

REDACTED

EXHIBIT B

DOCKET NO. 060650-TL

VERIZON FLORIDA'S RESPONSE TO
STAFF'S FIRST POD – NO. 1

VERIZON BILLING USER GUIDE

NOS. VZ 5 – VZ 16

ALL PAGES ARE CONFIDENTIAL

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
RCA _____
SCR _____
SGA _____
SEC 1
OTH _____

DOCUMENT NUMBER-DATE

11717 DEC 22 8

EPSC-COMMISSION CL FRK

DOCKET NO. 060650-TL

VERIZON'S RESPONSE TO STAFF'S FIRST REQUEST FOR PRODUCTION OF DOCUMENTS NO. 2

<u>Date Created</u>	<u>Date Closed</u>	<u>Complaint TN</u>	<u>Acct Name</u>	<u>State</u>	<u>SOURCE</u>	<u>DESC</u>	<u>Carrier</u>	<u>Desc</u>	<u>Service Name</u>	<u>Dispute/credit</u>
11/2/2005	11/14/2005			FL	FCC		Integretel		Email Discount Network	32.37
3/29/2006	4/4/2006			FL	Other External Agencies		Integretel		Email Discount Network	119.15
6/1/2006	6/5/2006			FL	Customer Relations Office		Integretel		Intelicom	33.54

REDACTED

VZ 17

REDACTED

VeCTR Complaint Report

Status: CLOSED
Closed Date: 11/14/2005

Customer Information

Date Created 11/02/2005 Date Received 11/02/2005

Customer Satisfied
Date

Center South
Author Name Kersting, Doris

Customer TN

BTN

Customer Last
Name

Customer First
Name

Business Name

Contact Last Name

Contact First Name

Additional Contact Information

TN -- Fax --

Cell -- Pager --

Email

Extension

Address1

Address2

City

State Zip

Original Nature of Complaint I have added to my monthly statement \$15.02 for Integretel Inc. a Network Service Provider for email service only. I did not ask for this service, or do I

VZ 18

want this service...and I made this known to both the phone company (Verizon) and Integretel Incorporate. However, I think this is an act that is criminal..

REDACTED

Customer's Requested Resolution

Service Address

Address 1

Address 2

City

State

Zip

Complaint Source FCC **Complaint Type** Letter

Catagory Billing

Verizon Long Distance Complaint No **Rebuttals**

Reference Number 05-W11032970

Executive Name

Notes Kersting, Doris 11/14/2005 12:09 Eamiled closure letter to Arlene Favata.

Point of Contact Information

Selected POC(s)

Remove	POC Name	TN	Dept
<input type="checkbox"/>	fGTE, FL SRC	7275505099	Support and Response Center (SRC)

POC History

POC Name	POC TN	Refer Date/Time	Response Date/Time	Elapsed Date/Time
fGTE, FL SRC	7275505099	11/04/2005 12:52	11/04/2005 15:56	3.1hrs

Comments

11/04/2005 12:52 (Central Time) Kersting, Doris
 I have added to my monthly statement \$15.02 for Integretel Inc. a Network Service Provider for email service only. I did not ask for this service, or do I want this service...and I made this known to both the phone company (Verizon) and Integretel Incorporate. However, I think this is an act that is criminal.***Please investiage & advise me of your findings. Thanks.

1.Customer Contact Information: When and Who contacted customer to ACKNOWLEDGE complaint? When and Who contacted the customer to CLOSE this complaint?

VZ 19

REDACTED



November 16, 2005

201 N. Franklin St.
P. O. Box 110
Tampa, FL 33601-0110

Federal Communications Commission
Enforcement Division
Informal Complaints
Portals Consumer Center
445 12th Street SW., Room CY-B514
Washington, D.C. 20554

RE:

Telephone:
IC Number: 05-W11032970
Received: October 3, 2005

Thank you for referring the complaint of [REDACTED] to our office for review. We appreciate his bringing this matter to our attention. [REDACTED] expressed concern regarding Integretel charges appearing on his Verizon bill.

According to our records, on November 4, 2005, Doris Kersting, Verizon Customer Relations, called the customer and left a message advising receipt of the complaint and requesting the customer contact her.

The September 2005 bill reflected charges totaling \$15.02, billed by Integretel Billing on Behalf of Email Discount Network. Credit of \$15.02, appeared on the October 2005 bill.

The October 2005 bill reflected Integretel charges of totaling \$17.34, and credit of \$32.37.

Bill block is an option used in an attempt to stop cramming charges from appearing on the customer's bill, but not a guarantee. Bill block was not added since Verizon has not been able to reach the customer for authorization.

On November 14, Ms. Kersting left another message asking the customer to return her call.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that Mr. McIntyre has experienced as a result of the above matter.

Sincerely,


Debby B. Kampert

cc:

VZ 22

REDACTED

05-w11032970[1].txt

Apparent Carrier:
Complaint For:
ICNumber: 05-w11032970

Date Received: 10/3/2005 3:56:22 PM
Service Date: 10/26/2005
Response Date: 11/25/2005

Complaint Summary: I have added to my monthly statement \$15.02 for Integretel Inc. a Network Service Provider for email service only. I did not ask for this service, or do I want this service...and I made this known to both the phone company (Verizon) and Integretel Incorporate. However, I think this is an act that is criminal..the idea that Verizon can just add this to ones bill, without a person requesting it. This is a win/win situation for Verizon, i.e., if a person should overlook their bill Verizon gets a commission check from Integretel Inc.. If however, a person finds this on their bill and cancels Integretel will charge a small set-up fee, and refund will become a vailable some 60 days..in which case Verizon will benefit from the interest on these Millions of Dollars that we the consumers have unwillingly paid for service we never asked for and/or wanted.; I believe this is an outright shame...that companies CROOKS should be allowed to do such a thing...if, I took something from a store, and offered to return it...I would still go to Jail. ; Thank you for your valuable time. I hope you look into this.; Douglas G. McIntyre
Problem No: 8634194805

Title:

Last Name:

First Name:

Middle Initial: G

Contact Name:

Best Time To Call: any

Contact Number: Extension:

Email Address: s

Internet Address:

Address:

City:

State:

Zip:

Disputing Charges listed on phone bill. Total amount of dispute:

Did the company billing for these charges adjust or refund some or all of the disputed charge? Yes

If yes, what was the amount of the adjustment or refund? 27.40

Contacted the company to resolve complaint?

If yes, was the complaint resolve to your satisfaction?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

REDACTED

VeCTR Complaint Report

Status: CLOSED
Closed Date:04/04/2006

Customer Information

Date Created 03/29/2006 Date Received 03/29/2006

Customer Satisfied Date 03/30/2006

Center North Central

Author Name Barber, Barb

Customer TN

BTN

Customer Last Name

Customer First Name

Business Name

Contact Last Name

Contact First Name

Additional Contact Information

TN -- Fax --

Cell -- Pager --

Email

Extension

Address1

Address2

City

State Zip

Original Nature of Complaint I was being billed \$17.05 per month on my phone bill, I just noticed this month and call Inteeel & complained. I ask them who authorized them to bill

VZ 24

me for this service. They could not tell me. They said they would cancel service and refund me through Verizon. I called your local office because I think they may be doing this to other people. I have

REDACTED

Customer's Requested Resolution

Service Address

Address 1

Address 2

City

State

Zip

Complaint Source	Other External Agencies	Complaint Type	Phone Call
-------------------------	-------------------------	-----------------------	------------

Catagory	Billing
-----------------	---------

Verizon Long Distance Complaint	No	Rebuttals
--	----	------------------

Reference Number

Executive Name

Notes

Point of Contact Information

Selected POC(s)

Remove	POC Name	TN	Dept
--------	----------	----	------

POC History

POC Name	POC TN	Refer Date/Time	Response Date/Time	Elapsed Date/Time
----------	--------	-----------------	--------------------	-------------------

Closing Information

Root Cause	Unauthorized charges for email monthly fee billed by Integretel on behalf of Email Discount Network.
-------------------	--

Nature of Complaint	I was being billed \$17.05 per month on my phone bill, I just noticed this month and call Inteelel & complained. I ask them who authorized them to bill me for this service. They could not tell me. They said they would cancel service and refund me through Verizon. I called your local office because I think they may be doing this to other people. I have
----------------------------	---

VZ 25

REDACTED



Debby B. Kampert
Specialist-Regulatory Affairs

Verizon Florida Inc.

One Tampa City Center
Post Office Box 110, FLTC0616
Tampa, Florida 33601-0110

Date March 30, 2006

Analyst Name Joann Davis
Regulatory Specialist III
Florida Department of Agriculture &
Consumer Services
Division of Consumer Services
Second Floor, Mayo Building
Tallahassee, FL 32399-0800

Re: Customer Name
Case Number 0603-10828 / JD

Dear :

The following information is provided in response to Florida Department of Agriculture & Consumer Services complaint of March 23, 2006.

Response Information: 03/30/06 8:48am Customer Relations contacted customer to acknowledge his complaint, and to advise that credits have been received from Integretel billing on behalf of Email Discount Network. Billing for this company began on his 10/04/05 billing statement. He was billed a \$14.77 on his 10/05 bill then \$17.05 with tax on his November and December 2005 bills and on his January, February, March 2006 billing statement. Customer received credits of \$51.14 on 03/16/06, \$17.05 on 03/16/06 then another credit of \$51.45 posted on 03/20/06. Total customer was billed was \$100.02, total credit received was \$119.15. Verizon established bill block on customer account 03/30/06 to help avoid in the future unauthorized charges being billed to his account. Customer was satisfied.

We trust this provides you with the information you require to resolve this matter.

Sincerely,

Debby B. Kampert

REDACTED

VeCTR Complaint Report

Status: CLOSED
Closed Date:06/05/2006

Customer Information

Date Created 06/01/2006 **Date Received** 06/01/2006

Customer Satisfied
Date

Center North Central

Author Name Stallsmith, Kim

Customer TN

BTN --

Customer Last
Name

Customer First
Name

Business Name

Contact Last Name

Contact First Name

Additional Contact Information

TN -- **Fax** --

Cell -- **Pager** --

Email

Extension

Address1

Address2

City

State **Zip**

Original Nature of customer disputing charges for \$15.34 by Intelicom
Complaint Messaging on 4/28 bill

VZ 29

REDACTED

Customer's Requested Resolution

Service Address

Address 1

Address 2

City

State

Zip

Complaint Source	Customer Relations Office	Complaint Type	Letter
-------------------------	---------------------------	-----------------------	--------

Catagory	Billing
-----------------	---------

Verizon Long Distance Complaint	No	Rebuttals
--	----	------------------

Reference Number

Executive Name

Notes Stallsmith, Kim 06/05/2006 14:27 called and spoke to cust Stallsmith, Kim 06/05/2006 14:26 iss'd recourse for april chgs too Stallsmith, Kim 06/05/2006 14:14 iss'd recourse/17.70 integretel from may 06bd Stallsmith, Kim 06/02/2006 17:30 called and discussed with customer..he accepted bill blk if still avail...he wants the recourse done as the icx is doing nothing

Point of Contact Information

Selected POC(s)

Remove	POC Name	TN	Dept
--------	----------	----	------

POC History

POC Name	POC TN	Refer Date/Time	Response Date/Time	Elapsed Date/Time
----------	--------	-----------------	--------------------	-------------------

Closing Information

Root Cause	Customer disputed Ingegretel charges, Integretel billing on behalf of Intelicom on April and May 06 bills.
-------------------	--

Nature of Complaint	customer disputing charges for \$15.34 by Intelicom Messaging on 4/28 bill
----------------------------	--

VZ 30

REDACTED



May 19, 2006
RE

Verizon. Inc.

I received a charge of \$15.34 (see attached) in my 4 - 28 - 06 statement. I did not order the service, have never heard of this company and have no idea what service they provide. What bothers me the most is that you would allow such a billing to take place without any authorization from me. You are a public service company and by what authority do you bill me for a service from another company. I note your disclaimer, but you receive a fee for billing and collections and thus, in my mind, assume responsibility for this action and any effort to affect my credit rating and collections.

I called Intelicoïn (took me three separate calls to reach them). They would give me no proof (e mail) that I ordered the service and said that they would cancel the so-called account (see attached). The operator said that I owed the set-up fee of \$12.95 plus taxes. I said that I owe nothing!!!!!! This is a SLAM!!

I have filed a complaint with the Florida Attorney Generals Office and the Federal Trade Commissions who will get a copy of this letter. Verizon allowed the billing and I expect you to make sure that the charge is removed and that Intelicoïn takes no steps of so called collection. Also note a copy of an article in the St. Petersburg Times

I look forward to your reply, Thank you.

cc.....Office of Florida Attorney General
cc.....Federal Trade Commission
cc.....Bill Bartlett—Holland and Knight

VZ 32

REDACTED

May 19, 2006
RE:

Intelcoin Messaging
8201 Peters Road
Suite 1000
Pantation, FL. 33324

I received the the attached through my Verizon bill. I have no idea who you are, what service you provide or how you got my name. I do not want whatever the service is, which you acknowledged per attade. I owe you no set up fee or origination fee. If you have anything to show that we ordered this service send it to my attention at the below listed address.

I have filed a complaint with Verizon, the Florida Attorney General's Office, the Federal Trade Commision and a copy is being sent to Bill Bartlett, Attorney, Holland and Knight

I expect this,so called accout to be a 0 balance, Thank you.

DOCKET NO. 060650-TL

VERIZON FLORIDA'S RESPONSE TO
STAFF'S FIRST POD – NO. 3

BILLING SERVICES AGREEMENT
BETWEEN ILD TELESERVICES, INC.
AND THE VERIZON TELEPHONE
OPERATING COMPANIES

NOS. VZ 34 – VZ 104

ALL PAGES ARE CONFIDENTIAL

DOCKET NO. 060650-TL

VERIZON FLORIDA'S RESPONSE TO
STAFF'S FIRST POD – NO. 3

BILLING SERVICES AGREEMENT
BETWEEN THE BILLING RESOURCE
D/B/A INTEGRETTEL AND THE
VERIZON TELEPHONE OPERATING
COMPANIES

NOS. VZ 105 – VZ 170

ALL PAGES ARE CONFIDENTIAL

DOCKET NO. 060650-TL

VERIZON FLORIDA'S RESPONSE TO
STAFF'S FIRST POD – NO. 3

BILLING SERVICES AGREEMENT
BETWEEN BILLING CONCEPTS, INC.
AND THE VERIZON TELEPHONE
OPERATING COMPANIES

NOS. VZ 171 – VZ 247

ALL PAGES ARE CONFIDENTIAL

DOCKET NO. 060650-TL

VERIZON FLORIDA'S RESPONSE TO
STAFF'S FIRST POD – NO. 4

VERIZON BILLING USER GUIDE

NOS. VZ 248 – VZ 260

ALL PAGES ARE CONFIDENTIAL

REDACTED

SubCIC	Date of Suspension/ Termination	Reason for Suspension / Termination

Verizon measures the type and number of cramming complaints submitted by Verizon customers and maintains data on the number and percentage of cramming complaints received each month, by Sub-CIC as well as by clearinghouse. Verizon requires SubCICs exceeding cramming complaint thresholds to produce an action plan for meeting Verizon's requirements. Failure to cure the complaint levels, results in service providers being terminated.

Note 1: The number of cramming complaints exceeded 1% of bills rendered in the Verizon East footprint (former Bell Atlantic area).

Note 2: The number of cramming complaints exceeded 1% of bills rendered in the state of New York.

Note 3: The number of cramming complaints received in a month exceeded 150 in the Verizon East footprint (former Bell Atlantic area).