.**

**Sample Item 1**

*Billing under* [redacted]  
According to answer to request no. 26C, this customer only has Intelenet for credit card calls. Recalculation of the credit card calls for May 01 and June 01 does not agree with the tariff. Need to have the company recalculate the calls for us, and determine why does not agree with tariff. *Per Co on 41-5/12 Customer is being*

*Reg 32*

**Sample Item Number 2**

*Billing under tariff* [redacted]  
According to answer to request no. 26C, this customer's rate for credit card calls is under the tariff and is [redacted]. However, when recalculating the bills, cannot come up with the [redacted]. Need to have the company recalculate the calls for us, and find

*Reg 32*

*Same answer as Sample 1 See 41-5/12*

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000382

*41-5 Summary p 7*

COMPANY: WORLDCOM  
TITLE: RESULTS OF INTELENET SAMPLE  
PERIOD: APRIL 01 THROUGH JUNE 01  
DATE: NOVEMBER 26, 2002  
AUDITOR: RKY

WP NO 41-5PG2

out if there is a contract for a special rate or why there is a special rate.

**Sample Items No 8, 12, 13, 15, 16 and 17**

The customer bills do not agree with the tariff because the company has a special pricing contract with these customers. The company is giving the customer [REDACTED]. Need to request contracts for special pricing at random. This is for all three months.

*Reg 32  
used for  
contracts for  
8, 12 & 14*

**Sample Item 14**

*ok april mov is on crest bill agree w/ list*  
This is the same and Sample items 8, etc. except only in the month of April 01. Still cannot recalculate the calls for May01 and June01 to agree with the tariff. Need company to calculate.

**Conclusion Attribute 2**  
Need to follow up on the above items.

*Reg 32 → no calls  
5/2 for may  
June recalculate  
april done  
not*

**Attribute 3 - All three months of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.**

**Sample Items No. 8, and 16**

These items showed an increased in certain months of charges other than customer calls. In answer to our request, the company stated that these increases were for additional lines ordered by the customer. A further review of the customer bills confirms this.

*ok*

**Conclusion Attribute 3 -**  
There do not appear to be extra monthly charges on the customer bills reviewed.

*41-5 Summary p 8*

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**385-401**



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**403-408**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed *Sample 14*  
TYE-2001  
Title: *Intelent bill April 01*

*8/24/03*

000409

*415*  
*121*

Schedule 4 - A

WorldCom

Intelenet

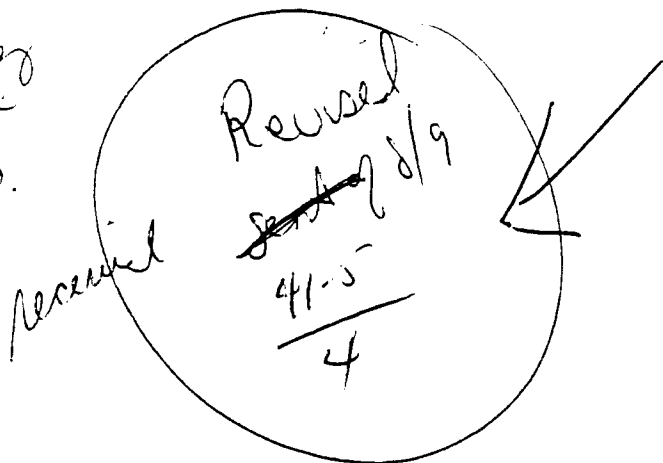
Customer - Revenue, Minute, RPM

May 01

935

This has been revised  
no change good

april  
May  
June  
Year.



Count # on new revised  
+ See if same customers  
selected for search

000410

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$\frac{41.5}{2}$

A

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**411-427**



Schedule 4 - B

WorldCom

Intelenet

Customer - Revenue, Minute, RPM

June 01

1728

~~Revised~~  
 on 8/9  
 See  $\frac{41-5}{5}$

- ① Count on # new revised
- ② see if same customer selected for sample

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000429

$\frac{41-5}{3}$

P1



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**430-460**



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**462-477**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

10/24/03  
8/22/04

Title: Internet Mag 01

000478

*[Handwritten signature]*

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**479-484**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Intelent May 01*

*B 2/24/03*

000785

*4/15*

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**486-490**

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

Title: Internet Fee 01

8/24/03

000491

*Handwritten initials and a checkmark*



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**492-506**



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**508-521**

*PR*

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Intalent Aug 01*

*KW  
7/24/07  
fy*

000522

*4/5  
0*

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**523-533**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2003

VW/2/03

R 2/2/02

Title:

Internet Dec 01

000534

41/6  
7

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**535-545**





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000547

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Please answer to following questions regarding the Intelenet Sample items.

26 (A) The following sample customer bills do not agree with the customer lists for the dollar amount and the minutes. Please explain and or reconcile. Provide documentation for explanation and/or reconciliation.

Company response on 41-5/8-1 says there are intrastate minutes from other states.

Sample Item No.	Name	Account Number	MONTH	\$ Amount on Customer Bill	\$ Amount on Customer List	Difference	Number of Minutes on Bill	Number of Minutes on List	Difference
✓ resolved 1	NOTE 3 + Note 1 & 2	[REDACTED]	May 01 June 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
✓ resolved 2	NOTES 1 & 2	[REDACTED]	May 01 June 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
not resolved 8	NOTE 4	[REDACTED]	May 01 June 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
✓ resolved 14	NOTE 7	[REDACTED]	May 01 June 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
not resolved 16	NOTE 6	[REDACTED]	June 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

41-5/10-1/2  
41-5/10-1/3  
41-5/10-1/4  
41-5/10-1/5  
41-5/4  
41-5/4-1042  
41-5/1-1

41-5  
8-3 p 4

NOTE 3  
Company sent further information to determine which calls belonged to FI Intrastate. Was able to resolve May and June. See WP. 41-5/12 and 41-5/10-1/2 + 41-5/10-1/3

NOTES 1 AND 2  
Review of the bills shows that actual intrastate MOU and \$ for Florida are the same as on the customer lists. Other calls are for credit card calls to another state. See WP 41-5/10-1/2 + 41-5/10-1/3 May 41-5/10-1/4 + 41-5/10-1/5 June

NOTE 4 - SEE NEXT PAGE

NOTE 7- Company sent further information to determine which calls belonged to Florida. Was able to resolve May (See WP No. 41-5/4-1). Because of large volume in June, decided not to redo since April and May OK..

41-5/4-1

41-5  
8 p 1

91

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000548

**REQUEST NO. 30**

Please answer to following questions regarding the Intelenet Sample items.

30 (A) The following sample customer bills do not agree with the customer lists for the dollar amount and the minutes. Please explain and or reconcile. Provide documentation for explanation and/or reconciliation.

Sample Item No.	Name	Account Number	MONTH	\$ Amount on Customer Bill	\$ Amount on Customer List	Difference	Number of Minutes on Bill	Number of Minutes on List	Difference
✓ resolved 1	NOTE 3	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
				<i>Caller's Card only on Cust list</i>			<i>(41-5/9-1)</i>		
(NO) 8	NOTE 4	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
✓ resolved 14	NOTE 5	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] <i>41-5/1-1</i>
✓ resolved 16	NOTE 6	[REDACTED]	April 01	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

SEE PRIOR PAGE FOR NOTES 1,2  
NOTE 3

Company sent further info to determine which call on bill belonged to FI Intrastate. Was able to resolve the month of April per instruction from company. See WP Nos. 41-5/12 and *41-5/9-1*

NOTE 4

Company sent further information that says (41-5/12) that cannot agree the customer bill to the customer list without writing a special program. Because of the lateness of the answer, decided not to follow up and write an exception.

NOTE 5

Company sent further info to determine which calls on bill belonged to FI Intrastate. Was able to resolve where Mou's agreed and dollars were only [REDACTED] different on the bills than on the customer list. See WP No. for resolution 41-5/12 and *41-5/1-1*.

NOTE 6

Company sent further info to determine which call on bill belonged to FI Intrastate. Was able to resolve the month of April per instruction from company. See WP Nos. 41-5/12 and *41-5/8-3 for June example*

*41-5/8-3*



Request # 26 A

(a)

The following sample customer bills do not agree with the customer lists for the dollar among and the minutes.

The customer list referenced in this request that were sent to the Florida PUC included Florida Intrastate revenue and minutes exclusively. The customer invoice summary includes all Intrastate minutes regardless of the state. This customer had Intrastate calls in Florida and other states.

Request # 26b

Please answer to following questions regarding the intelenet sample items

The following customer bills show that some of the calls follow the tariff and some of the calls do not recalculate to the tariff.

SAMPLE ITEM NO 4

[REDACTED]  
ACCOUNT NUMBER [REDACTED]

SAMPLE ITEM NO 5

[REDACTED]  
ACCOUNT NUMBER [REDACTED]

SAMPLE ITEM NO 11

[REDACTED]  
ACCOUNT NUMBER [REDACTED]

Response for 26b - Sample 4, 5, 11

Intelenet Intrastate calls receive a [REDACTED] discount off Tariff. The calculation is as follows:

[REDACTED]

Example:

[REDACTED]

000550

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41-5  
8-1 p1

10/7/2002 C:\WINDOWS\TEMP\sample 26a-b.doc

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Rev. 10/24/07

30 (A)

The list of customers that was sent previously included only Florida Intrastate revenue and minutes. The invoice summary includes all intrastate calls regardless of the state.

30 (B)

8 - [REDACTED]  
Response is pending review with billing.

14 - [REDACTED]

12- [REDACTED]  
13- [REDACTED]  
15- [REDACTED]  
16- [REDACTED]  
17- [REDACTED]

For 12,13,15,16,17 Customers all had special pricing agreement [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

30 (C)

Each customer had additional lines added to the account, which resulted in higher recurring revenue. See invoice.

000551

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41-5  
8-192

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Intellectual Property items*

*10/24/03*  
*B. H. / J. O. V.*

000552

*41.5*  
*8.1*

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**553**

20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

*Jan 01*

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

MINIMUM USAGE SURCHARGE

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE  
VOLUME DISCOUNT

SUBTOTAL NEW CHARGES  
TOTAL FOR LOCATION  
AMOUNT PAYABLE BY GROUP

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-749-9600  
CREDIT/COLLECTIONS 1-800-725-2426

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ACCOUNT		TOTAL		AMOUNT
GROUP ACCT NO.		DUE		ENCLOSED
INVOICE NO.				

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
20855 STONE OAK PARKWAY  
SAN ANTONIO TX 78258

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

*#16  
Litel  
03C*

*Title: Sample 16 - Litel  
see original*

MCI WorldCom  
Verify Compliance with Orders  
TYPE: 2001  
Undocketed Audit #02,149-4-2

000554

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*41-5  
8-3P1*



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**555-573**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

000574

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*Handwritten initials/signature*



RGC

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001  
Title: Director of Support Lines

10/24/02  
R. J. [Signature]

**REQUEST 30(C)**

Please answer the following re the Intelenet sample items No. 8 and No. 16.

The recurring charges for item no 8 [redacted] in April 01 and [redacted] and May and June 01. Please explain why these charges were increased? (First page of customer bills attached).

The recurring charges for item no 16 [redacted] are [redacted] in April 01 and [redacted] in May and June 01. Please explain why these charges were increased? (First Page of customer bills attached).

See known on #5  $\frac{41-5}{9-1}$

Conclusion: for item (16) a review of the bills show an increase in the # of lines. OK. The same for item (8) OK

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000576

$\frac{41-5}{9}$

$\frac{41-5}{9}$

81

Title: Intelnet Sample items

WV 2/24/02  
8/10/02

fmc

Revised 10/24/02

26 (C)

- 8- [REDACTED]
- 12- [REDACTED]
- 13- [REDACTED]
- 15- [REDACTED]
- 16- [REDACTED]
- 17- [REDACTED]

For 8,12,13,15,16,17 Customers all had special pricing agreement of [REDACTED]

Computation is as follows:

Calls before May 01, 2001 [REDACTED]

Agreement) = .11259 \* minutes.

Calls after May 01, 2001 [REDACTED]

The customer does not have an Intelnet product for outbound services but does have Intelnet for calling card services. Calls in question are from different product "Bottom Line Business" which is a grand fathered acquisition product.

$\frac{41-5}{8-2}$

The customer is billing on a different rate. Customer should be billing [REDACTED]  
Customer is billing [REDACTED]

14 - [REDACTED]  
Invoice 4/09/01 Page 9,10,11 from [REDACTED]

30 (C)

Each customer had additional lines added to the account, which resulted in higher recurring revenue. See invoice.

$\frac{41-5}{9}$

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$\frac{41-5}{9-1}$

P1

000577

$\frac{41-5}{9-1}$

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41-5  
10

p1

000578

REQUEST NO. 26 (1)

Please answer to following questions regarding the Intelenet Sample items.

26. The following sample customer bills, when recalculated using the 5/1/01 tariff filed with the Commission, do not agree. Please explain what tariffs were used for these bills and why the 5/1/01 tariff filed with the Commission was not used. Tariff attached and excerpts from the bills attached.

Sample Item No.	Name	Account Number	MONTH
1	[REDACTED] <i>billing tariff for calling card only</i>	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ + $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
2	[REDACTED] <i>billing under tariff</i>	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
8	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
12	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
13	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
14	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
15	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
16	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$
17	[REDACTED]	[REDACTED]	May 01 } $\frac{41-5}{10-1}$ June 01 } $\frac{41-5}{10-1}$

000579  
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 11-5  
 10-1  
 8

REQUEST 30 (B)

30(B). The following sample customer bills, when recalculated using the 9/28/99 tariff filed with the Commission, do not agree. Please explain what tariffs were used for these bills and why the 9/28/99 tariff filed with the Commission was not used. Tariff attached and excerpts from the bills attached.

Sample Item No.	Name	Account Number	MONTH	
8	[REDACTED]	[REDACTED]	April 01	$\left. \begin{array}{r} 41-5 \\ 10-1 \\ \hline 6p1 \end{array} \right\}$ [REDACTED]
12	[REDACTED]	[REDACTED]	April 01	$\frac{41-5}{10-1}$ 7p1, 2 [REDACTED]
13	[REDACTED]	[REDACTED]	April 01	$\frac{41-5}{10-1}$ 8p1 [REDACTED]
14	[REDACTED]	[REDACTED]	April 01	$\frac{41-5}{10-1}$ 41-5/1-1 $\frac{41-5}{10-1}$ 16-1 17p1 [REDACTED]
15	[REDACTED]	[REDACTED]	April 01	$\frac{41-5}{10-1}$ 10p1 [REDACTED]
16	[REDACTED]	[REDACTED]	April 01	$\frac{41-5}{10-1}$ 11p1 [REDACTED]
17	[REDACTED]	[REDACTED]	April 01	$\frac{41-5}{10-1}$ 12p1 [REDACTED]

000580

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*exc dis closure*

$\frac{41-5}{10-1}$   
12p1





b3c

↓↓

Received 16/24/02

- 26 (C)
- 8- [redacted] May + June 01
- 12- [redacted]
- 13- [redacted]
- 15- [redacted]
- 16- [redacted]
- 17- [redacted]

For 8,12,13,15,16,17 Customers all had special pricing agreement [redacted]

Computation is as follows: (✓) (X)

[redacted] (X)

Calls after May 01, 2001 [redacted] +

[redacted] +

[redacted] #1 Sample item

The customer does not have an Intelenet product for outbound services but does have Intelenet for calling card services. Calls in question are from different product "Bottom Line Business" which is a grand fathered acquisition product.

[redacted] #2 Sample item

The customer is billing on a different rate. Customer should be billing [redacted]

Customer is billing [redacted]

14 - [redacted]

Invoice 4/09/01 Page 9,10,11 from [redacted]

[redacted]

30 (C)

Each customer had additional lines added to the account, which resulted in higher recurring revenue. See invoice.

⊕ = Recalculated

⊙ = agrees w/ bill

⊗ = [redacted]

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41-5  
10-1  
1 p1

*Rec 10/24/01*

30 (A)

The list of customers that was sent previously included only Florida Intrastate revenue and minutes. The invoice summary includes all intrastate calls regardless of the state.

30 (B)

**Response is pending review with billing.**

14 - [redacted]  
Invoice 4/09/01 Page 9,10,11 from [redacted]

*Added April 01*

12- [redacted]  
13- [redacted]  
15- [redacted]  
16- [redacted]  
17- [redacted]

For 12,13,15,16,17 Customers all had special pricing agreement [redacted]

Computation is as follows:  
[redacted]  
[redacted]

30 (C)

Each customer had additional lines added to the account, which resulted in higher recurring revenue. See invoice.

000583

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*41-5  
10-1  
1p2*

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Intelent Service Items*

*kw 1/13*  
*g/p 2/1*

000584

*41-5*  
*10*

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**585-591**



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**593-597**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

W 2/24/03  
B 2/2/02

Title: Antelena Sample

000598

41.5  
2.1  
7



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**599-601**



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**603-609**



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**611-613**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

12/24/03  
6/10/02

Title: Intelnet Sample

000614

415  
0-1  
10

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**615-617**





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**619-621**

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: *Inteleport Sample*

*W 3/24/03*  
*B 12/1/02*

000622

*415*  
*10-1*  
*12*

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REQUEST NO. 26 (B)

Please answer to following questions regarding the Intelenet Sample items.

26(f), The following customer bills show that some of the calls follow the tariff and some of the calls do not recalculate to the tariff. An excerpt of the bills are attached.

*Answers in 41-5  
11p2*

*page*

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Sample Item No.	Name	Account Number	MONTH		
4	[REDACTED]	[REDACTED]	May 01	Excerpt Attached	[REDACTED]
			June 01	Excerpt Attached	[REDACTED]
5	[REDACTED]	[REDACTED]	May 01	Excerpt Attached	[REDACTED]
11	[REDACTED]	[REDACTED]	May 01	Excerpt Attached	[REDACTED]
			June 01	Excerpt Attached	[REDACTED]

*Answers in  
41-5  
11p2*

*41-5  
11p1*

*forwarded 10/3/02*

**Request # 26 A**

- (a) The following sample customer bills do not agree with the customer lists for the dollar amount and the minutes.

The customer list referenced in this request that were sent to the Florida PUC included Florida Intrastate revenue and minutes exclusively. The customer invoice summary includes all Intrastate minutes regardless of the state. This customer had Intrastate calls in Florida and other states.

**Request # 26b**

Please answer to following questions regarding the intelenet sample items

The following customer bills show that some of the calls follow the tariff and some of the calls do not recalculate to the tariff.

**SAMPLE ITEM NO 4**

[REDACTED]  
ACCOUNT NUMBER [REDACTED]

**SAMPLE ITEM NO 5**

[REDACTED]  
ACCOUNT NUMBER [REDACTED]

**SAMPLE ITEM NO 11**

[REDACTED]  
ACCOUNT NUMBER [REDACTED]

Response for 26b – Sample 4, 5, 11

Intelenet Intrastate calls receive a [REDACTED] The calculation is as follows:

[REDACTED]

Example:

[REDACTED]

*41-5*  
*11 p 2*  
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1/22/03  
B2/20/C

Title: Resp to Reg 3 ✓

Internet

PMC

**PRIVILEGED AND CONFIDENTIAL**  
**SUBJECT TO THE ATTORNEY-CLIENT PRIVILEGE AND WORK PRODUCT**  
**DOCTRINE**

Request 32  $\frac{41-5}{10-1}$   $\frac{41-5}{10-1}$   $\frac{41-5}{10-1}$   
 $\frac{41-5}{10-1}$

Sample Item #1 and #2  
Customers billing calling card rates are billed at [redacted]  
surcharge per call. Customers are billing less than tariff rate [redacted]

Sample Item #8 (b), #12, #17  $\frac{41-5}{12}$   
The contracts applicable during the historical time in question are no longer available.

Sample 8(a), [redacted]  
The majority of the [redacted] minutes are summarized at an account code level.  
An account code can have multiple originating anis for one authorization code. For  
example, account codes [redacted] are assigned to switch [redacted]. This  
switch is assigned to multiple anis that include both Florida and non-Florida anis.  
It would require a special project from EDS to retrieve the archived call detail records to  
determine the exact origination ani; as this information is not stored in current systems.  
Per  $\frac{41-5}{8}$  [redacted]

Sample Item 16 [redacted]  
April 2001 invoice reconciles to the April 2001 customer list provided. If you sum all of  
the minutes from page 19-30 that have terminating calls in Florida, the invoice reconciles  
to the customer list previously provided. April recalculated & agrees - result  $\frac{41-5}{8}$   
We reconciled the April and June 2001 invoice by excluding the toll calls and focusing  
on the Florida terminating calls. Worldcom implemented the rate declines on toll usage  
but did not consider the toll minutes of usage in the overall impact analysis; therefore, our  
impact study is understated. We actually flowed through more savings than originally  
reported. Could not calculate June.  $\frac{41-5}{8} + \frac{41-5}{8-3}$

Sample Item # [redacted]  
For May and June, the telephone numbers [redacted] and [redacted] are Florida  
originating. If you sum all of the minutes that originate from [redacted] area code and  
terminate in Florida, the invoice reconciles to the customer list previously provided. For  
example, on the May 01 invoice, if you sum all of the Florida terminating calls on pages  
17-22 that originate from npa/nxx, you reconcile back to the customer list provided for  
May 2001.  
 $\frac{41-5}{1-1}$   $\frac{41-5}{4-1}$

The April 01 calls are rated at tariff rate of [redacted]  
[redacted]  $\frac{41-5}{1-1}$

The May 01 calls are rated at tariff rate [redacted]  
[redacted]  
Recalculated May on  $\frac{41-5}{4-1}$   
Recalculated June on [redacted]

$\frac{41-5}{12}$

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P1

000626

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

WP NO.	DESCRIPTION	NUMBER OF PAGES
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41-6/19-1	EA Sample 1 April 01	18
41-6/20	EA Sample 10	1
41-6/20-1	EA Sample 10 April 01	14
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			41	OPERATING REVENUES	
			42	<i>Blank</i>	
			43	<i>OPERATING EXPENSES Complement Data</i>	
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19				CONSTRUCTION WORK IN PROCESS	
20				CONTRIBUTIONS IN AID OF CONSTRUCTION	
21					
22				ACCUMULATED DEPRECIATION	
23				ACCUMULATED AMORTIZATION OF CIAC	
24				WORKING CAPITAL	
25					
26					
27					
28					
29					
30					

**AUDIT EXCEPTION 2**

**SUBJECT: RESULTS OF SAMPLE OF CUSTOMER BILLS  
EASYANSWER PRODUCT**

**STATEMENT OF FACTS:** For the EasyAnswer Product, the months selected were April 01, May 01 and June 01. April was selected because it was the base month prior to the reduction for the flow through, and May and June were selected to ensure that the customer received the correct refund. The attributes tested were:

- No. 1 Revenue and minutes of use (MOU) on the customer bill agree with the list used to calculate the revenue and minutes of use for the flow through.
- No. 2 Test of random phone calls agrees with the original tariff and/or reduced tariffs filed with the Commission.
- No. 3 All three month of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.

**EasyAnswer Product**

Sixteen customers were selected for all three months. The results of the test show:

No 1 - All customer bills sampled agreed with the list used to calculate the revenue and MOU for the flow through. 41-6 Summary page (2)

No. 2 - (A) There were seven customers who were billed different amounts than the tariffs in effect for all three months. The day rates were higher than the tariff and the night rates were lower. The company explained that these customers were given a special pricing contract. We requested the contracts for two of the customers. The company stated that the contracts could not be located. 41-6 Summary page (3)

(B) There were eight customers billed less than the tariff in the month of April 01. The company explained that this was an error. The month of April is the month prior to the tariff reduction for the flow-through ordered by the Commission. 41-6 Summary pg (4)

The customers and the detail of the different amounts are included in the schedule following this exception.

No. 3 - There do not appear to be any extra monthly charges on the customer bills reviewed.

41-6 Summary pg (2)

41-6 Summary pg 1 B10

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**CONCLUSION: EasyAnswer Product**

**Attribute No. 2**

In the month prior to the rate reduction (April 01), seven customers were billed over the tariff for day rates and under the tariff for night rates. Although the tariff allows special pricing, the company could not provide the contracts to verify that there was a contract in effect. In May and June 01, seven customers were given special pricing of [REDACTED] plus [REDACTED] which results in [REDACTED]. Also, in the month of April, eight other customers were billed a rate less than the tariff in error.

Part of the formula used by the company to calculate the flow through is the rate per minute for each customer. Billing less than the tariff would result in a lower per minute rate which increases the MOU needed to achieve the flow through goal. Billing over the tariff would have the opposite effect.

*Assumptions in the month of April would not affect the required amount.*

The methodology used by the company is explained in Audit Disclosure 1.

*We could not verify that the company was billing in accordance w/ a special contract.*

*41-6 Summary p 2*

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COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 EASYANSWER  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

EASYANSWER PRODUCT - SELECTED RANDOMLY 16 CUSTOMER BILLS TO REVIEW FOR APRIL 01. SELECTED THE SAME CUSTOMERS FOR MAY 01 AND JUNE 01.

Attribute No. 2 - Test of random phone calls on each bill agrees with the original tariff and/or tariff filed with the Commission.

**SPECIAL PRICING CUSTOMERS**

There were seven customers who were billed different amounts than the tariffs in effect for all three months. The company explained that these customers were given a special pricing contract. We requested the contracts for two of the customers. The company stated that [REDACTED]

**APRIL 01 - MONTH PRIOR TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff	Amount Billed	Amount Different
3	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
3	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
4	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
4	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
5	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
5	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
7	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
7	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
8	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
8	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
13	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
13	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
15	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
15	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]

*Summary 41-6 p 7*  
*41-6 Summary p 8*

**MAY 01 AND JUNE 01 - MONTHS SUBSEQUENT TO RATE REDUCTIONS**

Sample Num	Customer	Month	Tariff	Amount Billed	Amount Different
3	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
4	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
5	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
7	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
8	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
13	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]
15	[REDACTED]	May/June	0.0183	[REDACTED]	[REDACTED]

*Summary 41-6 p 7*  
*41-6 Summary p 8*

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*41-6 Summary p 3*

COMPANY: WORLDCOM  
 TITLE: RESULTS OF SAMPLE TESTING  
 EASYANSWER  
 PERIOD: APRIL 2001 THROUGH JUNE 2001  
 DATE: JANUARY 14, 2003

**CUSTOMERS BILLED LESS THAN TARIFF IN ERROR**

There were eight customers billed under tariff in the month of April 01. The company stated that this was an error. The month of April is the month prior to the tariff reduction for the flow through ordered by the Commission

Customers Billed Under Tariff in Error

Sample Num	Customer	Month	Tariff	Amount Billed	Amount Under
1	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
2	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
6	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
9	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
11	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
12	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
14	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]
16	[REDACTED]	April 01	0.1465	[REDACTED]	[REDACTED]

*41-6 Summary*  
*(6.7)*  
*+ 41-6 Summary*  
*p. 9*

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*41-6 Summary p 4*



COMPANY: WORLDCOM  
TITLE: ANALYSIS OF EASYANSWER SAMPLE  
PERIOD: APRIL 01 THROUGH JUNE 01  
DATE: JUNE 5, 2002  
AUDITOR: RKY

WP NO. 41-6 Summary

The detail of the sample results are on the next pages. In summary:

**Attribute No. 1 - Revenue and minutes of use on the customer bill agrees with the list used to calculate the revenue and minutes of use for the flow through.**

41-6 p7 No discrepancies Sample Item 2 for April -  $\frac{41-6}{25}$  &  $\frac{41-6}{26}$  (Contract invoice received's agree)

**Attribute No. 2 - Test of random phone calls agrees with the original tariff and/or reduced tariff filed with the Commission.**

41-6 p7 Sample Items 5, 7, 8, 13, 3, 4, 15

The customer was billed lower than the tariff at special pricing. Need to select a sample of the special contract pricing customers to review the contracts. Select sample item 5 and sample item 8. Obtain contract for April and then for May and June. The company responded that

41-6 p7 Sample Items 6, 11, 12, 14, 16, 10 and 9

In the month of April, certain customers were billed below tariff. In answer to request no. 31 the company did not state the reason why or if a special contract was involved. Explain why these customers were billed below the tariff in April 01. If this was a special contract, provide the

12 and 1. Company says these customers

41-6 p7 Sample Item 15

In the month of April, in answer to request no. 23 the company stated that it was billing lower than tariff, plus No discrepancies were found for certain billings. However, three billings from number were billed @ different amounts. These are attached. Please explain. In the months of May and June, some billing from this same number did not calculate. These are attached, please explain.

41-6 p7 Sample Item 6

In answer to request NO. 31 the company stated that in April the customer was being billed lower than the tariff of Recalculating the bill shows was used for one call, for another call and for others sampled. See Attached. Please explain.

The first answer was incorrect - Billy was

Now calculate but still under tariff in error charge 10/1/02

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41-6 Summary  
1/15

Sample Item 16

In answer to request no., 31  $\frac{41-6}{23-1}$  the company stated that the customer was being billed at  $\frac{41-6}{23}$  rather than the tariff rate of .1465. Recalculations showed some were billed at  $\frac{41-6}{23}$  See attached and please explain. *Second answer says.  $\frac{41-6}{23}$  not  $\frac{41-6}{23}$  Now recalculated but still billing under tariff  $\frac{41-6}{23}$*

Sample item 11

In answer to request no 31  $\frac{41-6}{23-1}$ , the company stated that it was billing the customer  $\frac{41-6}{23}$  rather than the tariff of .1465. Recalculations showed some were billed at  $\frac{41-6}{23}$  and  $\frac{41-6}{23}$  See attached and please explain. *Second answer says  $\frac{41-6}{23}$  not  $\frac{41-6}{23}$  Now recalculated, still still billing under tariff  $\frac{41-6}{23}$*

**Attribute No. 3.- All three months of bills were reviewed to determine if there were any additional unauthorized charges added after the base month.**

There do not appear to be extra monthly charges on the customer bills reviewed.

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*Summary  
41-6/23*

COMPANY:  
TITLE:  
PERIOD:  
DATE:  
AUDITOR:  
WP NO.

WORLDCOM  
ATTRIBUTE TEST OF CUSTOMER  
BILLS  
Flow Through Period of November 00 through  
February 02  
AUGUST 26, 2002  
RKY

**Attributes**

1. Revenue and minutes of use on customer bill agree with the list used to calculate the flow through.
2. Test of random phone calls agrees with original tariff and/or reduced tariff filed with the Commission.
3. All three months of bills reviewed to see if there were any additional unauthorized charges added after the base month. NOTE (A)

**EASY ANSWER**

Customer Name	Account Number	APRIL 01			MAY 01			JUNE 01		
		(1)	(2)	(3)	(1)	(2)	(3)	(1)	(2)	(3)
1 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
2 [REDACTED]	B+	ⓐ	ⓑ	✓	✓	✓	✓	✓	✓	✓
3 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
4 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
5 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
6 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
7 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
8 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
9 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
10 [REDACTED]	[REDACTED]	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
11 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
12 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
13 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
14 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
15 [REDACTED]	SP	✓	ⓑ	✓	✓	✓	✓	✓	✓	✓
16 [REDACTED]	B+	✓	ⓑ	✓	✓	✓	✓	✓	✓	X

41-6/2-2  
41-6/3-2  
41-6/2-1  
41-6/3-1  
April 41-6/20  
41-6/15  
41-6/16  
41-6/10  
41-6/17  
41-6/11  
41-6/18



\* Sample Invoices on WP 41-6/2-2, 41-6/3-2  
\* \* Sample Invoices on WP 41-6/2-1, 41-6/3-1

NOTE (A) - Compare recurring & non-recurring charges  
Did not compare Federal Universal Service Fee  
Per Ray Kennedy, this is an FCC issue  
& we are 70% of LD charges that are predicted  
in chrome. Pass on comparison.

Note (B) - See Summary of Results for explanation  
Note (C) - See Summary of Results for explanation

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41-6/20  
Summary  
⑦

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HP  
1/14/63

ATTRIBUTE NO. 2 - Agrees with original tariff and or reduced tariff filed with Commission.  
=====

WP 41-6/7  
SP

SAMPLE ITEM NO. 5 - [REDACTED]

April - The company said they billed [REDACTED] lower than tariff [REDACTED]  
-0189 - night. Day .1687 Night .1204 Day [REDACTED] Night [REDACTED]  
After recalculations no discrepancies found.

minus

May, June - The company said they billed the tariff amount of .0183, [REDACTED]  
After recalculations no discrepancies found.

WP 41-6/8  
SP

SAMPLE ITEM NO. 7 - [REDACTED]

April - The company said they billed [REDACTED] lower than tariff of .1465, plus special pricing of .0294 -day or  
-0189 - night. Day [REDACTED] Night [REDACTED]  
After recalculations no discrepancies found.

May, June - The company said they billed the tariff amount of .0183, [REDACTED]  
After recalculations no discrepancies found.

WP 41-6/9  
SP

SAMPLE ITEM NO. 8 - [REDACTED]

April - The company said they billed [REDACTED] lower than tariff of .1465 [REDACTED]  
[REDACTED] 219 [REDACTED]  
After recalculations no discrepancies found.

May, June - The company said they billed the tariff amount of .0183, [REDACTED]  
After recalculations no discrepancies found.

WP 41-6/10  
SP

SAMPLE ITEM NO. 13 - [REDACTED]

April - The company said they billed [REDACTED] lower than tariff of .1465 [REDACTED]  
[REDACTED] Same as Sample 8  
After recalculations no discrepancies found.

May, June - The company said they billed the tariff amount of .0183 [REDACTED]  
After recalculations no discrepancies found. Same as Sample 8

\* wp 41-6/11  
SP but

SAMPLE ITEM NO. 15 - [REDACTED]

April - The company said they billed @ .1393, [REDACTED]  
No discrepancies found for certain billings. However, three billings from number [REDACTED] were billed [REDACTED]

41-6 Summary  
p 8

SP = Special Pricing

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S.P. Billing

now does calculations on  $\frac{41-6}{11-1}$  p. 3

Company answer  
41-6  
23

May, June - The company said they billed the tariff amount of .0183, [redacted]

After recalculations no discrepancies found for certain billings. However, some billings from number [redacted] were billed @ [redacted] → SP Billing @ [redacted] tariff plus SP of [redacted] show calculations

WP 41-6/12  
SP

SAMPLE ITEM NO. 3 - [redacted]

on  $\frac{41-6}{11-1} + \frac{41-6}{11-1}$

April - The company said they billed @ .1393, [redacted]

No discrepancies found. Same as Sample 8

May, June - The company said they billed the tariff amount of .0183, [redacted]

After recalculations no discrepancies found. Same as Sample 8

WP 41-6/13  
SP

SAMPLE ITEM NO. 4 - [redacted]

April - The company said they billed @ .1393, [redacted]

No discrepancies found. Same as Sample 8

May, June - The company said they billed the tariff amount of .0183, [redacted]

After recalculations no discrepancies found. Same as Sample 8

\* WP 41-6/14

Bot IX

SAMPLE ITEM NO. 6 - [redacted]

why billing below tariff? Below tariff because [redacted]

April - The company said they billed @ .1375, [redacted] After the recalculations,

the rates used were [redacted]

Company answer  
 $\frac{41-6}{23}$

\* WP 41-6/15

Bot IX

SAMPLE ITEM NO. 11

why billing below tariff? Below tariff because [redacted]

April - The company said they billed [redacted] After the recalculations,

appears to be [redacted]

Company answer  
 $\frac{41-6}{23}$

WP 41-6/16

SAMPLE ITEM NO. 12

why billing below tariff? Below tariff [redacted]

April - The company said they billed [redacted] After the recalculations,

no discrepancies found. at the lower rate

Company answer  
 $\frac{41-6}{23}$

WP 41-6/17

SAMPLE ITEM NO. 14 - [redacted]

why billing below tariff? Below tariff [redacted]

April - The company said they billed [redacted] After the recalculations,

no discrepancies found at the lower rate.

Company answer  
 $\frac{41-6}{23}$

BT = Below tariff in April 201

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41-6 June  
p. 9

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Company answer  
41-6  
23

WP 41-6/18 SAMPLE ITEM NO. 16 - [redacted]  
why billed below tariff? under tariff  
April - The company said they billed [redacted] After the recalculations,  
some were billed [redacted]  
still does not recalculate

WP 41-6/19 SAMPLE ITEM NO. 1 [redacted]  
why billed below tariff, under tariff in error (A)  
April - The company said they billed [redacted] After the recalculations,  
no discrepancies found at lower rate

WP 41-6/20 SAMPLE ITEM NO. 10 - [redacted] did not ask about - pass (A)  
billed below tariff in error  
April - The company said they billed [redacted] After the recalculations,  
no discrepancies found [redacted]

WP 41-6/21 SAMPLE ITEM NO. 9 - [redacted] (A)  
below tariff in error  
April - The company said they billed [redacted] After the recalculations,  
no discrepancies found at lower rate

\* - Need to follow up.

(A) Company answer on 41-6  
23

41-6 Summary  
p 10 of 10

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MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

Law  
2/24/03  
R/S 2/1/03

Title: Results of Easy Access Search

000643

Minute & Revenue & RPM

Intanet	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Apr-01 Actuals					\$	
May-01 Actuals					\$	
Jun-01 Actuals					\$	
Jul-01 Actuals					\$	
Aug-01 Actuals					\$	
Sep-01 Actuals					\$	
Oct-01 Actuals					\$	
Nov-01 Actuals					\$	
Dec-01 Actuals					\$	
Jan-02 Actuals					\$	
Feb-02 Actuals					\$	
Total					\$	

*41-6/1 last pg*  
*41-6/2 last pg*  
*41-6/3 last pg*  
*41-6/4 last pg*

Easyanswer	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Apr-01 Actuals					\$	
May-01 Actuals					\$	
Jun-01 Actuals					\$	
Jul-01 Actuals					\$	
Aug-01 Actuals					\$	
Sep-01 Actuals					\$	
Oct-01 Actuals					\$	
Nov-01 Actuals					\$	
Dec-01 Actuals					\$	
Jan-02 Actuals					\$	
Feb-02 Actuals					\$	
Total					\$	<i>41-3</i>

*# of customers on 41-6 pg 2*

Worldone	Minutes	Revenue	ARPM	RPM Decline \$	Savings	YTD Savings
Nov-00 Actuals					\$	
Dec-00 Actuals					\$	
Jan-01 Actuals					\$	
Feb-01 Actuals					\$	
Mar-01 Actuals					\$	
Apr-01 Actuals					\$	
May-01 Actuals					\$	
Jun-01 Actuals					\$	
Jul-01 Actuals					\$	
Aug-01 Actuals					\$	
Sep-01 Actuals					\$	
Oct-01 Actuals					\$	
Nov-01 Actuals					\$	
Dec-01 Actuals					\$	
Jan-02 Actuals					\$	
Feb-02 Actuals					\$	
Total					\$	

Combined Products	Minutes	Revenue	ARPM	RPM Decline \$	Savings	Cummulative YTD
Nov-00 Actuals					\$	
Dec-00 Actuals					\$	
Jan-01 Actuals					\$	
Feb-01 Actuals					\$	
Mar-01 Actuals					\$	
Apr-01 Actuals					\$	
May-01 Actuals					\$	
Jun-01 Actuals					\$	
Jul-01 Actuals					\$	
Aug-01 Actuals					\$	
Sep-01 Actuals					\$	
Oct-01 Actuals					\$	
Nov-01 Actuals					\$	
Dec-01 Actuals					\$	
Jan-02 Actuals					\$	
Feb-02 Actuals					\$	
Total					\$	

*41-6 pg 1 pg 2*

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CONFIDENTIAL



Business Markets - Florida  
 Intelnet, Easy Answer & Worldone  
 Minute & Revenue & RPM

Revised for Intelnet  
 8/9/02

		Formula Explanation					YTD Savings	Mthly Customer Count
		(Revenue/Minutes)	(Current Rate - April 01 Rate)	(RPM Decline * Current Minutes)				
Intelnet		Minutes	Revenue	ARPM	RPM Decline \$	Savings		
Apr-01 Actuals								
May-01 Actuals								
Jun-01 Actuals								
Jul-01 Actuals								
Aug-01 Actuals								
Sep-01 Actuals								
Oct-01 Actuals								
Nov-01 Actuals								
Dec-01 Actuals								
Jan-02 Actuals								
Feb-02 Actuals								
Total								

		Formula Explanation					YTD Savings	Mthly Customer Count
		(Revenue/Minutes)	(Current Rate - April 01 Rate)	(RPM Decline * Current Minutes)				
Easyanswer		Minutes	Revenue	ARPM	RPM Decline \$	Savings		
Apr-01 Actuals								
May-01 Actuals								
Jun-01 Actuals								
Jul-01 Actuals								
Aug-01 Actuals								
Sep-01 Actuals								
Oct-01 Actuals								
Nov-01 Actuals								
Dec-01 Actuals								
Jan-02 Actuals								
Feb-02 Actuals								
Total								

Revised for # customers

		Formula Explanation					YTD Savings	Mthly Customer Count
		(Revenue/Minutes)	(Current Rate - Nov 01 Rate)	(RPM Decline * Current Minutes)				
Worldone		Minutes	Revenue	ARPM	RPM Decline \$	Savings		
Nov-00 Actuals								
Dec-00 Actuals								
Jan-01 Actuals								
Feb-01 Actuals								
Mar-01 Actuals								
Apr-01 Actuals								
May-01 Actuals								
Jun-01 Actuals								
Jul-01 Actuals								
Aug-01 Actuals								
Sep-01 Actuals								
Oct-01 Actuals								
Nov-01 Actuals								
Dec-01 Actuals								
Jan-02 Actuals								
Feb-02 Actuals								
Total								

		Formula Explanation					Cumulative YTD
		(Revenue/Minutes)	(Current Rate - Nov 01 Rate)	(RPM Decline * Current Minutes)			
Combined Products		Minutes	Revenue	ARPM	RPM Decline \$	Savings	
Nov-00 Actuals							
Dec-00 Actuals							
Jan-01 Actuals							
Feb-01 Actuals							
Mar-01 Actuals							
Apr-01 Actuals							
May-01 Actuals							
Jun-01 Actuals							
Jul-01 Actuals							
Aug-01 Actuals							
Sep-01 Actuals							
Oct-01 Actuals							
Nov-01 Actuals							
Dec-01 Actuals							
Jan-02 Actuals							
Feb-02 Actuals							
Total							

41-6 p2

CONFIDENTIAL

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MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

10/24/03

Title: EA Rev + MAU

6/10/03

000646

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**647-665**

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

10/24/03

Title: EA Customer List April 01

8/26/02

000666

Schedule 5 - A

WorldCom

EasyAnswer

(EA)

Customer - Revenue, Minute, RPM

May 01

1041

April

May

June

July

CONFIDENTIAL  
000667

41-6  
2 p v

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**668-685**

*[Handwritten initials]*

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

*[Handwritten notes: KLE 2/27/03 and 6/24/04]*

Title: EA Customer List Manual

000686

CUSTOMER SERVICE CENTER  
5000 TECHNOLOGY DRIVE  
WELDON SPRING MO 63304

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

13393400008!  
TERRA  
800 EAST MAIN ST  
IMMOKALEE FL 33934

*May 21*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE DO NOT PAY

NATIONAL CUSTOMER SERVICE 1-800-226-2626  
CREDIT/COLLECTIONS 1-800-336-6078

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

PLEASE DO NOT PAY

ACCOUNT	[REDACTED]	TOTAL	[REDACTED]	AMOUNT
INVOICE NO.	[REDACTED]	DUE	[REDACTED]	ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCom  
CUSTOMER SERVICE CENTER  
5000 TECHNOLOGY DRIVE  
WELDON SPRING MO 63304

MCI WORLDCom COMMUNICATIONS, INC.  
PO BOX 96008  
CHARLOTTE NC 28296-0008

CONFIDENTIAL  
CONFIDENTIAL  
CONFIDENTIAL

000687

*4/2-1/1*

*(EA)*  
*#1*

*Doc*  
*Sample*



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**688-697**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

CONFIDENTIAL

000698

~~11/16  
 11/16  
 11/16~~ 
  
 11/16  
 11/16

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

W 2/24/83

Title: EA Sample bill

D 12/6/02

000699

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

[REDACTED]

*may 01*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

!3302300009!  
ALLSTATE TIRE COMPANY INC  
2360 SW 56TH AV  
HOLLYWOOD FL 33023

MINIMUM USAGE SURCHARGE  
FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

GENERATION D SERVICE FROM WORLDCOM

WorldCom(SM) is the premier enabler of e-business for the new e-economy. We offer a full range of innovative solutions, from web hosting to global communications ... all of which are designed to help your business compete successfully in the 21st Century. For more information, please contact your WorldCom Account Manager, or visit us at [www.worldcom.com](http://www.worldcom.com). Not only does our website reflect our generation d culture, it also provides extensive information on our e-business offerings. Through our newest Customer Service link you can learn the answers to hundreds of questions regarding our e-services and other products. At WorldCom, we're committed to helping your business stay on the cutting edge of communications technology, and our website is one more way we deliver. We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL DUE	[REDACTED]	AMOUNT ENCLOSED
INVOICE NO.	[REDACTED]			

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

[REDACTED]

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

[REDACTED]

CONFIDENTIAL

CONFIDENTIAL  
000700

# 10  
SAMPLE

*1 de 2 - 14*

05/16/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:

PRODUCT TYPE:

INTRASTATE

INTERSTATE

INTRASTATE DIR ASST

INTERNATIONAL

PRODUCT TYPE:

INTRALATA

INTRASTATE

INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:

LONG DISTANCE SERVICE:

BILL SUMMARY CHARGE

CAC FOR: 4 LINES

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:

FEDERAL, STATE & LOCAL SURCHARGES

STATE & LOCAL TAXES

FEDERAL EXCISE TAX

FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

CONFIDENTIAL

000701

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

[REDACTED]

41-6  
246

Handwritten initials and scribbles at the bottom left.

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**702-706**

IMPORTANT UPDATE

PLEASE SHARE THIS IMPORTANT NOTICE  
WITH YOUR COMPANY'S MANAGEMENT!

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

NEW TRS DIALING CODE MAY REQUIRE CHANGES TO PBX EQUIPMENT  
BEFORE OCTOBER 1

By October 1, 2001, the Federal Communications Commission (FCC) requires all telecommunications companies to provide three-digit 711 dialing to enable customers to access Telecommunications Relay Service (TRS). This enhancement will allow customers to dial 711 for TRS assistance from any wireless or wireline phone, including all public phones, anywhere in the United States. There is no charge for dialing 711, although once the caller connects with the called party the caller will incur local and long distance charges according to their calling plan or other billing option they may choose.

TRS provides a communications link between people with hearing or speech disabilities using text telephones (TTY) and people who use voice telephones. TRS service allows either the TTY user or the voice phone user to initiate the 711 call to reach a TRS center. A communications assistant at the center then sets up a connection between the TTY user and the phone user and "relays" the discussion by typing in the voice conversation, and speaking the text message. All calls are handled with complete privacy. Although TRS centers will still be accessible using existing toll-free numbers, implementation of 711 dialing nationwide will make it easier to use TRS, especially for those who travel. (Note: The TRS 711 access code should not be confused with the universal 911 emergency number or 411 directory assistance number.)

If you have PBX equipment, it may be necessary to reprogram or make changes to that equipment to allow for 711 dialing. Please contact your equipment vendor if you need assistance. And remember, customers will be able to use the new 711 code beginning October 1, 2001.

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice.

CONFIDENTIAL

000707

*Handwritten:* 5/16/01  
JF  
P



IMPORTANT UPDATE

TO OUR CUSTOMERS WHO RENT EQUIPMENT FROM WORLDCOM

Effective June 1, 2001, the rental rates for customer premise equipment rented from WorldCom will increase by approximately 5%. Examples of customer premise equipment include data service units (DSU), channel banks, and related voice/data cards among many others. WorldCom provides a wide array of reliable communications services and equipment at very competitive rates, and we continue to enhance our network technology and service offerings to meet the growing requirements of our customers. We appreciate your business.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom(SM) Wireless Internet Service.

CONFIDENTIAL

804000

Handwritten initials/signature



MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-1494-2

KW 2/24/03

*[Handwritten signature]*

Title: EA Sample Bill *[Handwritten initials]*

6/10/02

000709

fox

Schedule 5 - B

WorldCom

EasyAnswer

Customer - Revenue, Minute, RPM

June 01

983

(EA)

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41-6  
381

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**711-727**



41-6

CONFIDENTIAL

WJ

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41-6  
3 P/9

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

*100*  
*2/24/03*  
*100/100*

Title: *EA Quotation List 6/01*

000729

CUSTOMER SERVICE CENTER  
5000 TECHNOLOGY DRIVE  
WELDON SPRING MO 63304

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

NATIONAL CUSTOMER SERVICE 1-800-226-2626  
CREDIT/COLLECTIONS 1-800-336-6078

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!  
For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

[REDACTED]

TOTAL  
DUE

[REDACTED]

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
CUSTOMER SERVICE CENTER  
5000 TECHNOLOGY DRIVE  
WELDON SPRING MO 63304

[REDACTED]

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96008  
CHARLOTTE NC 28296-0008

[REDACTED]

CONFIDENTIAL/CONFIDENTIAL

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page 10

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**731-741**

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

1000 2/24/02

Title S... ..

000742



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

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CONFIDENTIAL  
000743

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!  
For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT [REDACTED] TOTAL [REDACTED] AMOUNT  
INVOICE NO. [REDACTED] DUE [REDACTED] ENCLOSURE

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

[REDACTED]  
PO BOX 96022  
CHARLOTTE NC 28296-0022

[REDACTED]

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**744-751**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

CONFIDENTIAL

000752

*Handwritten:* 6/10  
5/18/01  
J. Co.

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

10/24/03  
Bj/H/v

Title: EA Sample Bill

000753

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**754-768**

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

10/24/03  
10/24/03

Title: EA Customer List 8/4

000769

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**770-783**

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

11/24/03

10/12/02

Title: EA Custodial Record

000784



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**785-797**

MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

10/2/24/13

8/2/02

Title EA Cust Serv 2/02

000798

11/14/03  
2/21/04

Title: EA Sample # 5

Sample item 5

EASYANSWER



The company explained the customers are billed per the tariff and also an additional amount based on special pricing terms per contract. The special pricing used is [redacted]. No differences were found when calculating the amounts for May and June 01.

41-6  
7-1

April -

41-6  
22-1

the company explained used [redacted]

vs. the tariff of [redacted]

and special pricing as explained above.



41-6  
7-1  
3

No discrepancies found

Requested Contract - could not be located

41-6  
23

41-6  
7

CONFIDENTIAL

CONFIDENTIAL

000799

41-6  
7

fbc

**Request # 19**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 5**

**ACCOUNT NUMBER**

Attached are excerpts from the May and June 01 customer bills.

**1. What rates are being used from May 1 forward?**

May 01 rates are using tariff with effective date May 1, 2001.

**2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?**

**Invoice Rates pg 7 & 8**

[REDACTED]

**4. If these customers are not billed the May 1, 2001 tariff, please explain why.**

Customers have special pricing terms per contract that are in addition to tariff.

**CONFIDENTIAL**

9/26/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service Commission\sample 5-Req. 19a.doc

000800

**CONFIDENTIAL**

448  
7-1  
P.

**Request # 19**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 5**

**ACCOUNT NUMBER**

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the May 1, 2001 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the May 1, 2001 tariff, please explain why.

**Same computations apply as in #17 & 18 with exact same special pricing terms.**

**CONFIDENTIAL**

9/19/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service Commission\sample 5-Req. 19.doc

**000801**

4146  
7-1  
P2



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: EA #5

*kw*  
*2/24/03*

*Ry*

REQUEST NO. 19

**Please answer the following questions regarding the sample customer bills for ~~WorldOne~~ Product provided to us.**

*EASY ANSWER*

REQUEST NO 19  
SAMPLE ITEM NO 5

ACCOUNT 

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the 5/1/01 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the 5/1/01 tariff, please explain why.

**CONFIDENTIAL**

**CONFIDENTIAL**

000803

*4/16*  
*2/1 P3*

*4/16*  
*2/1 P3*

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

May 01

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

GENERATION D SERVICE FROM WORLDCOM

WorldCom(SM) is the premier enabler of e-business for the new e-economy. We offer a full range of innovative solutions, from web hosting to global communications ... all of which are designed to help your business compete successfully in the 21st Century. For more information, please contact your WorldCom Account Manager, or visit us at [www.worldcom.com](http://www.worldcom.com). Not only does our website reflect our generation d culture, it also provides extensive information on our e-business offerings. Through our newest Customer Service link you can learn the answers to hundreds of questions regarding our e-services and other products. At WorldCom, we're committed to helping your business stay on the cutting edge of communications technology, and our website is one more way we deliver. We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

TOTAL  
DUE

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

!2829600229!  
MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

CONFIDENTIAL

000804 CONFIDENTIAL

# 525

Rate  
PBC

5/1/01



05/16/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

CONFIDENTIAL

LONG DISTANCE USAGE CHARGES:

PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
INTRALATA  
INTRASTATE  
INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:

LONG DISTANCE SERVICE:  
BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:

FEDERAL, STATE & LOCAL SURCHARGES  
STATE & LOCAL TAXES  
FEDERAL EXCISE TAX  
FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

• PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

0008005

Handwritten signature and date: 5/17/01

**ALL MATERIAL ON THESE PAGES IS CONFIDENTIAL**

**806-812**

IMPORTANT UPDATE

PLEASE SHARE THIS IMPORTANT NOTICE WITH YOUR COMPANY'S MANAGEMENT!

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

NEW TRS DIALING CODE MAY REQUIRE CHANGES TO PBX EQUIPMENT BEFORE OCTOBER 1

By October 1, 2001, the Federal Communications Commission (FCC) requires all telecommunications companies to provide three-digit 711 dialing to enable customers to access Telecommunications Relay Service (TRS). This enhancement will allow customers to dial 711 for TRS assistance from any wireless or wireline phone, including all public phones, anywhere in the United States. There is no charge for dialing 711, although once the caller connects with the called party the caller will incur local and long distance charges according to their calling plan or other billing option they may choose.

TRS provides a communications link between people with hearing or speech disabilities using text telephones (TTY) and people who use voice telephones. TRS service allows either the TTY user or the voice phone user to initiate the 711 call to reach a TRS center. A communications assistant at the center then sets up a connection between the TTY user and the phone user and "relays" the discussion by typing in the voice conversation, and speaking the text message. All calls are handled with complete privacy. Although TRS centers will still be accessible using existing toll-free numbers, implementation of 711 dialing nationwide will make it easier to use TRS, especially for those who travel. (Note: The TRS 711 access code should not be confused with the universal 911 emergency number or 411 directory assistance number.)

If you have PBX equipment, it may be necessary to reprogram or make changes to that equipment to allow for 711 dialing. Please contact your equipment vendor if you need assistance. And remember, customers will be able to use the new 711 code beginning October 1, 2001.

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice.

000813

9/16/01  
7-11  
Pld

IMPORTANT UPDATE

TO OUR CUSTOMERS WHO RENT EQUIPMENT FROM WORLDCOM

Effective June 1, 2001, the rental rates for customer premise equipment rented from WorldCom will increase by approximately 5%. Examples of customer premise equipment include data service units (DSU), channel banks, and related voice/data cards among many others. WorldCom provides a wide array of reliable communications services and equipment at very competitive rates, and we continue to enhance our network technology and service offerings to meet the growing requirements of our customers. We appreciate your business.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom(SM) Wireless Internet Service.

CONFIDENTIAL

000814

11/9  
 11/21/01  
 11/16

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Key 3/4/03  
2/28/03 2/24/03  
JRP  
11/21/02

PPK

Title: EA # 5

000815

41-6  
7-1  
1

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

*June 01*

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

[REDACTED]

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!

For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	TOTAL DUE	AMOUNT ENCLOSED
[REDACTED]	[REDACTED]	[REDACTED]
INVOICE NO.	[REDACTED]	[REDACTED]

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

CONFIDENTIAL  
CONFIDENTIAL  
CONFIDENTIAL

*20A #5*  
*Rate*

*20A #5*  
*Rate*

[REDACTED]

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
INTRALATA  
INTRASTATE  
INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
LONG DISTANCE SERVICE:  
BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
FEDERAL, STATE & LOCAL SURCHARGES  
STATE & LOCAL TAXES  
FEDERAL EXCISE TAX  
FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

• PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

CONFIDENTIAL

000817

*Handwritten signature/initials*

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**818-825**



IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

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000826

*Handwritten signature and initials*

RBC

rw  
3/24/03  
R2 JHP  
11/21/02

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title:

EA # 5

000827

416  
24  
2

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

CONFIDENTIAL

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

CS  
# 5  
april 01

000828

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE  
If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. As always, for billing-related questions please call the toll-free Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

Find out more about all the generation d services WorldCom offers, including Web Hosting, IP VPN and more, by visiting us at [www.worldcom.com](http://www.worldcom.com). We appreciate your business!

CONFIDENTIAL

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL	[REDACTED]	AMOUNT
INVOICE NO.	[REDACTED]	DUE	[REDACTED]	ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

Handwritten initials and scribbles at the bottom left.

[REDACTED]

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**829-836**

IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed April invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice. We appreciate your business.

TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

Effective March 9, 2001, the 407 area code in Florida is being split into two area codes: 407 and a new 386 area code. On this date, a "get acquainted" period went into effect during which callers can use either area code when dialing. Then, beginning November 5, 2001, calls to the following telephone exchanges will be required to use the new 386 area code: 232, 259, 516, 574, 575, 601, 668, 731, 742, 753, 845, 860, 910, 968, and 969. Calls that were local calls before the area code change are still local calls and are billed as local calls, even though they may require 10-digit dialing (area code plus 7-digit phone number) after November 5. Please notify family, friends and business associates of your new area code, make sure that any materials printed with your number include the proper area code, and reprogram speed-dial features, faxes, modems and other auto-dialers to reflect the new area code and 10-digit dialing requirement at the appropriate time.

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000837

*Handwritten:* 3/16/01  
3/16/01  
p/p



4/24/03  
JHP  
12110

Title: EA Sample # 1

Sample 7

EASYANSWER - [REDACTED]

The company explained the customers are billed [REDACTED]

No differences were found when calculating the amounts for May and June 01.

4/16/22-1

April

Per company All switched base rates charged is [REDACTED] and the special pricing terms.

4/16/22

4/16/22-1

IntraSub-D [REDACTED]

IntraLata-D [REDACTED]

4/16/8-1/3

[REDACTED]

[REDACTED]

No differences found

4/16/8

P1

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CONFIDENTIAL

000839

4/16/8

105C

**Request # 20**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

SAMPLE ITEM NO 7

ACCOUNT NUMBER

*These calculations are for [redacted] calculations for [redacted]*

*and found on the bills  
ok  $\frac{41.6}{8.1}$  ,  $\frac{41.6}{2}$   
pg 12 1 , pg 2-9*

Attached are excerpts from the May and June 01 customer bills.

**1. What rates are being used from May 1 forward?**

May 01 rates are using tariff with effective date May 1, 2001.

**2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?**

Invoice Rates pg 7 & 8

[Redacted invoice rates section]

**4. If these customers are not billed the May 1, 2001 tariff, please explain why.**

Customers have special pricing terms per contract [redacted]

*41.6 / 8.1 p1*



**Request # 20**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 7**

**ACCOUNT NUMBER**

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the May 1, 2001 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the May 1, 2001 tariff, please explain why.

**Same computations apply as in #17, 18, & 19 with exact same special pricing terms.**

**CONFIDENTIAL**

9/19/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service Commission\sample 7-Req. 20.doc **000841**

4/4/02  
8-1  
PR

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title:

EA #7

kw 2/24/03  
8/22/03  
11/2/02

000842

41-6  
8-1 P. 1/2

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title:

FA #7

11/24/03

JHP

11/2/02

Ry

REQUEST NO. 20

Please answer the following questions regarding the sample customer bills for ~~WorldCom~~ **WorldOne** Product provided to us.

EASY ANSWER

REQUEST NO 20  
SAMPLE ITEM NO 7

ACCOUNT 

Attached are excerpts from the May and June01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the 5/1/01 tariff filed with the Commission?
3. Please reclaculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the 5/1/01 tariff, please explain why.

41-6  
8-1 P3

CONFIDENTIAL

CONFIDENTIAL  
000843

41-6  
8-1 P3

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

*May 01*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

133182000031  
CEMENT DISPATCHER CENTRAL  
1200 NW 137TH AVE  
MIAMI FL 33182

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

INVOICE NO.

TOTAL  
DUE

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

CONFIDENTIAL

CONFIDENTIAL  
000814

*Rec # 1*  
*WCA # 1*  
*Rate*

*5/1/01*  
*5/1/01*  
*5/1/01*

05/24/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
 PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
 INTRALATA  
 INTRASTATE  
 INTERSTATE  
 179 INTELENET SW OUT MTM MINIMUM USAGE  
 TOTAL LONG DISTANCE USAGE:  
 TOTAL USAGE CHARGES:  
 RECURRING CHARGES:  
 LONG DISTANCE SERVICE:  
 BILL SUMMARY CHARGE  
 TOTAL RECURRING CHARGES:  
 TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
 FEDERAL, STATE & LOCAL SURCHARGES  
 STATE & LOCAL TAXES  
 FEDERAL EXCISE TAX  
 FEDERAL UNIVERSAL SERVICE FEE  
 TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
 TOTAL CURRENT CHARGES

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

CONFIDENTIAL

000845

• PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
 TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

*Handwritten signature and date:*  
 5/24/01  
 [Signature]

**ALL MATERIAL ON THESE PAGES IS CONFIDENTIAL**

**846-855**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

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000856

~~4/11/01~~  
~~8-11~~  
 8/3

P 180

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

EA # 7

Title:

KW  
8/24/03  
BS  
8/24/03  
JHP  
11/21/02

000857

44-6  
8-1  
1



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

*June 01*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

133182000031  
CEMENT DISPATCHER CENTRAL  
1200 NW 137TH AVE  
MIAMI FL 33182

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PAYMENT DUE UPON RECEIPT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

CONFIDENTIAL  
CONFIDENTIAL

000858

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!

For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL	[REDACTED]	AMOUNT
INVOICE NO.	[REDACTED]	DUE	[REDACTED]	ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

[REDACTED]

*4/8/01*

*Rate*

*#WA*

*MSC*

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
 PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
 INTRALATA  
 INTRASTATE  
 INTERSTATE  
 179 INTELENET SW OUT MTM MINIMUM USAGE

TOTAL LONG DISTANCE USAGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
 LONG DISTANCE SERVICE:  
 BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

SERVICE CHARGE

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
 FEDERAL, STATE & LOCAL SURCHARGES  
 STATE & LOCAL TAXES  
 FEDERAL EXCISE TAX  
 FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
 TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

CONFIDENTIAL

000859

*Handwritten signature and date: 6/27/01*

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**860-872**

CONFIDENTIAL

IMPORTANT UPDATE

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

Certain changes are taking place in the regulatory arena that affect how telecommunications companies contract with their customers. This notice explains those changes. **No action is required on your part.** The Federal Communications Commission ("FCC") is requiring U.S. long distance companies, including those in the WorldCom(SM) family, to cease filing and maintaining tariffs for their state-to-state and international telecommunications services ("detariffing"). Historically, tariffs have served to create binding rights and obligations between companies and their customers for telecommunications services.

To comply, WorldCom intends to cancel its FCC state-to-state and international tariffs on July 31, 2001. Beginning August 1, 2001, our contractual relationship with you will no longer rely upon these FCC tariffs. In-state services, however, will continue to be governed by state tariffs, where applicable.

All of our customers currently receive service through our tariffs or through agreements that incorporate our tariffs by reference. If you have a signed contract or term plan agreement with WorldCom, your written agreement will continue to apply until expiration. You will continue to receive service for the remainder of your contract term according to your agreement, which includes applicable product descriptions, definitions, terms and conditions, and pricing in the FCC tariffs in effect at the time of detariffing. The relevant sections of WorldCom's final FCC tariffs will become part of your service agreement and will be placed in a "Service Publication and Price Guide" ("Guide"). The Guide will be available to you twenty-four hours a day, every day on our website at [www.worldcom.com](http://www.worldcom.com).

CONTINUED:

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

If you do not have a signed contract or otherwise receive service under WorldCom's general tariffs, beginning August 1, 2001 you will receive service pursuant to WorldCom's Standard Business Agreement (which can be found at [www.worldcom.com](http://www.worldcom.com)) and the underlying Guide. Your continued use of the service constitutes acceptance of the rates, terms and conditions contained in the Guide.

WorldCom may modify the rates, terms and conditions in the Guide from time to time. Changes to the Guide will become effective the first day of the calendar month following the date they are posted in the Guide, but no changes will be effective on less than 15 days website notice. Unless your agreement expressly provides to the contrary, these changes will be binding on you.

It is our intention to implement this transition in a way that minimizes confusion, and continues our valued relationship with you without disruption. This transition will not affect our obligations to you, and does not change your obligations to us under our agreement. Again, no action is necessary on your part. If you have any questions, please refer to the Guide and to the "Frequently Asked Questions" now available on our website at [www.worldcom.com](http://www.worldcom.com), or contact your WorldCom account representative or customer service. We look forward to continuing to serve your telecommunications and e-business needs.

000873

Handwritten notes: *11-6* and *11-6* with a box around the date and a signature.



CONFIDENTIAL

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

[REDACTED]

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED. ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

#7  
April 01  
EA

pac

CONFIDENTIAL

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. As always, for billing-related questions please call the toll-free Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

Find out more about all the generation d services WorldCom offers, including Web Hosting, IP VPN and more, by visiting us at [www.worldcom.com](http://www.worldcom.com). We appreciate your business!

April

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL	[REDACTED]	AMOUNT
INVOICE NO.	[REDACTED]	DUE	[REDACTED]	ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

000875

4/1/01  
4/1/01  
8'

[REDACTED]

[REDACTED]

**ALL MATERIAL ON THESE PAGES IS CONFIDENTIAL**

**876-887**

IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed April invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice. We appreciate your business.

TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

Effective March 9, 2001, the 407 area code in Florida is being split into two area codes: 407 and a new 386 area code. On this date, a "get acquainted" period went into effect during which callers can use either area code when dialing. Then, beginning November 5, 2001, calls to the following telephone exchanges will be required to use the new 386 area code: 232, 259, 516, 574, 575, 601, 668, 731, 742, 753, 845, 860, 910, 968, and 969. Calls that were local calls before the area code change are still local calls and are billed as local calls, even though they may require 10-digit dialing (area code plus 7-digit phone number) after November 5. Please notify family, friends and business associates of your new area code, make sure that any materials printed with your number include the proper area code, and reprogram speed-dial features, faxes, modems and other auto-dialers to reflect the new area code and 10-digit dialing requirement at the appropriate time.

CONFIDENTIAL

8888000

4/24/01  
8/11  
P.M.





4/24/03

Title: EA Sample # 8

HP  
1123152

Sample 8

EASYANSWER [REDACTED]

The company explained the customers are billed per the tariff and [REDACTED]

No differences were found when calculating the amounts for May and June 01.

41-6  
9-1

April

41-6  
22

The company explained they are using  
base rate [REDACTED]  
and special pricing.

41-6  
9-1  
3

[REDACTED]

[REDACTED]

41-6  
9-1  
3

[REDACTED]

No differences found

41-6  
9  
P1

**CONFIDENTIAL**

**CONFIDENTIAL**

000890

41-6  
9

PBC

**Request # 21**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 8**

*These calculations are for*

**ACCOUNT NUMBER**

*The calculations for*

Attached are excerpts from the May and June 01 customer bills.

*and on  $\frac{41-6}{9-1}$  ,  $\frac{41-6}{9-1}$*

**1. What rates are being used from May 1 forward?**

May 01 rates are using tariff with effective date May 1, 2001.

**2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?**

**Invoice Rates pg 7 & 8**

[REDACTED]

**4. If these customers are not billed the May 1, 2001 tariff, please explain why.**

Customers have special pricing terms per contract that are in addition to tariff.

**CONFIDENTIAL**

**CONFIDENTIAL**

*$\frac{41-6}{9-1}$*

*P1*

**Request # 21**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 8**

**ACCOUNT NUMBER**

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the May 1, 2001 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the May 1, 2001 tariff, please explain why.

**Same computations apply as in #17, 18, 19, & 20 with exact same special pricing terms.**

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9/19/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service Commission\sample 8-Req. 21.doc

000892

414  
9-1

P2



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title:

EA # 21

1/24/03  
1/24/03  
1/21/02

Ry

REQUEST NO. 21

Please answer the following questions regarding the sample customer bills for ~~WorldOne~~ **WorldOne Product** provided to us.

EASY ANSWER

REQUEST NO 21  
SAMPLE ITEM NO 8

ACCOUNT

Attached are excerpts from the May and June01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the 5/1/01 tariff filed with the Commission?
3. Please reclaculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the 5/1/01 tariff, please explain why.

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CONFIDENTIAL

4/6  
9-1

P 3

000894

4/6  
9-1

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

*May 01*

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

GENERATION D SERVICE FROM WORLDCOM

WorldCom(SM) is the premier enabler of e-business for the new e-conomy. We offer a full range of innovative solutions, from web hosting to global communications ... all of which are designed to help your business compete successfully in the 21st Century. For more information, please contact your WorldCom Account Manager, or visit us at [www.worldcom.com](http://www.worldcom.com). Not only does our website reflect our generation d culture, it also provides extensive information on our e-business offerings. Through our newest Customer Service link you can learn the answers to hundreds of questions regarding our e-services and other products. At WorldCom, we're committed to helping your business stay on the cutting edge of communications technology, and our website is one more way we deliver. We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

INVOICE NO.

TOTAL  
DUE

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

PO BOX 96022  
CHARLOTTE NC 28296-0022

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CONFIDENTIAL

000895

*# 8*  
*CF*

*1/1*  
*1/1*  
*1/1*

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**896-901**



IMPORTANT UPDATE

PLEASE SHARE THIS IMPORTANT NOTICE WITH YOUR COMPANY'S MANAGEMENT!

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

NEW TRS DIALING CODE MAY REQUIRE CHANGES TO PBX EQUIPMENT BEFORE OCTOBER 1

By October 1, 2001, the Federal Communications Commission (FCC) requires all telecommunications companies to provide three-digit 711 dialing to enable customers to access Telecommunications Relay Service (TRS). This enhancement will allow customers to dial 711 for TRS assistance from any wireless or wireline phone, including all public phones, anywhere in the United States. There is no charge for dialing 711, although once the caller connects with the called party the caller will incur local and long distance charges according to their calling plan or other billing option they may choose.

TRS provides a communications link between people with hearing or speech disabilities using text telephones (TTY) and people who use voice telephones. TRS service allows either the TTY user or the voice phone user to initiate the 711 call to reach a TRS center. A communications assistant at the center then sets up a connection between the TTY user and the phone user and "relays" the discussion by typing in the voice conversation, and speaking the text message. All calls are handled with complete privacy. Although TRS centers will still be accessible using existing toll-free numbers, implementation of 711 dialing nationwide will make it easier to use TRS, especially for those who travel. (Note: The TRS 711 access code should not be confused with the universal 911 emergency number or 411 directory assistance number.)

If you have PBX equipment, it may be necessary to reprogram or make changes to that equipment to allow for 711 dialing. Please contact your equipment vendor if you need assistance. And remember, customers will be able to use the new 711 code beginning October 1, 2001.

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice.

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000902

Handwritten signature and date: 5/16/01

IMPORTANT UPDATE

TO OUR CUSTOMERS WHO RENT EQUIPMENT FROM WORLDCOM

Effective June 1, 2001, the rental rates for customer premise equipment rented from WorldCom will increase by approximately 5%. Examples of customer premise equipment include data service units (DSU), channel banks, and related voice/data cards among many others. WorldCom provides a wide array of reliable communications services and equipment at very competitive rates, and we continue to enhance our network technology and service offerings to meet the growing requirements of our customers. We appreciate your business.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom(SM) Wireless Internet Service.

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000903

Handwritten notes: 4.6, 9-16, and a signature.



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

*June 01*

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!

For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

TOTAL

AMOUNT

INVOICE NO.

DUE

ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

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000905

*Rate*

*#83A*

*6/1/01*

[REDACTED]

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**906-911**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

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000912

Handwritten notes: 5/11/01, 5/11/01, 5/11/01



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PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] C14 [REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

!3341200007!  
THIRD GENERATION CONSTRUCTION  
11851 LEETH CT  
WEST PALM BEACH FL 33412

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED. ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

*Handwritten:* C/S # 901

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24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE  
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PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL	[REDACTED]	AMOUNT
INVOICE NO.	[REDACTED]	DUE	[REDACTED]	ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

000914

*Handwritten:* 11/18/03

*Handwritten:* P1



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**915-922**

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IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

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TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

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000923

*Handwritten:*  
 4/16/01  
 PIP



Title: EA Sample #13

*rw*  
*2/24/03*

*rfp*

*4/25/02*  
*10/13/02*

Sample 13

EASYANSWER

[REDACTED]

*41-6*  
*10-1*

The company explained the customers are billed per the tariff and also an additional amount based on special pricing terms per contract. The special pricing used is [REDACTED]. No differences were found when calculating the amounts for May and June 01.

April -

*41-6*  
*22-1*      *41-6*  
*22-1*

Per company, used [REDACTED]

and special pricing plans [REDACTED]

[REDACTED]

[REDACTED]

*41-6*  
*10-1*

no differences found

*41-6*  
*10*

*pl*

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000925

*41-6*  
*10*

pmc

Request # 22

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

SAMPLE ITEM NO 13

ACCOUNT NUMBER

calculations on  $\frac{41-6}{10-1}$ ,  $\frac{41-6}{10-1}$   
 $\frac{1}{1}$ ,  $\frac{2}{2}$

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?

May 01 rates are using tariff with effective date May 1, 2001.

2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?

Invoice Rates pg 7 & 8

[Redacted content]

41-6  
10-1

4. If these customers are not billed the May 1, 2001 tariff, please explain why.

Customers have special pricing terms per contract that are in addition to tariff.

41-6  
10-1

CONFIDENTIAL

CONFIDENTIAL

000926

P

**Request # 22**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 13**

**ACCOUNT NUMBER**

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the May 1, 2001 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the May 1, 2001 tariff, please explain why.

**Same computations apply as in #17, 18, 19 20 & 21 with exact same special pricing terms.**

9/19/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service  
Commision\sample 13-Req. 22.doc

000927

**CONFIDENTIAL**

4/1/02  
0-1

12



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: EA # 22

Ba/24/03  
K.W./21/03  
11/21/02

REQUEST NO. 22

Please answer the following questions regarding the sample customer bills for ~~WorldOne~~ Product provided to us.

EASY ANSWER

REQUEST NO 22  
SAMPLE ITEM NO 13



Attached are excerpts from the May and June01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the 5/1/01 tariff filed with the Commission?
3. Please reclaculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the 5/1/01 tariff, please explain why.

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41-6  
10-1  
B

000929

41-6  
10-1



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

May 01

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FLN

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

GENERATION D SERVICE FROM WORLDCOM

WorldCom(SM) is the premier enabler of e-business for the new e-economy. We offer a full range of innovative solutions, from web hosting to global communications ... all of which are designed to help your business compete successfully in the 21st Century. For more information, please contact your WorldCom Account Manager, or visit us at [www.worldcom.com](http://www.worldcom.com). Not only does our website reflect our generation d culture, it also provides extensive information on our e-business offerings. Through our newest Customer Service link you can learn the answers to hundreds of questions regarding our e-services and other products. At WorldCom, we're committed to helping your business stay on the cutting edge of communications technology, and our website is one more way we deliver. We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

TOTAL  
DUE

AMOUNT  
ENCLOSED

INVOICE NO.

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

!2829600229!  
MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

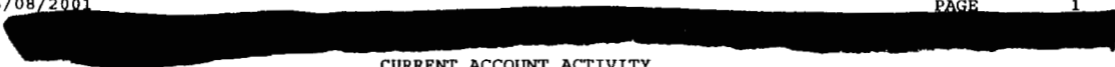
CONFIDENTIAL

CONFIDENTIAL

000930

EA  
#13

4/17/01  
P1



CURRENT ACCOUNT ACTIVITY

CONFIDENTIAL

LONG DISTANCE USAGE CHARGES:  
PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
INTRALATA  
INTRASTATE  
INTERSTATE



TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:



RECURRING CHARGES:  
LONG DISTANCE SERVICE:  
800 NUMBER CHARGE (PER 800 #)  
• BILL SUMMARY CHARGE



TOTAL RECURRING CHARGES:



TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
STATE & LOCAL TAXES  
FEDERAL, STATE & LOCAL SURCHARGES  
FEDERAL EXCISE TAX  
FEDERAL UNIVERSAL SERVICE FEE



TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:



TOTAL CURRENT CHARGES

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

000931

*Handwritten:*  
4/1/96  
10-1  
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**932-942**

CONFIDENTIAL

IMPORTANT UPDATE

PLEASE SHARE THIS IMPORTANT NOTICE WITH YOUR COMPANY'S MANAGEMENT!

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

NEW TRS DIALING CODE MAY REQUIRE CHANGES TO PBX EQUIPMENT BEFORE OCTOBER 1

By October 1, 2001, the Federal Communications Commission (FCC) requires all telecommunications companies to provide three-digit 711 dialing to enable customers to access Telecommunications Relay Service (TRS). This enhancement will allow customers to dial 711 for TRS assistance from any wireless or wireline phone, including all public phones, anywhere in the United States. There is no charge for dialing 711, although once the caller connects with the called party the caller will incur local and long distance charges according to their calling plan or other billing option they may choose.

TRS provides a communications link between people with hearing or speech disabilities using text telephones (TTY) and people who use voice telephones. TRS service allows either the TTY user or the voice phone user to initiate the 711 call to reach a TRS center. A communications assistant at the center then sets up a connection between the TTY user and the phone user and "relays" the discussion by typing in the voice conversation, and speaking the text message. All calls are handled with complete privacy. Although TRS centers will still be accessible using existing toll-free numbers, implementation of 711 dialing nationwide will make it easier to use TRS, especially for those who travel. (Note: The TRS 711 access code should not be confused with the universal 911 emergency number or 411 directory assistance number.)

If you have PBX equipment, it may be necessary to reprogram or make changes to that equipment to allow for 711 dialing. Please contact your equipment vendor if you need assistance. And remember, customers will be able to use the new 711 code beginning October 1, 2001.

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice.

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IMPORTANT UPDATE

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TO OUR CUSTOMERS WHO RENT EQUIPMENT FROM WORLDCOM

Effective June 1, 2001, the rental rates for customer premise equipment rented from WorldCom will increase by approximately 5%. Examples of customer premise equipment include data service units (DSU), channel banks, and related voice/data cards among many others. WorldCom provides a wide array of reliable communications services and equipment at very competitive rates, and we continue to enhance our network technology and service offerings to meet the growing requirements of our customers. We appreciate your business.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom(SM) Wireless Internet Service.

000944

Handwritten signature and date: 5/15/01



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FLN

*June 01*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PAYMENT DUE UPON RECEIPT

CONFIDENTIAL

*W.D.  
#13*

*RTC*

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!

For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

CONFIDENTIAL  
000946

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL DUE	[REDACTED]	AMOUNT ENCLOSED
INVOICE NO.	[REDACTED]			

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

[REDACTED]

[REDACTED]

*6/11/01*

06/08/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

CONFIDENTIAL

LONG DISTANCE USAGE CHARGES:  
PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
INTRALATA  
INTRASTATE  
INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:

LONG DISTANCE SERVICE:  
800 NUMBER CHARGE (PER 800 #)  
BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

SERVICE CHARGE

TAXES, GOVERNMENT FEES AND OTHER CHARGES:

STATE & LOCAL TAXES  
FEDERAL, STATE & LOCAL SURCHARGES  
FEDERAL EXCISE TAX  
FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

000947

Handwritten notes: 62, 10/11, 11/10



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**948-958**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

CONFIDENTIAL

000939

pid 2  
11-10-01  
4-1-0



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FLN

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

133526000011  
BONITA FLOWERS  
P O BOX 156  
DADE CITY FL 33526

MINIMUM USAGE SURCHARGE  
FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PAYMENT DUE UPON RECEIPT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. As always, for billing-related questions please call the toll-free Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

Find out more about all the generation d services WorldCom offers, including Web Hosting, IP VPN and more, by visiting us at [www.worldcom.com](http://www.worldcom.com). We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	[REDACTED]	TOTAL	[REDACTED]	AMOUNT
INVOICE NO.	[REDACTED]	DUE	[REDACTED]	ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]  
MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

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000961

Handwritten: #3201  
Handwritten: WA

Handwritten: 11/19/01  
Handwritten: [Signature]

[REDACTED]

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**962-965**

04/09/2001



CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
 PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
 INTRALATA  
 INTRASTATE  
 INTERSTATE  
 INTERNATIONAL

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
 LONG DISTANCE SERVICE:  
 800 NUMBER CHARGE (PER 800 #)  
 BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
 FEDERAL, STATE & LOCAL SURCHARGES  
 STATE & LOCAL TAXES  
 FEDERAL EXCISE TAX  
 FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES



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\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

pb  
3/10/96  
4/11/96

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**967-974**

IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed April invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice. We appreciate your business.

TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

Effective March 9, 2001, the 407 area code in Florida is being split into two area codes: 407 and a new 386 area code. On this date, a "get acquainted" period went into effect during which callers can use either area code when dialing. Then, beginning November 5, 2001, calls to the following telephone exchanges will be required to use the new 386 area code: 232, 259, 516, 574, 575, 601, 668, 731, 742, 753, 845, 860, 910, 968, and 969. Calls that were local calls before the area code change are still local calls and are billed as local calls, even though they may require 10-digit dialing (area code plus 7-digit phone number) after November 5. Please notify family, friends and business associates of your new area code, make sure that any materials printed with your number include the proper area code, and reprogram speed-dial features, faxes, modems and other auto-dialers to reflect the new area code and 10-digit dialing requirement at the appropriate time.

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*Handwritten signature and date: 4/11/01*



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: EA # 13

R 2/24/03  
12/4/03  
12/3/02

PPK

446  
10-1  
3

000976

COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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10-29	Document Request No. 29	2
10-32p2	Document Request No. 32	1
10-34p2	Document Request No. 34	1
41	Verification of Q Reports Summary	5
41-1	Compilation of Q Reports	1
41-1/1	Revised Q Reports	1
41-1/2	Number of Customers on Q Reports-Intel	1
41-1/3	Number of Customers on Q Reports- EA	1
41-1/4	Number of Customers on Q Reports- WorldOne	1
41-1/5	Intelenet Customer Data	1
41-1/6	Summary of \$ and Customer Differences	1
41-2/1	Average Number of Customers	1
41-3	Minutes, Revenue and ARPM	3
41-3/1	Q Report Revs - Intelenet	1
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41-4 Summary	Results of WorldOne Sample	9
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41-4/2	Dec. WO Customer List	28
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41-4/3	WO - May Customer List	20
41-4/3-1	WO -May Sample 2	7
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41-4/4	WO June Customer List	17
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41-4/5	WO Sample No. 5	2
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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
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41-4/10-4	WO Sample 15	11
41-4/10-4/1	WO Sample 15	1
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41-5Summary	Results of Intelenet Sample	8
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41-5/1-1	Intel April 01 Sample 14	6
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41-5/3	Intel June 01 Customer List	32
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41-5/8-1	Intel Samples4, 5, 11	2
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41-5/8-3	Intel Sample June 01, No 16	21
41-5/9	Recurring Charges- Intel	1
41-5/9-1	Recurring Charges- Intel	1
41-5/10-1	Recalculation of tariff - intel	2
41-5/10-1/1	Recalculation of tariff - all samples	2
41-5/10-1/2	Intel Sample 1 for May	1
41-5/10-1/3	Intel Sample 1 for June	1
41-5/10-1/4	Intel Sample 1 for May	1
41-5/10-1/5	Intel Sample 2 for April	1
41-5/10-1/6	Intel Sample for April	3
41-5/10-1/7	Intel Sample	5
41-5/10-1/8	Intel Sample	3
41-5/10-1/9	Intel Sample	7
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41-5/10-1/11	Intel Sample	3
41-5/10-1/12	Intel Sample	3
41-5/11	Recalculation of Tariff	2
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41-6Summary	Results of EasyAnswer Sample	10
41-6	EA Min, \$'s and ARPM	2
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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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41-6/7-1/2	EA Sample 5 - June 01	11
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41-6/8-1	EA Sample 7	3
41-6/8-1/1	EA Sample 7 May 01	13
41-6/8-1/2	EA Sample 7 June 01	16
41-6/8-1/3	EA Sample 7 April 01	14
41-6/9	EA Sample 8	1
41-6/9-1	EA Sample 8 recalculation	3
41-6/9-1/1	EA Sample 8 May 01	9
41-6/9-1/2	EA Sample 8 June 01	8
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41-6/10	EA Sample 13 - Recalculation	1
41-6/10-1	EA Sample 13 - Recalculation	3
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41-6/10-1/2	EA Sample 13 June 01	14
41-6/10-1/3	EA Sample 13 April 01	15
41-6/11	EA Sample 15	1
41-6/11-1	EA Sample 15 - recalculation	3
41-6/11-1/1	EA Sample 15 MAY 01	12
41-6/11-1/2	EA Sample 15 June 01	13
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41-6/12	EA Sample 3	1
41-6/12-1	EA Sample 3 - Recalculation	2
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41-6/12-1/2	EA Sample 3 June 01	10
41-6/12-1/3	EA Sample 3 April 01	10
41-6/13	EA Sample 4	1
41-6/13-1	EA Sample 4 Recalculation	3
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41-6/13-1/2	EA Sample 4 June 01	10
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41-6/17-1	EA Sample 14 April 01	8
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COMPANY: MCI WORLDCOM  
 TITLE: INDEX OF CONFIDENTIAL WORKPAPERS  
 AUDIT: COMPLIANCE WITH FLOW THROUGH  
 REFUND ORDERS  
 DATE: FEBRUARY 25, 2003

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41-6/20-1	EA Sample 10 April 01	14
41-6/21	EA Sample 9	1
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41-6/22	EA Recalculation	1
41-6/22-1	EA Recalculation	2
41-6/23	EA Recalculation	1
41-6/23-1	EA Recalculation	1
41-6/24	EA Sample 2 April 01	5
41-6/25	EA Sample 2 Recalculation	1
41-6/26	EA Sample 2 diff lists and bill	2
41-6/26-1	EA Sample 2	23
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46	Summary of Number of Customers	1
46-1	Summary of Number of Customers	1
46-2	Media Ads	4

# WORKING PAPER STANDARD INDEX

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<i>Compliance w/ How They Reported</i>				<b>COST OF CAPITAL</b>			
<b>CURRENT FILES</b>				31	COST OF CAPITAL		
ORIGINAL WORK PAPERS - FILE MAINTENANCE IN DIVISION AUDIT FINANCE CONTROL FILE				32	EQUITY		
<b>PLANNING AND CONTROL</b>				33	LONG TERM DEBT		
1	AUDIT REPORT			34	SHORT TERM DEBT		
2	COMPANY FILING			35	CUSTOMER DEPOSITS		
3	MANAGEMENT REPRESENTATION LETTER			36	DEFERRED TAXES		
4	AUDIT SERVICE REQUEST			37	TAX CREDITS		
5	PLANNING			38			
6	AUDIT PROGRAM			39			
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8	REVIEW NOTES BOARD OF DIRECTORS/ LIST OF DIRECTORS AND AFFILIATES			40	NET OPERATING INCOME		
9	REVIEW NOTES EXTERNAL/INTERNAL/FPSC AUDITS			41	OPERATING REVENUES		
10	DOCUMENT REQUESTS AND CONTROL LOG			42	<i>Blank</i>		
11	CONFIDENTIAL DOCUMENTS CONTROL LOG			43	<del>OPERATING EXPENSES</del> <i>Complement Data</i>		
12	TRIAL BALANCE			44	<i>Blank</i>		
13	ADJUSTMENT / RECLASSIFICATION SUMMARY			45	<i>Tariff</i>		
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<b>RATE BASE</b>				47			
15	RATE BASE			48			
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18	PLANT HELD FOR FUTURE USE			51	DEPRECIATION / AMORTIZATION EXPENSES		
19	CONSTRUCTION WORK IN PROCESS			52			
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23	ACCUMULATED AMORTIZATION OF CIAC			56	GAINS / LOSS DISPOSAL UTILITY PLANT		
24	WORKING CAPITAL			57			
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				71	EXTRAORDINARY ITEMS		
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4/1/03  
11/21/02

Title: EA Sample # 15

Sample 15

EASYANSWER -

The company explained the customers are billed per the tariff and also [redacted] The special pricing used is [redacted] No differences were found when calculating the amounts for May and June 01 for number 800-741-3042. Differences were found for number [redacted]

41-6  
11-1

Company explained that there was a special price - See Summary OK see [redacted]

$$\frac{41-6}{11-1} P 11 \qquad \frac{41-6}{11-1} P 11$$

$$\frac{41-6}{23} \text{ Jan Co known}$$

April -  $\frac{41-6}{22}$ ,  $\frac{41-6}{22-1}$

Company is using [redacted] and special pricing.

41-6  
11-1  
3

[redacted]

However, 2 items using S.P. OK see

$$\frac{41-6}{11-1} + \frac{41-6}{11-1}$$

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CONFIDENTIAL

41/11

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39																				
38																				
37																				
36																				
35																				

41-6  
11

PBC

**Request # 23**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 15**

**ACCOUNT NUMBER**

See calculations for

$$\begin{array}{r} 4-6 \\ 11-1 \\ \hline 1 \end{array} \quad , \quad \begin{array}{r} 11-6 \\ 11-1 \\ \hline 2 \end{array}$$

Attached are excerpts from the May and June 01 customer bills.

**1. What rates are being used from May 1 forward?**

May 01 rates are using tariff with effective date May 1, 2001.

**2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?**

**Invoice Rates pg 7 & 8**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**4. If these customers are not billed the May 1, 2001 tariff, please explain why.**

Customers have special pricing terms per contract that are in addition to tariff.

$\frac{4-6}{11-1}$

P.



**Request # 23**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 15**

**ACCOUNT NUMBER**

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the May 1, 2001 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the May 1, 2001 tariff, please explain why.

**Same computations apply as in #17, 18, 19, 20, 21 & 22 with exact same special pricing terms.**

9/19/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service Commission\sample 15-Req. 23.doc

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P2

41-6  
11-1



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title:

EA # 15

Jul 24/03  
Bates/03  
+HP  
1125/02

Ry

REQUEST NO. 23

Please answer the following questions regarding the sample customer bills for ~~WorldOne~~ Product provided to us.

REQUEST NO. 23  
SAMPLE ITEM NO 15

Attached are excerpts from the May and June01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the 5/1/01 tariff filed with the Commission?
3. Please reclaculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the 5/1/01 tariff, please explain why.

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P3

41-6  
11-1

000986

41-6  
11-1

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

133447000091  
TROPIC FIRE PROTECTION INC.  
P.O. BOX 929  
DELRAY BEACH FL 33447

MINIMUM USAGE SURCHARGE

*May 01*

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT	TOTAL DUE	AMOUNT ENCLOSED
INVOICE NO.		

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

*Sp. Rate*  
*OK*  
*EA*  
*#15*

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*9/11*  
*11/11*  
*11/11*  
*11/11*

05/24/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
 PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
 INTRALATA  
 INTRASTATE  
 INTERSTATE  
 PRODUCT TYPE: 124 - WORLDONE SW OUT MO  
 INTRASTATE  
 INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
 LONG DISTANCE SERVICE:  
 BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
 FEDERAL, STATE & LOCAL SURCHARGES  
 STATE & LOCAL TAXES  
 FEDERAL EXCISE TAX  
 FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
 TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

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*Handwritten:*  
 9/17/98  
 1/17/98  
 [Signature]

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**989-997**

IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

000998

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9-11-01  
T  
PM





PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

*June 01*

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

133447000091  
TROPIC FIRE PROTECTION INC.  
P.O. BOX 929  
DELRAY BEACH FL 33447

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!

For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT [REDACTED] TOTAL DUE [REDACTED] AMOUNT ENCLOSED  
INVOICE NO. [REDACTED]

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]  
MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

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*9/11/01*  
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*11/16*  
*11/16*

*SP*  
*MA*  
*#15*

[REDACTED]

[REDACTED]

06/25/2001

PAGE

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
 PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
 INTRALATA  
 INTRASTATE  
 INTERSTATE  
 PRODUCT TYPE: 124 - WORLDDONE SW OUT MO  
 INTRASTATE  
 INTERSTATE  
 INTERNATIONAL

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
 LONG DISTANCE SERVICE:  
 BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
 STATE & LOCAL TAXES  
 FEDERAL, STATE & LOCAL SURCHARGES  
 FEDERAL EXCISE TAX  
 FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

• PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
 TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

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**1002-1011**

IMPORTANT UPDATE

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

Certain changes are taking place in the regulatory arena that affect how telecommunications companies contract with their customers. This notice explains those changes. No action is required on your part. The Federal Communications Commission ("FCC") is requiring U.S. long distance companies, including those in the WorldCom(SM) family, to cease filing and maintaining tariffs for their state-to-state and international telecommunications services ("detariffing"). Historically, tariffs have served to create binding rights and obligations between companies and their customers for telecommunications services.

To comply, WorldCom intends to cancel its FCC state-to-state and international tariffs on July 31, 2001. Beginning August 1, 2001, our contractual relationship with you will no longer rely upon these FCC tariffs. In-state services, however, will continue to be governed by state tariffs, where applicable.

All of our customers currently receive service through our tariffs or through agreements that incorporate our tariffs by reference. If you have a signed contract or term plan agreement with WorldCom, your written agreement will continue to apply until expiration. You will continue to receive service for the remainder of your contract term according to your agreement, which includes applicable product descriptions, definitions, terms and conditions, and pricing in the FCC tariffs in effect at the time of detariffing. The relevant sections of WorldCom's final FCC tariffs will become part of your service agreement and will be placed in a "Service Publication and Price Guide" ("Guide"). The Guide will be available to you twenty-four hours a day, every day on our website at www.worldcom.com.

CONTINUED:

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

If you do not have a signed contract or otherwise receive service under WorldCom's general tariffs, beginning August 1, 2001 you will receive service pursuant to WorldCom's Standard Business Agreement (which can be found at www.worldcom.com) and the underlying Guide. Your continued use of the service constitutes acceptance of the rates, terms and conditions contained in the Guide.

WorldCom may modify the rates, terms and conditions in the Guide from time to time. Changes to the Guide will become effective the first day of the calendar month following the date they are posted in the Guide, but no changes will be effective on less than 15 days website notice. Unless your agreement expressly provides to the contrary, these changes will be binding on you.

It is our intention to implement this transition in a way that minimizes confusion, and continues our valued relationship with you without disruption. This transition will not affect our obligations to you, and does not change your obligations to us under our agreement. Again, no action is necessary on your part. If you have any questions, please refer to the Guide and to the "Frequently Asked Questions" now available on our website at www.worldcom.com, or contact your WorldCom account representative or customer service. We look forward to continuing to serve your telecommunications and e-business needs.

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PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FL1  
0000408034

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE  
FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. As always, for billing-related questions please call the toll-free Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

Find out more about all the generation d services WorldCom offers, including Web Hosting, IP VPN and more, by visiting us at [www.worldcom.com](http://www.worldcom.com). We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT  
INVOICE NO. TOTAL DUE AMOUNT ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

SA  
#15 Apr '01

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9/17/03  
P1

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**1015-1016**

04/24/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:

PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
 INTRALATA  
 INTRASTATE  
 INTERSTATE  
 PRODUCT TYPE: 124 - WORLDDONE SW OUT MO  
 INTRASTATE  
 INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:

LONG DISTANCE SERVICE:  
 BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:

FEDERAL, STATE & LOCAL SURCHARGES  
 STATE & LOCAL TAXES  
 FEDERAL EXCISE TAX  
 FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
 TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

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**1018-1023**

IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed April invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice. We appreciate your business.

TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

Effective March 9, 2001, the 407 area code in Florida is being split into two area codes: 407 and a new 386 area code. On this date, a "get acquainted" period went into effect during which callers can use either area code when dialing. Then, beginning November 5, 2001, calls to the following telephone exchanges will be required to use the new 386 area code: 232, 259, 516, 574, 575, 601, 668, 731, 742, 753, 845, 860, 910, 968, and 969. Calls that were local calls before the area code change are still local calls and are billed as local calls, even though they may require 10-digit dialing (area code plus 7-digit phone number) after November 5. Please notify family, friends and business associates of your new area code, make sure that any materials printed with your number include the proper area code, and reprogram speed-dial features, faxes, modems and other auto-dialers to reflect the new area code and 10-digit dialing requirement at the appropriate time.

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9/11/01  
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P11





MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: EA #3

12/24/03  
11/21/02  
#HP

RBC

May, June

Easy Answer

Request # 17

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

SAMPLE ITEM NO 3

41-6 P3

ACCOUNT NUMBER

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?

May 01 rates are using tariff with effective date May 1, 2001.

2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?

Invoice Rates pg 7 & 8

[REDACTED]

4. If these customers are not billed the May 1, 2001 tariff, please explain why. *to recal. by staff*

Customers have special pricing terms per contract that are in addition to tariff.

OK per Ray Kennedy

9/26/2002 C:\Documents and Settings\cynthia\_bailey\My Documents\FL Public Service Commission\sample 3-Req. 17.doc

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PT

41-6  
12-1



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

*May 01*

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC BSE/FLC

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

[REDACTED]

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

*Rate*  
*# (21) m*

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT [REDACTED] TOTAL [REDACTED] AMOUNT ENCLOSED  
INVOICE NO. [REDACTED] DUE [REDACTED]

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]  
MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

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*1/12/01*

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**1030-1037**



IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers. We appreciate your business.

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 2/11/01  
 2/11/01~~



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FLC

[REDACTED]

[REDACTED]

*June 01*

MINIMUM USAGE SURCHARGE

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

HOST YOUR E-BUSINESS WITH WORLDCOM WEB SOLUTIONS!

For individuals and small businesses looking for an entry-level, self-service hosting solution, WorldCom(SM) Web Solutions provides an affordable web presence with quick-to-market implementation and simple account maintenance. To learn how Web Solutions can work for you, please visit the Web Solutions web site at [www.wcomhosting.com](http://www.wcomhosting.com) or call the Web Solutions toll-free number at 866 831-0325 and press 1 to speak with a Sales professional. Sign up today!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT

INVOICE NO.

TOTAL  
DUE

AMOUNT  
ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:

WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

CONFIDENTIAL  
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CONFIDENTIAL

*5/11/97*

*Rate*  
*# 3A*

*P*

06/25/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
INTRALATA  
INTRASTATE  
INTERSTATE

TOTAL LONG DISTANCE USAGE:

TOTAL PAYPHONE SURCHARGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
LONG DISTANCE SERVICE:  
BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
FEDERAL, STATE & LOCAL SURCHARGES  
STATE & LOCAL TAXES  
FEDERAL EXCISE TAX  
FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

\* PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

001041

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9/11-8  
12/17  
2  
12

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**1042-1048**

IMPORTANT UPDATE

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

Certain changes are taking place in the regulatory arena that affect how telecommunications companies contract with their customers. This notice explains those changes. No action is required on your part. The Federal Communications Commission ("FCC") is requiring U.S. long distance companies, including those in the WorldCom(SM) family, to cease filing and maintaining tariffs for their state-to-state and international telecommunications services ("detariffing"). Historically, tariffs have served to create binding rights and obligations between companies and their customers for telecommunications services.

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All of our customers currently receive service through our tariffs or through agreements that incorporate our tariffs by reference. If you have a signed contract or term plan agreement with WorldCom, your written agreement will continue to apply until expiration. You will continue to receive service for the remainder of your contract term according to your agreement, which includes applicable product descriptions, definitions, terms and conditions, and pricing in the FCC tariffs in effect at the time of detariffing. The relevant sections of WorldCom's final FCC tariffs will become part of your service agreement and will be placed in a "Service Publication and Price Guide" ("Guide"). The Guide will be available to you twenty-four hours a day, every day on our website at www.worldcom.com.

CONTINUED:

AN IMPORTANT MESSAGE TO OUR CUSTOMERS REGARDING DETARIFFING

If you do not have a signed contract or otherwise receive service under WorldCom's general tariffs, beginning August 1, 2001 you will receive service pursuant to WorldCom's Standard Business Agreement (which can be found at www.worldcom.com) and the underlying Guide. Your continued use of the service constitutes acceptance of the rates, terms and conditions contained in the Guide.

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It is our intention to implement this transition in a way that minimizes confusion, and continues our valued relationship with you without disruption. This transition will not affect our obligations to you, and does not change your obligations to us under our agreement. Again, no action is necessary on your part. If you have any questions, please refer to the Guide and to the "Frequently Asked Questions" now available on our website at www.worldcom.com, or contact your WorldCom account representative or customer service. We look forward to continuing to serve your telecommunications and e-business needs.

001049

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Handwritten signature and date: 5/11/01

Handwritten initials: R 16



PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FLC  
0000187762 X25 C22

[REDACTED]

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

MINIMUM USAGE SURCHARGE

FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

EA  
#3  
April 01

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE  
If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. As always, for billing-related questions please call the toll-free Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

Find out more about all the generation d services WorldCom offers, including Web Hosting, IP VPN and more, by visiting us at [www.worldcom.com](http://www.worldcom.com). We appreciate your business!

CONFIDENTIAL  
001051

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT [REDACTED]  
INVOICE NO. [REDACTED] TOTAL DUE [REDACTED] AMOUNT ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLD COM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

MCI WORLD COM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

CONFIDENTIAL

4/18/01  
12-11  
P 1



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**1052-1053**

IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed April invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice. We appreciate your business.

TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

Effective March 9, 2001, the 407 area code in Florida is being split into two area codes: 407 and a new 386 area code. On this date, a "get acquainted" period went into effect during which callers can use either area code when dialing. Then, beginning November 5, 2001, calls to the following telephone exchanges will be required to use the new 386 area code: 232, 259, 516, 574, 575, 601, 668, 731, 742, 753, 845, 860, 910, 968, and 969. Calls that were local calls before the area code change are still local calls and are billed as local calls, even though they may require 10-digit dialing (area code plus 7-digit phone number) after November 5. Please notify family, friends and business associates of your new area code, make sure that any materials printed with your number include the proper area code, and reprogram speed-dial features, faxes, modems and other auto-dialers to reflect the new area code and 10-digit dialing requirement at the appropriate time.

001051

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Handwritten notes: 11-99, 12-1, 2, PF

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**1055-1060**



2/24/03  
+11  
11:02

Title: EA Sample # 4

Sample 4

EASYANSWER - [REDACTED]

The company explained the customers are billed per the tariff and [REDACTED]. The special pricing used is [REDACTED]. No differences were found when calculating the amounts for May and June 01.

$\frac{41-6}{13-1}$   
 $\frac{41-6}{13-1}$   
 $\frac{41-6}{13-1}$

$\frac{41-6}{22}$ ,  $\frac{41-6}{22-1}$

For April, billing at [REDACTED]

[REDACTED] + [REDACTED]  
[REDACTED]

$\frac{41-6}{13-1}$   
3

no discrepancies found

$\frac{41-6}{13}$

✓

CONFIDENTIAL : CONFIDENTIAL

001062

$\frac{41-6}{13}$

pac

Request # 18

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

These calculations are for [redacted] on 4-6  
SAMPLE ITEM NO 4 The calculation for [redacted]  
ACCOUNT NUMBER [redacted]. are

Attached are excerpts from the May and June 01 customer bills.

found on the bill  
4-6 4-6  
6-1 6-1  
1 ) 2  
pb pb

- 1. What rates are being used from May 1 forward?

May 01 rates are using tariff with effective date May 1, 2001.

- 2 & 3. (2) How do these rates reconcile with the May 1, 2001 tariff filed with the Commission? (3) Please recalculate the underlined items and reconcile with the tariff filed with the Commission?

Invoice Rates pg 7 & 8

[redacted]

- 4. If these customers are not billed the May 1, 2001 tariff, please explain why.

Customers have special pricing terms per contract that are in addition to tariff.

4-6  
13-1

**Request # 18**

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

**SAMPLE ITEM NO 4**

[REDACTED]

**ACCOUNT NUMBER** [REDACTED]

Attached are excerpts from the May and June 01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the May 1, 2001 tariff filed with the Commission?
3. Please recalculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the May 1, 2001 tariff, please explain why.

**Same computations apply as in #17 with exact same special pricing terms.**

41-6  
13-1





MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

12/24/03

12/24/03

11/21/02

Title: EA # 4

Ry

REQUEST NO. 18

Please answer the following questions regarding the sample customer bills for WorldOne Product provided to us.

EASY ANSWER

REQUEST NO. 18  
SAMPLE ITEM NO 4

ACCOUNT

Attached are excerpts from the May and June01 customer bills.

1. What rates are being used from May 1 forward?
2. How do these rates reconcile with the 5/1/01 tariff filed with the Commission?
3. Please reclaculate the underlined items and reconcile with the tariff filed with the Commission?
4. If these customers are not billed the 5/1/01 tariff, please explain why.

41-6  
13-1  
P3

CONFIDENTIAL

001055

41-6  
13-1 P3

PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

BILL DATE  
ACCOUNT NO.  
GROUP ACCT NO.  
INVOICE NO.  
REGION/LOC ESE/FL1

133075000021  
GLENN SMOLLER & ASOC.  
P.O. BOX 8790  
CORAL SPRINGS FL 33075

*Maly 01*  
[REDACTED]

MINIMUM USAGE SURCHARGE  
FEDERAL EXCISE TAX  
STATE AND LOCAL TAXES  
FED, ST & LOCAL SURCHARGES  
FED UNIVERSAL SERVICE FEE  
SERVICE CHARGE

PREVIOUS BALANCE  
PAYMENTS RECEIVED THANK YOU  
ADJUSTMENTS

BEGINNING BALANCE  
NEW USAGE CHARGES  
RECURRING CHARGES  
NON-RECURRING CHARGES

SUBTOTAL NEW CHARGES

PLEASE PAY THIS AMOUNT

24 HOUR CUSTOMER SERVICE 1-800-264-1000  
CREDIT/COLLECTIONS 1-800-725-2426

GENERATION D SERVICE FROM WORLDCOM

WorldCom(SM) is the premier enabler of e-business for the new e-economy. We offer a full range of innovative solutions, from web hosting to global communications ... all of which are designed to help your business compete successfully in the 21st Century. For more information, please contact your WorldCom Account Manager, or visit us at [www.worldcom.com](http://www.worldcom.com). Not only does our website reflect our generation d culture, it also provides extensive information on our e-business offerings. Through our newest Customer Service link you can learn the answers to hundreds of questions regarding our e-services and other products. At WorldCom, we're committed to helping your business stay on the cutting edge of communications technology, and our website is one more way we deliver. We appreciate your business!

PLEASE RETURN THIS PORTION UPON RECEIPT TO ENSURE PROPER CREDIT

ACCOUNT [REDACTED]  
INVOICE NO. [REDACTED] TOTAL DUE [REDACTED] AMOUNT ENCLOSED

PLEASE MAIL CORRESPONDENCE TO:  
WORLDCOM  
PO BOX 21348  
MAIL DROP 54-206D  
TULSA OK 74121-1800

[REDACTED]  
MCI WORLDCOM COMMUNICATIONS, INC.  
PO BOX 96022  
CHARLOTTE NC 28296-0022

001067  
CONFIDENTIAL  
CONFIDENTIAL

*4/10/97*  
[REDACTED]

*Rate*

*CA #4*

*P1*

05/12/2001

PAGE 1

CURRENT ACCOUNT ACTIVITY

LONG DISTANCE USAGE CHARGES:  
PRODUCT TYPE: 58 - EASYANSWER1 SW 800  
INTRALATA  
INTRASTATE

TOTAL LONG DISTANCE USAGE:

TOTAL USAGE CHARGES:

RECURRING CHARGES:  
LONG DISTANCE SERVICE:  
BILL SUMMARY CHARGE

TOTAL RECURRING CHARGES:

TAXES, GOVERNMENT FEES AND OTHER CHARGES:  
FEDERAL, STATE & LOCAL SURCHARGES  
STATE & LOCAL TAXES  
FEDERAL EXCISE TAX  
FEDERAL UNIVERSAL SERVICE FEE

TOTAL TAXES, GOVERNMENT FEES AND OTHER CHARGES:

TOTAL CURRENT CHARGES

• PAST DUE PORTIONS OF YOUR TOTAL AMOUNT DUE ARE SUBJECT  
TO A MONTHLY SERVICE CHARGE OF 1.500 PERCENT.

001068

CONFIDENTIAL

9/16/91  
3-17

pt

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**1069-1075**

IMPORTANT UPDATE

PLEASE SHARE THIS IMPORTANT NOTICE WITH YOUR COMPANY'S MANAGEMENT!

DETARIFFING INITIATIVES UNDERWAY

A change in federal law requires that U.S. common carriers, including WorldCom(SM), no longer file and maintain tariffs for most of their state-to-state and international telecommunications services. This initiative, known as detariffing, is scheduled to take place on July 31, 2001, for our standard service offerings. For our non-standard offerings (Special Customer Arrangements) we currently plan to implement detariffing prior to July 31, 2001. Please be assured there is no immediate impact on WorldCom customers, and no action is required on your part.

We will continue to keep you informed of developments. Please look for a more extensive announcement in this space in next month's invoice, when we will be able to provide additional details and guide you to a website for questions and information. Thank you for using WorldCom.

NEW TRS DIALING CODE MAY REQUIRE CHANGES TO PBX EQUIPMENT BEFORE OCTOBER 1

By October 1, 2001, the Federal Communications Commission (FCC) requires all telecommunications companies to provide three-digit 711 dialing to enable customers to access Telecommunications Relay Service (TRS). This enhancement will allow customers to dial 711 for TRS assistance from any wireless or wireline phone, including all public phones, anywhere in the United States. There is no charge for dialing 711, although once the caller connects with the called party the caller will incur local and long distance charges according to their calling plan or other billing option they may choose.

TRS provides a communications link between people with hearing or speech disabilities using text telephones (TTY) and people who use voice telephones. TRS service allows either the TTY user or the voice phone user to initiate the 711 call to reach a TRS center. A communications assistant at the center then sets up a connection between the TTY user and the phone user and "relays" the discussion by typing in the voice conversation, and speaking the text message. All calls are handled with complete privacy. Although TRS centers will still be accessible using existing toll-free numbers, implementation of 711 dialing nationwide will make it easier to use TRS, especially for those who travel. (Note: The TRS 711 access code should not be confused with the universal 911 emergency number or 411 directory assistance number.)

If you have PBX equipment, it may be necessary to reprogram or make changes to that equipment to allow for 711 dialing. Please contact your equipment vendor if you need assistance. And remember, customers will be able to use the new 711 code beginning October 1, 2001.

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice.

001076

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Handwritten initials and date: 10/13/01

IMPORTANT UPDATE

TO OUR CUSTOMERS WHO RENT EQUIPMENT FROM WORLDCOM

Effective June 1, 2001, the rental rates for customer premise equipment rented from WorldCom will increase by approximately 5%. Examples of customer premise equipment include data service units (DSU), channel banks, and related voice/data cards among many others. WorldCom provides a wide array of reliable communications services and equipment at very competitive rates, and we continue to enhance our network technology and service offerings to meet the growing requirements of our customers. We appreciate your business.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom(SM) Wireless Internet Service.

001077

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~~9/16~~  
~~3/4~~  
P1



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**1079-1087**



IMPORTANT UPDATE

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), InteleNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

001088

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Handwritten notes and calculations:

6/10  
 411.6  
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 849.4



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**1090-1098**



Title: EA Sample #6

12/24/03

12/24/03  
12/31/02

Sample #6

EASYANSWER -

41-6  
27  
41-6  
22-1

For April, the company explained the billing was done at less than the tariff amount. They explained billing at

After calculations were made, the rates used were

41-6  
14-1

Reg 31

[REDACTED]

41-6  
14

P1

**CONFIDENTIAL**

001100

**CONFIDENTIAL**

41																			
42																			
43																			

41-6  
14

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**1101-1135**

IMPORTANT UPDATE

TO OUR CUSTOMERS WITH WORLDCOM PAGING SERVICES

The enclosed April invoice may reflect charges for paging service that was provided to you but which was not previously billed. This was the result of a billing oversight that we recently identified and have now corrected. Please be assured that these charges are valid and do not duplicate any charges which have already been billed to you. We apologize for any inconvenience. Should you have questions or require further assistance, please contact customer service at the toll-free number printed on the first page of this invoice. We appreciate your business.

TO OUR FLORIDA CUSTOMERS: NEW 386 AREA CODE

Effective March 9, 2001, the 407 area code in Florida is being split into two area codes: 407 and a new 386 area code. On this date, a "get acquainted" period went into effect during which callers can use either area code when dialing. Then, beginning November 5, 2001, calls to the following telephone exchanges will be required to use the new 386 area code: 232, 259, 516, 574, 575, 601, 668, 731, 742, 753, 845, 860, 910, 968, and 969. Calls that were local calls before the area code change are still local calls and are billed as local calls, even though they may require 10-digit dialing (area code plus 7-digit phone number) after November 5. Please notify family, friends and business associates of your new area code, make sure that any materials printed with your number include the proper area code, and reprogram speed-dial features, faxes, modems and other auto-dialers to reflect the new area code and 10-digit dialing requirement at the appropriate time.

001136

CONFIDENTIAL



kw  
2/24/03  
JHP

PHL

Title: EA - #6

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001137

41-6  
14-1





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**1139-1153**





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**1156-1164**



MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

12/24/02  
12/3/02

90 - Sample #14

#14

[Redacted] - April 01

The company explained the billing is [Redacted]

No discrepancies found

11-6  
17-1

416  
n

91

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001166

41																				
42																				
43																				

416  
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**1167-1174**



PRC

Title:

EA - #14

2/24/03  
JTP

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001175

41-6  
17-1



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**1177-1178**



001179

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416  
8-1  
P3

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**1180-1187**



416  
18-2  
1

REQUEST NO. 28

re: Easyanswer sample item no. 16.

**[REDACTED]** First pages of customers bills attached for April, May and June 01.

Why did the recurring charges change **[REDACTED]**

see p 2-4.

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001189

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JKP  
18-2  
P1

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**1190-1192**









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**1196-1213**



MCI WorldCom  
Verify Compliance with Orders  
TYE: 2001  
Undocketed Audit #02-149-4-2

11/21/03  
JHP  
11/25/02

Title: EA Sample #10

EASYANSWER - [REDACTED]

#10

41-6  
22-1 22-1

For April, the company explained the billing [REDACTED]

Per calculations, no discrepancies found.

41-6  
20-1

41-6  
20

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**CONFIDENTIAL**

P

001215

41-6  
20

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**1216-1229**







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**1232-1244**





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**1247-1248**



MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

Title: EA Sample

2/21/03  
2/14/03

(B)

INTEROFFICE MEMORANDUM

TO: JOE DUNBAR  
FROM: TREENA YOUNG  
SUBJECT: FLORIDA REQUEST #34  
DATE: 01/07/2003

Sample Item 5 ✓ 41-6

Contracts not located

Sample Item 1,6,9,11,12,14, and 16 ✓ 41-6

The customers were billing

See 41-6/23-1

Sample Item 15 ✓ 41-6

Sample Item 6 ✓ 41-6

Sample Item 16 (11) 41-6

I previously incorrectly stated the customer was billing at rate [redacted] The customer billing [redacted]

Sample Item 17 (16) 41-6

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41-6  
23

001250

Title: EA - Sample


1/21/03

*PBC*

**INTEROFFICE MEMORANDUM**

**TO:** JOE DUNBAR  
**FROM:** TREENA YOUNG  
**SUBJECT:** FLORIDA REQUEST #34- CLARIFICATION  
**DATE:** 01/21/2003

Sample Item 1,6,9,11,12,14, and 16

The customers were billing 

**CONFIDENTIAL**

41-6  
23-1

*P*

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001251



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**1252-1256**

*fbc*

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

*pcv 2/24/03*

Title: *E1 Sample 2*

*Bill*

001257



Request # 35 - Follow up to

REQUEST NO. 27

RE: Easyanswer Sample item no. 2

001259

27 The following sample customer bill does not agree with the customer lists for the dollar amount and the minutes. Please explain and or reconcile. Provide documentation for explanation and/or reconciliation.

Sample Item No.	Name	Account Number	MONTH	\$ Amount on Customer Bill	\$ Amount on Customer List	Difference	Number of Minutes on Bill	Number of Minutes on List	Difference
-----------------	------	----------------	-------	----------------------------	----------------------------	------------	---------------------------	---------------------------	------------

CONFIDENTIAL

CONFIDENTIAL

41-6  
26-1

5

6

41-6  
26

81

Request 35 follow up to

Request 35 - Follow up to

Request # 27 Old Req 27 2 of 2

Please answer the following questions regarding the sample customer bills for Easy Answer Product provided to us.

REQUEST 27  
SAMPLE ITEM # 2

ACCOUNT: [REDACTED]

1. Please answer the attached re: EasyAnswer Sample Item 2 for April 01.

The customer list referenced in this request that were sent to the Florida PUC included Florida Intrastate revenue and minutes exclusively. The customer invoice summary includes all Intrastate minutes regardless of the state. This customer had Intrastate calls in Florida and other states.

4/1/02  
2/2  
P. 2

*[Handwritten signature]*

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

*[Handwritten date]* 1/24/03

Title: Eri Rojas

*[Handwritten date]* 1/24/03

001261

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**1262-1284**





COMPANY: MCIWORLD.COM  
TITLE: ANALYSIS OF BILLS TO CUSTOMER NO. 9150072117, 18 and 19  
PERIOD: APRIL 01 THROUGH FEB 02  
DATE: FEBRUARY 24, 2003  
AUDITOR: RKY  
WP NO.

CONFIDENTIAL

This is an analysis of the MOU's for the customer that complainant said the company was trying to switch off Intelenet because the rate decrease would reduce revenue too much.

Month	\$Amount	MOU	ARPM	\$Amount	MOU	ARPM	\$Amount	MOU	ARPM
April 01	41-5/1 p 12								
May 01	41-5/4 p 12								
% Increase/(Decrease) from base month- April 01									
June 01	41-5/5 p 12								
% Increase/(Decrease) from base month- April 01									
August 01	41-5/6 p 11								
% Increase/(Decrease) from base month- April 01									
Dec 01	41-5/7 p 9								
% Increase/(Decrease) from base month- April 01									
Feb 02	41-5/7-1 p 9								
% Increase/(Decrease) from base month- April 01									

001286

CONFIDENTIAL

CONCLUSION:

This analysis shows that this customer's three accounts were valid and used throughout the period April 1, 2001 (base month) through March 1, 2002. It doesn't appear that these three accounts were switched from Intelenet to a new lucrative plan.

The analysis shows that the minutes of use were up and down during the months in question on a fairly consistent bases for two of the accounts and . For the third accounts the base month is the highest use of minutes and does not get too close to the base month until Feb 02. It seems that if this account were switched it would be consistently lower and the last month would not have gone up closer to the base month than any other month.

The analysis shows that the rate per minute for month following the base month are lower, but not as low as the following months during the refund period. Even though the ARPM was not as low in May 01, it is definitely a reaction in the rate and the MOU were used for the refund calculation.

43-4

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MCI WorldCom  
Verify Compliance with Orders  
TYPE: 2001  
Undocketed Audit #02-14942  
Title: MOU use Analysis

2/24/03

WJ 2/1/02

Title: # of Customers

R 12/31/02

COMPANY: WORLDCOM  
TITLE: ANALYSIS OF NUMBER OF CUSTOMERS  
FOR EASYANSWER AND INTELENET  
PRODUCTS  
DATE: JUNE 3, 2002  
AUDITOR: RKY  
WP NO. 46

One of the objectives of the audit is to determine if new customers were added to EasyAnswer and Intelenet during the periods of refunds. The Commission ordered that the refund only be given to existing customers. Another objective was to determine if MCI WorldCom used these lower rates to market the above two products.

To determine both objective the number of customers upon which the refund was based were counted for April, June, August and December 01 and for February 02. This is on WP 46-1. Also, the company was requested to supply all of its media ads frm April 2001 through March 31, 2002.

46-1

The attached schedule is a compilation of the number of customers for the above months.

CONCLUSION: The number of customers upon which the refund is based for both Intelenet and EasyAnswer appears to be less in each subsequent month tested. There is not evidence that new customers were added to the refund base. However, although we asked the company for its entire list of customers, we have no way of knowing whether this is the entire list without actually going int the company's computer system. We did not do this.

46-2

The media ads supplied to us appear to be bill inserts. The bill inserts do not announce any decreases in rates for EasyAnswer or Intelenet except for Directory Assistance.

46

001287

WJ 4/18  
2/21

MCI WorldCom  
Verify Compliance with Orders  
Audit: #02-149-4-2 Undocketed  
TYE: 2001

B 10/12/02

Title: Number of Customers

COMPANY: WORLDCOM  
TITLE: NUMBER OF CUSTOMERS  
PERIOD: FOR EASYANSWER AND INTELENET  
APRIL 01 THROUGH FEBRUARY 02

MONTH	NUMBER OF CUSTOMERS	
	EASYANSWER	INTELENET
April 01	41-6/1	41-5/1
May 01	41-6/2	41-5/4
June 01	41-6/3	41-5/3
August 01	41-6/4	41-5/6
December 01	41-6/5	41-5/1
February 02	41-6/6	41-5/8

The number of customers upon which the refund is based for both Intelenet and EasyAnswer appears to be less in each subsequent month tested.

46-1

CONFIDENTIAL

001288

PBC

November 2001 (or shorter time period, depending on individual account activity) has been applied to this invoice as a separate line item described as: Line Charges from (Date). As a reminder, the monthly multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

#### TO OUR CUSTOMERS IN CALIFORNIA WHO USE MANAGED SERVICES

Effective January 1, 2002, charges for certain Managed Services will increase in California as a result of increases in the underlying cost from Pacific Bell. Managed Services are those services that are provided by Pacific Bell and managed on your behalf by WorldCom(SM), such as your Centrex service. All charges for Managed Services include a pass-through cost from Pacific Bell for providing the service. A WorldCom sales representative may contact you shortly to discuss alternative options. We appreciate your business.

#### DIRECTORY ASSISTANCE RATES CHANGING IN SOME STATES

For WorldCom EasyAnswer(R), Intelenet(R), and WorldOne(R) products, in-state Directory Assistance rates will be adjusted in the following states: AL, AR, CT, DE, FL, GA, IN, KY, MS, MT, NJ, ND, NH, NM, PA, RI, SD, TX, VT, WV and WY. Effective with your December invoice, the increase brings these rates in line with those authorized by state tariffs.

#### #7 – B – CPB Customers – Private Line and Customer Center

*Cross-Platform-Billed Environments Only: X11, 18, 23, 25, 26.*

#### TAKE ADVANTAGE OF PRIVATE LINE SERVICES ...

WorldCom(SM) private line services can do more than transport data. As part of your company's e-infrastructure, private line services provide valuable access to your data centers and private frame relay and ATM networks, and are an essential tool in accessing high-speed Internet services. Contact us to learn how WorldCom can be your single-source data provider.

#### ... AND COME VISIT THE CUSTOMER CENTER!

Want to manage your network, order services, view and pay invoices, and track service requests online? Check out the WorldCom Customer Center at <http://customercenter.worldcom.com>. This virtual center puts you in charge ... with powerful tools that support web hosting, web centers, voice, frame relay, ATM, IP VPN, Internet and more ... giving you control of your WorldCom telecom services right from your desktop! Contact your account team for more details about how you can take advantage of this extraordinary suite of applications. We appreciate your business.

The employees of WorldCom and its subsidiaries wish you a safe and happy holiday season.

## BILL INSERTS – DECEMBER

### F&E Insert – Commercial Cycle 077

*November 20 invoices*

#### TO OUR ARKANSAS CUSTOMERS: NEW 479 AREA CODE ADDED

On January 19, 2002, the 501 area code in Arkansas will be split into two area codes (501 and 479) and a get-acquainted period will begin during which callers may use either area code when dialing. Starting July 20, 2002, calls to the following telephone exchanges will be required to use the new 479 area code: 201, 203-205, 215, 226, 229, 232, 234, 236, 238, 239, 243, 246, 248, 251, 253, 254, 260, 263, 264, 266, 267, 271-273, 277, 283-285, 288, 290-293, 298, 299, 306, 313, 314, 331, 353, 356, 357, 359, 361, 363, 366, 369, 381, 382, 385, 387, 388, 393, 394, 408-410, 414, 415, 418-420, 422, 424, 426, 427, 430, 434, 435, 437, 441-446, 451-453, 456, 459, 461-464, 466, 468, 471, 474, 476, 478, 484, 489, 493-495, 497, 498, 502, 508, 518, 521, 522, 524, 527, 530, 531, 536, 544, 546, 549, 559, 561, 571, 573, 575-577, 582, 587, 593, 595, 597, 601, 608, 619, 621, 629, 631-641, 643, 644, 646-651, 656, 657, 659, 665, 667, 668, 674, 675, 677, 684, 685, 692, 695, 696, 698, 705, 709, 710, 713, 715, 717, 718, 719, 725, 731, 735-739, 741, 746, 750-752, 754-757, 761, 769, 770, 774, 782-785, 787-790,

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001289

IMPORTANT NOTE: The rate message in first paragraph began running with May Cycle 20 and will continue through June Cycle 19 before being replaced by the July Detariffing message.

RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS JUNE 1

Effective June 1, 2001, base rates for certain products and services are being adjusted. A 4.9% increase will apply to Advantage Plus I and II, Bottom Line Business(R) I and II, EasyAnswer(R), IntelNet(R), Total Solutions(SM), WorldForce(R), WorldMark(R), WorldOne(R), related Association products and custom-rate accounts. This affects state-to-state, calling card and international calls, both outbound and inbound (toll-free), whether supported by switched or dedicated access service. In addition, the state-to-state long distance directory assistance surcharge will increase to \$1.99 per call and the state-to-state calling card surcharge will increase by 10 cents per call. WorldCom(SM) provides a wide array of communications services at very competitive rates, and we continue to enhance our network technology to meet the growing requirements of our customers.

*No impact*

TO OUR LOCAL SERVICE CUSTOMERS

Effective with this invoice, changes have been implemented to business multi-line Federal Subscriber Line Charges. The multi-line Federal Subscriber Line Charge appears in the Monthly Recurring Charges section of your invoice as a combined line item titled Subscriber Line / LNP Charges.

TO OUR CUSTOMERS WITH WIRELESS INTERNET SERVICE

If you require technical assistance or product support, or have product-related questions about your Wireless Internet Service, please contact our Technical Support Team at 1 866-GOMOBILE. Billing-related questions should be directed to the Customer Service number printed on the front page of this invoice. Thank you for using WorldCom Wireless Internet Service.

**#2- B -Local Service Dialing, USF Action - Texas and Wyoming Only**

*NEW: Business accounts in: X11, 18, 19, 20, 22, 23, 25, 26, and 30. (Excl 17 and 31) 26 lines.*

TO OUR LOCAL SERVICE CUSTOMERS IN DALLAS AND HOUSTON, TEXAS

Effective August 1, 2001, businesses subscribing to WorldCom local service in certain telephone exchanges in the Dallas and Houston areas could experience a change in local calling parameters in accordance with WorldCom tariffs. In general, this adjustment will have the effect of extending local calling beyond previous boundaries, so that a greater area is accessible through 10-digit local calling. In some cases, however, the adjustment will require that 1+ the 10-digit phone number be dialed to reach areas previously accessible with 10-digit dialing. As a result of this adjustment, it may be necessary for some customers to reprogram equipment that uses a phone number to function properly (such as PBXs, alarm and safety systems, private dial access entry systems, speed dial features, faxes, modems and other auto-dialers) to reflect the new dialing requirement if applicable (i.e., removal or addition of 1+). A transition period will be available until August 1 during which affected customers may continue current dialing procedures while making any necessary equipment programming changes. If you use WorldCom local service in the Dallas or Houston area, please contact

Q&A931  
Use Only

June 5, 2001

19 pages total

Internal

*46-282*

001290

We've negotiated an even lower per-minute rate for Executive Members using the TTI long distance plan -- 5.5 cents per minute. That's a 15% reduction from the current per-minute rate. The current Executive Member plan offers 6.5 cents per minute with a free month of service after 13 months (up to \$25). Our new, lower rate offers more immediate value to our Executive Members, without waiting to receive credit for the free month. To take advantage of the new Executive Member rate, or to learn more about becoming a Costco Executive Member, please call (800) 597-7423. If you are already an Executive Member and you wish to remain on the existing plan, no action is necessary. We appreciate your business.

## LAST-PAGE BILL MESSAGES – FEBRUARY

### *IXPlus Only*

#### **#1 – B Only – FUSF Increase for Business – All States**

*X11, 18, 19, 20, 23, 24, 25, 26, 29, and 30. (Excludes X17 and 31—see different message for them)*

#### FEDERAL UNIVERSAL SERVICE FEE ADJUSTED

Effective February 2, 2002, the Federal Universal Service Fee (FUSF) will be adjusted from 7.5% to 9.1% for business accounts in accordance with WorldCom's applicable tariff and Service Publication and Price Guide posted on our website at [www.worldcom.com](http://www.worldcom.com). The fee is applied to regulated interstate (state-to-state) and international telecommunications charges and helps to fund telephone connections, especially in high-cost areas, as well as communication and information services to schools, libraries, and rural healthcare facilities. The Federal Universal Service Fee is listed as a separate line item on your invoice under taxes and other government fees. Please always check this space for important monthly messages.

#### **#2 – B and R – Intrastate Rate Increase / NPA Action – Florida Only**

*X11, 18, 19, 20, 23, 24, 25, 26, 29, and 30. (Excludes X17, X31—see different message for them)*

TO OUR FLORIDA CUSTOMERS WHO USE EASYANSWER, INTELENET OR WORLDONE  
 Effective ~~March 1, 2002~~, in-state base rates are being adjusted for EasyAnswer(R), InteleNet(R), and WorldOne(R) services in Florida, including all related Association products and custom-rate accounts. The increase affects outbound and inbound (toll-free) traffic supported by switched or dedicated access service, and applies only to intrastate (in-state) base rates. Calling card rates are not affected. While we regret the necessity of these changes, WorldCom(SM) provides a wide array of reliable communications services at very competitive rates, and we continue to enhance our network technology and services to meet the growing requirements of our customers.

#### TO OUR CUSTOMERS IN FLORIDA: NEW 239 AREA CODE ADDED

On March 11, 2002, the 941 area code in Florida will split into two area codes (941 and 239) and a get-acquainted period will begin during which callers may use either area code when dialing. Next year, starting March 10, 2003, calls to the following telephone exchanges will be required to use the new 239 area code: 202, 203, 209, 210, 212, 213, 216-218, 221, 225, 226, 229, 236, 242, 243, 246-251, 253, 254, 260-264, 267, 269, 271-275, 277-283, 285, 287, 290, 292-294, 297-299, 303, 304, 310, 314, 324, 325, 332, 334-340, 344, 348, 352-354, 357, 368-370, 381, 382, 385, 389, 390, 392-395, 403-405, 410, 415, 417, 418, 425, 428, 430-438, 442-444, 449-455, 458, 459, 461-466, 469, 470, 472, 476-479, 481, 482, 489, 490, 494, 495, 498, 503, 513, 514, 516, 530, 537, 540-543, 549, 557, 560, 561, 564-567, 571-574, 580, 588, 590-598, 601, 622, 631, 633, 634, 636, 641-643, 649, 652, 654, 656-659, 663, 664, 671-675, 677, 682, 689-691, 693-695, 707, 717, 719, 728, 731-734, 754, 765, 768, 770-772, 774, 775, 777, 784, 785, 789, 790, 791, 793, 810, 821-826, 839, 841, 842, 844, 846, 848-851, 860, 867, 872, 890, 895, 896, 908, 910, 913, 919, 930, 931, 935, 936, 938-940, 945, 947-949, 963, 970, 980, 982, 985, 986, 991, 992, and 994-999. Calls that were local calls before the area code

16-283

001291

**IXPLUS BUSINESS AND RESIDENTIAL: ATN***Rev Loc Codes in X17 (A03-4-5-6) and X18 (A02-3-4-5-6)*

At American Telecom Network, we really appreciate your business. ATN programs are designed for everyone's calling patterns. Why pay more? And if you have an interest in letting friends and relatives know about our excellent rates, consider the ATN dealer program. You can earn excellent commission by saving others money. We'll even pay you a commission on your own account (certain restrictions apply). Call 1 800 705-4000, ext. 109, for more information. And be sure to visit us frequently at [www.CallATN.com](http://www.CallATN.com). Please always check the last page of your invoice for additional important messages.

Your invoice is printed on both sides of each page as part of our commitment to reducing cost and waste, conserving natural resources and promoting a sustainable environment.

**IXPLUS BUSINESS AND RESIDENTIAL: Costco***Rev Loc Codes in X17 (NJ1, NJ2, NJ3, and NJ4)*

Costco's Long Distance Plan for Executive Members just got better!

We've negotiated an even lower per-minute rate for Executive Members using the TTI long distance plan – 5.5 cents per minute. That's a 15% reduction from the current per-minute rate. The current Executive Member plan offers 6.5 cents per minute with a free month of service after 13 months (up to \$25). Our new, lower rate offers more immediate value to our Executive Members, without waiting to receive credit for the free month. To take advantage of the new Executive Member rate, or to learn more about becoming a Costco Executive Member, please call (800) 597-7423. If you are already an Executive Member and you wish to remain on the existing plan, no action is necessary. We appreciate your business.

**LAST-PAGE BILL MESSAGES – MARCH***IXPlus Only***#1 – B Only – 4.9% Rate Increase for Business – All States***X11, 18, 19, 20, 23, 24, 25, 26, 29, and 30. (Excludes X17 and 31)***RATES TO BE ADJUSTED FOR CERTAIN PRODUCTS**

In accordance with WorldCom's Service Publication and Price Guide posted on our website at [www.worldcom.com](http://www.worldcom.com), base rates for certain long distance services are being adjusted. The 4.9% increase will apply to outbound and inbound (toll-free) state-to-state, calling card usage, and international calling supported by switched or dedicated access. The domestic interstate increase is effective March 1 and the international increase April 1, 2002. Affected products include Advantage Plus I and II, Bottom Line Business (R) I, EasyAnswer (R) I and II, Intelenet(R), Total Solutions, WorldCom(SM) On-Net Voice Services, WorldForce(R), WorldMark, and WorldOne(R) plus related Association products and Inmarsat calls. The adjustment does not apply to directory assistance or calling card surcharges nor does it affect rates precluded from adjustment by contract. WorldCom provides an expansive array of competitively priced communications services for the digital generation, and we continue to enhance our offerings to meet the growing requirements of our customers. We appreciate your business.

**#2 – B and R –NPA Action – Florida Only***X11, 17, 18, 19, 20, 23, 24, 25, 26, 29, 30 and 31.***REMINDER TO OUR FLORIDA CUSTOMERS: NEW DIALING PROCEDURES**

In the area of South Florida currently served by area code 954, new area code 754 went into active use on September 23, 2001.

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