

From: McCulloch, Larry
Sent: Thursday, August 26, 2004 2:17 PM
To: Dahl, LaMar
Subject: RLDA Customer Concerns

LaMar

It is becoming more and more apparent that Sivler Creek Communications is having trouble in meeting our Customer Satisfaction Commitments. A number of months ago we started having Held Orders on our RLDA Jobs. The trend in my wire centers started as follows:

04/16/04	T63864670	Pend Cust	RLDA	
04/19/04	T55933702	Pend Cust	RLDA	326D200
04/21/04	N64277229	Pend Cust	RLDA	326E496
05/03/04	T65155489	Pend Cust	RLDA	326H348
05/07/04	N65725697	Pend Cust	RLDA	326D765
06/18/04	N80526765	Pend Cust	RLDA	326E175
08/18/04	N86562226	Pend Cust	RLDA	426A176

Job 326D200	Counts to S/C -08/08/03	Job Approved -02/19/04	Job Issued - 03/05/04
Job 326E496	10/21/03	11/05/03	11/05/03
Job 326H348	06/17/03	12/22/03	12/23/03
Job 326D765	10/21/03	11/10/03	11/11/03
Job 326E175	10/01/03	10/28/03	10/28/03
Job 426A176	04/15/04	Not Approved	Not Issued

The 426A176 Job is the first job that we have taken a Held Order on without having recieved the Design back from Silver Creek, it is my opinion that this will be a lengthy Held Order. I suggested in RTT that we offer alternate service and provide a Cell Phone for the duration. We have tried to contact Mike Marty, but he will not return our calls.

If you require any further information, please contact me and I will pursue to get the information required.

Larry

From: Keller, Darren
Sent: Thursday, August 26, 2004 8:26 AM
To: Dahl, LaMar; Dahl, LaMar
Subject: FW: RLDA Held Orders

-----Original Message-----

From: Keller, Darren
Sent: Thursday, August 26, 2004 8:17 AM
To: Dahl, LaMar
Subject: RLDA Held Orders

LaMar,

Below is a list of held orders that are currently shown Pending Customer due to the RLDA contractor not completing their responsibilities. These are all located within the Bull River Ridge Subdivision, Engineering job # 426a136. RLDA Contractor is SilverCreek Communications, Mike Marty. Per discussion w/Kate Warren (Qwest single point of contact) Mike Marty has yet to provide cost estimate & proper paperwork to complete necessary steps for Qwest acceptance.

N66441716 / Richmond Homes ,	2 pr,	held 106 days
N66441692 / Richmond Homes ,	4 pr,	held 106 days
N66460824 / Richmond Homes ,	4 pr,	held 106 days
N83515287 / MDC Holdings ,	4 pr,	held 16 days
N83515330 / MDC Holdings ,	4 pr,	held 16 days
N85315367 / MDC Holdings ,	4 pr,	held 16 days
N83515394 / MDC Holdings ,	1 pr,	held 16 days

These lines are all for model homes within this new subdivision.

Thank You,

Darren

From: Hawkins, Keith

Sent: Thursday, August 26, 2004 7:59 AM
To: Dahl, LaMar
Subject: Held Order RLDA

Lamar,

FYI Held Order T87153799

Order is for Ivory Homes model home in a new SBD Verona Estates. Ivory homes has chosen to have Mike Marty build telecom facilities within the development. Mike has brought in his letter from Ivory Homes, I have given him the meet point and the pairs. However mike has not brought plans in, and NO job has been issued.

I have been to the SBD recently, he has buried cable within the SBD without a trench inspection, the cable is not spliced and sheath looks damaged.

I have coded the order to Refer to customer.

Keith

From: Dahl, LaMar
Sent: Thursday, September 09, 2004 9:20 AM

To: Pappas, Dennis; Farr, James
Subject: FW: RLDA Held Orders

Just FYI.

LaMar

-----Original Message-----

From: McCulloch, Larry
Sent: Thursday, September 09, 2004 8:55 AM
To: Dahl, LaMar
Subject: RLDA Held Orders

LaMar

Today, we have taken the 3rd Held Order against Job 426B679. The job failed the first Acceptance Test and will hopefully be ready tomorrow or the first part of next week.

If you need anything further, give me a call.

LM