

Informal Complaint Report

Index Number: 1356 **Company Name:** Eschelon Telecom Inc.

CUSTOMER INFORMATION

Customer Name: A-All State Bail Bonds **Account Number:**
Other Contact Info: Todd Harris **Phone Number:** (801) 547-6704
Customer Address: P O Box 634 **Other Phone:**
Customer Address: **Email Address:**
City: Kaysville **State:** UT **Zip Code:**

COMPLAINT INFORMATION

Complaint Type: Customer Service **Date Received:** 4 /23/2008 **Date Resolved:** 5 /5 /2008
Complaint Received By: Rea **DPU Analyst Assigned:**
Utility Company Analyst: **Company at Fault:**
Actual Slamming Case: **Actual Cramming Case:**

Complaint Description:

Mr. Harris stated he has six lines that he has remote call forwarding on. Mr. Harris had service with Qwest and was contacted by someone from Eschelon trying to get him to switch his service. Mr. Harris met with them and told them he needed to be able to take collect calls on all these lines. Mr. Harris was assured Eschelon could handle his service and needs. In his contract it states if for any reason Eschelon cannot provide the service they will pay up to \$65 per line to switch to another carrier. The service was switched. Mr. Harris did not notice for a while that he was not receiving collect calls from the jails. When he discovered this, he called Eschelon to find out what was wrong. Mr. Harris was told they could not provide the collect call service. Mr. Harris told them to switch three of his lines back to Qwest and he would honor his contract on the other three lines. Eschelon is stalling him from switching the service and they want to charge him extra which he does not feel he should pay since they misrepresented the service they could provide.

6-9-08 Mr. Harris called because his phone service was disconnected today. He claims he did not receive prior notice of the disconnect. I e mailed Joseph Koltis with this information and ask about the notices.

Complaint Response:

Ms. Petersen/Rea:

Eschelon has received this complaint. I've engaged the appropriate parties to review the matter and provide information. I expect to have a response to you by the end of the day Wednesday, April 30, 2008.

Please contact me directly in the interim.

Thank you,

Joseph A Koltis | Law & Policy

Regulatory Affairs & Compliance Specialist

Ph. 612.436.1666 | Fax 612.436.1766

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Ms Petersen/Rea:

I have received information regarding this complaint, but I have follow up inquiries in with several other groups. I will have this information for you by the end of the day tomorrow.

Please contact me if you have any concerns.

Thank you,

Joseph A Koltis | Law & Policy

Regulatory Affairs & Compliance Specialist

Ph. 612.436.1666 | Fax 612.436.1766

Rea,

Joseph was out sick yesterday and today and I have not been able to reach anyone in the Utah office for the final details. Joseph will be in touch upon his return. Sorry I don't have any additional details.

Cathy Murray
Manager, Regulatory Affairs
Integra Telecom
Phone: 612-436-1632
Fax: 612-436-6816

Ms. Petersen/Rea:

Integra has reviewed this complaint. The customer has been unable to port the telephone numbers because his account has been suspended for non-payment. The Company's records do not indicated any conversation regarding collect call capability until February 2008, at which time the customer was advised to contact a collect call provider to arrange for direct billing by the provider.

While Integra disagrees with the customer's statement that the contracted services were misrepresented, and believes that the customer is responsible for the services billed, Integra is willing to temporarily restore the customer's service and allow the new provider to port the numbers to avoid a prolonged dispute. Integra is willing to apply sufficient credits to bring the account to a zero (0) balance if the customer has moved the services to a new provider by May 19th, 2008.

Please let me know if you need any further information.

Thank you,

Joseph A Koltis | Law & Policy
Regulatory Affairs & Compliance Specialist
Ph. 612.436.1666 | Fax 612.436.1766

6-9-2008

Hi Rea,

The customer was disconnected for failure to move off Eschelon's service by May 19, 2008, as detailed in my May 5 emailed response to you regarding this complaint. The customer had been disconnected for non-payment, and Eschelon went outside of process to temporarily put the numbers back into service to allow the customer to port out to a new provider. Eschelon attempted to work with the new provider to expedite the port out. Eschelon received no further port out requests, and the customer continued to enjoy services when none should have been provided.

In my email to you on May 21, I advised that Eschelon had not received further requests from the new provider, and further advised that the services would be disconnected. I received a response from you stating that Eschelon should not have to provide services indefinitely, and that Eschelon should proceed as I had suggested.

As the customer was provided services temporarily to which they were not entitled, and as they had not moved off of Eschelon's network by May 19, the services were disconnected. Eschelon did not provide a follow-up disconnect notice because no additional notice was required.

Please let me know if you require anything else.

Thanks,

Informal Complaint Report

Joseph

Joseph A Koltis | Law & Policy
Regulatory Affairs & Compliance Specialist
Ph. 612.436.1666 | Fax 612.436.1766

Rea:

It looks as though I didn't provide the disconnection notice information to you in my responses. Eschelon sent the customer a disconnect notice dated 4/15/08 with a disconnection date of 4/25/08, following which the customer opened the PSC complaint. I wanted to make certain you had this information for your records.

Let me know if I can be of any further assistance!

Joseph

Additional Information:

5-16-08 Ms. Petersen/Rea:

Integra received a port out request on May 14, 2008 from Comcast. However, it was rejected because the customer identifying information did not match the Company's records. Integra is contacting the requesting carrier to address the incorrect information and facilitate the correction. Integra will work with Comcast to receive a new request as quickly as possible and will provide a shortened due date interval to allow the customer to move to the new provider without further delay.

Thank you,

Joseph

Joseph A Koltis | Law & Policy
Regulatory Affairs & Compliance Specialist
Ph. 612.436.1666 | Fax 612.436.1766

5-21-2008

Ms. Petersen/Rea:

Integra has contacted Comcast to advise them what was needed to allow this port out to move forward expeditiously. We have not received a corrected LSR from Comcast with which to fulfill the customer's wish to leave our service.

The customer did not leave Integra's services by May 19th. Integra is prepared to move forward with collection activity and put the customer's services back into a suspended state by end of day May 22, 2008, absent your direction to do otherwise.

Please advise how you wish Integra to proceed.

Thank you,

Joseph A Koltis | Law & Policy
Regulatory Affairs & Compliance Specialist
Ph. 612.436.1666 | Fax 612.436.1766

