

A-Allstate Bonding Company

P.O. Box 634, Kaysville, Utah 84037
Ph. (801) 543-3355

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RECEIVED

July 1, 2008

Public Service Commission

C/o Rea Peterson
160 E. 300 So.
Salt Lake City, Ut 84111

Re: Complaint
Eschelon Telecom Inc. / Integra Telecom

Dear Rea:

I wish to file a formal complaint against the above company(s) for disconnecting my phone service causing me financial loss by refusing to honor their service "Guarantee" when they were not able to provide the service they said they could provide. The chain of events is as follows:

1. Approximately September of 2006 I was telemarketed by a representative from Eschelon Telecom Inc. to change over my phone service from Quest. I informed her I had 6 lines at the time. She indicated she would guarantee a 20% savings over what I was presently paying on all my phone lines. Since I was spending close to \$2,000.00 in yearly fees with Quest a \$400 savings intrigued me.
2. The representative's name was Dianna Harris. I took her to lunch with my wife and we discussed the pros and cons of changing over. Specifically, I told her of the concerns I had regarding being able to accept collect phone calls from the County Jails and could Eschelon be able to take collect calls. My wife will confirm that I reiterated at lunch the importance of being able to accept collect calls from the jail and she assured me and my wife that Eschelon could handle it. I was assured at the luncheon that if they could not service me properly they would gladly change me back over to Quest. I signed a 1 year contract on all six lines with the company because of those representations. With the papers I signed there was a written guarantee that if for some reason Eschelon could not provide the service I needed they would pay up \$65 for expenses to switch back the lines.
3. A few months into the contract I started having concerns because I was not receiving calls from the jails that required collect calls to be made to make contact with me. I contacted the company about my concerns and after six months finally someone in the home office admitted to me that they could not provide collect call service. I also found out they had neglected to connect my (801) 546-4272 line.
4. I requested that three of the lines be changed back to Quest. (See March 23, 2007 letter) The other three lines were not taking collect calls so I continued to honor the contract with them.
5. After my request for the line changes and my March 23 letter I received a bill for \$321.00 for an "early termination fee." This prompted me to write a second stern letter informing them I would not be paying the early termination fee. (See April 23, 2007 letter) Upon further correspondence I spoke with one of the engineers of the company who understood my dilemma and told me that he would take care of this problem. After my

conversation with him I never heard another word about the early termination fee, however, there was no mention or credit of the \$65 per line credit guarantee.

5. The 3 lines were changed on 4/13/07, 4/19/07, & 5/16/07. I noticed, however that Eschelon was still billing me for the six lines even though I was now being billed by Quest for those same lines. (See July billing on spreadsheet) I called them about the over billing. In January 2008 Eschelon changed to Integra.

6. For the past two months I have attempted to change two of my lines back over to Quest and one line to Comcast. Integra has refused to allow both companies to convert the lines back stating that they already had a "change order." (The change order was a termination order for non-payment and they would not honor Quest's or Comcast's order until they were paid for the outstanding debt.)

7. On June 6, 2008 Integra disconnected my lines. This has severely hurt my company because I have spent thousands of dollars in advertising for R.E. signs and phone book advertising. I have only requested that Integra honor the customer satisfaction guarantee that was given when Eschelon and I contracted to do business together and credit me the \$65.00 per line for those three lines that they misrepresented could function properly. I am not attempting to collect on the lost revenue during those months I was not able to take calls. I have had two of these phone lines for over 15 years.

8. When Integra disconnected my lines I went ahead and paid \$209.19, the balance owing, which amounts to the \$65 per line guarantee I deducted from the bill times 3, plus late fees they would have added on.

9. I feel very strongly I should receive the \$209.19 back, my lines should be restored, and a penalty be attached to Integra for shutting down my business lines and personal lines and not honoring their guarantee. As you can see by the invoices I have always paid promptly with the exception of when I should have been given the credit.

10. When Dianne Harris contacted me she told me that my remote forwarding lines would only cost \$18.00 per month. If you notice the bills, not only did they not honor this they were also surcharging me \$8.00 additional for what they called "recurring charges" which I don't have the faintest idea what that means. Comparing the bills to Quest I was never given a cheaper rate.

I hope at the very least you can at least force them to reinstate my phone lines or allow me to take them back over to Quest and Comcast. I thank you in advance for your attention in this serious matter and I hope to hear from you in the very "very" near future. Unfortunately I cannot find the written Guarantee provided by Eschelon when I signed up for the service. Neither can I find the written contract. I am bewildered because I do keep detailed records of my business, however, I am sure you can request these and they can provide them to you. If I find the documents I will forward them on.

Regards,



D. Todd Harris

(801) 543-3355
(801) 547-6704
(801) 546-4272

A-Allstate Bonding Company

P.O. Box 634, Kaysville, Utah 84037
Ph. (801) 543-3355 Fax (801) 5547-6704

COPY

Eschelon Telecom, Inc.

730 2nd Ave South, Suite 900
Minneapolis, MN 55402

March 23, 2007

Acct. 010491242
Sales Rep: Dianna Harris
Phone Number(s): (801) 543-3355, (801) 355-2977, (435) 734-2435

Dear Sirs:

I am exercising your "Customer Satisfaction Guarantee" (Service) to request you change back some of the phone lines I have back to Quest. The reasons are very serious and I have attempted for several months to solve the problem with no avail.

When telemarketed by Dianna Harris, your representative we spoke at length about the potential problem of Eschelon not being able to accept the collect phone calls that come from the county jails on my lines. She assured us that if we were unable to take collect calls we could change back our phone numbers. In further speaking with representatives from your company about the problem they also advised me to change back.

During the past 4 months I have diligently attempted to work with the Inmate Telephone systems. Each jail I work out of contracts out with specific phone carriers throughout the United States. I have made contact with each one of them and to date I have not been able to get set up with any account. (*See enclosures*)

It appears to me that Quest has some form of monopoly in making sure that they are the only ones in this region that are set up to take collect calls. 30%-40% of my business comes from collect phone calls from inmates inside the jail. That's about \$30,000 to \$40,000 per year income I am losing. I need this problem corrected immediately.

In speaking with Quest they also informed me that I would not be able to use these phone numbers if I changed back. This is unacceptable since I have spent thousands of dollars in phone book advertising this year with these numbers. This is very strange since they were Quest numbers when we changed over to you. Hopefully you have the power to have the numbers changed back.

Please contact me as soon as possible. I thank you in advance for your attention in this matter.

Regards,

D. Todd Harris

Enclosures

A-Allstate Bail Bonding Co.

1554 Emerald Dr., Layton, Utah 84040
Ph. (801) 543-3355 Fax (801) 547-6704

COPY

Kristi Rath
Customer Operations Auditor
Eschelon Telecom, Inc.
730 2nd Ave. South, Suite 900
Minneapolis, MN 55402

April 23, 2007

Re: Cancellation Fees
Acct. #10491242 / Reference No. 11738646

Dear Kristi:

In response to your letter of demand I would make some corrections. Quest will be taking back (801) 355-2977, 543-3355, & (435) 734-2435. The numbers (801) 546-4272, 546-0766, and 547-6704 will remain.

The change as I stated in a letter dated March 23, 2007 is that you were not able to provide the service necessary for the operation of my business and could not "*correct the situation*" which forced me to "*switch back to my previous service provider.*" This was after repeated phone calls and letter sent which was not answered. Your customer satisfaction guarantee promises to reimburse me "*(up to \$65 per line)*" for my expenses in switching." (*Customer Satisfaction Guarantee*)

I will litigate this matter in small claims court should you attempt to collect on any disconnection charges, or should you attempt to collect through collections agencies or place anything negative on my credit report. I was promised in the beginning from your representative Dianna Harris that we could change back at no charge if the "collect call issue" could not be resolved with your company. I have a witness who will testify of that statement.

I will continue service with my non-affected other lines which over the next several years will more than compensate you for any loss you might incur, however, should you persist to collect on this improper demand I will change back all my lines once the contract expires. I was left with no choice but to change back because I was literally loosing thousands of dollars a month not being able to service my customers. Any further correspondence should be forwarded to my attorney listed below.

Regards,

D. Todd Harris

cc: Kent Snider, Attorney at Law
2485 Grant Avenue, Suite 100
Ogden, Utah 84401
Ph. (801) 393-9100 Fax (801) 394-1314

Qwest

8'10
South west
#3494

June 6, 2008

T's Automotive
Attn: Todd Harris
1554 N Emerald Dr
Layton, UT 84040

URGENT

Dear Mr. Harris :

Thank you for your order N10222259 for telephone number 801 547-0766.

To accurately serve you, your assistance is needed. We would appreciate you calling us so that we can complete your order.

If you have a new can be reached number, please advise us so that we may contact you on any questions we may have on your order.

Please call as soon as possible avoiding further delay, at 1 800 972-9201 and a customer service representative will be happy to assist you.

Our office hours are Monday through Friday 7 a.m. to 7p.m. and Saturday 7a.m. to 4:30p.m. Mountain Standard Time.

Your complete satisfaction is important to us. Thank you again for choosing Qwest. We look forward to supplying you with your communications needs.

Sincerely,

Qwest Consumer Sales Support
1680

QUEST Lawyer