

Beau D. Hancock (13227)
STRATA Networks
211 E. 200 N.
Roosevelt, UT 84066
(435) 622-6388
bhancock@stratanetworks.com

BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

In the Matter of the Formal Complaint of
Clifford Murray against UBTA-UBET
Communications, Inc. d/b/a STRATA
Networks

DOCKET NO. 18-053-01
AFFIDAVIT OF STRATA LANA
BERRETT

STATE OF UTAH)
 : ss.
DUCHSESNE COUNTY)

Lana Berrett, being first duly sworn on her oath, deposes and states:

1. I am STRATA's Customer Service Manager. I have been employed by STRATA in this capacity for 17 years. Prior to becoming STRATA's Customer Service Manager I was employed by STRATA as a Customer Service Representative for 4 years. I am familiar with the process of STRATA Customers signing up for STRATA services.

2. I am aware of Clifford Murray's Formal Complaint against STRATA and his position that we cannot transfer outstanding balances from an account with a single account holder to joint account even though the responsible party is named on both accounts.

3. During my 21 years of employment with STRATA I have seen many joint account holders create subsequent accounts for STRATA services in their individual capacity.

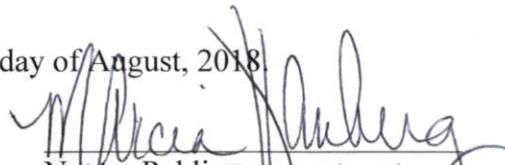
Most often a customer will do this if they are acquiring telecommunication services for a child or grandchild. Having multiple accounts for telecommunication services will assist the customer in identifying the accrued charges between multiple accounts and makes it easier for the customer to monitor the activity or usage under separate accounts.

4. Cathy and Clifford Murray are joint members under the cooperative bylaws and agree to pay for furnished services, Section 1.4 & 1.6 attached hereto as Exhibit 1.

5. I reviewed the account history for Cathy and Clifford Murray's account. On or about June 24, 2018, a note was made on Cathy and Clifford Murray's account memorializing a conversation between Cathy and STRATA's Senior Account Representative explaining the transfer of the outstanding balance. According to the account notes, Cathy understood what was happening but did not have the money to pay the outstanding amount.


Lana Berrett

Subscribed and sworn to before me on this 22 day of August, 2018.


Notary Public
Residing at: Randlett
Utah

My Commission Expires:

January 11, 2021



Faint, illegible text, likely bleed-through from the reverse side of the page.

[Faint handwritten signature]

[Faint handwritten signature]

[Faint handwritten signature]



CERTIFICATE OF MAILING

I hereby certify that a true and correct copy of the Affidavit of Lana Berrett in Support of UBTA-UBET Communications, Inc. d/b/a STRATA Network's Response and Motion to Dismiss, Docket No. 18-053-01 was sent to the following individuals by email and/or mailing a copy thereof via first-class mail, postage prepaid (as indicated), this 24 day of August, 2018:

By Electronic-Mail:

Clifford Murray (4crystalmudball@gmail.com)

Lana Berrett (lberrett@stratanetworks.com)

Beau Hancock (bhancock@stratanetworks.com)

Strata Networks

Patricia Schmid (pschmid@agutah.gov)

Justin Jetter (jjetter@agutah.gov)

Robert Moore (rmoore@agutah.gov)

Steven Snarr (stevensnarr@agutah.gov)

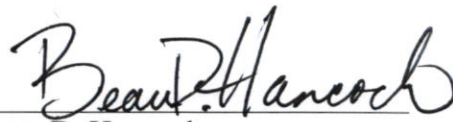
Assistant Utah Attorneys General

Erika Tedder (etedder@utah.gov)

Division of Public Utilities

By First Class Mail:

Office of Consumer Services
160 East 300 South, 2nd Floor
Salt Lake City, UT 84111



Beau D. Hancock