

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 2  
Attachment B

**ATTACHMENT B TO  
REQUEST FOR PRODUCTION,  
ITEM NO. 2**

**REDACTED**

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

DOCUMENT NUMBER DATE  
00278 JAN 10 06

Email Discount Network/The Billing Resource 2005

Billing Tel No	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	7/19/2005	Email Discount Network Setup Fee	12.95		S50	INTEGRETEL	Email Discount Network	RMK DID NOT ORDER
	CRM	9/26/2005	Email Discount Network Setup Fee	12.95		S40	The Billing Resource	Email Discount Network	RMK CUST DAK XIST (3)
	CRM	9/26/2005	Email Discount Network Monthly Fee	14.95		S40	The Billing Resource	Email Discount Network	RMK CUST DAK T (3)
	CRM	7/19/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CUSTMR DAK CRMNG
	CRM	10/10/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	RMK CRAMMED MS DID NOT ORDER WNTS CANCELLED AND CRDT
	CRM	8/16/2005	4 000A Email Discount Network Setup Fee	12.95		CA0	INTEGRETEL	Email Discount Network	
	CRM	11/14/2005	el, Inc.Billing Questions, Call 1 800 736-7500	12.95		R00	The Billing Resource	Email Discount Network	did not order
	CRM	11/14/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		R00	The Billing Resource	Email Discount Network	did not order
	CRM	7/25/2005	Email Discount Network Setup Fee	12.95		S90	INTEGRETEL	Email Discount Network	RMK DAK UST EXIST (2)
	CRM	7/25/2005	Email Discount Network Monthly Fee	14.95		S90	INTEGRETEL	Email Discount Network	RMK DAK UST EXIST (2)
	CRM	8/22/2005	Email Discount Network Monthly Fee	14.95		S90	INTEGRETEL	Email Discount Network	RMK CUST DISPUTING CGS
	CRM	11/9/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		R00	The Billing Resource	Email Discount Network	cust didn't order
	CRM	11/9/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		R00	The Billing Resource	Email Discount Network	didn't order order
	CRM	9/26/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	Cram did not auth
	CRM	9/27/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	RMK CRAMMED MS DID NOT AUTHZ AND WNTS CRDT AND SVC CANCELLED
	CRM	9/26/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	
	CRM	8/24/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CRAMMING (2)
	CRM	8/24/2005	Email Discount Network Monthly Fee	14.95		R00	INTEGRETEL	Email Discount Network	RMK CRAMMING
	CRM	8/25/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	
	CRM	7/13/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	csr claims did notg request or order
	CRM	7/18/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CRAMMING XIST (3)
	CRM	11/21/2005	el, Inc.Billing Questions, Call 1 800 736-7500	12.95		R00	The Billing Resource	Email Discount Network	RMK CSR SEZ DID NOT AUTH THESE CHARGES ON BILL
	CRM	11/1/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		S60	The Billing Resource	Email Discount Network	RMK CRAMMING XIST (4)
	CRM	11/1/2005	ing Resource Billing Questions, Call 1 800 736-7	14.95		S60	The Billing Resource	Email Discount Network	RMK CRAMMING XIST (4)

Email Discount Network/The Billing Resource 2005

Billing Tel No	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT ID	Carrier Name	SubCIC Name	Remarks
	CRM	11/1/2005	ing Resource Billing Questions, Call 1 800 736-7	14.95		S60	The Billing Resource	Email Discount Network	RMK CRAMMING XIST (4)
	CRM	9/12/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CUST DAK
	CRM	9/12/2005	Email Discount Network Monthly Fee	14.95		R00	INTEGRETEL	Email Discount Network	RMK CUST DAK
	CRM	9/6/2005	5 000A Email Discount Network Monthly Fee	14.95		CA0	INTEGRETEL	Email Discount Network	RMK CRAMMING
	CRM	11/14/2005	ing Resource Billing Questions, Call 1 800 736-7	12.95		S10	The Billing Resource	Email Discount Network	RMK CUST DAK USES BELLSOUTH ONLY
	CRM	7/6/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CUST CRAMMED
	CRM	10/28/2005	el, Inc.Billing Questions, Call 1 800 736-7500	12.95		R00	The Billing Resource	Email Discount Network	retn arsc ipoc rcvd fax corr-crm
	CRM	10/28/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		R00	The Billing Resource	Email Discount Network	retn arsc ipoc rcvd fax corr-crm
	CRM	10/12/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	RMK CRAMMING
	CRM	7/27/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	
	CRM	9/14/2005	Email Discount Network Monthly Fee	14.95		R00	INTEGRETEL	Email Discount Network	RMK CUST DAK XIST (2)
	CRM	8/16/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	
	CRM	9/19/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	RMK CUSTMR DID NT ORDR SRV PLS CRDT ORWARD
	CRM	9/19/2005	Email Discount Network Monthly Fee	14.95		R00	The Billing Resource	Email Discount Network	RMK CUSMTR DID NT ORDR PLS CRDT
	CRM	8/1/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CRAMMING
	CRM	8/26/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	
	CRM	12/28/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	cust dak
	CRM	9/6/2005	Email Discount Network Setup Fee	12.95		R00	INTEGRETEL	Email Discount Network	RMK CRAMMING
	CRM	9/30/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	
	CRM	12/12/2005		12.95		CA0	The Billing Resource	Email Discount Network	RMK CUST NVR AUTHRZ CUST REQ CANCEL
	CRM	12/12/2005	CHARGES FOR DEPARTMENT IDENTIFIER - 8505054.6	14.95		CA0	The Billing Resource	Email Discount Network	RMK CUST NVR AUTH CUST REQ CANCEL
	CRM	11/28/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		S30	The Billing Resource	Email Discount Network	RMK CUST DISPUTING CGS
	CRM	11/28/2005	ing Resource Billing Questions, Call 1 800 736-7	14.95		S30	The Billing Resource	Email Discount Network	RMK CUST DISPUTING CGS
	CRM	11/28/2005	el, Inc.Billing Questions, Call 1 800 736-7500	14.95		S30	The Billing Resource	Email Discount Network	RMK CUST DISPUTING GS

Email Discount Network/The Billing Resource 2005

Billing Tel No	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	7/15/2005	8 000A Email Discount Network Setup Fee	12.95		CB0	INTEGRETEL	Email Discount Network	
	CRM	10/7/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	
	CRM	12/12/2005	ing Resource Billing Questions, Call 1 800 736-7	14.95		R00	The Billing Resource	Email Discount Network	RMK DID NOT ORDER
	CRM	10/18/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	
	CRM	12/19/2005	Email Discount Network Setup Fee	12.95		S50	The Billing Resource	Email Discount Network	RMK DAK
	CRM	10/3/2005	Email Discount Network Setup Fee	12.95		R00	The Billing Resource	Email Discount Network	RMK CRAMMING T (2)
	CRM	10/3/2005	Email Discount Network Monthly Fee	14.95		R00	The Billing Resource	Email Discount Network	RMK CRAMMING (2)
	CRM	10/3/2005	Email Discount Network Monthly Fee	14.95		R00	The Billing Resource	Email Discount Network	RMK CRAMMING ECEED REMARKS ENTRY ITEM
	CRM	9/29/2005	Email Discount Network Monthly Fee	14.95		R00	The Billing Resource	Email Discount Network	cust ddnt odr srves
COMPLAINTS									

Reason Code	Adj Date	Item Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
BTN	12/12/2006	9/8/2006	ing Resource Billing Questions. Call 1 800 736-7	14.95		S40	The Billing Resource	Email Discount Network	RMK CUST

## Residential Email/ESBI 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT #ID	Carrier Name	SubCIC Name	Remarks
	CRM	10/31/2005	Services Billing Inc.Billing Questions, Call 1	12.95		R00	ESBI	Residential Email LLC	customer has no idea of company
	CRM	12/19/2005	Email Monthly Fee	14.95		S50	ESBI	Residential Email LLC	RMK CSR NVR AUTHRZD )
	CRM	9/19/2005	Email Setup Fee	12.95		S40	ESBI	Residential Email LLC	RMK CUST DAK
	CRM	11/3/2005	Services Billing Inc.Billing Questions, Call 1	12.95		R00	ESBI	Residential Email LLC	
	CRM	11/11/2005	Services Billing Inc.Billing Questions, Call 1	12.95		R00	ESBI	Residential Email LLC	
	CRM	9/29/2005	Email Setup Fee	12.95		S10	ESBI	Residential Email LLC	
	CRM	11/28/2005	Services Billing Inc.Billing Questions, Call 1	12.95		CC0	ESBI	Residential Email LLC	
	CRM	10/18/2005	Email Setup Fee	12.95		R00	ESBI	Residential Email LLC	RMK CUST DAK
	CRM	10/26/2005	Email Setup Fee	12.95		CB0	ESBI	Residential Email LLC	RMK CUST NVR AUTHZ CUST REQ CANCEL
	CRM	10/21/2005	Email Setup Fee	12.95		R00	ESBI	Residential Email LLC	dak
	CRM	9/30/2005	Email Setup Fee	12.95		S50	ESBI	Residential Email LLC	RMK DAK ST EXIST (2)
	CRM	9/30/2005	Email Monthly Fee	14.95		S50	ESBI	Residential Email LLC	RMK DAK UST EXIST (2)
	CRM	11/1/2005	Services Billing Inc.Billing Questions, Call 1	12.95		S50	ESBI	Residential Email LLC	RMK CSR NEVER AUTHORIZED
	CRM	11/1/2005	Services Billing Inc.Billing Questions, Call 1	14.95		S50	ESBI	Residential Email LLC	RMK CSR NEVER AUTHORIZED E IS NOT A VALID CODE - LINE 7
	CRM	11/15/2005	Services Billing Inc.Billing Questions, Call 1	12.95		R00	ESBI	Residential Email LLC	RMK DIDNT AUTH
	CRM	12/27/2005	Email Setup Fee	12.95		S50	ESBI	Residential Email LLC	RMK DAK
	CRM	12/27/2005	Email Monthly Fee	14.95		S50	ESBI	Residential Email LLC	RMK DAK
	CRM	12/27/2005	Email Monthly Fee	14.95		S50	ESBI	Residential Email LLC	RMK DAK
	CRM	11/15/2005	Services Billing Inc.Billing Questions, Call 1	12.95		R00	ESBI	Residential Email LLC	RMK CUS CLAIMS CRAM
	CRM	11/15/2005	Services Billing Inc.Billing Questions, Call 1	14.95		R00	ESBI	Residential Email LLC	RMK CUS CLAIMS CRAMMED
	CRM	10/5/2005	Email Setup Fee	12.95		R00	ESBI	Residential Email LLC	
	CRM	10/21/2005	Email Setup Fee	12.95		R00	ESBI	Residential Email LLC	RMK CUST CRAMMED
	CRM	11/11/2005	Services Billing Inc.Billing Questions, Call 1	12.95		R00	ESBI	Residential Email LLC	RMK CST CLL UPST SD DDN'T HVE THS SERV
	CRM	10/17/2005	Email Monthly Fee	14.95		R00	ESBI	Residential Email LLC	RMK CRAMMING
	CRM	11/9/2005	Services Billing Inc.Billing Questions, Call 1	12.95		S50	ESBI	Residential Email LLC	RMK CSTR SAYS THEY DID NOT ORDER SVC
	CRM	11/9/2005	Services Billing Inc.Billing Questions, Call 1	14.95		S50	ESBI	Residential Email LLC	
	CRM	12/22/2005	Email Setup Fee	12.95		S10	ESBI	Residential Email LLC	RMK CUST DAKS CHSG
	CRM	12/22/2005	Email Monthly Fee	14.95		S10	ESBI	Residential Email LLC	RMK CUST DAKS CHGS
	CRM	12/9/2005	Services Billing Inc.Billing Questions, Call 1	12.95		S40	ESBI	Residential Email LLC	RMK CUST CRAMMED DID NOT AUTHORIZE

Total Protection Plus/ESBI 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	10/7/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S40	ESBI	Total Protection Plus, LLC	RMK CUST CRAMMED SD DID NT AUTHORIZE SERVICES
	CRM	9/12/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	
	CRM	9/14/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK CRAMMING
	CRM	8/4/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	csr did not request or authrize
	CRM	10/4/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S10	ESBI	Total Protection Plus, LLC	RMK CUSTOMER CRAMMED NO INFORMATION ADJ FOR CUSTOMER
	CRM	9/30/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S40	ESBI	Total Protection Plus, LLC	RMK CUST DAK
	CRM	9/13/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S60	ESBI	Total Protection Plus, LLC	RMK ADJ FOR SVCS
	CRM	11/14/2005	Services Billing Inc,Billing Questions, Call 1	14.95		S50	ESBI	Total Protection Plus, LLC	RMK CUST NVR AUTHORIZED
	CRM	10/18/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S60	ESBI	Total Protection Plus, LLC	RMK CUST DID NOT AUTH THESE CHRGS
	CRM	8/19/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK SRVC NOT AUTH
	CRM	8/25/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	Ms Evans did not ordr
	CRM	8/24/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK CRAMMING
	CRM	11/22/2005	Services Billing Inc,Billing Questions, Call 1	14.95		R00	ESBI	Total Protection Plus, LLC	cust dak
	CRM	12/8/2005	Services Billing Inc,Billing Questions, Call 1	14.95		R00	ESBI	Total Protection Plus, LLC	CSR DAKS
	CRM	8/31/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK CUS STATE DID NOT ORDER OR AUTHORIZE
	CRM	12/15/2005	0 000A PREMIUM VOICE MAIL MONTHLY FEE	14.95		CC0	ESBI	Total Protection Plus, LLC	RMK CUST WAS CRAMMED NEVER AUTH OR REQSTD SVC
	CRM	11/14/2005	Services Billing Inc,Billing Questions, Call 1	14.95		S10	ESBI	Total Protection Plus, LLC	RMK CUST DENIES ALL KNOWLEDGE HAS ANSWERING MACHINE

Total Protection Plus/ESBI 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	11/14/2005	Services Billing Inc. Billing Questions, Call 1	14.95		S10	ESBI	Total Protection Plus, LLC	RMK CUST DENIES ALL KNOWLEDGE HAS ANSWERING MACHINE
	CRM	11/14/2005	Services Billing Inc. Billing Questions, Call 1	14.95		S10	ESBI	Total Protection Plus, LLC	RMK CUST DENIES ALL KNOWLEDGE HAS ANSWERING MACHINE
	CRM	11/11/2005	Services Billing Inc. Billing Questions, Call 1	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	8/19/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	
	CRM	9/21/2005	???????????????????? ???????????????????? ????????????	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	9/12/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	RMK CRAMMING XIST (3)
	CRM	10/7/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	10/7/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	12/12/2005	CHARGES FOR DEPARTMENT IDENTIFIER - 8505054.6	14.95		CA0	ESBI	Total Protection Plus, LLC	RMK CUST NVR AUTHZ CUST REQ CANCEL
	CRM	12/12/2005	CHARGES FOR DEPARTMENT IDENTIFIER - 8505054.6	14.95		CA0	ESBI	Total Protection Plus, LLC	RMK CUST NVR AUTHR CUST REQ CANCEL
	CRM	12/12/2005	CHARGES FOR DEPARTMENT IDENTIFIER - 8505054.6	14.95		CA0	ESBI	Total Protection Plus, LLC	RMK CUST NVR AUTHR CUST REQ CANCEL
	CRM	10/25/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	10/25/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	10/25/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	10/25/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK CST CLLD SD SHE NVR REQSTD THS SERV
	CRM	10/25/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK CST CLLD SD DDN'T REQST SERV



Total Protection Plus/ESBI 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	11/21/2005	Services Billing Inc. Billing Questions, Call 1	14.95		R00	ESBI	Total Protection Plus, LLC	RMK DIDNT AUTH
	CRM	11/21/2005	Services Billing Inc. Billing Questions, Call 1	14.95		R00	ESBI	Total Protection Plus, LLC	RMK DIDNT AUTH
	CRM	9/12/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK SENT TO RECRSE(2)
	CRM	9/12/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK SENT TO RECRSE(2)
	CRM	10/19/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	
	CRM	8/24/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	RMK CUSTMR DID NT ORDR SRV PLS CRDT
	CRM	12/20/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S20	ESBI	Total Protection Plus, LLC	RMK CUST DAK ER MUST HAVE INQUIRY - LINE 11
	CRM	10/4/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	10/18/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	
	CRM	10/18/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	
	CRM	10/18/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		S50	ESBI	Total Protection Plus, LLC	
	CRM	9/30/2005	PREMIUM VOICEMAIL MONTHLY FEE	14.95		R00	ESBI	Total Protection Plus, LLC	dak
	CRM	12/12/2005	Services Billing Inc. Billing Questions, Call 1	14.95		R00	ESBI	Total Protection Plus, LLC	
35 COMPLAINTS									

Total Protection/ESBI 2006

BTN	Reason Code	Adj Date	Item Phrase Code	Original Amt	Item Adj Amt	Customer Name	Customer FID Name	Carrier	SubCIC Name	Remarks
	CRM	12/12/2006	Services Billing Inc.Billing Questions, Call 1	14.95	14.95		CC0	ESBI	Total Protection Plus, LLC	RMK CST UNAWARE OF THIS CHARGE
	CRM	12/12/2006	Services Billing Inc.Billing Questions, Call 1	14.95	14.95		CC0	ESBI	Total Protection Plus, LLC	RMK UNAWARE OF COMPANY

[ ]

## Voicemail Direct/ILD 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	8/3/2005	Voice Mail Service Set Up Fee	14.95		S40	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	10/27/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	12/12/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	12/12/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	12/12/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	6/24/2005	Voice Mail Service Set Up Fee	14.95		S10	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK UST EXIST (3)
	CRM	10/27/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	10/4/2005	Voice Mail Service Set Up Fee	14.95		S10	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
	CRM	9/2/2005	Voice Mail Service Monthly Fee	14.95		S10	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK
	CRM	10/26/2005	Voice Mail Service Set Up Fee	14.95		S60	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DID NOT AUTH OR ORDER SVCS
	CRM	10/26/2005	Voice Mail Service Monthly Fee	14.95		S60	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DID NOT AUTH OR ORDER SVC
	CRM	6/3/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUS NEVER REQ
	CRM	8/22/2005	Voice Mail Service Monthly Fee	14.95		CL0	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CSR DAK SUS FRAUD CSR ROST RMV CHG PLS DO NOT BILL IN FUTURE
	CRM	8/3/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	12/9/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	12/9/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	12/9/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	10/12/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING T (2)
	CRM	10/12/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING T (2)
	CRM	10/12/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING T (2)
	CRM	7/8/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	9/22/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK MS STS NVR ORDERED PLZ REM ASAP
	CRM	9/22/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK PLZ REM ASAP (2)
	CRM	9/22/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK MS STS NVR ORDERED PLZ REM ASAP
	CRM	11/29/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	custs girlfriend order without his knowledge not paying adj to satisfy

## Voicemail Direct/ILD 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	7/20/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK REV CRAM CHARGES CUST DID NOT AUTH
	CRM	9/22/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DID NOT ORDER PER RICHARD PUGH
	CRM	12/5/2005		14.95		CA0	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	7/22/2005	7 017A Voice Mail Service Set Up Fee	14.95		CA0	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/16/2005	7 153A Voice Mail Service Monthly Fee	14.95		CA0	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/16/2005	8 101A Voice Mail Service Set Up Fee	14.95		CA0	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/16/2005	1 011A Voice Mail Service Set Up Fee	14.95		CA0	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	7/21/2005	1 004A Voice Mail Service Set Up Fee	14.95		CA0	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	6/27/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	6/27/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	5/20/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CSTMR CRAMMED
	CRM	4/12/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	9/6/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	csr dak
	CRM	8/17/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	cust daks chrges and refuse to pay
	CRM	8/17/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	cust dak chrges and refuse to pay
	CRM	7/1/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
	CRM	9/21/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	9/21/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	9/8/2005	Voice Mail Service Monthly Fee	14.95		S10	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DID NOT AUTH
	CRM	9/8/2005	Voice Mail Service Monthly Fee	14.95		S10	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST NEVER OREDERED
	CRM	6/14/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK NOT AUTH
	CRM	9/28/2005	Voice Mail Service Monthly Fee	14.95		S40	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DID NOT ORDER WAS CRAMMED
	CRM	9/28/2005	Voice Mail Service Monthly Fee	14.95		S40	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DENIES ALL KNOW DID NOT ORDER
	CRM	9/28/2005	Voice Mail Service Monthly Fee	14.95		S40	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DENIES ALL KNOW DID NOT ORDER P
	CRM	7/18/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUSTOMER CLAIMS WAS CRAMMED

BTN	Reason Code	Adj Date	Item Phrase Code	Item Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	7/14/2005	Voice Mail Service Monthly Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	10/17/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	10/17/2005	Voice Mail Service Monthly Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	6/13/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUSTMR SYS DIDNT ORDR SRVCE
	CRM	6/20/2005	Voice Mail Service Set Up Fee	14.95		S60	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK
	CRM	6/13/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK SRVC NOT AUTH (2)
	CRM	7/11/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK ITEM
	CRM	7/29/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	cranning. cus sys unauth
	CRM	7/29/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK GRAMMING (3)
	CRM	5/16/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST WS SLAMMED
	CRM	8/11/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK MS CLMS NVR AUTHRZD
	CRM	8/11/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST SYS DID NT AUTH CHGS IAL ENTRY WITHOUT PARTIAL ADJ CODE
	CRM	5/6/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK GRAMMING
	CRM	8/10/2005	1 020A Voice Mail Service Set Up Fee	14.95		CE0	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST NVR AUTH CUST REQ CANCEL
	CRM	8/10/2005	1 133A Voice Mail Service Monthly Fee	14.95		CE0	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST NVR AUTHZ CUST REQ CANCEL
	CRM	8/25/2005	Voice Mail Service Set Up Fee	14.95		S90	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	6/21/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CSTM CRAMMED
	CRM	10/7/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	11/9/2005	services, Inc. Billing Questions, Call 1 800 433-	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	mtr denies all knowledge
	CRM	11/9/2005	services, Inc. Billing Questions, Call 1 800 433-	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	mtr denies all knowledge
	CRM	9/21/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	9/21/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/22/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/22/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	

Voicemail Direct/ILD 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	7/14/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING XIST (4)
	CRM	9/12/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMED MS DID NOT AUTHZ AND WNTS CANCELLED
	CRM	9/12/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMED MS DID NOT ORDER AND WNTS SVC CANCELLED
	CRM	5/25/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DID NOT ORDR WL NOT PA
	CRM	12/9/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK ADJ UST EXIST (2)
	CRM	12/9/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK ADJ UST EXIST (2)
	CRM	12/9/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK ADJ UST EXIST (2)
	CRM	7/27/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	8/5/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	9/7/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING IST (2)
	CRM	8/23/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	8/23/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	7/12/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DIDNT AUTH ST (2)
	CRM	7/12/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DIDNT AUTH (2)
	CRM	7/25/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST CLMS CRMMNG DDNT ORDR VML SRV
	CRM	8/25/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	didnt auth
	CRM	8/25/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	didnt auth
	CRM	5/18/2005	Voice Mail Service Set Up Fee	14.95		CP0	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK
	CRM	11/21/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK
	CRM	11/21/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK
	CRM	7/25/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DID NT AUTH SVC
	CRM	4/27/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/23/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK SRVC NOT AUTH
	CRM	8/23/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK SRVC NOT AUTH RECOGNIZED COMMAND ENTERED
	CRM	9/14/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK ST EXIST (2)
	CRM	9/14/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK ST EXIST (2)

## Voicemail Direct/ILD 2005

BTN	Reason Code	Adj Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	11/30/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CST DAK XIST (3)
	CRM	11/30/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CST DAK EXIST (3)
	CRM	11/30/2005	services, Inc.Billing Questions, Call 1 800 433-	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CST DAK ER MUST HAVE INQUIRY - LINE 11
	CRM	7/5/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	8/3/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUS DAK AUTH SVC
	CRM	7/27/2005	Voice Mail Service Monthly Fee	14.95		S30	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
	CRM	8/25/2005	Voice Mail Service Monthly Fee	14.95		S30	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CST NVR AUTH DAK
	CRM	8/31/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING IST (2)
	CRM	10/13/2005	Voice Mail Service Monthly Fee	14.95		S60	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DISPUTING CGS
	CRM	10/13/2005	Voice Mail Service Monthly Fee	14.95		S60	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DISPUTING CSG
	CRM	9/16/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	9/6/2005	Voice Mail Service Set Up Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
	CRM	9/6/2005	Voice Mail Service Monthly Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
	CRM	6/20/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	6/3/2005	Voice Mail Service Set Up Fee	14.95		S90	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	6/21/2005	Voice Mail Service Monthly Fee	14.95		S90	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST CLAIMS CRAMMING
	CRM	8/16/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK MS CLAIMS CRAMMING LLS ARE VALID - LINE 10
	CRM	9/28/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CST CLAIMS WAS CRAMMED
	CRM	10/13/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	7/7/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING XIST (3)
	CRM	7/19/2005	Voice Mail Service Monthly Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CUST DAK ST (4)
	CRM	8/12/2005	Voice Mail Service Monthly Fee	14.95		S50	ILD Teleservices, Inc.	Voicemail Direct USA	
	CRM	7/12/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	9/26/2005	Voice Mail Service Set Up Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING
	CRM	9/26/2005	Voice Mail Service Monthly Fee	14.95		R00	ILD Teleservices, Inc.	Voicemail Direct USA	RMK CRAMMING

Voicemail Direct/ILD 2006

BTN	Reason Code	Adj Date	Item Date	Item Phrase Code	Item Adj Amt	Customer Name	Customer CENT FID	Carrier Name	SubCIC Name	Remarks
	CRM	12/4/2006	8/14/2006	services, Inc.Billing Questions, Call 1 800 433-	14,95		S40	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
	CRM	12/4/2006	9/14/2006	services, Inc.Billing Questions, Call 1 800 433-	14,95		S40	ILD Teleservices, Inc.	Voicemail Direct USA	RMK DAK
COMPLAINTS					29,9					