# REQUEST TO ESTABLISH DOCKET (PLEASE TYPE) 

5. Suggested Docket Mailing List (attach separate sheet if necessary)
A. Provide NAMES ONLY for regulated companies or ACRONYMS ONLY regulated industries, as shown in Rule 25-22.104, F.A.C.
B. Provide COMPLETE name and address for all others. (Match representatives to clients.)
6. Parties and their representatives (if any)

Elizabeth Legare Nancy B. White, Esquire
Docusearch International Research c/o Ms. Nancy H. Sims
$9553159^{\text {th }}$ Court, North Belisouth Telecommunications, Inc.
Jupiter, FL $33418 \quad 150$ South Monroe Street, Suite 400
1561) 575-0662

Tallahassee, FL 32301-1556
$\qquad$

$\qquad$
$\qquad$
2. Interested Persons and their representatives (if any)
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## 6. Check one:

X Documentation is attached.
Documentation will be provided with the recommendation.

#  -M-E-M-O-R-A-N-D-U-M- 

DATE: November 7, 2000
TO: NOREEN DAVIS, DIRECTOR, DIVISION OF LEGAL SERVICES
FROM: LEROY RASBERRY, CHIEF, BUREAU OF COMPLAINT RESOLUTION DF
RE: DOCUSEARCH INTERNATIONAL RESEARCH (ELIZABETH LEGARE, 313187T)
The attached draft recommendation is being forwarded to you for handling.

LR/jmb

## 

State of Florida

> -M-E-M-O-R-A-N-D-U-M-

## DATE: October 31, 2000

TO: Ms. Carmen Peña, Regulatory Program Administrator, Division of Consumer Affairs FROM: Shirley Stokes, Regulatory Consultant, Division of Consumer Affairs
RE: Draft Recommendation for Docusearch International Research (Elizabeth Legare, 313187T)

I have attached a copy of the draft recommendation for your review for any necessary corrections or additions. The informal conference was held on September 27, 2000, and the last post-conference document was received on October 26, 2000. Therefore, this rec and a copy of the file need to be filed with the PSC's Legal Division (Communications) before November 15, 2000.

SAS

## CASE BACKGROUND

On April 4, 2000, Ms. Elizabeth Legare filed a complaint with the Commission's Division of Consumer Affairs. She also provided her business' name as Docusearch International Research (customer or Ms. Legare). Ms. Legare alleged that BellSouth Telecommunications, Inc., (BellSouth or company) disconnected her service without a cause. She stated that from 1990 to 1994, she was an LDDS customer. Mrs. Legare contended that LDDS billed her directly, and BellSouth also billed her for the LDDS charges and other companies' unauthorized long distance charges and cramming charges. Ms. Legare alleged that BellSouth promised to credit her account without results. She also stated that BellSouth asked her to provide bill copies. When she did not respond to the company's request fast enough, Ms. Legare stated that BellSouth interrupted her service. She requested a full credit for all charges, except LDDS' charges, from 1990 to 1994. Ms. Legare also requested that BellSouth rerate any LDDS' charges to the correct rate. She contended that BellSouth owes her more than $\$ 1,000$ for each of her four telephone lines: 561/575-0662, 561/743-2366, 561/743$9774,561 / 747-9187$. Ms. Legare also stated that she will not pay anything on her account until she gets credit. She also alleged that there were a lot of cross talk and static on her lines, and stated that the lines in her subdivision needed to be repaired.

The Division of Consumer Affairs filed the customer's complaint with BellSouth on April 4, 2000. On the same day, BellSouth provided staff with a verbal response. The company stated that the customer is a collection agency, and had two returned checks and outstanding balances on three accounts. BellSouth stated that on telephone number 561-575-0662, the customer owed $\$ 1,707.43$. The company alleged that this line was disconnected on July 8, 1998, for a past-due amount of $\$ 917.43$ and the final bill was $\$ 790$. BellSouth also stated that the customer owed an additional $\$ 2,000$ on Account Number 561/Y51-3873. (This account was not part of Ms. Legare's original complaint.)

On April 19, 2000, CAF received a written response from BellSouth. The company stated that the customer had two accounts with the same telephone number, 561-575-0662-646 disconnected on July 8, 1998, and 561-575-0662-647 established on the same date. (The last three digits identify the different account numbers.) BellSouth reported that the customer disputed long distance calls on the final account number 561-575-0662-646 from January 1990 through December 1994.

Additionally, BellSouth reported that it received a telephone call from the customer on December 22, 1997, about problems with a calling card. BellSouth stated that it tested the calling card, and there were no problems with it. BellSouth reported that the customer notified the company on January 7, 1998, about a claim against a carrier, without providing any additional information. Due to this claim, BellSouth stated
that Ms. Legare claimed that BellSouth owed her more than $\$ 1000$. BellSouth agreed to check the customer's account and follow up with Ms. Legare.

On January 9, 2000, BellSouth stated that it checked the customer's account, but it could not find any information regarding the claim. The company alleged that it called the customer and left a message to call the company. Since the account was past due and the customer did not respond to its call, BellSouth stated that it disconnected the customer's service, telephone number 561-575-0662-647.

BellSouth asserted that Ms. Legare notified BellSouth on February 7, 1998, that the claim was against MCl for $\$ 127$ from 1994. BellSouth stated that it verified with MCI that the customer had its service from May 1994 through May 1995, with Account Number 4D885834. BellSouth also reported that MCI stated all the calls were direct dialed, and no adjustment was made on the account for the disputed calls. BellSouth reported that it notified the customer that MCI sustained the charges. BellSouth also maintained that on February 9, 1998, it agreed to rerate the MCl's calls, which resulted in a credit of approximately $\$ 1,000$.

On April 10, 2000, BellSouth reported that it found out that the $\$ 1,000$ credit was not applied to the customer's account, 561-575-0662-646. The company stated that the credit was issued to the customer's account on April 11, 2000. BellSouth alleged that Ms. Legare told the company that the credit was not enough, and asked for bill copies from January 1990. BellSouth stated that it promised to mail Ms. Legare bill copies from 1992 (In a subsequent report, BellSouth stated that it did not have bill copies prior to 1992.), when the account was established as a business through the final bill date of August 1998. BellSouth reported that it notified the customer that it would not issue any more credits to her account, and referred the customer to her carriers. BellSouth also reported that the $\$ 1000$ credit was applied to the final account bill of $\$ 790.07$ on Account Number 561-575-0662-646, and the $\$ 209.93$ credit balance was transferred to the customer's current account, 561-575-0662-647. The company stated that it agreed to restore the customer's service on April 5, 2000.

On April 12, 2000, BellSouth alleged that it recoursed the following long distance charges on the customer's account: $\$ 81.07$ for AT\&T, $\$ 10.44$ for Zero Plus Dialing, $\$ 6.70$ for OAN, $\$ 7.40$ for 900 -number charges. The company also stated that it adjusted $\$ 149.64$ late payment charges on the customer's account, for a total adjustment of $\$ 255.22$. BellSouth contended that the customer was notified about this adjustment on April 12, 2000, and explained to the customer that payment arrangements were needed on the $\$ 474.45$ balance. The company also alleged that the customer was notified that a new charge of $\$ 282.21$ would be due by April 21, 2000, and explained that this amount was only for BellSouth charges. The company asserted that Ms. Legare was notified that the service would be interrupted again, if she did not call back by April 20, 2000, to make payment arrangements.

On May 24, 2000, CAF sent the customer a letter explaining the $\$ 1,000$ credit was issued to Account Number 561/575-0662-646, leaving a credit balance of $\$ 209.93$.

Ms. Legare was also notified that credit balance was transferred to Account Number 561/575-0662-647 on April 12, 2000, which appeared on the customer's May 2000 bill statement. CAF also notified Ms. Legare that her service could be denied if the outstanding balance was not paid or acceptable payment arrangements made with BellSouth.

Ms. Legare notified CAF on June 12, 2000, that BellSouth interrupted her telephone numbers 561/743-9774, 561/743-2366 (residential), and another telephone number, which she could recall. She alleged that the company owed her about $\$ 2,000$ on her residential telephone for slamming in 1990-1992. Ms. Legare stated that she received $\$ 1,900$ credit on her business account, but she did not receive credit on her residential account. The customer demanded that her telephone service be restored. CAF explained to Ms. Legare that BellSouth could only get her bill copies going back seven years, and she needed to file complaints with the long distance carriers, not BellSouth. Ms. Legare told CAF that she just wanted BellSouth to issue the credits. CAF notified BellSouth about the customer's concerns. The company verified that the disconnected telephone numbers were for the customer's residential service.

On June 13, 2000, the customer called CAF. Ms. Legare still objected to the service interruption, and stated that BellSouth owed her \$2,000 from 1990-1992 when telephone number 561/575-0662 was a residential line. Ms. Legare also alleged that she used 10 XXX numbers to place calls through TeleCom USA, CTS, and MCI. She argued that the calls should have been billed at four cents a minute, instead of 99 cents a minute. Ms. Legare continued to demand reconnection of telephone numbers 561-743-9774, 561-743-2366, and 561-747-9187, and stated that they were billed under telephone number 561-743-9774.

On July 14, 2000, CAF sent Ms. Legare a letter along with PSC/CAF Form $X$ to complete and return by July 29, 2000.

Ms. Legare notified CAF on August 1, 2000, that she did not receive the form until that day, due to an incorrect address. She says that the correspondence should have been mailed to her home address, 9553-159th Court North, Jupiter, Florida 33478. Due to this problem, CAF made an exception in this case to accept Form $X$ passed the deadline date. Ms. Legare also notified CAF on August 2, 2000, that she had just "scribbled" the information on Form $X$. She identified an amount in excess of $\$ 2000$ as the disputed amount on Form X. Ms. Legare requested reconnection of telephone numbers, 561-575-0662, 561-743-9774, and 561-743-2366. She also requested that credits be given from 1990 through 1994.

On September 27, 2000, staff held an informal conference with the customer and BellSouth. She stated that her February 20, 1993, bill is only one bill out of a thousand that BellSouth owed her credits. She contended that BellSouth should have charged her only $\$ 32.30$ for the basic service charge, instead of $\$ 188.39$. Ms. Legare claimed that she was billed separately for her long distance calls, and was disputing Items 7 through 79 on the February 20, 1993, bill. Ms. Legare then alleged that the
credit should be applied to her account for the poor service and constant problems with her lines. She stated that $\$ 188.39$ was just a "blanket" amount, because there were "plenty" charges back to 1990. She stated that BellSouth owes her \$159.09 (\$188.39$\$ 32.30$ ), and alleged that the calls should have been billed by LDDS, not BellSouth. Ms. Legare also alleged that BellSouth should adjust the calls to LDDS' charges at nine cents a minute in six seconds increments, instead of 24 cents a minute by BellSouth. Further, Ms. Legare argued that all the long distance charges billed by BellSouth should be removed from her account. Ms. Legare claimed that she had BellSouth bills in her attic, and then stated that she only had checks to show total amounts that she paid to the company. She stated that the company now owes her $\$ 5,000$. Ms. Legare asserted that static is on her line during rainy and windy conditions.

BellSouth contended that it received several service reports. from Ms. Legare about static and noise on the line. BellSouth alleged that it sent technicians out to investigate the problem as late as April 2000. The company also stated that the line was tested, and the results revealed no problems with the line. BellSouth also stated it detected no equipment or inside problems. Based on Ms. Legare's concern that other people were picking up on her line, BellSouth stated that technicians could have been using her line in the cross box. To prevent the usage, the company stated that it put red caps on her line in the cross box.

Additionally, the company stated that it asked Ms. Legare to document any alleged cramming, slamming, and overcharges, which were billed separately by long distance companies and by BellSouth. The company stated that it did not receive this documentation, but it waived certain long distance calls and late payment fees without the requested documents. The company also stated that there is no February 20, 1993, bill from BellSouth, but there is a February 2, 1993, bill. BellSouth stated that it did not have an amount for $\$ 188.39$. The company also contended that it does not have any of the customer's bills prior to 1992. BellSouth asserted that it did not know about any disputed charges on the February 2, 1993, bill before the informal conference.

Due to Ms. Legare's conduct and arrogant behavior, staff recognized that the informal conference had reached an impasse. The conference was concluded without a settlement.

## DISCUSSION OF ISSUES

ISSUE 1: Does BellSouth Telecommunications, Inc., owe Ms. Elizabeth Legare a credit in excess of $\$ 2,000$ as stated on Form $X$ ?

STAFF RECOMMENDATION: No. Ms. Legare has not provided the proper documents to substantiate her credit dispute.

STAFF ANALYSIS: When Ms. Legare filed her complaint on April 4, 2000, with staff, she claimed that BellSouth billed account for long distance calls from 1990 through 1994 that were directly billed by LDDS. Ms. Legare has not provided proof to substantiate her claim of the duplicate charges. Staff tried to get specific information from Ms. Legare regarding the disputed amount to no avail. Ms. Legare continued her abusive verbal attacks on staff. She stated that the disputed amount is now $\$ 5,000$. Ms. Legare's initial complaint did not include intralata calls that were directly billed by BellSouth. Ms. Legare's February 2, 1993, bill contained a number of intralata calls billed by BellSouth. It also contained several interstate calls and a few interlata calls that were billed by AT\&T Communications. Furthermore, it appears that BellSouth customers did not have the option of choosing intralata presubscription until April 1997 (Docket No. 930330-TP, Order No. PSC-97-1353-FOF-TP). Therefore, Ms. Legare's allegation that the intralata calls that were billed by BellSouth in 1993 should be adjusted to LDDS' rates of nine cents a minute at six seconds increments is moot and not an issue in this complaint.

ISSUE 2: Did BellSouth respond to the customer's concerns about noise and static on her telephone lines?

STAFF RECOMMENDATION: Yes. BellSouth's report indicated that the company responded to the customer's trouble reports.

STAFF ANALYSIS: BellSouth stated that the customer reported noise and static on the lines for telephone numbers 561-575-0662, 561-743-2366, 561-743-9774, and 561-747-9187 in 1999 and 2000. The report revealed that the line was tested with no problems found the majority of the time. On February 23, 2000, the company stated that a defective channel unit was found and replaced on telephone numbers 561-7432366 and 561-743-9774. As a result of Ms. Legare's complaint, the company reported that it performed several tests on the customer's line for telephone number 561/5750662 on April 6, 2000, and no problems were found. BellSouth also stated that due to Ms. Legare's concern that she heard other people picking up on her line, it put red caps on Ms. Legare's line in the cross box to prevent technicians from using it. BellSouth stated that it was possible that technicians could have been using Ms. Legare's line in the cross box.

ISSUE 3: Did BeilSouth improperly disconnect Ms. Legare's service?
STAFF RECOMMENDATION: No. It appears that BellSouth did not violate any of the Commission rules and regulations.

STAFF ANALYSIS: When Ms. Legare filed the complaint on April 4, 2000, staff notified Ms. Legare that she needed to pay BellSouth charges. In staff's May 24, 2000, letter, Ms. Legare was also notified that her service could be interrupted again if she did not make payment of the outstanding amount or acceptable payment arrangements. Ms. Legare maintained that she would not pay any of the charges until BellSouth issued a credit to her account. BellSouth contended that proper notices were provided to the

# customer before her services were interrupted for nonpayment on telephone numbers 561-575-0662(647), 561-743-9774, 561-743-2366, and 561-747-9187. BeilSouth stated that as of September 2000, the outstanding balance on 561-575-0662-647 was $\$ 1,084.85$ and $\$ 865.50$ for Ms. Legare's residential telephone numbers, which were billed under the main telephone number 561-743-9774. 

ISSUE 4: Should this docket be closed?

STAFF RECOMMENDATION: Yes. If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

STAFF ANALYSIS: If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

Elizabeth Legare (Docusearch International Research, 313187T
Draft Rec WP: I Drive--Legare.sas

## CASE BACKGROUND

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credit should be applied to her account for the poor service and constant problems with her lines. She stated that $\$ 188.39$ was just a "blanket" amount, because there were "plenty" charges back to 1990. She stated that BellSouth owes her \$159.09 (\$188.39$\$ 32.30$ ), and alleged that the calls should have been billed by LDDS, not BellSouth. Ms. Legare also alleged that BellSouth should adjust the calls to LDDS' charges at nine cents a minute in six seconds increments, instead of 24 cents a minute by BellSouth. Further, Ms. Legare argued that all the long distance charges billed by BellSouth should be removed from her account. Ms. Legare claimed that she had BellSouth bills in her attic, and then stated that she only had checks to show total amounts that she paid to the company. She stated that the company now owes her $\$ 5,000$. Ms. Legare asserted that static is on her line during rainy and windy conditions.

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Additionally, the company stated that it asked Ms. Legare to document any alleged cramming, slamming, and overcharges, which were billed separately by long distance companies and by BellSouth. The company stated that it did not receive this documentation, but it waived certain long distance calls and late payment fees without the requested documents. The company also stated that there is no February 20, 1993, bill from BellSouth, but there is a February 2, 1993, bill. BellSouth stated that it did not have an amount for $\$ 188.39$. The company also contended that it does not have any of the customer's bills prior to 1992. BellSouth asserted that it did not know about any disputed charges on the February 2, 1993, bill before the informal conference.

Due to Ms. Legare's conduct and arrogant behavior, staff recognized that the informal conference had reached an impasse. The conference was concluded without a settlement.

## DISCUSSION OF ISSUES

ISSUE 1: Does BellSouth Telecommunications, Inc., owe Ms. Elizabeth Legare a credit in excess of $\$ 2,000$ as stated on Form $X$ ?

STAFF RECOMMENDATION: No. Ms. Legare has not provided the proper documents to substantiate her credit dispute.

STAFF ANALYSIS: When Ms. Legare filed her complaint on April 4, 2000, with staff, . she claimed that BellSouth billed account for long distance calls from 1990 through 1994 that were directly billed by LDDS. Ms. Legare has not provided proof to substantiate her claim of the duplicate charges. Staff tried to get specific information from Ms. Legare regarding the disputed amount to no avail. Ms. Legare continued her abusive verbal attacks on staff. She stated that the disputed amount is now $\$ 5,000$. Ms. Legare's initial complaint did not include intralata calls that were directly billed by BellSouth. Ms. Legare's February 2, 1993, bill contained a number of intralata calls billed by BellSouth. It also contained several interstate calls and a few interlata calls that were billed by AT\&T Communications. Furthermore, it appears that BellSouth customers did not have the option of choosing intralata presubscription until April 1997 (Docket No. 930330-TP, Order No. PSC-97-1353-FOF-TP). Therefore, Ms. Legare's allegation that the intralata calls that were billed by BellSouth in 1993 should be adjusted to LDDS' rates of nine cents a minute at six seconds increments is moot and not an issue in this complaint.

ISSUE 2: Did BellSouth respond to the customer's concerns about noise and static on her telephone lines?

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STAFF ANALYSIS: BellSouth stated that the customer reported noise and static on the lines for telephone numbers 561-575-0662, 561-743-2366, 561-743-9774, and 561-747-9187 in 1999 and 2000. The report revealed that the line was tested with no problems found the majority of the time. On February 23, 2000, the company stated that a defective channel unit was found and replaced on telephone numbers 561-7432366 and 561-743-9.774. As a result of Ms. Legare's complaint, the company reported that it performed several tests on the customer's line for telephone number 561/5750662 on April 6, 2000, and no problems were found. BellSouth also stated that due to Ms. Legare's concern that she heard other people picking up on her line, it put red caps on Ms. Legare's line in the cross box to prevent technicians from using it. BellSouth stated that it was possible that technicians could have been using Ms. Legare's line in the cross box.

ISSUE 3: Did BellSouth improperly disconnect Ms. Legare's service?
STAFF RECOMMENDATION: No. It appears that BellSouth did not violate any of the Commission rules and regulations.

STAFF ANALYSIS: When Ms. Legare filed the complaint on April 4, 2000, staff notified Ms. Legare that she needed to pay BellSouth charges. In staff's May 24, 2000, letter, Ms. Legare was also notified that her service could be interrupted again if she did not make payment of the outstanding amount or acceptable payment arrangements. Ms. Legare maintained that she would not pay any of the charges until BellSouth issued a credit to her account. BellSouth contended that proper notices were provided to the
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ISSUE 4: Should this docket be closed?

STAFF RECOMMENDATION: Yes. If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

STAFF ANALYSIS: If no person whose substantial interests are affected by the Commission's order in this docket timely files a protest within 21 days of the issuance of this order, this docket should be closed upon the issuance of a consummating order.

## Consumer Information

Name: ELIZABETH LEGARE

Business Name:DOCUSEARCH INTERNATIONAL RESEARCH
Svc Address: 4521 PGA BLVD SUITE 112

County: Palm Beach Phone: (561)-575-0662

City/Zip: Palm Beach Gardens / 33418-
Account Number:
Caller's Name: BETTY LEGARE

Mailing Address: 9553 159TH COURT NORTH

City/zip: Jupiter , FL 33478-
Can Be Reached: (561)-575-0662

## Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6100

## Utility Information

## Company Code: TL720

Company: Bellsouth telecommunications,
Attn. Sherry Coxe313187T
Response Needed From Company? $y$
Date Due: 04/19/2000
Fax:
Interim Report Received: / /

Reply Received: 04/19/2000
Reply Received Timely/Late: $T$
Informal Conf.: $Y$

## PSC Information

Assigned To: KATE SMITH
Entered By: KSMITH
Date: 04/04/2000
Time: 14:09
Via: PHONE
(Phone/Mail/Fax/E-Mail)
Prelim Type: IMPROPER BILLS
PO:

```
Supmntl Rpt Req'd: / /
Certified Letter sent: / /
Certified Letter Rec'd: / /
Closed by: KES
Date: 05/23/2000
Closeout Type: GI-08
Apparent Rule Violation: N
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Customer said that her phone was disconnected without cause. She has been working with the company on an ongoing dispute over billing. She said that from 1990-1994 she was an LDDS customer. LDDS was billing her directly. BST was also billing her for LDDS charges as well as charges from various slammers and crammers. BST agreed to credit the customer for all these charges but did not do so. It asked her to supply bill copies. When she didn't do it fast enough, the company interrupted her service. She is requesting full credit for all charges, other than LDDS, for 1990-1994. She is also requesting the BST rerate any LDDS charges to the correct rate. Customer said she spoke with a Ms. Whiddam in orlando who told her the company had all the bill copies it needed. I reviewed the fax from the customer (LDDS contract and letter of complaint). It appears that the customer is not paying her bill. We discussed this. Ms. Legare said that the company owes her over $\$ 1,000$ for each of her 4 lines and she will not pay anything until she gets her credit. I tried to explain to the customer that she must pay BST charges, but she would not listen and began yelling at me.
Customer said that the lines in her subdivision are in desperate need of repair and there is a lot of static
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and cross talk on the lines. She wants her phone reinstated immediately. please investigate, follow up with the customer and see if her line can be reinstated for the pendency of this investigation. Lines involved are:
561-575-0662
561-743-2366
561-743-9774
561-747-9187
Accounts have been in various names, Legare, Docusearch, and A\&B -something. Please send a detailed report.

4:50 PM: Ms. Godsil called. She has been assigned this case. She advised that the customer is a collection agency. Ms. Legare has called BST's executive offices twice so far today, 4/4/200. It appears that BST is NOT going to restore service to this customer due to past credit history, two checks returned by her bank and outstanding bills on three accounts. On 575-0662, customer owes $\$ 1707.43$. Her current past due amount on this line is $\$ 917.43$. Customer had this line disconnected on July 8 , 1998 . The final bill was $\$ 790$. So the total due is $\$ 1707.43$. On 561-Y51-3873, customer owes an additional $\$ 2,000$.

Ms. Godsil further explained that the customer has not been able to identify the specifics of her complaint or the amounts in dispute. Without this information, BST cannot pursue an additiona investigation. Ms. Godsil has escalated her concerns to the billing department and to collections. However, the service will not be reinstated until the customer pays the outstanding amounts or makes satisfactory arrangements with BST's collection department.
04/19/2000 Received report via email. Forwarded to K. Smith. eplendl
In its report, BST explained that the customer has two accounts with the telephone number 561-575-0662-646 and 561-575-0662-647. The dispute is on Account 646. The customer's service was cut for nonpayment on Account 647.

The customer stated her claim on Account 646 went back to 1990 . However, it was determined that the account became a business account on $11 / 2 / 92$ so it checked the records from that date forward. It appears that a credit of $\$ 1,000$ was promised to the customer by Chris Bauder, but never issued. After numerous attempts to reach Chris Bauder, BST representative, Ms. Woodham finally reached Ms. Bauder and obtained approval to issue the credit of $\$ 1,000$ to Account 646 . This posted on 4/12/00.

The customer's's complaint against MCI was for $\$ 127$. BST contacted MCI with the customer on the line. MCI sustained its charges and refused to issue an adjustment because the calls were DDD calls from the customer's phone.

On $7 / 8 / 98$ Account 646 was finaled out. On $7 / 8 / 98$ Account 647 was opened under a new corporation name.


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After being notified that the $\$ 1,000$ had been issued, customer demanded more money. BST advised her that the remaining charges were BST charges and that no additional credits would be forthcoming. The customer demanded that the $\$ 1,000$ be applied to her current account. This was denied. $\$ 1,000$ was applied to Account 646. This left a credit of $\$ 209.93$. This credit was applied to Account 647 .

On 4/5/2000, BST contacted the customer and explained the above. Her service was restored. At this time, it was discovered that the customer was not making payments on her current service, Account 647 . This was discussed with the customer.

On 4/12/00, BST recoursed toll charges for AT\&T ( $\$ 81.07$ ), ZPDI ( $\$ 10.44$ ), OAN ( $\$ 6.70$ ), and 900 charges of $\$ 7.40$ which totaled $\$ 105.58$. BST also adjusted late payment fee of $\$ 149.64$ for a total adjustment of $\$ 255.22$. At this time BST representative Ms. Bertoldi called the customer. Ms. Bertoldi discussed the adjustments and the unpaid balance of $\$ 474.45$ on Account 647 . Additionally, new charges of $\$ 282.21$ would be coming due by 4/21/2000. At this point, the customer became upset and told Ms. Bertoldi that BST still owed her money. Ms. Bertoldi explained that the charges were BST charges and were due. If no payment is made by April 20, 2000, the customer's service will be denied again. /Kate

May 23, 2000: I called BST, Pat Godsil, and checked on the status of the customer's account. It appears that she made her last payment on $2 / 28 / 2000$. It was in the amount of $\$ 200$. Customer called on $5 / 5 / 2000$ and said she mailed $\$ 195$. It has never posted. On $5 / 21 / 2000$, customer called and promised to mail payment. Nothing has been received and she is due to be cut again./ Kate

As information, this customer runs a collection agency which may account for her extremely rude and obnoxious manner./Kate

6/12/2000 - Elizabeth Legare called the PSC 800 number. She requested to be transferred to a supervisor. Customer stated the following numbers were disconnected today by Bellsouth, 561-743-9774, 561-743-2366 and another number but she did not know the number. Customer said Bellsouth owes her about $\$ 2,000$ on her home phone number for slaming which occurred back in 1990 - 1992. She said she received $\$ 1,900$ on her business account but did not receive the credits for her home account. Customer said she called Bellsouth and the representative was extremely rude. Customer demanded the telephone numbers be turned back on. I told the customer I could not guarantee I could get her phone service turned back on but I would contact the company on her behalf and request someone call her regarding the credits. Before hanging up Ms. Legare stated she had worked with Kate Smith in March regarding hex complaint. I located the case and told the customer I would inform Ms. Smith of her call. I e-mailed Dick Durbin regarding customer's call since both Kate Smith and Carmen Pena were out. rmchargue

6/12/00 I spoke with Margarita Welling/BellSouth who told me that the disconnected numbers are for Ms. Legare's residence. She will have someone call her. D. Durbin
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6/12/00 I spoke with the customer and told her that BellSouth could get her copies of bills going back 7 years. She didn't believe that they could only go back that far. I advised her that even if she could point out charges that she was disputing fromig94 or before she would have to file complaints with the long distance companies, not BellSouth. She wants BellSouth to just issue credits. I told her I could not require them to do that nor could I require them to turn her service back on. She told me $I$ was useless. D. Durbin

June 13, 2000: Ms. Legare called me. She was very upset about her phone being disconnected and claimed that BST owed her $\$ 2000$ from 1990-1992 when 561-575-0662 was a residential line. I tried to explain that BST records usually do not go back that far and our records only require 5 years including the present year. She became very upset and said that BST sent her records from 1990. I asked that she send me copies. She could not find them. I told the customer that 1990 , ten years back, was too far for the PSC to go into.

Ms. Legare than said that she was dialing around and that's why she got charges from Telecom USA and CTS and MCI. Then she said that she didn't start using 10-15-325 until February of this year. She said initially the calls were billed at 99 cents and showed as 10-10-220. She said that the calls should have been billed at 4 cents a minute. I asked her for a copy of her brochure saying that the calls were 4 cents. She said that she had gotten it from the Internet, but could not send me any copies. She said that she was going to use Dialpad.com --- a free phone service that uses the Internet.

I called BellSouth and spoke with Ms. Welling. She confirmed that the customer had been calling the president's office and that she was sending the case for further investigation. She said that BST would not reconnect as the customer owes more than $\$ 700$ and will not pay anything. I asked her to contact the customer to offer payment arrangements.

I called Ms. Legare back and explained what I had done. I suggested she call the fCC as her complaint is actually with the LD carriers. She explained that her builder was responsible for his contractors and she believes BST should be responsible for the companies for which it bills. I tried to explain that this was not the case and she would not accept the explanation. I gave her the 888 \# for the FCC and suggested she pursue her complaint with it or perhaps her legal counsel. I ended the call politely./Kate

June 22, 2000: Received a voice message from customer requesting that $I$ e-mail her the alec list. I sent an e-mail saying the list is too voluminous to e-mail. I suggested that she check her yellow pages under "Telephone Companies" and call one of the companies listed there./Kate

July 12, 2000: Forwarding to Carol Broome per Carmen Pena. >nknight
07/12/00 per Mr. Rasberry I contacted the customer at 6:14 to return her call to the commission and her

request to speak to Mr. Rasberry. I explained that we received her request for an informal and that we were reviewing her complaint. She states that the following numbers are off and she wants them turned on asap (561-743-9774, 743-2366, 747-9187) She states that she received a letter from the company that she would not be able to get these numbers back.

She also states that these numbers were supposed to be non-listed and never were.
She states that the issues with the business appear to be resolved but the problem is with the residential portion. (3 lines listed above) all billed under 561-743-9774.

To clarify, she states the informal request was for BellSouth and her residential part.
Informing Quality Assurance Supervisor of this call. Contacted Mr. Rasberry and reviewed the case notes after the call. c. broome

07/13/00 Per Carmen, forwarding case original to Shirley Stokes. c. broome
07/13/00 Ms. Pena notified me that Ms. Carol Broome will give me the customer's files (BellSouth and Cable \& Wireless). Shirley Stokes

07/13/00 I received the customer's informal conference request and file from Mrs. Carol Broome.
07/13/00 I typed a letter (dated July 14, 2000) to the customer for Mr. Rasberry's signature and filled in portions of Form $X$ (Informal Conference Request Form). The customer must complete Form $X$ and return it by the postmark date of July 29, 2000. Shirley Stokes

07/13/00 I received the signed letter late, and Ms. Pena asked me to leave it on Ms. Carol Broome's desk to send out tomorrow. I also left the informal conference file on her desk. Shirley Stokes

For our information: Per Ms. Carmen Peña, John Plescow will not handle the preconference negotiations. Shirley Stokes.

07/14/00 Customer called at 9:30 and was transferred to me by Joy in the call-center. The customer states that she thought that by sending in the informal request her phones would be turned on. I explained that by sending in her request, the process would be initiated for the further review of her case but at no time can service restoration be guaranteed. I explained to her that she would be receiving a letter from the commission with a form for her to fill out. (form $x$ ) I explained the form narrowed the scope of the investigation to the issues in particular that remain unresolved. She stated that she was not going to go through her bills to pull out the disputed charges rather, she would just send back the form with all the
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bills stating everything is in dispute. Customer wanted to know if we could e-mail the form $x$ to her. I told her I would ask but confirmed that a certified copy was sent. c. broome

08-01-00 Mr. Leroy Rasberry received a message to return Ms. Legare's call. He asked me to call her. Shirley Stokes

08-01-00 Around 4:50 p.m., I tried to reach Ms. Legare at the telephone number, 561/575-0662, listed on the message, but the line was busy. Shirley Stokes

08-01-00 At 5:47 p.m., Mr. Leroy Rasberry sent Ms. Legare's voice mail message to my voice mail. (However, I did not listen to it until after Ms. Legare's call on August 2, 2000 , as noted below.) Ms. Legare says that the Form was sent to the wrong address. She says that it should have been sent to her home address, the 9553 address listed below. She stated that she received the form and faxed it to us. Due the address problem, she says that she should be allowable an exception in this case. Shirley Stokes

## 8/2/2000 Transferred to Shirley Stokes. RLogan

08/02/2000 At 10:05 a.m., Mr. Ray Logan transferred Ms. Legare's call to me. She says that she did not get our Form $X$ until yesterday because the address should have been 4521 PGA, instead of 4521 PJ as listed above on the complaint. She says that she faxed the form to us yesterday and received a fax confirmation that we received it. Ms. Legare says that she scribbled the same information as she previously stated in her complaint on the form. She also provided her home address as 9553 - 159 th Court North, Jupiter, Florida 33478. She says that she wanted something done about her phone. She also asked to speak with Mr. Rasberry. I explained that Mr. Rasberry was aware of her call and asked me to give her a call yesterday. I explained that I called her yesterday around 4:50 p.m. and reached a busy signal. I explained that $I$ will note the file of her comments and we will have to review the information on Form $X$. (At present, Form $x$ has not been given to me) Shirley Stokes

August 3, 2000: Ms. Legare called. She said that she did not receive the form in time to meet the deadine. She said that the form went to the wrong address. She went over her case again. She said that Ms. Stokes didn't care about her case and wasn't going to do anything to help her. She wants money back from BellSouth for disconnected calls that did ot go through on her fax machine. She would be sending a 20 page fax and the line would disconnect in middle of sending and she'd have to start over. She is going to go to the FCC because the FCC told her that BellSouth owed her money and should be forced to pay her. I told the customer the matter is out of my hands and that I would note her file and notify Ms. Stokes of her call. She thanked me and hung up./Kate

08/03/2000 I received Mrs. Kate Smith's e-mail message regarding this customer's call. Around 10:40 a.m., I gave a copy of the CATS's form to Ms. Pena to read Mrs. Smith's notes regarding the customer's telephone
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call today. Since it appears that the customer is having a problem faxing Form $X$ and attachments (I believe that this is the customer that Mrs. Carol Broome told her to fax Form $x$ to us.), I asked Ms. Pena if I should call the customer and ask her to mail the information to us. Ms. Pena asked me to wait until Mrs. Broome comes to the office this afternoon to verify that she did not receive Form X from Ms. Legare.
Shirley Stokes
08/03/2000 At 3 p.m., I received the customer's faxed Form $X$ from Ms. Tarrah Gordon, showing a faxed date of August 1, 2000. As Ms. Legare stated that during our conversation on August 2 , 2000 , she did scribble the information on the form. Shirley Stokes

08/03/2000 I gave the original form to Ms. Eyvonne Estelle, secretary, to put in the conference file, and to fax a copy to BellSouth. Shirley Stokes

08/04/2000 FAXED TO CO. DUE TO THE CUSTOMER'S CONCERNS ABOUT NOT GETTING Form X until August 1, 2000 , AFTER THE JULY 29, 2000, DATE TO RETURN FORM X, IT APPEARS THAT AN EXCEPTION WILL BE MADE IN THIS CASE. AS A RESULT, DO NOT TAKE ANY COLLECTION ACTION ON THIS CUSTOMER'S ACCOUNT FOR THE DISPUTED AMOUNT PENDING THE OUTCOME OF THIS REQUEST. Shirley Stokes

08/09/2000 Ms. Legare called at 9:45 a.m. I explained that we received her Form X . She wanted me to order the company to reconnect her phone. I explained that $I$ cannot change what has occurred prior to the receipt of her informal conference request. She wanted to know how long will it take to resolve her case. I explained that informal conference cases take some time to resolve, maybe in the next two months. She alleged that we caused the delay by sending her letter to the wrong address. I explained that there are other cases ahead of hers from 1999, and her incorrect address did not have anything to do with the other informal conference requests. Ms. Legare said that she had to go because she was getting another call. (The call screen number indicated that she was calling from 561/575-0662. Shirley Stokes

08/28/2000 Mrs. Legare called at 12:45 p.m. She indicated that she did not want the telephone company to disconnect telephone number 575-0662. The customer appeared to be upset and would like for shirley stokes to contact BST to ask that they not disconnect her phone number. She did not indicate that she wanted for Ms. Stokes to call her back but to leave her a voice mail message if Ms. Stokes did call back. The customer indicated that she has received new charges for a greater amount. Thank you. TGORDON
$08 / 28 / 2000$ FAXED TO CO. Ms. Legare called at 4 p.m. She says that she received a notice from BellSouth stating that telephone number 561/575-0662 will be disconnected. She does not want BellSouth to disconnect that telephone number. She agreed to a telephone informal conference; however, she says that telephone number 561/575-0662 is the only telephone number available to have a telephone informal conference. 1 asked her to send me a copy of the notice. I also discussed possible informal conference dates (September 20 , 21 , 27 , or 28) at 10 a.m. with Ms. Legare. Ms. Legare says that at this time she is available the days

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indicated, but she cannot guarantee that she may have to cancel within a short notice, due to someone is dying in the family. I explained that I will have to follow up with BellSouth to discuss the informal conference date. After that, $I$ will follow up with her regarding the informal conference date. I explained that it is important to keep the informal conference date when it is set. Ms. Legare called back around 4:20 p.m. to say that she just faxed the notice. Ms. Legare also stated that she found out that the company billed her for disputed advertising charges. I explained that issue is not part of her complaint, and the PSC does not have authority over directory advertising.
Shirley Stokes
08/29/2000 Ms. Pat Godsil, BellSouth, left me a voice mail message at 9:11 a.m. acknowledging receipt of the August 28, 2000, fax regarding Ms. Legare's telephone. She asked me to give her a call to discuss additional information regarding this case. Shirley Stokes

09/06/2000 Since I had to perform other duties in the Call Center and working on other informal conference cases, I didn't return Ms. Pat Godsil's call until today. I left a voice mail message acknowledging receipt of her call, and asked her to check on the possible telephone informal conference dates of September 20, 21,27 , or 28 at 10 a.m. Shirley Stokes

09/07/2000 At 8:43 a.m., I called Ms. Pat Godsil about the informal conference dates. She says that she is still waiting to hear back from the parties at BellSouth. Shirley Stokes

09/08/2000 FAXED TO CO. At $2: 19$ p.m., I called BellSouth and left Ms. Pat Godsil a voice mail message. I explained that since there has not been a confirmation for September 20 or 21 for the informal conference, we cannot hold an informal conference on those dates. The PSC must give the customer a 10 -day notice (written) of the informal conference date. I asked her to check on September 27 or 28 , and $I$ need to know the date ASAP, so $I$ can send out the 10 -day notice letter to the customer. (PLEASE CONFIRM SEPTEMBER 27 OR 28, 2000, BY MONDAY, SEPTEMBER 11, 2000. Shirley Stokes

09-08-00 At 3: 40 p.m., Ms. Pat Godsil called and confirmed the September 27, 2000, date for the informal conference at 10 a.m. Shirley Stokes

09-08-00 At 3:45 p.m., I called Ms. Legare to let her know that BellSouth agreed to have the informal conference on September 27, 2000, after leaving a message a few minutes earlier. (During the first call, I couldn't tell if the answering machine had hung up or not. It appears that someone was holding the telephone and then hung up.) First, she said that I don't think that was one of the dates. I explained that it was one of the dates that we had discussed then she said okay, after supposedly checking. I explained again that BellSouth agreed to have the telephone informal conference on September 27 at 10 a.m. I explained that $I$ will follow up in writing regarding this concern, and also explained that's its important to keep the informal conference arrangement. Shirley Stokes

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09-13-00 I sent the following e-mail message to the co. Please provide me with a complete breakdown of each of the following accounts, including names (name changes, if applicable), debits, credits, connection dates, service addresses, and any other information related to this complaint by September 20 , 2000 . The customer identified the disputed period of 1990 through 1994.

561-575-0662
561/743-9774
561/743-2366
561/747-9187

Thanks. (Shirley Stokes)
09-19-00 At 2: 45 p.m., Ms. Legare called and said that BellSouth disconnected her telephone line 561/575-0662, the line for the telephone informal conference on September 27, 2000 . I asked her to hold the line to confirm the information with BellSouth (Ms. Pat Godsil). Ms. Godsil confirmed that the line has been disconnected because she has not paid her local service charge for a total of $\$ 1,084$. However, BellSouth says that it will restore the service for the telephone informal conference on September 27 , 2000 , at 10 a.m., but not before that time. I relayed the information to Ms. Legare. She then claimed to have static on her line, and that Mrs. Kate Smith told her that BellSouth cannot disconnect her service before the informal conference. I explained that she needs to pay her regular local service charges, just like any other customer. She demanded to speak with Mrs. Kate Smith, my supervisor, or Mr. Dick Durbin. I explained that Mrs. Smith is not handling her informal conference case, and she is out of the office this afternoon. Also, my supervisor is out of the office today. I also explained that Mr. Durbin is not handling her informal conference. I emphasize that she needs to make sure that she's at her telephone number on the day of the informal conference. Shirley stokes

09-19-00 Around 4:50 p.m., Mr. Robert Gillander told me that Ms. Legare called back and was upset with me. I explained that I'm aware of her concerns, and she wants to talk with Mrs. Kate Smith or Mr. Dick Durbin. However, if she wants to speak with Mr. Durbin, go ahead and let her speak with him. Shirley stokes

9/19/00 I spoke with Ms. Legare and told her that $I$ was not the person handing her complaint and $I$ could not help her. I advised her that it was my understanding that her service had been disconnected for non-payment of current, non-disputed charges and that we could not require the company to turn her service back on. D. Durbin

9/20/00 10:05 AM Ms. Legare called back and said she had faxed some bills to me last night pointing out the charges that are in dispute. I again told her that $I$ am not assigned to her case and she needs to speak to Shirley Stokes. She asked to speak with Leroy Rasberry or Bev. Neither of them were available. I then
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transferred her call to Shirley Stokes. I went to the fax machine and found that the bills had come in on the fax at 9:48 AM. I gave the faxes to Shirley Stokes. D. Durbin
$09 / 20 / 00 \mathrm{Ms}$. Legare stated that Mr. Durbin told her to fax the correspondence to him, and if there was a disputed amount, the company had to turn the service back on. She then claimed that all of us told her that the company had to turn the service back on, and BellSouth now owes her $\$ 5,000$. I explained that I did not tell her that BellSouth had to turn the service back on, and we will discuss her concerns during the informal conference on September 27. I explained again that BellSouth said yesterday that it will turn her service back on for the $10 \mathrm{a} . \mathrm{m}$. informal conference on September 27 . She demanded to speak back with Mr. Durbin. However, Mr. Durbin says that he will not talk with her again. She says that we just lie, and asked to speak with Mr. Rasberry. I transferred her to his voice mail. Shirley stokes

September 20, $200010: 59$ a.m. I spoke to Ms. Legare, customer is upset that her service has been disconnected. I called BellSouth representatives who will not reconnect service. Mr. Molina pointed out that the disputed amounts are for unregulated long distance charges. BellSouth will reconnect service for $\$ 400$ down and arrangements on the balance of $\$ 832.00$ which represent local charges for the entire year of 2000. When $I$ related this information to the customer she refuses to pay anything and maintained that the company owes her $\$ 5,000$. Customer also complained that there is not dial tone to reach 911 while the service is temporarily disconnected. BellSouth agreed to check into the matter of no dial tone for 911 . told Ms Legare that $I$ would make some phone calls but could not promise that service would be reconnected without a payment of some type, but I would try. The customer will call me back at $2: 30$ pm today. 1 spoke again with John Molino and Pat Godsil at BellSouth who briefly reviewed the customer's history with me. BellSouth records show that the company has worked with this customer and have done as much as possible to avoid disconnecting service. On August 23 a collection notice was sent to Ms. Legare, with a pay by or disconnect date of August 31. The service was not disconnected until 4 days ago. BellSouth maintains it position that service should remain off. LRasberry

09-20-00 I called Ms. Pat Godsil, BellSouth, and left a message for her to give me a call when the requested breakdown of the customer's account is faxed to me. Ms. Godsil left me a message that it was put in the mail yesterday, and I should receive it by tomorrow. Shirley Stokes

NOTE: PLEASE GIVE ME ANY CORRESPONDENCE RELATED TO THIS CASE IMMEDIATELY UPON RECEIPT. Shirley StOkes
09-20-00 2:20 p.m. Customer called, I have not been able to get the service reconnected. Customer is very upset and believes that credits given equate to payments, however i informed her that the two are different. The customer will call before the end of business today to see if I've been able to get the service reconnected. LRasberry

09/21/2000 15:45 hours Customer called. She was transferred to LRasberry's voicemail on request. Thank


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## you

RBGillander
09-25-00 I received the requested information from BellSouth regarding the breakdown of the customer's accounts. Shirley Stokes

09-26-00 At 9:40 a.m., Ms. Pat Godsil, BellSouth, left me a voice mail message, stating that the company turned the customer's service on around 9:30 a.m. today in preparation for the informal conference today. ms. Godsil also stated that the line was tested and working properly. Shirley Stokes

09-26-00 At 2:05 p.m., I called Ms. Godsil and verified receipt of her voice mail message. I also asked Ms. Godsil to fax me a copy of breakdown of the charges from 1999 to current time. Shirley Stokes

09-26-00 1998-2000 Balance Report received from company. Shirley Stokes
09-27-00 The informal conference was held and concluded without a settlement. Staff will write a recommendation in this case. Shirley Stokes

09-27-00 Supplemental Report received (regarding service problems) that was requested during the informal conference. BellSouth also noted that the service was on 561/575-0662 was denied for the current charges that are not in dispute or related to this complaint. As a courtesy, it restored the service September 26 , 2000, so the customer can participate in the telephone informal conference. The company also stated that it turned the service off again after the informal conference. Shirley Stokes

10-03-00 I sent BellSouth the following e-mail message to provide me with a breakdown of the accounts by today or tomorrow.

561/743-2366
561/743-9774
561/747-9187
561/Y51-3873
Shirley Stokes
10-04-00 Report received from BellSouth stating that the requested breakdown will take some time, and the company will try to get the information to me by October 5, 2000. Shirley Stokes

10-05-00 CAF received some of addtional the information requested on October 3, 2000. Shirley Stokes .

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Note: On October 6, 2000, at 9:15 a.m., I left the office and did not return until October 16 , 2000 . Shirley Stokes

10-16-2000 I called the company and spoke with Ms. Pat Godsil. I explained that her October 5, 2000, e-mail did not included all the account information. When Ms. Godsil stated that the information was e-mail message, I asked her to read what she had. After that, I explained that some of the information is missing. She faxed the information to me regarding my October 3, 2000, request with total amounts. Shirley Stokes

10-17-2000 By e-mail request, I asked the company to provide me with a complete breakdown of the totals listed in the October 16 fax regarding the four telephone numbers listed in my October 3 , 2000 , e-mail message. Shirley Stokes

10-26-2000 I received the bill package as noted on October 17, 2000. I put them in Ms. Eyvonne Estelle's box to make Ms. Carmen Peña and me a copy, and file the original in the conference file. Shirley Stokes

10-31-2000 I put a memo along with a draft rec on Ms. Carmen Peña's chair for her to review for any necessary corrections or additions. I also explained that the rec needs to be sent to Legal before November 15, 2000. Shirley Stokes


```
** ELLSOUTH ** (BST,AOO100)
Page 1
    ELIZABETH LEGARE
    Account Number: 561 743-9774 841 0457
    Bill Period Date: Jun 30, 2000
\begin{tabular}{cccccc} 
CURRENT & AMOUNT OF & LESS & & CURRENT & TOTAL \\
CHARGES & LAST BILL & PAYMENTS & ADJUSTMENTS & CHARGES & AMOUNT \\
DUE BEFORE & & & & & DUE \\
JU1 14 & \(\$ 964.98\) & \(\$ 0.00\) & \(\$ 0.00\) & \(\$ 99.50 \mathrm{CR}\) & \(\$ 865.48\)
\end{tabular}
ImportantNotice(s)
Please note: This is your final bill. See message following the BellSouth Current Charges.
HelpfulNumbers
BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
RightTouch* Service ..................................................... 1800 826-6290
A quick, convenient, automated, 24 hour customer service. (See "Messages" section for details.)
Please protect your RightTouch> Personal Access Code (PAC): 4489
\(C R=\) Credit Amount
Please make check payable to BellSouth in U.S. funds.
\begin{tabular}{lccccccccc|} 
CURRENT & & & \\
CHARGES & PAST DUE & TOTAL & AMOUNT & \(561 \quad 743-9774\) & 841 & 0457
\end{tabular}
Jul \(14 \quad\) ******** \(\$ 865.48\)
334789342539
X
```


## P.O. BOX 33009

```
CHARLOTTE NC ELIZABETH LEGARE
28243-0001 9553 159TH CT N
JUP FL 33478-9342
```

5619743977484104510070116004212000000000000964980000086548
** BELLSOUTH ** (BST,A00100) Page 2
ELIZABETH LEGAREAccount Number: $561743-97748410457$Bill Period Date: Jun 30, 2000
Helpful Numbers (continued)
BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
Billing Questions or to Place an Order: If calling from within the Florida BellSouth service area ..... 780-2355
If calling from outside Florida or outside the
Florida BeliSouth service area ..... 1800 753-0710
Repair:
If calling from within the Florida BellSouth service area ...... 611Internet: www.bellsouth.comDetailed Statement of Charges
Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your line(s).
Line Number Local Toll Company Long Distance Company
ALL LINES CABLE \& WIRELESS COMM. CABLE \& WIRELESS COMM.
Service Provider Contact Number
CABLE \& WIRELESS COMM. ..... 1800 486-8686
Other Charges and Credits Amount
Work Completed On Jun 12, ..... 2000
747-9187

1. Credit for service disconnected (06/13/00-07/19/00)
(\$16.47/mo) 20.31CREDIT
2. Credit for service disconnected (06/13/00-07/19/00) ( $\$ 1.45 / \mathrm{mo}$ ) . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . $\quad$ 1.79CREDIT
3. Credit for service disconnected (06/13/00-07/19/00)
(\$38.02/mo) ..... 46.89CREDIT
743-23664. Credit for service disconnected (06/13/00-07/19/00)( $\$ 18.40 / \mathrm{mo}$ ) . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . $\quad$ 22.69CREDITVisit us on the Internet: www.bellsouth.com
ELIZABETH LEGAREAccount Number: 561 743-9774 8410457Bill Period Date: Jun 30, 2000
Detailed Statement of Charges
Other Charges and Credits (continued) Amount
Total Other Charges and Credits ..... 91.68CREDIT
Taxes Amount
Taxes on Regulated Services
S. Federal Tax 2.45CREDIT
4. Florida Gross Receipts Surcharge 1.13CREDIT
5. County Tax 4.24CREDIT
Total Taxes on Regulated Services 7.82CREDIT
Total Taxes 7.82CREDIT
Total BellSouth Current Charges ..... 99.50CREDIT
Messages
BellSouth is making your life simpler:BellSouth> RightTouch* service, our automated, 24 hour customer service system, isan easy way to do business with us. Use any touchtone phone to confirm receipt ofyour last payment, make bill payments, order services like Call Waiting and CallerID, request a copy of your bill, order local telephone directories, disconnect yourservice, or check your account balance.
To perform many of the functions listed above, you will need your fourdigit
Personal Access Code (PAC) located in the Helpful Numbers section of your bill or
the last four digits of the social security number associated with your account.
We even provide help on how to use telephone features. To use RightTouch* service,
call 1800 826-6290.

Visit us on the Internet: www.bellsouth.com
** BELLSOUTH ** (BST,AOO100)

| ELIZABETH LEGARE |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Account Number: | 561 | $743-9774$ | 841 | 0457 |
| Bill Period Date: | Jun 30,2000 |  |  |  |

Messages (continued)
THE PREVIOUS BALANCE SHOWN ON THIS BILL IS LONG OVERDUE. UNLESS THE FULL AMOUNT OFTHIS BILL IS RECEIVED IN OUR OFFICE BY $J U 14$, YOUR ACCOUNT WILL BE REFERRED TOAN OUTSIDE COLLECTION AGENCY WITH INSTRUCTIONS TO TAKE WHATEVER ACTION IS NECESSARYTO SECURE THE PAYMENT.PLEASE SEND US YOUR PAYMENT TODAY OR CALL US BEFORE JUL 14 SO WE CAN DISCUSSPAYMENT ARRANGEMENTS WHICH WILL MEET YOUR NEEDS.Calling cards for this account are now void and should be destroyed.
visit us on the Internet: www.bellsouth.com
Account Number: $\quad 561$ 743-9774 8410457

## Messages (continued)

Rates for all BellSouth» Complete Choice» Plans are scheduled to increase 30 [ per line on July 20, 2000. Rates for all BellSouth» Area Plus» and BellSouth» Area Plus» with Complete Choice» Plans are scheduled to increase $\$ 2.00$ per line effective July 20, 2000. These plans continue to provide you with an excellent value and unique product benefits, all for one flat monthly rate.
*********************************************************************************
The following changes are scheduled to be effective July 20,2000 on IntraLATA toll calls:

- A reduction in the per minute rate from 21 t to 15 [ for all distance bands. These rates are billed in initial and additional period increments.
- Elimination of the volume discount.
- A reduction in the time of day discount from $40 \%$ to $15 \%$.

Rates for Message Service are scheduled to increase July $20,2000$.

The rates for the following services are scheduled to change as follows effective July 20, 2000:

|  | Old Rate | New Rate |
| :---: | :---: | :---: |
| Non-List | \$0.70 | \$0.25 |
| Non-Published Listing | \$1.45 | \$1.15 |
| Call Waiting | \$4.10 | \$5.15 |
| Three Way Calling | \$4.00 | \$4.70 |
| Caller ID Basic | \$6.00 | \$7.00 |
| Call Return | \$4.00 | \$5.00 |
| Call Forward Variable | \$3.00 | \$4.00 |

Thank you for choosing Bellsouth. We appreciate your business and look forward to Visit us on the Internet: www.bellsouth.com
** BELLSOUTH ** (BST,A00100)Page6
ELIZABETH LEGARE
Account Number: ..... 561 743-9774 841 ..... 0457
Bill Period Date: Jun 30, 2000
Messages (continued)
meeting your communications needs in the future.The Directory Assistance residential and business call allowance is scheduled to beeliminated July 20, 2000.
The residential and business per activation rates for Call Return, Three WayCalling, Repeat Dialing and BellSouth* BusyConnects are scheduled to change from 75 :to 90 [ on July $20,2000$.
Visit us on the Internet: www.bellsouth.com

| ELIZABETH LEGARE |  |  |
| :--- | :--- | :--- | :--- |
| Account Number: |  |  |
| Bill Period Date: $743-97748410457$ |  |  |
| Jun 30,2000 |  |  |

AT\&T Messages

```
Switch to AT&T Residential Long Distance Service
and Get a Special Bonus.
Now when you switch to AT&'T Residential Long Distance
Service, you'll get a special bonus of up to 30 minutes of
free domestic long distance calls from home each month for
your first six months -- that's a total of up to 180 FREE
Minutes of calling.*
You'll also get a great long distance rate with the AT&T
One Rate> Off-Peak II Plan: State-to-state long distance
calls from home are just 5[ a minute during the times you
call most -- weeknights from 7 p.m. up to 7 a.m. and all
weekend long -- and 7[ a minute weekdays. All for a low
$4.95 monthly fee.**
See the enclosed insert for details! Then call
I 800 242-1019, ext. 87326, today to switch to AT&T
Residential Long Distance Service.
*Unused minutes for any month cannot be carried over to
subsequent months. Other restrictions apply.
**In-state rates vary. Other restrictions apply. Rate excludes
Carrier Line Charge and Universal Connectivity Charge. State
charges may apply. Enrollment expires 08/31/00.
```

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX


[^0]Wed Oct 25 10:56:49 EDT 2000

| MM |  | MMM |  | 00000 |  | BbBbBbeb |  | IIII |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| MM | M | M | MM | 00 | 00 | BB | BB | II |
| MM | M | M | MM | $\infty$ | 00 | BB | BB | II |
| MM |  | M | MM | 00 | 00 | BBE |  | II |
| MM |  |  | MM | 00 | 00 | BB | BB | II |
| MM |  |  | MM | 00 | 00 | BB | BB | II |
| MM |  |  | MM |  |  | BBE |  | IIII |

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0000000000000000

| PRINT REQUEST FOR ACCOUNT \#: | 4043777329640 |
| :--- | :--- |
| BILL DATE: | $08 / 11 / 00$ |
| PRINT REQUESTED BY USER : | BWHKBNH |



 XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

Request id: LHPfc072134p2-298 Printer: LHPfc072134p2

Wed Oct 25 10:57:22 EDT 2000

Page 1


## ImportantNotice(s)

Late Charge Reminder: A $\$ 1.50$ additional charge will apply to any unpaid balance as of Feb 20. If you incur a Late Payment Charge, an additional Interest charge of $1.5 \%$ will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may resuit in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

See Messages Section for information on Charges Under Investigation.
$C R=$ Credit Amount

Please make check payable to BellSouth in U.S. funds.

P.O. BOX 33009 CHARLOTTE NC 28243-0001

ELIZABETH LEGARE
9553 159TH CT N
JUP FL 33478-9342
5619743977484104502230016004211000000000000173920000025955
BELLSOUTH ** Page ..... 2
ELIZABETH LEGARE
Account Number: $561743-97748410457$
Bill Period Date: Jan 20, 2000
Helpful Numbers
BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
RightTouch» Service ................................................. . 1 800 826-6290
A quick, convenient, automated, 24 hour customer service. (See "Messages" section for details.) Please protect your RightTouch» Personal Access Code (PAC): 4489
Billing Questions or to Place an Order:
If calling from within the Florida BellSouth
service area ..... 780-2355
If calling from outside Florida or outside the Florida BellSouth service area ..................................... 1-800-753-0710
Repair:
If calling from within the Florida BellSouth service area ...... ..... 611
Detailed Statement of Charges
Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your line (s).
Line Number Local Toll Company Long Distance Company
ALL LINES CABLE \& WIRELESS COMM. CABLE \& WIRELESS COMM.
Service Provider Contact Number
CABLE \& WIRELESS COMM. ..... 1800 486-8686
Monthly Local Service Charges Amount
Monthly Local Service - Jan 20 thru Feb 19
Basic Services Quantity

1. FCC Local Number Portability Line Charge - Line ..... $3 \ldots 1.05$
2. Residential Line ..... $2 \ldots 20.10$
3. Residential Line 1 ... ..... 10.05
ELIZABETH LEGARE
Account Number: 561 743-9774 ..... 8410457
Bill Period Date: Jan 20, 2000
Detailed Statement of Charges
Monthly Local Service Charges (continued) Amount
Basic Services (continued) Quantity
4. Emergency 911 Charge. This charge is billed on behalf of Palm Bc Unic County. \# ... ** ..... 90
5. FCC Charge for Network Access ..... 3.50
6. FCC Charge for Network Access for Additional Line ..... 12.14
7. Telecommunications Access System Act Surcharge ..... 27
\# Quantity may not apply to this service.
Total Basic Services ..... 48.01
Optional Services Quantity
8. Call Waiting 1 ... ..... 4.10
9. Listing-Not in Directory or Directory Assistance 2 ... ..... 2.90
10. Call Block (*60) 1 ... ..... 4.00
11. Caller ID Name and Number Delivery with Anonymous Call Rejection 1 ... ..... 7.50
12. Inside Wire Maintenance Service Plan 2 ... ..... 7.90
Total Optional Services ..... 26.40
Total Monthly Local Service Charges ..... 74.41
Local Usage Amount
Local Usage Summary for 561 743-9774Local Message Usage to the Expanded Area
Calls Rate Charges
25
3 ..... 75
13. Local Usage Summary ..... 75
Total Local Usage ..... 75
Other Charges and Credits Amount
14. Late Payment Charge ..... 1.50
15. Interest Charge on Unpaid Balance ..... 2.29
Directory Assistance (DA) Usage
16. 3 Call(s) to Local DA at No Charge ..... 00
17. 2 Call (s) to Local DA at $\$ 0.25$ Each .....  50
Total Other Charges and Credits ..... 4.29ELIZABETH LEGAREAccount Number: $\quad 561$ 743-9774 8410457Bill Period Date: Jan 20, 2000
Detailed Statement of Charges
Taxes Amount
Taxes on Regulated Services
18. Federal Tax ..... 2.09
19. Florida Gross Receipts Surcharge ..... 91
20. County Tax ..... 3.53
Total Taxes on Regulated Services ..... 6.53
Total Taxes ..... 6.53
Total BellSouth Current Charges ..... 85.98
Messages
BellSouth is making your life simpler!BellSouth* RightTouch service, our automated, 24 hour customer service system, isan easy way to do business with us. Use any touchtone phone to confirm receipt ofyour last payment, make bill payments, order services like Call Waiting and CallerID, request a copy of your bill, order local telephone directories, disconnect yourservice, or check your account balance.
To perform many of the functions listed above, you will need your fourdigit Personal Access Code (PAC) located in the Helpful Numbers section of your bill or the last four digits of the social security number associated with your account.
We even provide help on how to use telephone features. To use RightTouch> service, call 1 800 826-6290.
Let us reward you with the BellSouth Personal Picks offer. Pick from the BellSouths Complete Choice» plan, BellSouth> Voice Mail service or BellSouth. net» Internet service. Order by 2/29/00, then pick your reward: cash back or free software. Call 1888 245-4972 now. Some restrictions apply.

| ELIZABETH LEGARE |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Account Number: | 561 | $743-9774$ | 841 | 0457 |
| Bill Period Date: | Jan 20,2000 |  |  |  |

Messages (continued)

Get BellSouth.net» Internet Service!
Sign up now for fast, reliable Internet service and enjoy our reward of over $\$ 100$ in free computer software! Call $1877234-6897$ or go to www.bellsouth. net to order BellSouth.net Internet Service today! Hurry! This limited time offer ends February 29. 2000. Some restrictions apply.

Did you know that your local BellSouth Mobility* store now sells more than just wireless phones? From home phone service, to calling features, to pagers, and Internet service - as well as wireless phones and accessories - you'll find it all at your local BellSouth Mobility retailer. It's your one-stop shop for all your communications needs. To find the retail location nearest you, call 1800 986-BELL.

Did you know that BellSouth can consolidate all your phone bills - for all your phone lines - into one? Just think of the advantages...you'll reduce the:

- Number of phone bills you receive.
- Number of checks you send to BellSouth.
- Number of stamps you use to mail back your phone bills.
- Time and hassle it takes to pay your phone bills.

Who needs more to do these days? So get one less phone bill. Call BellSouth at 1 800 540-5463 today.

Local Number Portability lets subscribers keep their telephone numbers, at the same locations, even when they change local service providers. Federal law requires telephone companies to implement Local Number Portability and requires that all telecommunications carriers bear the costs of implementation on a competitively neutral basis. The FCC has authorized recovery of these costs through a monthly Local Number Portability End User Charge, which will appear on your bill.
** BELLSOUTH ** Page6
ELIZABETH LEGARE
Account Number: 561 743-9774 841 ..... 0457
Bill Period Date: ..... Jan 20, 2000
Detail of Adjustments
Listed below is a summary of the Adjustments, found on page 1 of the bill. These adjustments are shown by date and the company making the adjustment. Date Adjusted Company
21. Jan 5, 2000 AT\&T 4.21CREDIT
Total Adjustments ..... 4.21CREDIT ..... 4.21CREDIT

## ELIZABETH LEGARE

Account Number: $\quad 561$ 743-9774 8410457
Bill Period Date: Jan 20, 2000

AT\&T Messages

```
    Switch to AT&T Residential Long Distance Service and
    Get a Special Bonus.
    Switch to AT&T today and you'll receive a special bonus of
    up to 180 minutes of domestic direct-dialed long distance
    calls from home -- FREE.*
    You'll also get a great long distance rate with the AT&T
    One Rate> 7[ Plan: State-to-state long distance calls from
    home are just 7[ a minute -- 24 hours a day, 7 days a week.
    No more watching the clock or waiting for rates to go down.
    With the AT&T One Rate 7[ Plan, the rate is the same no
    matter when you call -- morning, noon, or night. All for
    a low $5.95 monthly fee.**
    See the enclosed insert for details! Then call
    1 800 242-1019, ext. 81324, today to switch to AT&T
    Residential Long Distance Service.
*Up to 30 minutes per month for your first six months.
Unused minutes for any month cannot be carried over to
subsequent months. Other restrictions apply.
Offer expires 11/15/00.
**In-state rates vary. Other restrictions apply. Rate
excludes Carrier Line Charge and Universal
Connectivity Charge. State charges may apply.
```

** Zero Plus Dialing, Inc. ** Page 8
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457Bill Period Date: Jan 20, 2000For Zero Plus Dialing, Inc. Billing Questions, Call 1888 371-0734
Detailed Statement of Charges
Miscellaneous Charges and Credits Amount561 743-9774Service Provider - FRONTIERDate

1. 12/14 ZPDI CREDIT . 34 CREDIT
Total Miscellaneous Charges and Credits .....  34 CREDIT
TaxesAmount
Taxes on Regulated Services
2. Federal Tax .....  01CREDIT
Total Taxes on Regulated Services ..... O1CREDIT
Total Taxes . 01CREDI'T
Total Zero Plus Dialing, Inc. Current Charges . 35 CREDIT
This portion of your bill is provided as a service to Zero Plus Dialing, Inc.

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX




| \#\#\#\#\#\#\# | \#\#\#\#\# |  | \#\#\# |  | \#\#\#\#\#\#\# |  | \#\#\#\#\# |  | \#\#\# |  |  | \# | \#\#\# |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| \# | \# | \# | \# | \# | \# | \# \# | \# |  | \# | \# | \# | \# \# | \# | \# |
| \# | \# |  | \# |  |  | \# |  |  |  | \# | \# | \# \# | \# | \# |
| \#\#\#\#\# | \# |  | \# |  |  | \# |  | \#\#\#\# | \# | \# | \# | \# \# | \# | \# |
| \# | \# |  | \# |  |  | \# |  |  | \# | \# | \# | \#\#\#\#\#\#\# | \# | \# |
| \# | \# | \# | \# | \# |  | \# | \# | \# | \# | \# | \# | \# | \# | \# |
| \# |  |  |  |  |  | \# |  | \#\#\#\#\# |  |  |  | \# |  |  |

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Request id: LHPfc072134p2-285 Printer: LHPfc072134p2
```


## ELIZABETH LEGARE

Account Number: $\quad 561$ 743-9774 8410457

Bill Period Date: Feb 20, 2000

| CURRENT | AMOUNT OF | LESS |  | CURRENT | TOTAL |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CHARGES | LAST BILL | PAYMENTS | ADJUSTMENTS | CHARGES | AMOUNT |
| DUE BEFORE |  |  |  |  | DUE |
| Mar 13 | $\$ 259.55$ | $\$ 71.00$ | $\$ 0.00$ | $\$ 121.42$ | $\$ 309.97$ |

ImportantNotice(s)

Late Charge Reminder: A $\$ 1.50$ additional charge will apply to any unpaid balance as of Mar 20. If you incur a Late Payment Charge, an additional Interest charge of $1.5 \%$ will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

Please make check payable to BellSouth in U.S. funds.


$$
\text { P.O. BOX } 33009
$$

CHARLOTTE NC
ELIZABETH LEGARE 28243-0001 9553 159TH CT N JUP FL 33478-9342
5619743977484104503220016004011000000000000188550000030997
** BELLSOUTH ** Page 2
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457Bill Period Date: Feb 20, 2000
Helpful Numbers
BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
RightTouch» Service ..... 1800 826-6290
A quick, convenient, automated, 24 hour customer service.
(See "Messages" section for details.)
Please protect your RightTouch> Personal Access Code (PAC): ..... 4489
Billing Questions or to Place an Order:
If calling from within the Florida BellSouth
service area ..... 780-2355
If calling from outside Florida or outside theFlorida BellSouth service area .................................... 1-800-753-0710
Repair:If calling from within the Florida BellSouth service area ......611
Detailed Statement of Charges
Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your line(s).
Line Number Local Toll Company Long Distance Company
ALL LINES CABLE \& WIRELESS COMM, CABLE \& WIRELESS COMM.
Service Provider Contact NumberCABLE \& WIRELESS COMM.1800 486-8686
Monthly Local Service Charges Amount
Monthly Local Service - Feb 20 thru Mar 191. FCC Local Number Portability Line Charge - Line 3 ... 1.05
2. Residential Line

$2 \ldots 20.10$
3. Residential Line 1 ... ..... 10.05


* BELLSOUTH * PageELIZABETH LEGAREAccount Number: $561743-97748410457$Bill Period Date: Feb 20, 2000
Detailed Statement of Charges
Monthly Local Service Charges (continued) Amount
Basic Services (continued) ..... Quantity

4. Emergency 911 Charge. This charge is billed on behalf of Palm Bc Unic County ..... \# ... ** ..... 90
5. FCC Charge for Network Access
6. FCC Charge for Network Access for Additional Line 2 ... ..... 3.50
7. Telecommunications Access System Act Surcharge ..... 27
\# Quantity may not apply to this service.
Total Basic Services ..... 48.01
Optional Services Quantity
8. Call Waiting ..... 1... 4.10
9. Listing-Not in Directory or Directory Assistance 2 .. ..... 2.90
10. Call Block (*60) ..... 1 ... 4.00
11. Caller ID Name and Number Delivery with Anonymous Call Rejection 1 ... ..... 7.50
12. Inside Wire Maintenance Service Plan 2 ... ..... 7.90
Total Optional Services ..... 26.40
Total Monthly Local Service Charges ..... 74.41
Local Usage Amount
Local Usage Summary for 561 743-9774Local Message Usage to the Expanded AreaCalls RateCharges
2 ..... 25 ..... 50
13. Local Usage Summary ..... 50
Total Local Usage ..... 50
Other Charges and Credits Amount
14. Late Payment Charge ..... 1.50
15. Interest Charge on Unpaid Balance ..... 2.47
Total Other Charges and Credits ..... 3.97
BELLSOUTH Page ..... 4
ELIZABETH LEGARE
Account Number: 561 743-9774 ..... 8410457
Bill Perıod Date: Feb 20, 2000
Detailed statement of Charges
Taxes Amount
Taxes on Regulated Services
16. Federal Tax ..... 2.07
17. Florida Gross Receipts Surcharge .....  91
18. County Tax ..... 3.48
Total Taxes on Regulated Services ..... 6.46
Total Taxes ..... 6.46
Total BellSouth Current Charges ..... 85.34
Messages
BellSouth is making your life simpler!BellSouth> RightTouch» service, our automated, 24 hour customer service system, isan easy way to do business with us. Use any touchtone phone to confirm receipt ofyour last payment, make bill payments, order services like Call Waiting and CallerID, request a copy of your bill, order local telephone directories, disconnect yourservice, or check your account balance.
To perform many of the functions listed above, you will need your fourdigitPersonal Access Code (PAC) located in the Helpful Numbers section of your bill orthe last four digits of the social security number associated with your account.
We even provide help on how to use telephone features. To use RightTouch* service, call 1800 826-6290.

| ELIZABETH LEGARE |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Account Number: | 561 | $743-9774$ | 841 | 0457 |
| Bill Period Date: Feb 20,2000 |  |  |  |  |

Messages (continued)

You May Be Eligible For Low-Income Assistance

Low-income assistance for phone service is available to qualified residential telephone subscribers. You may be eligible for the BellSouth» Lifeline assistance plan if you currently receive income-based benefits from a plan such as Food Stamps, Medicaid, Supplemental Security Income (SSI), Federal Public Housing/Section 8, Temporary Assistance to Needy Families (TANF) or Low Income Home Energy Assistance Program (LIHEAP).

The purpose is to make telephone service more accessible to customers whom otherwise might not be able to afford it. Qualified residential subscribers who apply for the Lifeline plan will receive a credit on their monthly telephone bill. If you know someone else who may be eligible, please tell them BellSouth may be able to help them get service at the reduced rate even if they have prior unpaid telephone bills.

Lifeline is available for one telephone line per household at your principal place of residence. For more information, call 7802355.* Proof of eligibility will be required.
*Miami-Dade County customers dial 305 780-2355.
*Central Florida Region customers dial 407 780-2355.

Did you know that your local BellSouth Mobility* store now sells more than just wireless phones? From home phone service, to calling features, to pagers, and Internet service - as well as wireless phones and accessories - you'll find it all at your local Belisouth Mobility retailer. It's your one-stop shop for all your communications needs. To find the retail location nearest you, call 1800 986-BELL.

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** BELLSOUTH ** Page 6
ELIZABETH LEGARE
Account Number: 561 743-9774 841 0457
Bill Period Date: Feb 20, 2000
Messages (continued)
Get BellSouth.nets Internet Service!
Sign up now for fast, reliable Internet service and enjoy our reward of over \(\$ 100\) in free computer software! call 1877 234-6897 or go to www.bellsouth. net to order BellSouth.net Internet Service today! Hurry! This limited time offer ends February 29, 2000. Some restrictions apply.
Did you know that BellSouth can consolidate all your phone bills - for all your phone lines - into one? Just think of the advantages...you'll reduce the:
- Number of phone bills you receive.
- Number of checks you send to BellSouth.
- Number of stamps you use to mail back your phone bills.
- Time and hassle it takes to pay your phone bills.
Who needs more to do these days? So get one less phone bill. Call BellSouth at 1 800 540-5463 today.
The rates for IntraLATA Toll Directory Assistance and National Directory Assistance are scheduled to change from \(\$ .85\) to \(\$ .95\) per call on March 20, 2000.
```

** AT\&T * Page 7
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Feb 20, 2000
For AT\&T Billing Questions, Call $1800222-030024$ Hours a Day - 7 Days a Week
Detailed Statement of Charges
AT\&T Invoice Charges For Period Ending FEB 13, 2000
AT\&T Messages
Telecommunications companies are required to contribute to
the Universal Service Fund. AT\&T recovers its contributions
for the fund through the Universal Connectivity Charge.
Beginning with your April bill, this charge will change from
a flat monthly fee of $\$ 1.38$ to about $8.6 \%$ of your state-to-
state and international long distance charges. This percent-
age may change periodically to reflect changes in the amount
AT\&T is required to contribute. For more information about
this change or any future rate changes, call 1800 532-2021
or access our website: www.att.com/connectivity charge.
Other Charges and Credits Amount

1. Monthly Usage Minimum Charge ..... 9.00
2. This amount is the difference between the\$3 monthly usage minimum and your qualifyingcalls and charges each month.
Total Other Charges and Credits ..... 9.00
National Access Contribution ..... Amount
3. Universal Connectivity Charge ..... 4.14
4. Carrier Line Charge ..... 4.53
Total National Access Contribution Charges ..... 8.67
For an explanation of this charge, please call1800 532-2021.
Taxes ..... Amount
5. Federal Tax (4) 3\% ..... 55
6. Florida Grs Rcpt Tax Surcharge 2.56\% ..... 45
** AT\&T ** Page 8
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457Bill Period Date: Feb 20, 2000For AT\&T Billing Questions, Call $1800222-0300 \quad 24$ Hours a Day - 7 Days a Week
Detailed Statement of Charges
Taxes (continued) Amount
Total Taxes ..... 1.00
Total AT\&T Current Charges ..... 18.67
This portion of your bill is provided as a service to AT\&T.

ELIZABETH LEGARE<br>Account Number: $\quad 561$ 743-9774 8410457<br>Bill Period Date: Feb 20, 2000

AT\&T Messages

```
Switch to AT&T Residential Long Distance Service and
Get a Special Bonus.
Now when you switch to AT&T Residential Long Distance
Service, you'll get a special bonus of up to 30 minutes of
free domestic long distance calls from home each month for
your first six months -- that's a total of up to 180 FREE
Minutes of calling.*
You'1l also get a great long distance rate with the AT&T
One Rate* 7[ Plan: State-to-state long distance calls from
home are just 7l a minute -- 24 hours a day, 7 days a week.
No more watching the clock or waiting for rates to go down.
With the AT&T One Rate 7[ Plan, the rate is the same no
matter when you call -- morning, noon, or night. All for
a low $5.95 monthly fee.**
See the enclosed insert for details! Then call
1 800 242-1019, ext. 81325, today to switch to AT&T
Residential Long Distance Service.
*Up to 30 minutes per month for your first six months.
Unused minutes for any month cannot be carried over to
subsequent months. Other restrictions apply.
Offer expires 11/15/00.
**In-state rates vary. Other restrictions apply. Rate
    excludes Carrier Line Charge and Universal
    Connectivity Charge. State charges may apply.
```

```
** TELECOM*USA **
ELIZABETH LEGARE
Account Number: \(\begin{array}{llll}561 & 743-9774 & 841 & 0457\end{array}\)
```Bill Period Date: Feb 20, 2000
```

For TELECOM*USA Billing Questions, Call 780-2355
Detailed Statement of Charges

IMSBLC X TICKET
\& JL2N 0 @OOO83
$\&$ JL2N 0 @OOO8ミ
\& JL2N 0 @O008
\& JL2N 0 @00083
\& JL2N 0 @00083
\& JL2N 0 @00083
\& 8L5N 0 @00083
IMSBLC X TICKET
\& JL2N 0 @00083
\& JL2N 0 @OOO83
\& JL2N 0 @00083
\& JL2N 0 @00083
\& JL2N 0 @00083

IMSBLC X TICKET
\& JL2N 0 @00083
\& JL2N 0 @OOO83
\& JL2N O @00083 \& JL2N 0 @00083

** TELECOM*USA * Page ..... 11
ELIZABETH LEGARE
Account Number: 561 743-9774 ..... 8410457
Bill Period Date: Feb 20, 2000
For TELECOM*USA Billing Questions, Call 780-2355
Detailed Statement of Charges
Itemized Calls (continued) Amount
Total Itemized Calls ..... 16.43
Taxes Amount
Taxes on Regulated Services
13. Federal Tax ..... 51
14. Florida Gross Receipts Surcharge ..... 40
15. County Tax ..... 07
Total Taxes on Regulated Services ..... 98
Total Taxes ..... 98
Total TELECOM*USA Current Charges ..... 17.41
This portion of your bill is provided as a service to TELECOM*USA.

ELIZABETH LEGARE
Account Number: $\quad 561$ 743-9774 8410457
Bill Period Date: Mar 20, 2000

| CURRENT | AMOUNT OF | LESS |  | CURRENT | TOTAL |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CHARGES | LAST BILL | PAYMENTS | ADJUSTMENTS | CHARGES | AMOUNT |
| DUE BEFORE |  |  |  | DUE |  |
| Apr 11 | $\$ 309.97$ | $\$ 171.00$ | $\$ 71.00$ | $\$ 228.43$ | $\$ 438.40$ |

ImportantNotice(s)

Late Charge Reminder: A $\$ 1.50$ additional charge will apply to any unpaid balance as of Apr 20 . If you incur a Late Payment Charge, an additional Interest charge of $1.5 \%$ will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an intermption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

Please make check payable to Bellsouth in U.S. funds.
CURRENT
CHARGES PAST DUE TOTAL AMOUNT

DUE BEFORE AMOUNT AMOUNT DUE PAID Mar 20, 2000
$\begin{array}{llll}\text { Apr } 11 & \$ 209.97 & \$ 43.40\end{array}$
334789342539
X
P.O. BOX 33009

CHARLOTTE NC
ELIZABETH LEGARE
28243-0001 9553 159TH CT N
JUP FL 33478-9342
5619743977484104504200016004511000000000000209970000043840
** BELLSOUTH **
Page 2
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Mar 20, 2000
Helpful Numbers
BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
RightTouch» Service ......................................................... 1 800 826-6290
A quick, convenient, automated, 24 hour customer service.
(See "Messages" section for details.)
Please protect your RightTouch> Personal Access Code (PAC): 4489
Billing Questions or to Place an Order:
If calling from within the Florida BellSouth
service area ....................................................................... 780-2355
If calling from outside Florida or outside the
Florida BellSouth service area ............................................. 1-800-753-0710
Repair:
If calling from within the Florida BellSouth service area ....... 611
Internet: www.belisouth.com
Detailed Statement of Charges
Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your line(s).
Line Number Local Toll Company Long Distance Company
ALL LINES CABLE \& WIRELESS COMM. CABLE \& WIRELESS COMM.
Service Provider Contact Number
CABLE \& WIRELESS COMM. $1800486-8686$
Monthly Local Service Charges Amount
Monthly Local Service - Mar 20 thru Apr 19
Basic Services Quantity
1. FCC Local Number Portability Line Charge - Line 3 ... 1.05
2. Residential Line 2 ... 20.10
3. Residential Line 10.05
Visit us on the Internet: www.bellsouth.com

| ELIZABETH LEGARE |  |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Account Number: |  |  |  |  |  |
| Bill Period Date: | $743-9774$ | 841 | 0457 |  |  |
| Mar 20, 2000 |  |  |  |  |  |

Detailed Statement of Charges
Monthly Local Service Charges (continued) Amount
Basic Services (continued)4. Emergency 911 Charge. This charge is billed onbehalf of Palm Bc Unic County. \# ... ** . 90
5. FCC Charge for Network Access ..... 3.50
6. FCC Charge for Network Access for Additional Line 2 ..... 12.14
7. Telecommunications Access System Act Surcharge ..... 27
\# Quantity may not apply to this service. Total Basic Services ..... 48.01
Optional Services Quantity
8. Call Waiting ..... 1 ... ..... 4.10
9. Listing-Not in Directory or Directory Assistance ..... 2 ... ..... 2.90
10. Call Block (*60) ..... 1 ... ..... 4.00
11. Caller ID Name and Number Delivery with Anonymous Call Rejection 1 ... ..... 7.50
12. Inside Wire Maintenance Service Plan 2 ... ..... 9.00
Total Optional Services ..... 27.50
Total Monthiy Local Service Charges ..... 75.51
Other Charges and Credits ..... Amount
13. Late Payment Charge ..... 1.50
14. Interest Charge on Unpaid Balance ..... 2.76
Work Completed On Mar 3, 2000
743-9774
15. Charge for returned check ..... 20.00
Work Completed On Mar 17, 2000
743-9774
One-time charge for16. 2 Restoral of service34.00
747-9187
One-time charge for
17. Restoral of service ..... 11.00
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457Bill Period Date: Mar 20, 2000
Detailed Statement of Charges
Other Charges and Credits (continued) ..... Amount
Directory Assistance (DA) Usage
18. 3 Call(s) to Local DA at No Charge ..... 00
19. 3 Call(s) to Local DA at $\$ 0.25$ Each ..... 75
Total Other Charges and Credits ..... 70.01
Taxes
Taxes on Regulated Services
20. Federal Tax ..... 2.07
21. Florida Gross Receipts Surcharge .....  91
22. County Tax ..... 3.49
Total Taxes on Regulated Services ..... 6.47
Total Taxes ..... 6.47
Total BellSouth Current Charges ..... 151.99
Messages
BellSouth is making your life simpler!
BellSouth> RightTouch* service, our automated, 24 hour customer service system, isan easy way to do business with us. Use any touchtone phone to confirm receipt ofyour last payment, make bill payments, order services like Call Waiting and CallerID, request a copy of your bill, order local telephone directories, disconnect yourservice, or check your account balance.
To perform many of the functions listed above, you will need your fourdigitPersonal Access Code (PAC) located in the Helpful Numbers section of your bill orthe last four digits of the social security number associated with your account.We even provide help on how to use telephone features. To use RightTouch service,call 1800 826-6290.
Visit us on the Internet: www.bellsouth.com
ELIZABETH LEGARE
Account Number:
Bill Period Date:
Mar 20,2000

Messages (continued)

The Telephone Solicitation Act provides that consumers may register their telephone numbers in a "No Sales Solicitation" list published by the Florida Department of Agriculture and Consumer Services, Division of Consumer Services. There is an initial fee of $\$ 10.00$ for the first year of this service and $\$ 5.00$ for every year thereafter. With certain exemptions, telemarketers are prohibited from placing a sales solicitation call to any number that appears on the Division's list or any unlisted or unpublished telephone number.

For further information, please contact:

Division of Agriculture and Consumer Services

Post Office Box 6700

Tallahassee, Florida 32314-6700

Telephone: 1-800-435-7352

NOTICE OF PREFERRED CARRIER FREEZE OPTION

In compliance with the Florida Public Service Commission's General Order dealing with the unauthorized switching of long distance service, this is to notify you that a preferred carrier (PC) freeze option is available to you at no charge. To "freeze" your preferred carrier means that no changes will be made to your choice of carrier designated on your BellSouth service record without your express verbal or written permission to BellSouth. Please contact your local business office at 780-2355 for details if you are interested in this freeze option.

Visit us on the Internet: www.bellsouth.com
Account Number: $\quad 561$ 743-9774 8410457
Messages (continued)
Did you know that your local BellSouth Mobility» store now sells more than justwireless phones? From home phone service, to calling features, to pagers, andInternet service - as well as wireless phones and accessories - you'll find it allat your local BellSouth Mobility retailer. It's your one-stop shop for all yourcommunications needs. To find the retail location nearest you, call 1800 986-BELL.Get BellSouth.net» Internet service for just $\$ 15$ a month when you have BellSouthxSolutions. Enjoy fast, reliable connections, 24/7 support, one bili for phone andInternet service, a customizable homepage and lots more. Just call $1888301-9042$for a free registration $C D$. Or go online at www.bellsouth.net. Service notavailable in all areas. Other restrictions may apply.
Did you know that BellSouth can consolidate all your phone bills - for all your
phone lines - into one? Just think of the advantages... you'll reduce the:
- Number of phone bills you receive.
- Number of checks you send to BellSouth.
- Number of stamps you use to mail back your phone bills.
- Time and hassle it takes to pay your phone bills.
Who needs more to do these days? So get one less phone bill. Call BellSouth at 1
800 540-5463 today.
Detail of Adjustments
Listed below is a summary of the Adjustments, found on page 1 of the bill.
These adjustments are shown by date and the company making the adjustment.
Date Adjusted Company
23. Mar 3, 2000 BELLSOUTH TELECOMMUNICATIONS ....... 71.00
Total Adjustments . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . . 71.00
AT\&T **

## ELIZABETH LEGARE

Account Number: $\quad 561743-97748410457$
Bill Period Date: Mar 20, 2000
For AT\&T Billing Questions, Call $1800222-0300 \quad 24$ Hours a Day - 7 Days a Week
Detailed Statement of Charges
AT\&T Invoice Charges For Period Ending MAR 13, 2000
For 561-743-9774
AT\&T Messages
Telecommunications companies are required to contribute tothe Universal Service Fund. AT\&T recovers its contributionsfor the fund through the Universal Connectivity Charge.Beginning with your April bill, this charge will change froma fiat monthly fee of $\$ 1.38$ to about $8.6 \%$ of your state-to-state and international long distance charges as well asany service charges. AT\&T is making this change to beconsistent with the approach adopted by all other majorcarriers in the industry. For more information call1 800 532-2021 or access our website: www.att.com/connectivity charge.
Other Charges and Credits Amount

1. Monthly Usage Minimum Charge ..... 3.00
2. This amount is the difference between the\$3 monthly usage minimum and your qualifyingcalls and charges each month.
Total Other Charges and Credits ..... 3.00
National Access Contribution Amount
3. Universal Connectivity Charge ..... 1.38
4. Carrier Line Charge ..... 1.51
Total National Access Contribution Charges ..... 2.89
For an explanation of this charge, please call
1 800 532-2021.
Taxes Amount
5. Federal Tax (3) $3 \%$ ..... 18
I
** AT\&T ** Page 8
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457 Bill Period Date: Mar 20, 2000 For AT\&T Billing Questions, Call $1800222-0300 \quad 24$ Hours a Day - 7 Days a Week
Detailed Statement of Charges
Taxes (continued) Amount
6. Florida Grs Rcpt Tax Surcharge $2.56 \%$ ..... 15
Total Taxes .....  33
Total AT\&T Current Charges ..... 6.22
This portion of your bill is provided as a service to AT\&T.
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Mar 20, 2000
```
Switch to AT&T Residential Long Distance Service and
Get a Special Bonus.
Now when you switch to AT&T Residential Long Distance
Service, you'll get a special bonus of up to 30 minutes of
free domestic long distance calls from home each month for
your first six months -- that's a total of up to 180 FREE
Minutes of calling.*
You'll also get a great long distance rate with the AT&T
One Rate> 7[ Plan: State-to-state long distance calls from
home are just 7[ a minute -- 24 hours a day, 7 days a week.
No more watching the clock or waiting for rates to go down.
With the AT&T One Rate 7[ Plan, the rate is the same no
matter when you call -- morning, noon, or night. All for
a low $5.95 monthly fee.**
See the enclosed insert for details! Then call
1 800 242-1019, ext. 81325, today to switch to AT&T
Residential Long Distance Service.
*Up to 30 minutes per month for your first six months.
Unused minutes for any month cannot be carried over to
subsequent months. Other restrictions apply.
Offer expires 11/15/2000.
**In-state rates vary. Other restrictions apply. Rate
    excludes Carrier Line Charge and Universal
    Connectivity Charge. State charges may apply.
```



For TELECOM*USA Billing Questions, Call 780-2355

Detailed Statement of Charges

| Itemized Calls |  |  |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743-9774 |  |  |  |  |  |  |  |
| Service Provider - TELECOM*USA-CENTRAL |  |  |  |  |  |  |  |
| Direct Dialed Calls |  |  |  |  |  |  |  |
| Date | Place Called | Numbe | r Called | Rate* | Time | Min. |  |
| 1. 02/15 | 220SEVERN MD | 410 | 969-0644 | AD | 09:42AM | 31 | 1.76 |
| 2. 02/16 | 220FRANKFO KY | 502 | 875-8541 | $A D$ | 09:36AM | 2 | . 99 |
| 3. 02/16 | 220FRANKFO KY | 502 | 564-3130 | $A D$ | 09:38AM | 2 | . 99 |
| 4. 02/16 | 220RICHMON KY | 606 | 622-6165 | $A D$ | 09:40AM | 2 | . 99 |
| 5. 02/16 | 220ARBUTUS MD | 410 | 242-4800 | $A D$ | 09:42AM | 1 | . 99 |
| 6. $02 / 16$ | 220GLENBUR MD | 410 | 768-1643 | AD | 09:45AM | 1 | . 99 |
| 7. $02 / 16$ | 220ARGRGBS MD | 410 | 439-1325 | $A D$ | 09:47AM | 1 | . 99 |
| 8. $02 / 17$ | 220HOLMDEL NJ | 732 | 946-9586 | AD | 02:58PM | 1 | . 99 |
| 9. $02 / 18$ | 220ALPHARE GA | 770 | 343-9528 | AD | 05:13PM | 34 | 1.97 |
| 10. 02/18 | 220HOLMDEL NJ | 732 | 946-9586 | AE | 07:43PM | I. | . 99 |
| 11. 02/19 | 220ALPHARE GA | 770 | 343-9528 | AN | 06:55PM | 32 | 1.83 |
| 12. $02 / 21$ | 220LIBERTY SC | 864 | 843-2090 | AD | 09:16AM | 1 | . 99 |
| 13. 02/24 | 220HYATTSV MD | 301 | 322-5998 | AD | 09:30AM | 1 | . 99 |
| 14. 02/24 | DIR ASSIST DA | 301 | 555-1212 | AD | 09:32AM | 3 | 1.49 |
| 15. 02/24 | 220SILVER MD | 301 | 394-0500 | AD | 09:34AM | 8 | . 99 |
| 16. 02/27 | 220ALPHARE GA | 770 | 343-9528 | AN | 06:26PM | 10 | . 99 |
| 17. 02/28 | 220QUEENS NY | 917 | 834-7232 | AD | 08:28AM | 2 | . 99 |
| 18. 03/01 | 220ARBUTUS MD | 410 | 242-4800 | AD | 04:28PM | 6 | . 99 |
| Total Direct Dialed Calls |  |  |  |  |  |  | 20.91 |
| Total Charges for 561 743-9774 |  |  |  |  |  |  | 20.91 |
| The above total does not include the following taxes: |  |  |  |  |  |  |  |
| Federal Tax ............................ \$0.64 |  |  |  |  |  |  |  |
| Florida Gross Receipts Surcharge ........ \$0.52 |  |  |  |  |  |  |  |

IMSBLC X TICKET
\& JL2N 0 @00083
\& JL2N O ©00083
\& JL2N 0 @00083
\& JL2N 0 @OOO83
\& JL2N O @OOO83
\& JL2N O @OOO83
\& JL2N 0 @00083
\& JL2N 0 @00083
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[^1]$\$ 0.52$

Page 11
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457 Bill Period Date: Mar 20, 2000
For TELECOM*USA Billing Questions, Call 780-2355

## Detailed statement of Charges

| Itemized Calls (continued) |  |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743-2366 |  |  |  |  |  |  |
| Service Provider - TELECOM*USA-CENTRAL |  |  |  |  |  |  |
| Direct Dialed Calls |  |  |  |  |  |  |
| Date | Place Called | Number Called | Rate* | Time | Min. |  |
| 19. 02/14 | $220 F O L S O M C A$ | 916 989-4447 | AD | 03:46PM | 1 | . 99 |
| 20. 02/14 | 220FOLSOM CA | 916 989-4488 | $A D$ | 03: 49PM | 2 | . 99 |
| 21. 02/15 | 220SAN FRA CA | 415 840-0616 | AD | 12:48PM | 7 | . 99 |
| 22. 02/15 | 220BROOKLY NY | 718 855-3522 | AD | 03:14PM | 8 | . 99 |
| 23. 02/17 | 220ANNAPOL MD | 410 897-1037 | AD | $12: 11 \mathrm{PM}$ | 39 | 2.32 |
| 24. 02/18 | 220ANNAPOL MD | 410 897-1037 | AD | 02:01PM | 3 | . 99 |
| 25. $02 / 18$ | 220ANNAPOL MD | 410 897-1037 | AD | 02:06PM | 2 | . 99 |
| 26. 02/21 | 220LIBERTY SC | 864 843-2090 | AD | 09:46AM | 8 | 99 |
| 27. 02/22 | 220ANNAPOL MD | 410 897-1037 | AD | 11:21AM | 46 | 2.81 |
| 28. 02/22 | 220 BROOKLY NY | 718 855-3522 | $A D$ | 03:48PM | 1 | 99 |
| 29. 02/22 | 220LEBANON OR | 541 451-4351 | $A D$ | 04:02PM | 2 | 99 |
| 30. 02/22 | 220 LEBANON OR | 541 451-4351 | AD | 04:34PM | 8 | . 99 |
| 31. 02/26 | 220NEW YOR NY | 212 777-8464 | AN | 06:43PM | 8 | . 99 |
| 32. 02/29 | 220 PARKVIL MD | 410 256-0154 | AD | 12:23PM | 2 | . 99 |
| 33. 03/01 | 220 TALLAHA FL | 850 921-6403 | KD | 01:04PM | 15 | . 99 |
| 34. 03/01 | 220 FOLSOM CA | 916 989-4488 | D | 03:04PM | 13 | . 99 |
| 35. 03/01 | 220 RROOKLY NY | 718 855-3522 | $A D$ | 03:39PM | 2 | . 99 |
| 36. 03/01 | 220 FOLSOM CA | 916 989-4488 | AD | 04:06PM | 2 | 99 |
| 37. 03/01 | 220 NEW YOR NY | 212 777-8464 | AE | 10:37PM | 8 | 99 |
| 38. 03/02 | 220 FOLSOM CA | 916 989-4488 | AD | 12:23PM | 1 | . 99 |
| 39. 03/02 | 220 FOLSOM CA | 916 989-4488 | $A D$ | 12:24PM | 3 | . 99 |
| 40. 03/02 | 220 NEN YOR NY | 212 777-8464 | AE | 10:28PM | 10 | . 99 |
| 41. 03/03 | 220 TULSA OK | 918 664-9074 | AD | 11:47AM | 2 | . 99 |
| 42. 03/03 | 220 BROOKLY NY | 718 858-3522 | $A D$ | 04:19PM | 1 | . 99 |
| 43. 03/03 | 220 BROOKLY NY | 718 855-3522 | AD | 04:20PM | 16 | . 99 |
| 44. 03/03 | 220NEW YOR NY | 212 777-8464 | $A E$ | 08:34PM | 2 | . 99 |
| 45. 03/04 | 220 BROOKLY NY | 718 855-3522 | AN | 12:32PM | 1 | . 99 |



[^2]| ELIZABETH LEGARE |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- |
| Account Number： |  |  |  | $743-9774$ |
| Bill Period Date：Mar 20， 2000 |  |  |  |  |

For TELECOM＊USA Billing Questions，Call 780－2355

Detailed Statement of Charges

| Itemized Calls（continued） |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743－2366（continued） |  |  |  |  |  |
| Service Provider－TELECOM＊USA－CENTRAL（continued） |  |  |  |  |  |
| Direct Dialed Calls（continued） |  |  |  |  |  |
| Date Place Called | Number Called | Rate＊ | Time | Min． |  |
| 46．03／05 220BROOKLY NY | 718 855－3522 | AN | 09：24AM | 29 | 1.62 |
| 47．03／05 220BROOKLY NY | 718 855－3522 | AN | 08： 42 PM | 5 | ． 99 |
| 48．03／05 220NEW YOR NY | 212 777－8464 | AN | 09：35PM | 6 | ． 99 |
| 49． $03 / 06$ 220NEW YOR NY | 212 777－8464 | AE | 12：34AM | 5 | ． 99 |
| 50．03／06 220BROOKLY NY | 718 435－8156 | AD | 02：42PM | 15 | ． 99 |
| 51．03／06 220MINEOLA NY | 516 222－1499 | AD | 03：19PM | 13 | ． 99 |
| 52．03／06 220NEW YOR NY | 212 777－8464 | AE | 07：11PM | 6 | ． 99 |
| 53． $03 / 08$ 220ARBUTUS MD | 410 242－4881 | AD | 09：56AM | 2 | ． 99 |
| 54．03／08 220ARBUTUS MD | 410 242－4881 | AE | 08：34 PM | 2 | ． 99 |
| 55．03／09 220COCOA FL | 321 631－0371 | KD | 04：50PM | 3 | ． 99 |
| 56． $03 / 09$ 220COCOA FL | 321 631－0371 | KE | 06：51PM | 5 | ． 99 |
| 57．03／10 220FRANKFO KY | 502 875－0004 | $A D$ | 12：09PM | 18 | ． 99 |
| 58． $03 / 10$ 220ARBUTUS MD | 410 242－4881 | AD | 04：31PM | 5 | ． 99 |
| 59．03／10 220SAN FRA CA | 415 840－0616 | AD | 04：51PM | 4 | ． 99 |
| Total Direct Dialed Calls |  |  |  |  | 44.37 |
| Total Charges for 561 743－23 |  |  |  |  | 44.37 |
| The above total does not include the following taxes： |  |  |  |  |  |
| Federal Tax ． |  |  |  |  |  |
| Local Tax |  |  |  |  |  |
| Florida Gross Receipts | urcharge |  |  |  |  |

## 561 747－9187

Service Provider－TELECOM＊USA－CENTRAL
Direct Dialed Calls
Date Place Called Number Called Rate＊Time Min 60．03／08 220FTLAUDE FL 954 764－1322 KD 09：59AM 5 ．99
Total Direct Dialed Calls ．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．． 99
Total Charges for 561 747－9187 ．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．．． 99
＊Taxes and Rates Applied－See Back of First Page

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** TELECOM*USA ** Page ..... 13
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Mar 20, 2000
For TELECOM*USA Billing Questions, Call 780-2355
Detailed Statement of Charges
Itemized Calls (continued) Amount
561 747-9187 (continued)
The above total does not include the following taxes:
Federal Tax ..... $\$ 0.03$
Local Tax ..... $\$ 0.07$
Florida Gross Receipts Surcharge ..... $\$ 0.02$
Total Itemized Calls ..... 66.27
тaxes ..... AmountTaxes on Regulated Services61. Federal Tax2.03
62. Florida Gross Receipts Surcharge ..... 1.64
63. County Tax ..... 28
Total Taxes on Regulated Services ..... 3.95
Total Taxes ..... 3.95
Total TELECOM*USA Current Charges ..... 70.22
This portion of your bill is provided as a service to TELECOM*USA.

| ELIZABETH LEGARE |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- |
| Account Number: |  |  |  |  |
| Bill Period Date: | $743-9774$ | 841 | 0457 |  |


| CURRENT | AMOUNT OF | LESS |  | CURRENT | TOTAL |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CHARGES | LAST BILL | PAYMENTS | ADJUSTMENTS | CHARGES | AMOUNT |
| DUE BEFORE |  |  |  |  | DUE |
| MAY 12 | $\$ 438.40$ | $\$ 0.00$ | $\$ 0.00$ | $\$ 216.11$ | $\$ 654.51$ |

ImportantNotice (s)

Late Charge Reminder: A $\$ 1.50$ additional charge will apply to any unpaid balance as of May 20.
If you incur a Late Payment Charge, an additional Interest charge of $1.5 \%$ will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

## Please make check payable to BellSouth in U.S. funds.

| CURRENT |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CHARGES | PAST DUE | TOTAL | AMOUNT | 561 743-9774 | 8410457 |
| DUE BEFORE | AMOUNT | AMOUNT DUE | PAID | Apr 20, 2000 |  |
| May 12 | \$438.40 | \$654.51 |  | 0524 R60 |  |
| 334789342539 |  |  |  |  |  |
| X |  |  |  |  |  |


| P.O. BOX 33009 |  |
| :--- | :--- |
| CHARLOTTE NC | ELIZABETH LEGARE |
| $28243-0001$ | 9553 159TH CT N |
|  | JUP |

5619743977484104505240016004811000000000000438400000065451

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** BELLSOUTH ** (BST,AOO100) Page 2
    ELIZABETH LEGARE
    Account Number: 561 743-9774 841 0457
    Bill Period Date: Apr 20, 2000
    Helpful Numbers
    BellSouth Telecommunications, Inc. (BST)
        NOTE: Numbers for other companies are listed on their bill pages.
```



```
    A quick, convenient, automated, 24 hour customer service.
    (See "Messages" section for details.)
    Please protect your RightTouch> Personal Access Code (PAC): 4489
Billing Questions or to Place an Order:
    If calling from within the Florida BellSouth
```



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    If calling from outside Florida or outside the
```



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Repair:
    If calling from within the Florida BellSouth service area ....... }61
                            Internet: www.bellsouth.com
                            Detailed Statement of Charges
Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your line(s).
Line Number Local Toll Company Long Distance Company
ALI LINES CABLE & WIRELESS COMM. CABLE & WIRELESS COMM.
Service Provider Contact Number
CABLE & WIRELESS COMM. 1 800 486-8686
Monthly Local Service Charges Amount
Monthly Local Service - Apr 20 thru May }1
Basic Services Quantity
    1. FCC Local Number Portability Line Charge - Line 1.05
    2. Residential Line 2 ... 20.10
    3. Residential Line 1 ... 10.05
Visit us on the Internet: www.bellsouth.com
```

BELLSOUTH ** (BST,A00100)
Page3
ELIZABETH LEGARE
Account Number: 561 743-9774 841 ..... 0457
Bill Period Date: Apr 20, 2000
Detailed Statement of Charges
Monthly Local Service Charges (continued) Amount
Basic Services (continued) Quantity
4. Emergency 911 Charge. This charge is billed on behalf of Palm Bc Unic County. \# ..... \# ... ** . 90
5. FCC Charge for Network Access ..... 3.50
6. FCC Charge for Network Access for Additional Line ..... $2 \ldots$ ..... 12.14
7. Telecommunications Access System Act Surcharge ..... 27
\# Quantity may not apply to this service.
Total Basic Services ..... 48.01
Optional Services Quantity
8. Call Waiting 1 ... ..... 4.10
9: Listing-Not in Directory or Directory Assistance 2 ... ..... 2.90
10. Call Block (*60) 1 ... ..... 4.00
11. Caller ID Name and Number Delivery with Anonymous Call Rejection 1 ... ..... 7.50
12. Inside Wire Maintenance Service Plan 2 ... ..... 9.00
Total Optional Services ..... 27.50
Total Monthiy Local Service Charges ..... 75.51
Other Charges and Credits ..... Amount
13. Late Payment Charge ..... 1.50
14. Interest Charge on Unpaid Balance ..... 6.14
Directory Assistance (DA) Usage
15. 3 Call (s) to Local DA at No Charge ..... 00
16. 2 Call (s) to Local DA at $\$ 0.25$ Each ..... 50
17. 3 Call(s) to National DA at $\$ 0.95$ Each ..... 2.85
Local QuikComplete Usage
18. 1 Call (s) at $\$ 0.30$ Each ..... 30
Total Other Charges and Credits ..... 11.29

## ELIZABETH LEGARE

Account Number: $\quad 561$ 743-9774 8410457
Bill Period Date: Apr 20, 2000
Detailed Statement of Charges
Taxes ..... Amount
Taxes on Regulated Services
19. Federal Tax ..... 2.17
20. Florida Gross Receipts Surcharge ..... 93
21. County Tax ..... 3.70
Total Taxes on Regulated Services ..... 6.80
Total Taxes ..... 6.80
Total BellSouth Current Charges ..... 93.60

## Messages

BellSouth is making your life simpler!
BellSouth* RightTouch* service, our automated, 24 hour customer service system, is an easy way to do business with us. Use any touchtone phone to confirm receipt of your last payment, make bill payments, order services like Call Waiting and Caller ID, request a copy of your bill, order local telephone directories, diaconnect your service, or check your account balance.
To perform many of the functions listed above, you will need your fourdigit Personal Access Code (PAC) located in the Helpful Numbers section of your bill or the last four digits of the social security number associated with your account.
We even provide help on how to use telephone features. To use RightTouch* service, call 1 800 826-6290.
Connect to the Internet and create something special with BellSouth* Internet service for as low as $\$ 12.95$ a month when you have BellSouth* Solutions. Get fast, reliable dial-up connections, $24 / 7$ support, one bill for phone and Internet, and more. Call 1888 301-9079 for a free registration CD. Or go to www.bellsouth.net. Offer ends 06/30/00. Service not available in all areas. Other restrictions may apply.

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ELIZABETH LEGARE
Account Number: 561 743-9774 841 0457
Bill Period Date: Apr 20, 2000
```

Messages (continued)

BellSouth» Area Plus» service expands your local calling area to include friends and family whose numbers used to be long distance - for one low, flat monthly rate that includes your local service! You can call anywhere in your expanded local calling area and talk as long as you like, anytime you like, and as often as you like without paying local toll charges! Call your BellSouth representative for rate information and to find out what cities and towns are included in your expanded local calling area. Some restrictions apply.

Visit us on the Internet: www.bellsouth.com


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** BELLSOUTH ** (BST,A00100)
\begin{tabular}{lllll} 
ELIZABEth LEGARE \\
Account Number: & & & & \\
Bill Period Date: & \(743-9774\) & 841 & 0457 \\
Apr 20, 2000
\end{tabular}
```

Messages (continued)

```Local Number Portability lets subscribers keep their telephone numbers, at the samelocations, even when they change local service providers. Federal law requirestelephone companies to implement Local Number Portability and requires that alltelecommunications carriers bear the costs of implementation on a competitivelyneutral basis. The FCC has authorized recovery of these costs through a monthlyLocal Number Portability End User Charge, which will appear on your bill.
```

Visit us on the Internet: www.bellsouth.com


```
ELIZABETH LEGARE
Account Number: \(\quad 561\) 743-9774 841 0457
Bill Period Date: Apr 20, 2000
```

```
Switch to AT&T Residential Long Distance Service and
Get a Special Bonus.
Now when you switch to AT&T Residential Long Distance
Service, you'll get a special bonus of up to 30 minutes of
free domestic long distance calls from home each month for
your first six months -- that's a total of up to 180 FREE
Minutes of calling.*
You'll also get a great long distance rate with the AT&T
One Rate> 7[ Plan: State-to-state long distance calls from
home are just 7[ a minute -- 24 hours a day, 7 days a week.
No more watching the clock or waiting for rates to go down.
Witin the AT&T One Rate 7[ Plan, the rate is the same no
matter when you call -- morning, noon, or night. All for
a low $5.95 monthly fee.**
See the enclosed insert for details! Then call
l 800 242-1019, ext. 84254, today to switch to AT&T
Residential Long Distance Service.
*Up to 30 minutes per month for your first six months.
Unused minutes for any month cannot be carried over to
subsequent months. Other restrictions apply.
Offer expires 11/15/2000.
**In-state rates vary. Other restrictions apply. Rate
    excludes Carrier Line Charge and Universal
    Connectivity Charge. State charges may apply.
```

ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Apr 20, 2000
For TELECOM*USA Billing Questions, Call 780-2355

Detailed Statement of Charges

| Itemized Calls |  |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743-9774 |  |  |  |  |  |  |
| Service Provider - TELECOM*USA-CENTRAU |  |  |  |  |  |  |
| Direct Dialed | Calls |  |  |  |  |  |
| Date | Place Called | Number Called | Rate* | Time | Min. |  |
| 1. 03/12 | 220ALPHARE GA | 770 343-9528 | AN | 06:51PM | 6 | . 99 |
| 2. $03 / 13$ | 220SWEETWA TN | 423 337-4324 | ADM | 06:09PM | 52 | 3.23 |
| 3. 03/16 | 2200RLANDO FL | 407 859-1500 | KE | 07:16PM | 2 | . 99 |
| 4. $03 / 18$ | 220FORK MD | $410 \quad 592-8213$ | AN | 11:32AM | 27 | 1.48 |
| 5. $03 / 18$ | 220 ALPHARE GA | 770 343-9528 | AN | 05:56PM | 46 | 2.81 |
| 6. $03 / 18$ | 220 GLENBUR MD | 410 768-1643 | AN | 07:11PM | 1 | . 99 |
| 7. $03 / 18$ | 220SWEETWA TN | 423 337-4324 | AN | 07:19PM | 1 | . 99 |
| 8. $03 / 18$ | 220SWEETWA TN | 423 337-4324 | AN | 07:56PM | 25 | 1.34 |
| 9. $03 / 21$ | 220 COCOA FL | 321 632-2000 | KD | 12:08PM | 1 | . 99 |
| 10. 03/21 | 220 PUNTAGO FL | 941 575-8800 | KD | 12:17PM | 1 | . 99 |
| 11. 03/21 | 220 SLE PA SC | 843 886-0779 | AD | 12:27PM | 7 | . 99 |
| 12. 03/21 | 220FORK MD | 410 592-8213 | AD | 12:33PM | 72 | 4.63 |
| 13. 03/21 | 220YANKTON SD | 605 665-9391 | AD | 06:24PM | 6 | . 99 |
| 14. 03/22 | 220RUSHVIL NE | 308 327-3135 | AD | 10:02AM | 3 | . 99 |
| 15. 03/22 | 220FTLAUDE FL | 954 462-7333 | KD | 11:15AM | 2 | . 99 |
| 16. 03/22 | 220 FTLAUDE FL | 954 462-7333 | KD | 11:17AM | 1 | . 99 |
| 17. 03/22 | 220FTLAUDE FL | 954 462-7333 | KD | 11:19AM | 1 | . 99 |
| 18. 03/22 | 220 FTLAUDE FL | 954 462-7333 | KD | 11:27AM | 1 | . 99 |
| 19. 03/22 | 220FTLAUDE FL | 954 462-7333 | KD | 12:46PM | 1 | . 99 |
| 20.03/22 | 220RUSHVIL NE | 308 327-3135 | AD | 12:50PM | 3 | . 99 |
| 21.03/24 | 220FTLAUDE FL | 954 767-9990 | KD | 11:08AM | 2 | . 99 |
| 22. 03/24 | 2200RLANDO FL | 407 859-1500 | KE | 05:22PM | 3 | . 99 |
| 23.03/25 | 220JENSEN FL | 561 692-7745 | KN | 09:10AM | 2 | . 99 |
| 24.03/25 | 220 STUART FL | 561 287-0406 | KN | 09:26AM | 7 | . 99 |
| 25.03/25 | 2200RLANDO FL | 407 859-1500 | KN | 07:04PM | 1 | . 99 |
| 26. 03/26 | 220KEY LAR FL | $305852-6147$ | KN | 08:37AM | 1 | . 99 |
| 27. 03/26 | 220STUART FL | 561 287-0406 | KN | 10:56AM | 2 | . 99 |

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[^3]Page 11
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Apr 20, 2000
For TELECOM*USA Billing Questions, Call 780-2355

Detailed Statement of Charges

| Itemized Calls (continued) |  |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743-9774 (continued) |  |  |  |  |  |  |
| Service Provider - TELECOM*USA-CENTRAL (continued) |  |  |  |  |  |  |
| Direct Dialed Calls (continued) |  |  |  |  |  |  |
| Date | Place Called | Number Called | Rate* | Time | Min. |  |
| 28. 03/26 | 220 STUART FL | 561 287-0406 | KN | 01:50PM | 2 | 99 |
| 29.03/26 | 220 KEY LAR FL | 305 852-6147 | KE | 07:35PM | 5 | . 99 |
| 30. 03/26 | 220 MELBOUR FL | 321 956-1621 | KE | 07:47PM | 1 | . 99 |
| 31. 03/27 | 220COCOA FL | 321 632-2000 | KD | 10:32AM | 12 | . 99 |
| 32. 03/27 | 220BALACYN PA | 610 664-2324 | AD | 10:45AM | 2 | . 99 |
| 33. 03/28 | 220 COCOA FL | 321 632-2000 | KD | 01:46PM | 4 | . 99 |
| 34. 03/28 | 220 COCOA FL | 321 632-2000 | KD | 01:54PM | 2 | . 99 |
| 35. $03 / 28$ | 220 CATONSV MD | 410 978-5137 | AE | 07:16PM | 11 | . 99 |
| 36. 03/31 | 220ARBUTUS MD | 410 242-4800 | AD | 03:04PM | 1 | . 99 |
| 37. 04/01 | 220SWEETWA TN | 423 337-4324 | AN | 11:43AM | 1 | 99 |
| 38. 04/01 | 220SWEETWA TN | 423 337-4324 | AN | 11:44AM | 18 | 99 |
| 39. 04/02 | 220PTST LU FL | 561 335-4533 | KN | 11:21AM | 1 | . 99 |
| 40.04/02 | 220PTST LU FL | 561 344-0768 | KN | 11:37AM | 6 | . 99 |
| 41. 04/02 | 220PTST LU FL | 561 344-0768 | KN | 12:16PM | 2 | . 99 |
| 42. 04/02 | 220ALPHARE GA | 770 343-9528 | AN | 12:42PM | 1 | . 99 |
| 43. 04/02 | 220ARBUTUS MD | 410 242-4800 | AN | 01:25PM | 1 | . 99 |
| 44. 04/02 | 220FORTPIE FL | 561 979-2221 | KN | 01:39PM | 1 | 99 |
| 45. 04/02 | 220PTST LU FL | 561 344-5919 | KN | 02:04PM | 2 | . 99 |
| 46. 04/02 | 220FORTPIE FL | 561 466-8047 | KN | 02:06PM | 2 | . 99 |
| 47. 04/02 | 220 PTST LU FL | 561 398-3234 | KN | 02:22PM | 2 | . 99 |
| 48. 04/02 | 220PTST LU FL | 561 398-9792 | KN | 02:24PM | 1 | . 99 |
| 49. 04/02 | 220ALPHARE GA | 770 343-9528 | AN | 02:32PM | 14 | . 99 |
| 50. 04/02 | 220ALPHARE GA | 770 343-9528 | AN | 04:02PM | 18 | . 99 |
| 51. 04/02 | 220 PTST LU FL | 561 398-3234 | KN | 04:20PM | 1 | . 99 |
| 52. 04/02 | 220GLENBUR MD | 410 768-1643 | AN | 07:58PM | 1 | . 99 |
| 53. 04/02 | 220ARBUTUS MD | 410 242-4800 | AN | 07:59PM | 6 | . 99 |
| 54. 04/02 | 220 HOLMDEL NJ | 732 946-9586 | AN | 08:04 PM | 1 | . 99 |



[^4]ELIZABETH LEGARE
Account Number: $\quad 561$ 743-9774 8410457
Bill Period Date: Apr 20, 2000

For TELECOM*USA Billing Questions, Call 780-2355

Detailed Statement of Charges


561 743-2366
Service Provider - TELECOM*USA-CENTRAL
Direct Dialed Calls

| Date | Place Called | Number Called Rate* |  | Time | Min. | .99 |
| :--- | :--- | :--- | :--- | :---: | :---: | :---: |
| 69. $03 / 12$ | $220 B R O O K L Y ~ N Y ~$ | $718855-3522$ | AN | $01: 46 \mathrm{PM}$ | 1 | .99 |
| $70.03 / 15$ | 220 UNIONVI NJ | $908964-7761$ | AD | 09.52 AM | 1 |  |

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[^5]ELIZABETH LEGARE<br>Account Number： 561 743－9774 8410457 Bill Period Date：Apr 20， 2000

For TELECOM＊USA Billing Questions，Call 780－2355

Detailed Statement of Charges


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8LSN 0
\＆JL2N 0 GOOこここ
** TELECOM*USA ** (NLS, C00459) Page ..... 14
ELIZABETH LEGARE
Account Number: ..... $\begin{array}{llll}561 & 743-9774 & 841 & 0457\end{array}$
Bill Period Date: Apr 20, 2000
For TELECOM*USA Billing Questions, Call 780-2355
Detailed Statement of Charges
Taxes Amount
Taxes on Regulated Services
87. Federal Tax ............................................................. 2.94
88. Florida Gross Receipts Surcharge ..... 2.37
89. County Tax ..... 2.87
Total Taxes on Regulated Services ..... 8.18
Total Taxes ..... 8.18
Total TELECOM*USA Current Charges ..... 103.67
This portion of your bill is provided as a service to TELECOM*USA.
ELIZABETH LEGARE
Account Number:
Bill Period Date: Apr 20, 2000
For CTS TELCOM, INC. Billing Questions, Call 1800
Detailed Statement of Charges


[^6]** CTS TELCOM, INC. ** (CFF,COO834) Page ..... 16
ELIZABETH LEGARE
Account Number: $561743-97748410457$
Bill Period Date: Apr 20, 2000
For CTS TELCOM, INC. Billing Questions, Call 1800 569-8700
Detailed Statement of Charges
Itemized Calls (continued) Amount
Total Itemized Calls ..... 17.76
Taxes AmountTaxes on Regulated Services
23. Federal Tax ..... 55
24. Florida Gross Receipts Surcharge ..... 44
25. County Tax ..... 09
Total Taxes on Regulated Services ..... 1.08
Total Taxes ..... 1.08
Total CTS TELCOM, INC. Current Charges ..... 18.84
This portion of your bill is provided as a service to CTS TELCOM; INC
** BELLSOUTH ** (BST, A00100)

ImportantNotice(s)

Late Charge Reminder: A $\$ 1.50$ additional charge will apply to any unpaid balance as of Jun 20 . If you incur a Late Payment Charge, an additional Interest charge of $1.5 \%$ will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

Please make check payable to BellSouth in U.S. funds.

| CURRENT |  |  |  |  |
| :--- | :---: | :---: | :---: | :---: | :---: |
| CHARGES | PAST DUE | TOTAL | AMOUNT | $561 \quad 743-97748410457$ |
| DUE BEFORE | AMOUNT | AMOUNT DUE | PAID | MaY 20, 2000 |

P.O. BOX 33009

CHARLOTTE NC ELIZABETH LEGARE
28243-0001 9553 159TH CT N
JUP FL 33478-9342
5619743977484104506210016004011000000000000654510000078660

```
** BELLSOUTH ** (BST,A00100)
Page 2
    ELIZABETH LEGARE
    Account Number: 561 743-9774 841 0457
    Bil1 Period Date: May 20, 2000
                            Helpful Numbers
                            BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
```



```
Internet: www.bellsouth.com
Detailed Statement of Charges
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```
Service Provider Summary
```

Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your line(s).
Listed below are Local Toll and Long Distance Providers for your line(s).
Line Number Local Toll Company Long Distance Company
ALL LINES CABLE \& WIRELESS COMM. CABLE \& WIRELESS COMM.
Service Provider Contact Number
CABLE \& WIRELESS COMM. 1 800 486-8686

```


Visit us on the Internet: www.bellsouth.com

Monthly Local Service Charges (continued) Amount
Basic Services (continued) Quantity
4. Emergency 911 Charge. This charge is billed on behalf of Palm Bc Unic County. ..... \# ... ** . 90
5. FCC Charge for Network Access ..... 1 ... 3.50
6. FCC Charge for Network Access for Additional Line 2 .. ..... 12.14
7. Telecommunications Access System Act Surcharge 3 ...*** ..... 27
\# Quantity may not apply to this service.
Total Basic Services ..... 48.01
Optional Services Quantity
8. Call Waiting ..... 1 ... ..... 4.10
9. Listing-Not in Directory or Directory Assistance ..... 2 ... ..... 2.90
10. Call Block (*60)11. Caller ID Name and Number Delivery withAnonymous Call Rejection1 ... 7.50
12. Inside Wire Maintenance Service Plan ..... 2 ... ** 9.00
Total Optional Services ..... 27.50
Total Monthly Local Service Charges ..... 75.51
Other Charges and Credits ..... Amount
13. Late Payment Charge ..... 1.50
14. Interest Charge on Unpaid Balance ..... 9.29
Directory Assistance (DA) Usage
15. 3 Call (s) to Local DA at No Charge ..... 00
16. 1 Call (s) to Local DA at \(\$ 0.25\) Each ..... 25
Total Other Charges and Credits ..... 11.04
Taxes Amount
Taxes on Regulated Services
17. Federal Tax ..... 2.06
18. Florida Gross Receipts Surcharge .....  91
19. County Tax ..... 3.46
Total Taxes on Regulated Services ..... 6.43
Total Taxes ..... 6.43ELIZABETH LEGAREAccount Number: 561 743-9774 8410457Bill Period Date: May 20, 2000Detailed Statement of Charges
```

Total BellSouth Current Charges ..... 92.98
Messages
BellSouth is making your life simpler!

```BellSouth* RightTouch* service, our automated, 24 hour customer service system, isan easy way to do business with us. Use any touchtone phone to confirm receipt ofyour last payment, make bill payments, order services like Call Waiting and callerID, request a copy of your bill, order local telephone directories, disconnect yourservice, or check your account balance.To perform many of the functions listed above, you will need your fourdigitPersonal Access Code (PAC) located in the Helpful Numbers section of your bill orthe last four digits of the social security number associated with your account.
```

We even provide help on how to use telephone features. To use RightTouch* service,

```call 1 800 826-6290.
```

Did you know that BellSouth can consolidate all your phone bills - for all your

```phone lines - into one? Just think of the advantages.. you'li reduce the:
    - Number of phone bills you receive.
    - Number of checks you send to BellSouth.
    - Number of stamps you use to mail back your phone bills.
    - Time and hassle it takes to pay your phone bills.
Who needs more to do these days? To get one less phone bill call BellSouth at 1 888
745-1976 today.
```


** AT\&T ** (ATX, C00288)
ELIZABETH LEGARE
Account Number: 561 743-9774 841 ..... 0457
Bill Period Date: May 20, 2000
AT\&T Messages
Switch to AT\&T Residential Long Distance Service
and Get a Special Bonus.
Now when you switch to AT\&T Residential Long Distance Service, you'll get a special bonus of up to 30 minutes of free domestic long distance calls from home each month for your first six months -- that's a total of up to 180 FREE Minutes of calling.*
You'll also get a great long distance rate with the AT\&T One Ratex Off-Peak II Plan: State-to-state long distance calls from home are just 5 [ a minute during the times you call most -- weeknights from 7 p.m. up to 7 a.m. and all weekend long -- and 7 [ a minute weekdays. All for a low $\$ 4.95$ montily fee.**
See the enclosed insert for details! Then call 1800 242-1019, ext. 87326, today to switch to AT\&T
Residential Long Distance Service.
*Unused minutes for any month cannot be carried over to subsequent months. Other restrictions apply.
**In-state rates vary. Other restrictions apply. Rate excludes Carrier Line Charge and Universal Connectivity Charge. State charges may apply. Enrollment expires 08/31/00.
Page

ELIZABETH LEGARE<br>Account Number: 561 743-9774 8410457<br>Bill Period Date: May 20, 2000<br>For CTS TELCOM, INC. Billing Questions, Call 1800 569-8700

Detailed Statement of Charges

| Itemized Calls |  |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743-9774 |  |  |  |  |  |  |
| Service Provider - CTS TELCOM, INC. |  |  |  |  |  |  |
| Direct Dialed | Calls |  |  |  |  |  |
| Date | Place Called | Number Called | Rate* | Time | Min. |  |
| 1. $04 / 19$ | LAWRENCEVL GA | 770 962-0436 | AE | 07:19PM | 102 | 4.08 |
| 2. $04 / 20$ | TOLEDO OH | 419 382-0967 | AD | 01:18PM | 10 | . 40 |
| 3. $04 / 20$ | ARBUTUS MD | 410 242-4800 | AE | 08:00PM | 10 | . 40 |
| 4. $04 / 20$ | JOLLYVILLE TX | 512 258-6022 | AE | 08:25PM | 31 | 1.24 |
| 5. $04 / 21$ | ARBUTUS MD | 410 242-4800 | AE | 07:47PM | 10 | . 40 |
| 6. $04 / 22$ | PTST LUCIE FL | 561 398-3234 | KN | 07:37AM | 10 | 40 |
| 7. $04 / 22$ | GLENBURNIE MD | 410 694-9537 | AN | 09:03AM | 10 | 40 |
| 8. $04 / 22$ | GLENBURNIE MD | 410 694-9537 | AN | 03:30PM | 36 | 1.44 |
| 9. $04 / 23$ | PTST LUCIE FL | 561 398-3234 | KN | 09:11AM | 10 | . 40 |
| 10. 04/23 | ALPHARETTA GA | 770 343-9528 | AE | 06:36PM | 26 | 1.04 |
| 11. 04/23 | SWEETWATER TN | 423 337-4324 | AE | 08:28PM | 12 | . 48 |
| 12. $04 / 26$ | LEONARDTN MD | 301 997-0427 | AE | 09:09PM | 10 | . 40 |
| 13. 04/26 | FORK MD | 410 592-8213 | AE | 09:11PM | 10 | . 40 |
| 14. 04/29 | GLENBURNIE MD | 410 694-9537 | AN | 09:12PM | 20 | . 80 |
| 15. 05/01 | FORK MD | 410 592-8213 | AD | 10:25AM | 10 | . 40 |
| 16. 05/05 | StuART FL | 561 220-7728 | KE | 06:05PM | 10 | . 40 |
| 17. 05/06 | HOLMDEL NJ | 732 946-9586 | AN | 11:18AM | 10 | . 40 |
| 18. 05/06 | GLENBURNIE MD | 410 694-9537 | AN | 11:28AM | 10 | . 40 |
| 19. 05/07 | PTST LUCIE FL | 561 398-3234 | KN | 05:58AM | 10 | . 40 |
| 20. 05/07 | PTST LUCIE FL | 561 398-3234 | KN | 09:14AM | 10 | . 40 |
| 21. 05/07 | STUART FL | 561 412-7425 | KN | 09:15AM | 10 | . 40 |
| 22. 05/07 | Stuart fl | 561 412-7425 | KN | 10:05AM | 10 | . 40 |
| 23. 05/07 | PTST LUCIE FL | 561 398-3234 | KN | 10:07AM | 10 | . 40 |
| 24. 05/07 | PRINCEANNE VA | 757 430-6401 | AN | 10:41AM | 10 | . 40 |
| 25. 05/08 | STUART FL | 561 412-7425 | KD | 04:56PM | 10 | . 40 |
| 26. 05/08 | SWEETWATER TN | 423 337-4324 | AE | 07:16PM | 13 | . 52 |
| 27. 05/08 | HOLMDEL NJ | 732 946-9586 | AE | 07:30PM | 10 | 40 |


| IMSBLC |  |
| :---: | :---: |
| \& JL2D |  |
| \& JL2D | ¢00083 |
| \& JL2D | 300033 |
| \& JL2D | \$00033 |
| \& 8L5D | ๔00083 |
| \& JL2D | §00083 |
| \& JL2D | §00083. |
| \& 8L5D | §00093 |
| \& JL2D | @00083 |
| \& JL2D | §00083 |
| \& JL2D | \$00083. |
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[^7]

IMSBLC X TICKET \& JL2D 0 @00083

561 743-2366
Service Provider - CTS TELCOM, INC.
Direct Dialed Calls

| Date | Place Called | Number Called | Rate* | Time | Min. |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 29. 04/04 | MIAMI FL | 305 265-9564 | KD | 03:01PM | 10 | . 40 |
| 30. 04/04 | MIAMI FL | 305 265-9564 | KD | 03:02PM | 10 | . 40 |
| 31. 04/04 | MIAMI FL | 305 269-9564 | KD | 03:07PM | 10 | . 40 |
| 32. 04/09 | ALPHARETTA GA | 770 343-9529 | AE | 07:34PM | 10 | . 40 |
| 33. 04/11 | FTLAUDERDL FL | 954 858-3822 | KD | 10:27AM | 10 | . 40 |
| 34. 04/17 | MAMARONECK NY | 914 777-3372 | AD | 11:53AM | 10 | . 40 |
| 35. 04/18 | FTLAUDERDL FL | 954 503-6462 | KD | 01:56PM | 10 | . 40 |
| 36. 04/20 | COCOA FL | 321 631-0371 | KD | 12:17PM | 10 | . 40 |
| 37.04/20 | COCOA FL | 321 631-0371 | KD | 12:20PM | 10 | . 40 |
| 38. 04/20 | STUART FL | 561 283-1538 | KD | 01:25PM | 10 | . 40 |
| 39. 04/21 | GEORGETOWN DE | 302 855-0460 | AD | 03:42PM | 10 | . 40 |
| 40.04/21 | GEORGETOWN DE | 302 855-0460 | AD | 03:59PM | 10 | . 40 |
| 41. 04/21 | GEORGETOWN DE | 302 855-0460 | AD | 04:08PM | 10 | . 40 |
| 42.04/21 | WASHINGTON DC | 202 364-9117 | AD | 04:18PM | 10 | . 40 |
| 43. 04/24 | VIENNA VA | 703 620-4648 | AD | 10:41AM | 10 | . 40 |

Taxes and Rates Applied - See Back of First Page

ELIZABETH LEGARE
Account Number: $\quad 561$ 743-9774 8410457
Bill Period Date: May 20, 2000
For CTS TELCOM, INC. Billing Questions, Call 1800 569-8700

Detailed Statement of Charges

| Itemized Calls (continued) |  |  |  |  |  |  | Amount |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 561 743-2366 (continued) |  |  |  |  |  |  |  |
| Service Provider - CTS TELCOM, INC. (continued) Direct Dialed Calls (continued) |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Date | Place Called | Numbe | er Called | Rate* | Time | Min. |  |
| 44. 04/24 | JACKSONVL FL | 904 | 354-3500 | KD | 11:12AM | 10 | . 40 |
| 45. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 10:12AM | 10 | . 40 |
| 46. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 10:14AM | 10 | . 40 |
| 47. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 03:37PM | 10 | . 40 |
| 48. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | A | 03:39PM | 10 | . 40 |
| 49. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 03:41PM | 10 | . 40 |
| 50. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 03:45PM | 10 | . 40 |
| 51. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 03:47PM | 10 | . 40 |
| 52. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 03:58PM | 10 | . 40 |
| 53. 04/25 | NEWBRITAIN CT | 860 | 223-0773 | AD | 04:02PM | 10 | . 40 |
| 54. 04/27 | NEWBRITAIN CT | 860 | 223-0773 | $A D$ | 02:31PM | 10 | . 40 |
| 55. $04 / 27$ | NEWBRITAIN CT | 860 | 223-0773 | D | 02:33PM | 10 | . 40 |
| 56. 04/27 | NEWBRITAIN CT | 860 | 223-0773 | D | 02:34PM | 10 | . 40 |
| 57. 04/27 | NEWBRITAIN CT | 860 | 223-0773 | AD | 02:36PM | 10 | . 40 |
| 58. 04/27 | NEWBRITAIN CT | 860 | 223-0773 | AD | 02:37PM | 10 | . 40 |
| 59. 04/27 | NEWBRITAIN CT | 860 | 223-0773 | $A D$ | 02:39PM | 10 | . 40 |
| 60. 04/27 | NEWBRITAIN CT | 860 | 223-0773 | AD | 02:408M | 10 | . 40 |
| 61. 05/05 | RALEIGH NC | 919 | 782-9899 | $A D$ | 09:57AM | 10 | . 40 |
| 62. 05/05 | RALEIGH NC | 919 | 782-9489 | $A D$ | 09:59AM | 10 | . 40 |
| 63. 05/05 | UNIONVILLE NJ | 908 | 964-4779 | $A D$ | 10:49AM | 10 | . 40 |
| 64. 05/05 | UNIONVILLE NJ | 908 | 964-4779 | AD | 10:51AM | 10 | . 40 |
| 65. 05/05 | CALDWELL NJ | 973 | 618-1148 | AD | 11:24AM | 10 | . 40 |
| 66. 05/05 | CALDWELL NJ | 973 | 618-1148 | AD | 11:25AM | 10 | . 40 |
| 67. 05/05 | CALDWELL NJ | 973 | 618-1148 | AD | 11:26AM | 10 | . 40 |
| 68. 05/05 | CALDWELL NJ | 973 | 618-1148 | A | 11:27AM | 10 | . 40 |
| 69. 05/09 | DENVER CO | 303 | 376-2094 | $A D$ | 10:43AM | 10 | . 40 |
| 70. 05/09 | DENVER CO | 303 | 376-2094 | AD | 10:45AM | 10 | . 40 |



[^8]* CTS TELCOM, INC. ** (CFF, COO834) Page ..... 10
ELIZABETH LEGARE
Bill Period Date: May 20, 2000
For CTS TELCOM, INC. Billing Questions, Call 1800 569-8700
Detailed Statement of Charges
Itemized Calls (continued) Amount
561 743-2366 (continued)
Service Provider - CTS TELCOM, INC. (continued)
Direct Dialed Calls (continued) $\begin{array}{lcccccc}\text { Date } & \text { Place Called } & \text { Number Called Rate* } & \text { Time } & \text { Min. } \\ 05 / 12 & \text { RALEIGH NC } & 919782-9489 & \text { AD } & 10: 11 A M & 10 & .40\end{array}$

72. 05/12 DENVER CO 303 376-2094 AD 12:27PM 10 ..... 40
Total Direct Dialed Calls ..... 17.60
Total Charges for 561 743-2366 ..... 17.60
The above total does not include the following taxes:
Federal Tax ..... \$0. 54
Local Tax ..... $\$ 0.26$
Florida Gross Receipts Surcharge ..... \$0. 44
Total Itemized Calls ..... 36.56
Taxes Amount
Taxes on Regulated Services
73. Federal Tax ..... 1.12
74. Florida Gross Receipts Surcharge ..... 91
75. County Tax ..... 52
Total Taxes on Regulated Services ..... 2.55
Total Taxes ..... 2.55
Total CTS TELCOM, INC. Current Charges ..... 39.11

* Taxes and Rates Applied - See Back of First Page
This portion of your bill is provided as a service to CTS TELCOM, INC.

IMSBLC X TICKET
\& JL2D 0 @0008ミ
\& JL2D 0 §0008ミ

| ** BELLSOUTH ** (BST, A00100) |  |  |  |  | Page 1 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| ELIZABETH LEGARE |  |  |  |  |  |
|  |  | Account Number: <br> Bill Period Dat |  | 561 743-9774 | 8410457 |
|  |  |  |  | Jun 20, 2000 |  |
| CURRENT | AMOUNT OF | LESS |  | CURRENT | TOTAL |
| Charges | LAST BILL | PAYMENTS | ADUSTMENTS | CHARGES | AMOUNT |
| DUE BEFORE |  |  |  |  | DUE |
| Jul 12 | \$786.60 | \$0.00 | \$0.00 | \$178.38 | \$964.98 |

ImportantNotice(s)

Late Charge Reminder: A $\$ 1.50$ additional charge will apply to any unpaid balance as of Jul 20 . If you incur a Late Payment Charge, an additional Interest charge of $1.5 \%$ will also be applied to any unpaid balance.

Nonpayment of Regulated Charges may result in discontinuance of service. Failure to pay unregulated and certain other charges, all of which are identified by ** on your bill, will not result in an interruption of local service. The amount of Regulated Charges may be obtained by calling 780-2355.

Please make check payable to BellSouth in U.S. funds.

| CURRENT |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| CHARGES | PAST DUE | total | AMOUNT | 561 743-9774 8410457 |
| DUE BEFORE | AMOUNT | AMOUNT DUE | PAID | Jun 20, 2000 |
| Jul 12 | \$786.60 | \$964.98 |  | 0721 R60 |
|  | 334789342539 |  |  |  |
|  |  | x |  |  |

## P.O. BOX 33009

CHARLOTTE NC ELIZABETH LEGARE
28243-0001 9553 159TH CT N
JUP FL 33478-9342
5619743977484104507210016004111000000000000786600000096498

## ELIZABETH LEGARE

```
Account Number: \(\quad 561743-97748410457\)
Bill Period Date: Jun 20, 2000
Helpful Numbers
BellSouth Telecommunications, Inc. (BST)
NOTE: Numbers for other companies are listed on their bill pages.
```

```
RightTouch* Service
```

RightTouch* Service
1 800 826-6290
1 800 826-6290
A quick, convenient, automated, 24 hour customer service.
A quick, convenient, automated, 24 hour customer service.
(See "Messages" section for details.)
(See "Messages" section for details.)
Please protect your RightTouch> Personal Access Code (PAC): 4489
Please protect your RightTouch> Personal Access Code (PAC): 4489
Billing Questions or to Place an Order:
Billing Questions or to Place an Order:
If calling from within the Florida BellSouth

```
    If calling from within the Florida BellSouth
```




```
    If calling from outside Florida or outside the
```

```
    If calling from outside Florida or outside the
```




```
Repair:
```

Repair:
If calling from within the Florida BellSouth service area ....... }61
If calling from within the Florida BellSouth service area ....... }61
Internet: www.bellsouth.com
Detailed Statement of Charges
Service Provider Summary
Listed below are Local Toll and Long Distance Providers for your Iine(s).
Line Number Local Toll Company Long Distance Company
ALL LINES CABLE \& WIRELESS COMM. CABLE \& WIRELESS COMM.
Service Provider Contact Number
CABLE \& WIRELESS COMM. I 800 486-8686
Monthly Local Service Charges Amount
Monthly Local Service - Jun 20 thru Jul }1
Basic Services Quantity
1. FCC Local Number Portability Line Charge - Line 3 ... 1.05
2. Residential Line 2 ... 20.10
3. Residential Line 1 10.05
Visit us on the Internet: www.bellsouth.com

```Page
ELIZABETH LEGARE
Account Number: \(\quad 561743-97748410457\)Bill Period Date: Jun 20, 2000
Detailed Statement of Charges
Monthly Local Service Charges (continued) ..... Amount
Basic Services (continued)
Basic Services (continued) Quantity
4. Emergency 911 Charge. This charge is billed on behalf of Palm Bc Unic County. \# ... ** ..... 90
5. FCC Charge for Network Access ..... 3.50
1 ...
6. FCC Charge for Network Access for Additional Line ..... 12.14
7. Telecommunications Access System Act Surcharge ..... 27
\# Quantity may not apply to this service.
Total Basic Services ..... 48.01
Optional Services Quantity
8. Call Waiting 1 ... ..... 4.10
9. Listing-Not in Directory or Directory Assistance 2 ... ..... 2.90
10. Call Block (*60) 1 ... ..... 4.00
11. Caller ID Name and Number Delivery with Anonymous Call Rejection 1 ... ..... 7.50
12. Inside Wire Maintenance Service Plan ..... 2 ... ** 9.00
Total Optional Services ..... 27.50
Total Monthly Local Service Charges ..... 75.51
Other Charges and Credits Amount
13. Late Payment Charge ..... 1.50
14. Interest Charge on Unpaid Balance ..... 11.13
Work Completed On Apr 1, 2000
743-2366
15. Credit for State taxes billed in error on FCC Local Number Portability Line Charge for May and June 1999 . 06CREDIT
743-9774
16. Credit for State taxes billed in error on FCC LocalNumber Portability Line Charge for May and June 1999. .... .O6CREDIT
747-918717. Credit for State taxes billed in error on FCC LocalNumber Portability Line Charge for May and June 1999. .... .O6CREDIT
Visit us on the Internet: www.bellsouth.com
BELLSOUTH
ELIZABETH LEGARE
Account Number: 561 743-9774 8410457
Bill Period Date: Jun 20, 2000
Detailed Statement of Charges
Other Charges and Credits (continued) Amount
Work Completed On Jun 6, 2000
743-9774One-time charge for18. 2 Restoral of service ........................................... 34.00
Directory Assistance (DA) Usage
19. 2 Call(s) to National DA at \(\$ 0.95\) Each ..... 1.90
Total Other Charges and Credits ..... 48.35
Taxes Amount
Taxes on Regulated Services
20. Federal Tax ..... 2.11
21. Florida Gross Receipts Surcharge ..... 92
22. County Tax ..... 3.57
Total Taxes on Regulated Services ..... 6.60
Total Taxes ..... 6.60
Total BellSouth Current Charges ..... 130.46
```

ELIZABETH LEGARE
Account Number: 561 743-9774 841 0457
Bill Period Date: Jun 20, 2000

```

\section*{Messages}
BellSouth is making your life simpler
BellSouth> RightTouch> service, our automated, 24 hour customer service system, isan easy way to do business with us. Use any touchtone phone to confirm receipt ofyour last payment, make bill payments, order services like Call Waiting and CallerID, request a copy of your bill, order local telephone directories, disconnect yourservice, or check your account balance.
To perform many of the functions listed above, you will need your fourdigit
Personal Access Code (PAC) located in the Helpful Numbers section of your bill or
the last four digits of the social security number associated with your account.
We even provide help on how to use telephone features. To use Right Touch* service,
call 1800 826-6290.
Did you know that BellSouth can consolidate all your phone bills - for all your phone lines - into one? Just think of the advantages...you'll reduce the:
- Number of phone bills you receive.
- Number of checks you send to BellSouth.
- Number of stamps you use to mail back your phone bills.
- Time and hassle it takes to pay your phone bills.
Who needs more to do these days? To get one less phone bill call BellSouth at 1888 745-1976 today.

\section*{Messages (continued)}

Connect to the Internet and create something special with BellSouthy Internet service for as low as \(\$ 12.95\) a month when you have BellSouth* Solutions. Get fast, reliable dial-up connections, \(24 / 7\) support, one bill for phone and Internet, and more. Call 1 888 301-9079 for a free registration CD. Or go to www.bellsouth. net Offer ends 06/30/00. Service not available in all areas. Other restrictions may apply.

Get the network connectivity of a big business in your home without all the wires! BellSouth and Home Wireless Networks introduce the Airway (TM) System. It provides the flexibility to access multiple communication devices from anywhere in your home all with a wireless connection. You can share printers from room to room and even surf the Internet on multiple computers - all on one account. For more information, go to www.homewireless.com/bellsouth.

Visit us on the Internet: www.bellsouth.com
```

** BELLSOUTH ** (BST,A00100)
ELIZABETH LEGARE
Account Number: $\quad 561$ 743-9774 8410457
Bill Period Date: Jun 20, 2000

```

Messages (continued)

Rates for all BellSouth» Complete Choice» Plans are scheduled to increase 30 [ per line on July 20, 2000. Rates for all BellSouth* Area Plus» and BellSouth» Area Plus» with Complete Choice» Plans are scheduled to increase \(\$ 2.00\) per line effective July 20, 2000. These plans continue to provide you with an excellent value and unique product benefits, all for one flat monthly rate.
\(\qquad\)

The following changes are scheduled to be effective July 20,2000 on IntraLATA toll calls:
- A reduction in the per minute rate from 21 [ to 15 [ for all distance bands. These rates are billed in initial and additional period increments.
- Elimination of the volume discount.
- A reduction in the time of day discount from 40\% to 15\%.

Rates for Message Service are scheduled to increase July 20, 2000.

The rates for the following services are scheduled to change as follows effective July 20, 2000:
\begin{tabular}{lcc} 
& Old Rate & New Rate \\
Non-List & \(\$ 0.70\) & \(\$ 0.25\) \\
Non-Published Listing & \(\$ 1.45\) & \(\$ 1.15\) \\
Call Waiting & \(\$ 4.10\) & \(\$ 5.15\) \\
Three Way Calling & \(\$ 4.00\) & \(\$ 4.70\) \\
Caller ID Basic & \(\$ 6.00\) & \(\$ 7.00\) \\
Call Return & \(\$ 4.00\) & \(\$ 5.00\) \\
Call Forward Variable & \(\$ 3.00\) & \(\$ 4.00\)
\end{tabular}

Thank you for choosing BellSouth. We appreciate your business and look forward to Visit us on the Internet: www.bellsouth.com
```

** BELLSOUTH ** (BST,A00100)
ELIZABETH LEGARE
Account Number: 561 743-9774 841 0457
Bill Period Date: Jun 20, 2000
Messages (continued)
meeting your communications needs in the future.
The Directory Assistance residential and business call allowance is scheduled to be
eliminated July 20, 2000.

```

The residential and business per activation rates for Call Return, Three Way Calling, Repeat Dialing and BellSouth» BusyConnect» are scheduled to change from 75 [ to 90 [ on July 20, 2000.
AT\&T ** (AT1,C0028H) Page ..... 9
ELIZABETH LEGARE
Account Number: 561 743-9774 ..... 8410457
Bill Period Date: Jun 20, 2000
For AT\&T Billing Questions, Call 1 800 222-0300 24 Hours a Day - 7 Days a Week
Detailed Statement of Charges
AT\&T Invoice Charges For Period Ending JUN 13, 2000
For 561-743-9774
AT\&T Messages
ARE YOU MOVING?
Taking your AT\&T services along is as easy as 1,2,3.
- Get your new phone number by contacting your new
local company.
- Advise them that you want AT\&T Long Distance Service
in your new home.
- Call 1800 MOVE ATT, ext. 80597, to enjoy continuousbenefits of your AT\&T calling plans and services in yournew home.
Other Charges and Credits Amount
1. Monthly Usage Minimum Charge ..... 9.00
2. This amount is the difference between the\$3 monthly usage minimum and your qualifyingcalls and charges each month.
Total Other Charges and Credits ..... 9.00
National Access Contribution ..... Amount
3. Universal Connectivity Charge ..... 1.16
4. Carrier Line Charge ..... 4.53
Total National Access Contribution Charges ..... 5.69
For an explanation of this charge, please call1 800 532-2021.
Taxes Amount
5. Federal Tax @ 3\% ..... 46
6. Florida Grs Rcpt Tax Surcharge \(2.56 \%\) .....  38
*AT\&T ** (AT1, C0028H) Page ..... 10
ELIZABETH LEGARE
Account Number: \(\begin{array}{llll}561 & 743-9774 & 841 & 0457\end{array}\)
Bill Period Date: Jun 20, 2000
For AT\&T Billing Questions, Call \(1800222-0300 \quad 24\) Hours a Day - 7 Days a Week
Detailed Statement of Charges
Taxes (continued) Amount
Total Taxes ..... 84
Total AT\&T Current Charges ..... 15.53
This portion of your bill is provided as a service to AT\&T.
```

ELIZABETH LEGARE
Account Number: 561 743-9774 841 0457
Bill Period Date: Jun 20, 2000

```

AT\&T Messages
```

Switch to AT\&T Residential Long Distance Service
and Get a Special Bonus.
Now when you switch to AT\&T Residential Long Distance
Service, you'll get a special bonus of up to 30 minutes of
free domestic long distance calis from home each month for
your first six months -- that's a total of up to 180 FREE
Minutes of calling.*
You'll also get a great long distance rate with the AT\&T
One Rate> Off-Peak II Plan: State-to-state long distance
calls from home are just 5[ a minute during the times you
call most -- weeknights from 7 p.m. up to 7 a.m. and all
weekend long -- and 7[ a minute weekdays. All for a low
\$4.95 monthly fee.**
See the enclosed insert for details! Then call
I 800 242-1019, ext. 87326, today to switch to AT\&T
Residential Long Distance Service.
*Unused minutes for any month cannot be carried over to
subsequent months. Other restrictions apply.
**In-state rates vary. Other restrictions apply. Rate excludes
Carrier Line Charge and Universal Connectivity Charge. State
charges may apply. Enrollment expires 08/31/00.

```
```

** CTS TELCOM, INC. ** (CFF,COO834)

```

\section*{ELIZABETH LEGARE}

Account Number: 561 743-9774 8410457
Bill Period Date: Jun 20, 2000
For CTS TELCOM, INC. Billing Questions, Call \(1800569-8700\)

Detailed Statement of Charges

Service Provider - CTS TELCOM, INC.
Direct Dialed Calls
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline Date & Place Called & Number Called & Rate* & Time & Min. & \\
\hline 1. 05/17 & TALLAHASSE FL & 850 488-9000 & KD & 11:39AM & 10 & 40 \\
\hline 2. 05/17 & ARBUTUS MD & 410 242-4800 & AE & 09:59PM & 10 & 40 \\
\hline 3. 05/18 & ARBUTUS MD & 410 242-4800 & \(A E\) & 10:52PM & 10 & 40 \\
\hline 4. 05/18 & GLENBURNIE MD & 410 694-9537 & AE & 10:53PM & 16 & 64 \\
\hline 5. \(05 / 18\) & FORK MD & 410 592-8213 & AN & 11:10PM & 10 & 40 \\
\hline 6. 05/21 & ALPHARETTA GA & 770 343-9528 & AN & 03:01PM & 10 & 40 \\
\hline 7. 05/22 & LEONARDTN MD & 301 997-0427 & \(A E\) & 09:20PM & 10 & 40 \\
\hline 8. \(05 / 22\) & FORK MD & 410 592-8213 & AE & 09:21PM & 48 & 1.92 \\
\hline 9. 05/24 & ATLANTA GA & 404 851-4337 & AE & 06:19PM & 10 & . 40 \\
\hline 10. 05/25 & SEVERN MD & \(410 \quad 969-0644\) & AD & 09:18AM & 10 & . 40 \\
\hline 11. 05/25 & SEVERN MD & 410 969-0644 & AD & 09:19AM & 47 & 1.88 \\
\hline 12. 05/27 & ATLANTA GA & 404 851-4337 & AN & 04:22PM & 10 & . 40 \\
\hline 13. 05/31 & ARBUTUS MD & 410 242-4800 & AD & 03: 42 PM & 10 & . 40 \\
\hline 14. 05/31 & CHAMBLEE GA & 770 451-2415 & AE & 07:34PM & 10 & . 40 \\
\hline 15. 05/31 & LAWRENCEVL GA & 770 962-0436 & AE & 08:40PM & 10 & . 40 \\
\hline 16. 06/03 & ARBUTUS MD & \(410 \quad 242-4800\) & AN & 05:41PM & 10 & . 40 \\
\hline 17. 06/03 & GLENBURNIE MD & 410 694-9537 & AN & 05:42PM & 21 & . 84 \\
\hline 18. 06/05 & VERO BEACH FL & 561 564-9933 & KD & 09:41AM & 10 & . 40 \\
\hline 19.06/05 & NEWPORT DE & 302 633-1313 & AD & 09: 44AM & 10 & . 40 \\
\hline 20.06/05 & LEWES DE & 302 645-2099 & AD & 09:45AM & 10 & . 40 \\
\hline 21. 06/05 & NEW CASTLE DE & 302 323-1660 & AD & 09:47AM & 10 & . 40 \\
\hline 22. 06/05 & NEWARK DE & 302 454-7233 & \(A D\) & 09:53AM & 10 & . 40 \\
\hline 23. 06/05 & NEW CASTLE DE & 302 324-0550 & \(A D\) & 09:54AM & 10 & . 40 \\
\hline 24. 06/05 & ARBUTUS MD & 410 242-4800 & AD & 12:07PM & 10 & . 40 \\
\hline 25. 06/05 & ALPHARETTA GA & 770 343-9528 & AE & 07: 22 PM & 12 & . 48 \\
\hline 26. 06/06 & VIENNA VA & 703 242-9689 & AE & 08:48PM & 40 & 1.60 \\
\hline 27. 06/06 & ALPHARETTA GA & 770 343-9528 & AE & 09:50PM & 10 & . 40 \\
\hline
\end{tabular}

Taxes and Rates Applied - See Back of First Page
\begin{tabular}{|c|c|c|}
\hline IMSBLC & X & TICKET \\
\hline \& 8L2D & 0 & \$00083; \\
\hline \& JL2D & 0 & @00083; \\
\hline \& JL2D & 0 & ®000834 \\
\hline \& JL2D & 0 & (000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & §000834 \\
\hline \& JL2D & 0 & \$000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & (9000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & 3000834 \\
\hline \& JL2D & 0 & @00083: \\
\hline \& JL2D & 0 & 9000834 \\
\hline \& JL2D & 0 & 9000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & \$000834 \\
\hline \& JL2D & 0 & 9000834 \\
\hline \& 8L5D & 0 & @000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & (9000834 \\
\hline \& JL2D & 0 & 9000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & ©000834 \\
\hline \& JL2D & 0 & @000834 \\
\hline \& JL2D & 0 & 3000834 \\
\hline \& JL2D & & 9000834 \\
\hline
\end{tabular}

ELIZABETH LEGARE
Account Number: \(\quad 561\) 743-9774 8410457
Bill Period Date: Jun 20, 2000
For CTS TELCOM, INC. Billing Questions, Call 1800 569-8700

Detailed Statement of Charges


561 743-2366
Service Provider - CTS TELCOM, INC.
Direct Dialed Calls
Date Place Called Number Called Rate* Time Min.
37. \(05 / 17\) RALEIGH NC \(919782-9489 \mathrm{AD} \quad 11: 13 \mathrm{AM} \quad 10 \quad 40\)
38. 05/17 BOCA RATON FL \(561391-5558\) KD \(11: 24 \mathrm{AM} \quad 10\). 40
39. 05/17 DALTON GA 706 278-4256 AE 07:06PM 10 . 40
40. 05/17 DALTON GA \(706 \quad 278-4256\) AE \(07: 27 \mathrm{PM}\) 10 4
41. 05/18 DALTON GA 706 278-4256 AD \(09: 27 A M \quad 10 \quad .40\)
42. 05/19 PHILA PA 215 879-0889 AD 11:57AM 10 . 40
43. 05/23 NO PHOENIX AZ 602 234-7528 AD 01:19PM 10 .40
\begin{tabular}{llll} 
IMSBLC & X & TICKET \\
\(\&\) & 8L2D & 0 & \(@ 00083\) \\
\(\&\) & JL2D & 0 & \(@ 00083\) \\
\(\& ~ J L 2 D ~\) & 0 & \(@ 00083\) \\
\(\&\) & JL2D & 0 & \(@ 00083\) \\
\(\&\) & JL2D & 0 & \(@ 00083\) \\
\(\&\) & JL2D & 0 & \(@ 00083\). \\
\(\&\) & JL2D & 0 & \(@ 00083\). \\
\(\&\) & JL2D & 0 & \(@ 00083\). \\
\(\&\) & JL2D & 0 & \(@ 00083\).
\end{tabular}

> IMSBLC X TICKET
> \& JL2D 0 @00083:
> \& 8L5D 0 @00083:
> \& JL2D 0 @OOO83
> \& JL2D 0 @00083
> \& JL2D 0 @000834
> \& JL2D 0 @000834
> \& JL2D 0 @000834

Taxes and Rates Applied - See Back of First Page

ELIZABETH LEGARE
Account Number: \(\quad 561\) 743-9774 8410457
Bill Period Date: Jun 20, 2000
For CTS TELCOM, INC. Billing Questions, Cali 1800 569-8700

Detailed Statement of Charges


IMSBLC X TICKET
\& JL2D 0 @00083
\(\&\) JL2D 0 ©00083
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\& JL2D 0 @00083.
\& JL2D 0 @00083.
\& 8L5D 0 @00083.
\& JL2D 0 ほ00083،
\& JL2D 0 @00083.
\& JL2D 0 @OOO83.
\& JL2D 0 @00083.
\& JL2D 0 @00083.
\& JL2D 0 @00083:
\& JL2D 0 @00083
\& JL2D 0 @00083
\& 8L5D 0 ©000834
- Taxes and Rates Applied - See Back of First Page
** CTS TELCOM, INC. ** (CFF, COO834)Page15
ELIZABETH LEGARE
Account Number: 561 743-9774 841 ..... 0457
Bill Period Date: Jun 20, 2000
For CTS TELCOM, INC. Billing Questions, Call 1800 569-8700
Detailed Statement of Charges
Taxes Amount
Taxes on Regulated Services
62. Federal Tax ..... 94
63. Florida Gross Receipts Surcharge ..... 75
64. County Tax ..... 21
Total Taxes on Regulated Services ..... 1.90
Total Taxes ..... 1.90
Total CTS TELCOM, INC. Current Charges ..... 32.39
This portion of your bill is provided as a service to CTS TELCOM, INC.
From:System Administrator [postmaster@BellSouth.com]
Sent:To:Subject:
Tuesday, October 24, 2000 11:15 AM
SStokes@PSC.STATE.FL.USDelivered: FW: Docusearch International Research (Elizabeth Legar e), 313187 T
Importance: High
\(-1\)FW Docusearchinternational \(\mathrm{R} \quad \ll \mathrm{FW}\) : Docusearch International Research (Elizabeth Legare), 313187T \(\gg\) Yourmessage
To: 'Patricia.Godsil@bellsouth.com'
Cc: Shirley Stokes
Subject: FW: Docusearch International Research (Elizabeth Legare), 313187T
Sent: Tue, 24 Oct 2000 10:07:49-0400
was delivered to the following recipient(s):
Godsil, Patricia A on Tue, 24 Oct 2000 11:14:52-0400
MSEXCH:MSExchangeMTA:BLS01:BLSMSGPRV03
\begin{tabular}{ll} 
From: & Shirley Stokes \\
Sent: & Tuesday, October 24, 2000 10:08 AM \\
To: & 'Patricia.Godsil@bellsouth.com' \\
Cc: & Shirley Stokes \\
Subject: & FW: Docusearch International Research (Elizabeth Legare), 313187T \\
Importance: & High
\end{tabular}

Please let me know if the report will be ready by Thursday, October 26, 2000. Thanks.
-----Original Message-----
From: Shirley Stokes
Sent: Friday, October 20, 2000 2:42 PM
To: 'Godsil, Patricia A'
Cc: Shirley Stokes
Subject: RE: Docusearch International Research (Elizabeth Legare), 313187T
Importance: High

The totals are shown on your last fax to me on October 16, which you had sent an e-mail to me on Ocober 5, 2000, but the billing information was missing from that e-mail. It's for telephone numbers 561-743-9774 (main number) 561-743-2366, 561-747-9187. For example, it shows:
\begin{tabular}{llcccc} 
Date of bill & \begin{tabular}{l} 
Amount \\
of last bill
\end{tabular} & Payment & Adjustment & \begin{tabular}{c} 
Current \\
Charges
\end{tabular} & \begin{tabular}{c} 
Total \\
Amount Due
\end{tabular} \\
January 20, 2000 & \(\$ 287.13\) & \(-\$ 109.00\) & \(-\$ 4.21\) & \(\$ 85.63\) & \(\$ 259.55\)
\end{tabular}

In other words, I need a breakdown of \(\$ 287.13\) (bill amounts) and so on through June 2000.
-----Original Message-----
From: Godsil, Patricia A [mailto:Patricia.Godsil@bellsouth.com]
Sent: Friday, October 20, 2000 1:57 PM
To: 'Shirley Stokes'
Subject: RE: Docusearch International Research (Elizabeth Legare), 313187T

Shirley,
For what telephone number do you need the breakdown from 1-2000 thru 6-2000?
Pat Godsil
BellSouth

\title{
From: Shirley Stokes [mailto:SStokes@PSC.STATE.FL.US] \\ Sent: Friday, October 20, 2000 11:26 AM \\ To: 'Patricia.Godsil@bellsouth.com' \\ Cc: Shirley Stokes \\ Subject: FW: Docusearch International Research (Elizabeth Legare), 313187T \\ Importance: High
}

Is it possible to provide the complete breakdown of totals as requested below by today or Monday, October 23, 2000?
-----Original Message-----
From: Shirley Stokes
Sent: Tuesday, October 17, 2000 3:48 PM
To: 'Patricia.Godsil@bellsouth.com'
Cc: Shirley Stokes
Subject: Docusearch International Research (Elizabeth Legare), 313187T Importance: High

Thank you for the October 16, 2000, fax regarding this account. I need a complete breakdown of the totals listed for the months of January 20, 2000, through June 30, 2000. If you have bill copies showing the complete breakdown of the charges, please provide the documents to me.

If you have any questions, please let me know.
\begin{tabular}{ll} 
From: & System Admınistrator [postmaster@BellSouth.com] \\
Sent: & Friday, October 20, 2000 2:59 PM \\
To: & SStokes@PSC.STATE.FL.US \\
Subject: & Delivered: RE: Docusearch International Research (Elizabeth Legar e), 313187T \\
& \\
Importance: & High
\end{tabular}

To: 'Godsil, Patricia A'
Cc: Shirley Stokes
Subject: RE: Docusearch International Research (Elizabeth Legare), 313187T
Sent: Fri, 20 Oct 2000 14:42:18-0400
was delivered to the following recipient(s):
Godsil, Patricia A on Fri, 20 Oct 2000 14:59:01-0400
MSEXCH:MSExchangeMTA:BLS01:BLSMSGPRV03

\section*{Shirley Stokes}
\begin{tabular}{ll} 
From: & Shirley Stokes \\
Sent: & Friday, October 20, 2000 2:42 PM \\
To: & 'Godsil, Patricia A' \\
Cc: & Shirley Stokes \\
Subject: & RE: Docusearch International Research (Elizabeth Legare), 313187T \\
& Importance:
\end{tabular}

The totals are shown on your last fax to me on October 16, which you had sent an e-mail to me on Ocober 5 . 2000, but the billing information was missing from that e-mail. It's for telephone numbers 561-743-9774 (main number) 561-743-2366, 561-747-9187. For example, it shows:
\begin{tabular}{llcccc} 
Date of bill & \begin{tabular}{l} 
Amount \\
of last bill
\end{tabular} & Payment & Adjustment & \begin{tabular}{c} 
Current \\
Charges
\end{tabular} & Total \\
Amount Due
\end{tabular}

In other words, I need a breakdown of \(\$ 287.13\) (bill amounts) and so on through June 2000.
-----Original Message-----
From: Godsil, Patricia A [mailto:Patricia.Godsil@bellsouth.com]
Sent: Friday, October 20, 2000 1:57 PM
To: 'Shirley Stokes'
Subject: RE: Docusearch International Research (Elizabeth Legare),
313187T

Shirley,
For what telephone number do you need the breakdown from 1-2000 thru 6-2000?
Pat Godsil
BellSouth
-----Original Message-----
From: Shirley Stokes [mailto:SStokes@PSC.STATE.FL.US]
Sent: Friday, October 20, 2000 11:26 AM
To: 'Patricia.Godsil@bellsouth.com'
Cc: Shirley Stokes
Subject: FW: Docusearch International Research (Elizabeth Legare), 313187T
Importance: High

Is it possible to provide the complete breakdown of totals as requested below by today or Monday, October 23, 2000?

\author{
-----Original Message----- \\ From: Shirley Stokes \\ Sent: Tuesday, October 17, 2000 3:48 PM \\ To: 'Patricia.Godsil@bellsouth.com' \\ Cc: Shirley Stokes \\ Subject: Docusearch International Research (Elizabeth Legare), 313187T \\ Importance: High
}

Thank you for the October 16, 2000, fax regarding this account. I need a complete breakdown of the totals listed for the months of January 20, 2000, through June 30, 2000. If you have bill copies showing the complete breakdown of the charges, please provide the documents to me.

If you have any questions, please let me know.

\section*{Shirley Stokes}
\begin{tabular}{ll} 
From: & System Administrator [postmaster@BellSouth.com] \\
Sent: & Tuesday, October 17, 2000 3:46 PM \\
To: & SStokes@PSC.STATE.FL.US \\
Subject: & Delivered: Docusearch International Research (Elizabeth Legare), 313187T \\
& \\
Importance: & High
\end{tabular}

\section*{Importance:}

High

Docusearch
Intermaional Resea <<Docusearch International Research (Elizabeth Legare), 313187T>> Your message
To: 'Patricia.Godsil@bellsouth.com'
Cc: Shirley Stokes
Subject: Docusearch International Research (Elizabeth Legare), 313187T
Sent: Tue, 17 Oct 2000 15:48:02-0400
was delivered to the following recipient(s):
Godsil, Patricia A on Tue, 17 Oct 2000 15:45:49-0400
MSEXCH:MSExchangeMTA:BLS01:BLSMSGPRV03

Shirley Stokes
\begin{tabular}{ll} 
From: & Shırley Stokes \\
Sent: & Tuesday, October 17, 2000 3:48 PM \\
To: & 'Patricia.Godsil@bellsouth.com' \\
Cc: & Shirley Stokes \\
Subject: & Docusearch International Research (Elizabeth Legare), 313187 T \\
& \\
Importance: & High
\end{tabular}

Thank you for the October 16,2000 , fax regarding this account. I need a complete breakdown of the totals listed for the months of January 20, 2000, through June 30, 2000. If you have bill copies showing the complete breakdown of the charges, please provide the documents to me.

If you have any questions, please let me know.

From:
System Admınıstrator [postmaster@BellSouth.com]
Sent:
To:
Subject:
Importance:

Friday, October 20, 2000 11:24 AM
SStokes@PSC.STATE.FL.US
Delivered: FW: Docusearch International Research (Elizabeth Legar e), 313187T
High

FW Docusearch
Intemauonal \(\quad \ll\) FW: Docusearch International Research (Elizabeth Legare), 313187T>> Your message

To: 'Patricia.Godsil@bellsouth.com'
Cc: Shirley Stokes
Subject: FW: Docusearch International Research (Elizabeth Legare), 313187T
Sent: Fri, 20 Oct 2000 11:25:42-0400
was delivered to the following recipient(s):
Godsil, Patricia A on Fri, 20 Oct 2000 11:23:27-0400
MSEXCH:MSExchangeMTA:BLS01:BLSMSGPRV03

Date \(10-16\)
Number of pages including cover sheet 2

To:
\(\qquad\)
\(\qquad\)
\(\qquad\)
\(\qquad\)
\(\qquad\)
Phone
Fax Number 850-413-6126

From:
\(\qquad\)
\(\qquad\)
\(\qquad\)


Phone 305-347-6491
Fax Number 305-350-9093

REMARKS:
Urgent
For your review
Reply Asap
PHase comment
As promisers attached in a copes of The information provided on \(10-5\) On Ins. Jegare with Docuseasch that
\(\qquad\)
\(\qquad\)

Godsil, Patricla A
\begin{tabular}{ll} 
From: & Godsil, Patricia A \\
Sent: & Thursday, October 05, 2000 4:20 PM \\
To: & 'Shirtey Stokes/Interner' \\
Subject: & 313187T DOCUSEARCH INTL.
\end{tabular}

10-5-2000
Snirlay,
Following is the information you requested:

> Elizabeth Legare
> 561-743-9774 Main Number
> \(561-743-2366\)
> \(561-747-9187\)

Note: All 3 lines are billed to the maln number
Mrs. Legare's service was interrupted for non-payment on 6/12. Mrs. Legare's service was disconnected for non-payment on 6/27.
\begin{tabular}{|c|c|c|c|c|c|}
\hline Date of bill & Amount of Last hill & Paymenta & Adjustments & Current Chargea & Total Amount Due \\
\hline January 20, 2000 & \$287.13 & -\$109.00 & -\$4.2] & \$85.63 & \$259.55 \\
\hline February 20, 2000 & \$259.55 & -\$71.00 & \$0.00 & \$121.42 & \$309.97 \\
\hline March 20, 2000 & \$309.97 & -\$771.00 & -\$71.00 & \$228.43 & \$438.40 \\
\hline Aprll 20, 2000 & \$438.40 & \$0.00 & \$0.00 & \$216.11 & \$654.51 \\
\hline May 20, 2000 & \$654.5 & \$0.00 & \$0.00 & \$132.09 & \$786.60 \\
\hline June 20, 2000 & \$786.60 & \$0.00 & \$0.00 & \$178.38 & \$964.98 \\
\hline June 30, 2000 & \$964.98 & \$0.00 & \$0.00 & -\$99.50 & \$865.48 Final BuI \\
\hline Totals & & -\$351.00 & -\$75.21 & \$862.56 & \\
\hline \multicolumn{5}{|l|}{Current Outstanding Balance} & 865.5 \\
\hline
\end{tabular}

On telephone number 561-Y51-3873:
In Dec 1997 It was determined that the customer was refusing to pay her dilrectory advertising charges. The directory advertising charges totaling \(\$ 1518.20\) were transferred from the customer's regular business account 561-575-0662-646 to account 561-Y51-3873-855. In the Feb 1998 additional directory advertising charges totaling \(\$ 479.75\) were also transferred from the regular account to 561-Y51-3873-855. The balance of the account is \(\$ 1997.95\) and the account has been disconnected for non-payment.
There have not been anv pavments made agalnst thls account.

Also, as I Indicated In my response dated 9-27-00, 561-575-0662 was turned off again on 9-27-00 after the Informal conference.

And finally, on 2-24-00 a denial notice was generated with a pay by date of 3-2.00 due to non-payment on the account. A copy of the actual notice is not in the records, but the customer's account was noted as such. Further, If you would like a sample of the wording on the denial notice, I can fax you a copy of what the computer shows would have been sent.
\begin{tabular}{ll} 
From: & Godsil, Patricia A [Patricia.Godsil@belisouth.com] \\
Sent: & Thursday, October 05, 2000 4:20 PM \\
To: & 'Shirley Stokes/Internet' \\
Subject: & 313187T DOCUSEARCH INTL.
\end{tabular}

10-5-2000
Shirley,
Following is the information you requested:
<<...>>

On telephone number 561-Y51-3873:
In Dec 1997 it was determined that the customer was refusing to pay her directory advertising charges. The directory advertising charges totaling \(\$ 1518.20\) were transferred from the customer's regular business account 561-575-0662-646 to account 561-Y51-3873-855. In the Feb 1998 additional directory advertising charges totaling \(\$ 479.75\) were also transferred from the regular account to 561-Y51-3873-855. The balance of the account is \(\$ 1997.95\) and the account has been disconnected for non-payment. There have not been any payments made against this account.

Also, as I indicated in my response dated 9-27-00, 561-575-0662 was turned off again on 9-27-00 after the informal conference.

And finally, on 2-24-00 a denial notice was generated with a pay by date of 3-2-00 due to non-payment on the account. A copy of the actual notice is not in the records, but the customer's account was noted as such. Further, if you would like a sample of the wording on the denial notice, I can fax you a copy of what the computer shows would have been sent.
\begin{tabular}{ll} 
From: & Shırley Stokes \\
Sent: & Tuesday, October 03, 2000 10:58 AM \\
To: & 'Patricia.Godsı@bellsouth.com' \\
Cc: & Shirley Stokes \\
Subject: & FW: Elizabeth Legare (Docusearch International Research), 313187T \\
& \\
Importance: & High
\end{tabular}

\section*{Correction}

I meant to say if the accounts listed below are still disconnected, please provide me with information explaining why they were disconnected.
-----Original Message-----
From: Shirley Stokes
Sent: Tuesday, October 03, 2000 10:50 AM
To: 'Patricia.Godsil@bellsouth.com'
Cc: Shirley Stokes
Subject: Elizabeth Legare (Docusearch International Research), 313187T
Importance: High

Please provide me with a breakdown (balance sheet) for the accounts (included the name on the accounts and whether they were residential or business) as follows:

561/743-2366
561/743-9774
561/747-9187
561/Y51-3873
Also, please confirm if these accounts are still disconnected. If not, please provide information explaining why the service was disconnected. Is 561/575-0662 still activated or not?

If possible, please provide this information to me today or tomorrow. Thanks.

From: Godsil, Patricia A [Patricia.Godsil@bellsouth.com]

Sent:
 Wednesday, October 04, 2000 12:00 PM
To: 'Shirley Stokes/Internet'
Subject: Elizabeth Legare - Docusearch Intl (313187T)

\section*{Shirley,}

I received your request for account breakdowns, however, it will take some time to get this information. I hope to have it for you by tomorrow, 10-5.

Pat Godsil
BellSouth
\begin{tabular}{ll} 
From: & Godsil, Patricia A [Patrıcia.Godsil@bellsouth.com] \\
Sent: & Wednesday, September 27, 2000 11:54 AM \\
To: & 'Shirley Stokes/Internet' \\
Subject: & 313187 DOCUSEARCH/ELIZABETH LEGARE
\end{tabular}
\(9-27-2000\)
FROM: Ms. Godsil
BellSouth
RE: Docusearch International
561-575-0662
CASE NO. 313187T
As requested, following is a summary of the trouble history on the customer's lines:

561-575-0662:
On 9-27-99 the customer reported noise, static on the line. The line was tested as OK with no noise.

On 12-21-99 the customer reported noise, static on the line. The customer refused to open the gate for the technician, so the line was tested as OK from BellSouth's Maintenance Center.

On 2-23-00 the customer reported noise, static on the line. A tech was dispatched the same morning and found the line OK.

On 2-24-00 the customer reported noise, static on the line. A tech was dispatched and found the line OK. Also a cable technician tested the line as OK.

On 3-25-00 the customer reported noise on the line. A tech and cable tech were both dispatched. The line tested OK.

On 4-6-00 Mr. Miller and a tech went to the customer's premises at 7:30 a.m. as a result of the appeal. They did several tests on the line and found it to be good with no noise.

561-743-2366:
On 9-2-99 the customer reported noise, static on the line. An initial test indicated noise on the line. Subsequently a tech was dispatched the same day, but the trouble came clear and the line tested OK.

On 10-31-99 the customer reported noise, static on the line. The line was tested as OK.

On 2-11-00 the customer reported noise, static on the line. The line was tested as OK.

On 2-23-00 the customer reported noise, static on the line. A tech was dispatched the same day and found a defective channel unit and replaced it.

On 4-6-00 Mr. Miller and a tech went to the customer's premises at 7:30 a.m. as a result of the appeal. They did several tests on the line and found it to be good with no noise.

561-743-9774:
On 9-2-99 the customer reported noise, static on the line. A tech was dispatched the same day and found the line OK.

On 9-25-99 the customer reported trouble with the Caller ID. The customer isolated the trouble to be in her equipment.

On 10-31-99 the customer reported noise, static on the line. The line was tested as OK.

On 2-11-00 the customer reported noise, static on the line. The line was tested as OK.

On 2-23-00 the customer reported noise, static on the line. A tech was dispatched who found a defective channel unit and replaced it.

On 3-14-00 the customer reported she thought the line was crossed as she hears conversations. The line was tested as OK.

On 3-25-00 the customer reported noise on the line. A tech was dispatched tested the line good to the terminal, but could not gain access to the premises due to dogs in the yard. The customer never called back to reschedule, so the trouble was closed out.

On 4-6-00 Mr. Miller and a tech went to the customer's premises at 7:30 a.m. as a result of the appeal. They did several tests on the line and found it to be good with no noise.

561-747-9187:
On 10-31-99 the customer reported noise, static on the line. The line was tested as OK.

On 11-16-99 the customer reported can't be called, bells don't ring. The customer isolated the trouble in her equipment.

On 2-11-00 the customer reported noise, static on the line. The line was tested as OK.

On 2-23-00 the customer reported noise, static on the line. A tech was dispatched the same day and turned it over to the cable department who found the line OK.

On 4-6-00 Mr. Miller and a tech went to the customer's premises at 7:30 a.m. as a result of the appeal. They did several tests on the line and found it to be good with no noise.

It should also be noted for the record. That service on 561-575-0662 was denied for non-payment of current charges that were not in dispute or related to this complaint.

Further, as a courtesy, 561-575-0662 was restored on 9-26-00 as a courtesy so the customer could participate in the informal conference by telephone. Since the customer refused to make any payments on the account, the service was turned off again after the informal conference on 9-27-00.

\section*{FAX}

\section*{Ball8outh Telecommunletition, Ine.} 160 W. Fiagler 5t, Buite 1*16 Miani, Florida 31130

Date \(9-27\)
Number of pages including cover sheet \(\qquad\)

To:
- Shirler Stokes
\(\qquad\)
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Phone
Fax Number \(850-413-16126\)

From:
\begin{tabular}{ll}
\hline & Pat Godsill \\
\hline & Stete Appeals \\
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REMARKS:
\(\square\) Urgent
For your roview
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Reply ASAP
[] Pioate comment
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Atlached is the Falores obect on
Elizabeth Lhegare/Aocusearch.
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\hline & & & 49.80 cr & & & & & & & & \\
\hline Nar. 00 & 8817.44 & 3/15200.00 & & 5617.44 & 229099 & 5917.43 & \$ 128.03 & \% 17.80 & \$ & 15278 & NeS \\
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\hline May-se & \$1,221.81 & & 1152.24 a & 88.57 & \$191.79 & \$251.36 & 584.78 & & \$ & 38.88 & Telecom \\
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\hline durdec & 269.38 & & 11.64 ar & 8249.72 & \$881.21 & 5430.83 & 503.38 & & 5 & 22.83 & 0+Creob \\
\hline & & & & & & & & & 5 & 120.68 & CTS \\
\hline 30400 & 843093 & & 6.70 c & \$424.33 & 2053.88 & 587811 & \$ 85.45 & & \(\delta\) & 153.88 & CTS \\
\hline Aug-00 & \$678.11 & & 81.07 c & 3597.04 & 5235.10 & 5832.14 & \$ 89.06 & & 5 & 129.96 & CTS \\
\hline Sep-00 & 38032.14 & & & \$832.14 & \$252.74 & 81,004.85 & +8488 & & 3 & 147.34 & CTS \\
\hline
\end{tabular}

Shirley,
RE: Informal Conference for Docusearch International Case No. 313187T

Attached, as requested are breakdowns of the accounts for this customer. Also attached are copies of the bills for \(11-92\) through 3-94. These are the only bills we were able to get.

As information, the customer became a business on 11-2-92.
The address was and still is \(9553159^{\text {th }}\) Court \(N\), Jupiter, FL.
The billing name was Elizabeth Legare DBA A \& B Unlimited from 11-2-92 until 7-7-98.

The billing name changed to Docusearch International Research Inc from 7-8-98 to current.

Ms. Godsil
BellSouth
DOCUGQARCH

\section*{BALANCE SHEET}

1992

\section*{ACCOUNT NUMBER: 561 575-0662 646}
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline NOV & 252.57 & & & 252.57 & 330.41 & 582.98 \\
\hline DEC & 582.98 & 252.57 & \(* * 252.57\) & 582.98 & 273.75 & 856.73 \\
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**RETURN CHECKS

\section*{BALANCE SHEET}
ACCOUNT NUMBER: 561 575-0662 646
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline JAN & 856.73 & 252.57 & & 604.16 & 337.90 & 942.06 \\
\hline FEB & 942.06 & 252.57 & \({ }^{* *} 604.16\) & \(1,546.22\) & 326.61 & \(1,872.83\) \\
\hline MAR & \(1,872.83\) & 604.00 & .16 CR & 326.45 & 294.67 & 621.12 \\
\hline & & 942.22 & & & & \\
\hline APR & 621.12 & \(1,565.00\) & \(* * 942.22\) & 1.66 CR & 390.67 & 389.01 \\
\hline MAY & 389.01 & \(1,331.20\) & \(* * 1331.20\) & \(1,702.47\) & 408.03 & \(2,110.50\) \\
\hline & & 232.14 & 19.40 CR & & & \\
\hline & & & \({ }^{* * 1565.00}\) & & & \\
\hline JUN & \(2,110.50\) & 550.00 & \({ }^{*} 200.00\) & \(1,760.50\) & 265.57 & \(2,026.07\) \\
\hline JUL & \(2,026.07\) & 904.00 & 144.82 CR & 977.25 & 5135 CR & 925.90 \\
\hline AUG & 925.90 & 570.00 & & 355.90 & 174.94 & 530.84 \\
\hline SEPT & 530.84 & 270.00 & 93.14 CR & 37.70 & 178.00 & 215.70 \\
\hline & & 100.00 & \(* * 270.00\) & & & \\
\hline & & 300.00 & & & & \\
\hline OCT & 215.70 & & & 215.70 & 230.62 & 446.32 \\
\hline NOV & 446.32 & 215.70 & & 230.62 & 199.28 & 429.90 \\
\hline DEC & 429.90 & & & 429.90 & 160.14 & 590.04 \\
\hline
\end{tabular}
**RETURN CHECKS

\section*{BALANCE SHEET}

ACCOUNT NUMBER: 561 575-0662 646
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline JAN & 590.04 & 429.90 & & 160.14 & 254.72 & 414.86 \\
\hline FEB & 414.86 & & & 414.86 & 311.47 & 726.33 \\
\hline MAR & 726.33 & 414.86 & & 311.47 & 281.15 & 592.62 \\
\hline *APR & & & & & & \\
\hline *MAY & & & & & & \\
\hline *JUN & & & & & & \\
\hline *JUL & & & & & & \\
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\hline & & & & & & \\
\hline NOT & AVAILABLE & & & & & \\
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\end{tabular}

\section*{BALANCE SHEET}
ACCOUNT NUMBER: 561 575-0662 646
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline *JAN & & & & & & \\
\hline FEB & \(1,864.88\) & & & \(1,864.88\) & 311.17 & \(2,176.05\) \\
\hline MAR & \(2,176.05\) & 200.00 & & \(1,976.05\) & 241.50 & \(2,217.55\) \\
\hline *APR & & & & & & \\
\hline MAY & \(1,999.91\) & \(\cdot 400.00\) & & \(1,599.91\) & 378.53 & \(1,978.44\) \\
\hline JUN & \(1,978.44\) & 400.00 & & 578.44 & 248.50 & \(1,826.94\) \\
\hline JUL & \(1,826.94\) & 578.00 & & \(1,248.94\) & 223.77 & \(1,472.71\) \\
\hline AUG & \(1,472.71\) & 200.00 & & \(1,272.71\) & 164.81 & \(1,437.52\) \\
\hline SEPT & \(1,437.52\) & 423.77 & & 813.75 & 176.28 & 990.03 \\
\hline & & 200.00 & & & & \\
\hline OCT & 990.03 & 360.00 & & 630.03 & 97.07 & 727.10 \\
\hline NOV & 727.10 & & & 727.10 & 162.53 & 889.63 \\
\hline DEC & 889.63 & 367.00 & & 522.63 & 147.09 & 669.72 \\
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\section*{1996}
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\text { ACCOUNT NUMBER: } 561 \text { 575-0662 } 646
\]
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline JAN & 669.72 & & \(28.20 C R\) & 641.52 & 107.99 & 749.51 \\
\hline FEB & 749.51 & & & 749.51 & 111.11 & 860.62 \\
\hline MAR & 860.62 & & & 860.62 & 102.90 & 963.52 \\
\hline APR & 963.52 & & & 963.52 & 146.69 & \(1,110.21\) \\
\hline MAY & \(1,110.21\) & 200.00 & & 910.21 & 108.03 & \(1,018.24\) \\
\hline JUN & \(1,018.24\) & 270.00 & \({ }^{* *} 200.00\) & 741.52 & 161.79 & 903.31 \\
\hline & & 200.00 & 6.72 CR & & & \\
\hline JUL & 903.31 & 100.00 & & 803.31 & 190.36 & 993.67 \\
\hline AUG & 993.67 & & 6.16 CR & 987.51 & 133.23 & \(1,120.74\) \\
\hline SEPT & \(1,120.74\) & 200.00 & & \(1,120.74\) & 176.24 & \(1,296.98\) \\
\hline OCT & \(1,296.98\) & 100.00 & 3.86 CR & \(1,103.12\) & 174.24 & \(1,277.36\) \\
\hline & & 90.00 & & & & \\
\hline NOV & \(1,277.36\) & 150.00 & & \(1,127.36\) & 117.50 & \(1,244.86\) \\
\hline DEC & \(1,244.86\) & & & \(1,244.86\) & 152.09 & \(1,396.95\) \\
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\section*{BALANCE SHEET} 1997

\section*{ACCOUNT NUMBER: 561 575-0662 646}
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline JAN & \(1,396.95\) & & & \(1,396.95\) & 132.18 & \(1,529.13\) \\
\hline FEB & \(1,529.13\) & & & \(1,529.13\) & 139.13 & \(1,668.26\) \\
\hline MAR & \(1,668.26\) & 200.00 & & \(1,428.26\) & 123.27 & \(1,591.53\) \\
\hline APR & \(1,591.53\) & & & \(1,591.53\) & 128.31 & \(1,719.84\) \\
\hline MAY & \(1,719.84\) & 200.00 & & \(1,519.84\) & 112.64 & \(1,632.48\) \\
\hline JUN & \(1,632.48\) & 200.00 & & \(1,432.48\) & 104.60 & \(1,537.08\) \\
\hline JUL & \(1,537.08\) & & & \(1,537.08\) & 128.00 & \(1,665.08\) \\
\hline AUG & \(1,665.08\) & & & \(1,665.08\) & 139.01 & \(1,804.09\) \\
\hline SEPT & \(1,804.09\) & & & \(1,804.69\) & 129.06 & \(1,933.15\) \\
\hline OCT & \(1,933.15\) & 200.00 & & \(1,733.15\) & 172.22 & \(1,905.37\) \\
\hline NOV & \(1,905.37\) & & & \(1,905.37\) & 152.30 & \(2,057.67\) \\
\hline DEC & \(2,057.67\) & & & \(2,057.67\) & 179.47 & \(2,237.14\) \\
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\section*{BALANCE SHEET}

\section*{1998}

ACCOUNT NUMBER: 561 575-0662 646
\begin{tabular}{|c|c|c|c|c|c|c|}
\hline BILL & LAST & PAID & ADJMNTS & BALANCE & CURRENT & AMOUNT \\
\hline DATE & BILL & & & & CHARGES & DUE \\
\hline JAN & \(2,237.14\) & & 1518.20 CR & 718.94 & 155.92 & 874.86 \\
\hline FEB & 874.86 & & & 874.86 & 186.63 & \(1,061.49\) \\
\hline MAR & \(1,061.49\) & & 257.00 CR & 804.49 & 180.42 & 984.91 \\
\hline APR & 984.91 & & & 984.91 & 76.58 & \(1,061.49\) \\
\hline MAY & \(1,061.49\) & & 41.14 CR & \(1,020.35\) & 155.86 & \(1,776.21\) \\
\hline JUN & \(1,176.21\) & & 26.36 CR & \(1,149.85\) & 82.71 & \(1,232.56\) \\
\hline JUL & \(1,232.56\) & & 43.00 CR & \(1,189.56\) & 88.22 & \(1,277.78\) \\
\hline *AUG & \(1,277.78\) & & & \(1,277.78\) & 486.65 CR & 791.13 \\
\hline & & & & & & \\
\hline *NOV & 791.13 & & & 791.13 & 1.05 CR & 790.08 \\
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\hline \(\mathbf{2 0 0 0}\) & & & & & & \\
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\hline *FEB & 790.08 & & 1000.00 CR & & & \\
\hline & & & \(* * 209.93\) & & & \\
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\end{tabular}
*FINAL BILL
**TRANSFER BALANCE TO 561-575-0662-647




ORDER ACTIVITY POSTED CYCLE REASON
ORDER NO COMPLETED SERIAL NO POSTED CYCLE REASON

\(\begin{array}{lllll}\text { RRGHT268-AVL 06-12-95 951134RGHT26 06-13-95 } & 113 \\ \text { BOTRT505000 06-06-95 日FMSDNH } & 06-06-95\end{array}\)
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\section*{---RMKS}

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(AD) 060294 SEQ1X RMVD PER
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CALLING CARDS 1
ATTCOM LOCAL SVC
MAINTENANCE PLAN(S)
INTERSTATE CALC
SOUTHERN BELL LOCAL SVC
BILLED LOCAL SERVICE
BILLED DIRECTORY ADV 13.25
DIR \(\#\) DIRECTORY NAME
12942 WEST PALM BEACH,FL
\(\begin{array}{rrrr}\text { - EARNINGH } & \text { WHITE } & \text { YELLOW FOREIGN } \\ & 000 & 1325 & 000\end{array}\)







SOUTHERN BELL
ACCOUNT NUMEER:
GILL DATE:
\(\begin{array}{lccc}407-575-0662 & 646 & 0457 \\ \text { NOV } 2,1992 & \text { JUP } \\ \text { PAGE } & 7 & \end{array}\)
AMOUNT TOTAL


OIRECT OIALED CALLS (CONTINUED)


ACCOUNT NUMEER: BILL DATE:
\(\begin{array}{llll}407-575-0662 & 646 & 0457 \\ \text { NOV } 2,1992 & \text { JUP }\end{array}\)
PAGE
AMOUNT TOTAL
IMS日LC \(X\) TICKET

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SOUTHERN EELL (
CALLING CARD CALLS (CONTINUED) AMOUNT TOTAL

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SUGTOTAL
TOTAL CHARGE FOR ITEMIZED CALLS 102.22
COULD YOU SAVE ON YOUR LONG OISTANCE CALLS WITHIN
YOUR SOUYHERN BELL CALLING 2ONE? CALL T8O-2525,
EXTENSION 829, TOOAY TO SEE HOW WATSSAVER
SERVICE COULD HELP YOU.
TAXES
247. FEDERAL TAX
248. STATE TAXX
249. SOUNTY TAX 17.68
250. FLORIDA GROSS RECEIPTS SURCHARGE SUOTOTAL % % % 9% %
SOUTHERN BFLL CURRENT CHARGES SUETOTAL
37.98
MESSAGES

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\section*{IMPORTANT INFORMATION}
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REGARDING YOUR INSIDE WIRE MAINTENANCE SERVICE PLAN THANK YOU FOR SUBSCRIBING TO SOUTHERN BELL'S SERVICE PLAN. PURSUANT TO THIS PLAN, SOUTHERN BELL WILL MAINTAIN OR REPAIR ALL INSIDE TELEPHONE WIRING ASSOCIATED WITH EASIC RESIDENCE AND BASIC EUSINESS SERVICE, EXCLUDING DAMAGE CAUSED EY FIRE, ACTS OF GOD, RIOTS ACTS OF' WAR GROSS NEGLIGENCE, WILLFUL OAMAGE, VANDALISM, OR WIRE NOT MEETING SOUTHERN GELE'S TECHNICÁL STANDARDS OR INSTALLATION GUIDELINES.

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 JUFITER, EL \(33478 \quad\) NOG 1

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\hline CURRENT
HAFDES & PREVIOUS EALANCE & PAYMENTS & ADJUSTMENTS & \begin{tabular}{l}
CURFENT \\
CHARGES
\end{tabular} & TOTAL AMOUNT \\
\hline OUE EEFORE & \$582.98 & \$252.57 & \[
\$ 252.57
\] & \$273.75 & S856.73 \\
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\end{tabular}
:\%: FLEASE NOTE: A \(15 \%\) LATE PAYMENT CHARGE WILL APPLY \(\therefore \div\) TO ANY UNPAID EALANCE AS OF JAN 4.
NENF'AYMENT OF REGULATED CHARGES MAY RESIULT IN DISCONTINUANCE
OF SERVICE FAILURE TU PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED EY ** ON YOUR BILL WILLNOY RESUT IN AN INTERRUPTION OF LOCAL SERVICE ING \(780-2000\).


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\] & preyious ealance & FAYMENTS & AdJUSTVENTS & CURTENT & AMDUN \\
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\$ 252.57
\] & \$273.75 & \\
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% P_EASE NOTE: A 1.5% LATE FAYMENT CHARGE WILL APPLY
% P_EASE NOTE: A 1.5% LATE FAYMENT CHARGE WILL APPLY
NGWFAYMENT Of regulated charges may resigt in discontinuance
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGES ALL OF UHICH ARE IONTIFIEQ BY OCO ON YUR BILL


\section*{ \\ NUMERS FDR OTHER COMPANIES ARE LISTED WITH THEIR CHARGES̃.}




AMOUNT TOTAL


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BILL OATE:

AMOUNT TOTAL






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ACCOUNT NUMBER: EILL DATE:
\(\begin{array}{lll}407-575-0662 & 646 & 0457 \\ 0 E C & 1892 \\ P A G E & 8 & \\ \text { JUP }\end{array}\)
AMOUNT TOTAL

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\(407-575-0662\) th 6 EILL DATE 01-02-93 LIVE EXCH JUP 407-575-0662 646 SE G

ELIZABETH LASARE DEA
A 953 B UNLIMITED
9553 159 TH CTN
JUPITER,FL 33478



IC: 002016 002238 00201010100 WO IND 0
ENL BILL AMT
0.00

LAST BILL
\(252.57 \mathrm{CBR}^{6}\)

SOUTHERN BELL
\(\begin{array}{llll}\text { ACCOUNT NUMBER: } & 407-575-0662 & 6460457 \\ \text { BILL DATE: } & \text { JAN } 2,1093\end{array}\)

\section*{- \(\quad \begin{aligned} & \text { BILLING QUESTIONS } \\ & 180-2800 ~\end{aligned}\) \\ OUTSIDE FLORIDA 1-800-753-8172 1-800-753-8172 \\ NUMBERS FOR OTHER COMPANIES ARE LISTED WITH THEIR CHARGES.}

N: PLEASE FOLD TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT PLEASE MAKE CHECK PAYABLE TO SOUTHERN BELL IN U.S FUNDS.





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    SOUTHERN BELL
                                    ACCOUNT NUMEER:
                                    l07-575-1662 646 0457
    OFERATOR ASSISTED CALLS (CONTINUED)
lol
\#RATE TIME MIN
AMOUNT
1.14

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                                    SUBTOTAL
                            112.10
    TOTAL CHARGE FOR ITEMIZED CALLS
COULD YOU SAVE ON YOUR LONG DISTANCE CALLS WITHIN
YOUR SOUTHERN BELL CALLING ZONE? CALL 7EO-2525,
EXTFNSION 829, TODAY TO SEE HOW WATSSAVER
AXESSL- COULD HELP YOU.
181. FEDERAL TAX
44.99
$14: 98$
1.80
183. COUNTY TAX
184: FLORIDA GROSS RECEIPTS SURCHARGE
SOUTHERN BELL CURRENT CHARGES
SUETOTAL

```
    PAYING BUSINESS RATES FOR TELEPHONE SERVICE AT YOUR
    RESIDENCE? REVISED REGULATIONS MAY ALLOW A CHANGE TO
    RESIDENCE RATES. IF YOUR BUSINESS SERVICE FROM YOUR HOME
    DOES NOT NEED A BUSINESS LISTING IN THE SOUTHERN EELL
    OIRECTORY, CALL P8O-2800 TMO GET THIS NEW RATE YOUR
    TELLPHONE'NHEER MILL NORMMLLY HAVE TOS NCHANGE,GNO CALLS
    WILEL NOT bE REFERREO.
ITEMIZATION
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ACCOUNT NUMEER：
DATE：
$407-575-19636460457$
JAN 2,143
PAGE 18
AMOUNT TOTAL
TOTAL CHARGE FOR ITEMIZED CALLS
SUETOTAL

## ITEMIZATION（CONTINUED）

```

> IMPORTANT INFORMATION ABOUT YOUR BILL
WE VALUE YOU AS A CUSTOMER AND WANT YOU TO BE COMPLETELY SATISFIED WITH THE ACCURACY OF YOUR MONTHLY BILL．
THEREFORE，WE ARE PROVIDING YOU WITH MORE INFORMATION ABOUT YOUR MONTALY SERVICE BILLING．WE HAVE LISTED EACH OF THE FEATURES AND SERVICES THAT ARE BILLED MONTHLY IN ITEM 1 OF YOUR BILL GILL．PLEASE REVIEW THIS INFORMATION CAREFULLY TO ENSURE geing ailled Correctly．
IF YOU HAVE ANY QUESTIONS ABOUT THE SERVICES YOU ARE RECEIVING PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT THE NUMGER LISTED IN THE＇HELPFUL NUMEERS＇SECTION OF YOUR BILL．
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THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO AT\&T. THERE IS NO CONNECTION BETWEEN SOUTHERN BELL AND AT\&T YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE CALLS WHILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM SOUTHERN BELL.


| S | FREVIOUS EALANCE | FAYMENTS | ADJUSTIENTS | CURRENT CHARLJES | $\begin{gathered} \text { TOT } \\ \text { AMOU } \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| FEEES | \$942.06 | 50.00 | S6014.16 | \$326.61 | \$1.8てく. |


nonfayment of regulated charges may result in discóntinuance
OF SERVICE FAILKE TO PAY UNREGULATEU AND CERTAIN OTHER
CHARLESS ALL OF WHICH ARE IDENTIFIEO EY ON ON YOUR EILLE MrGONT OF REGULATED CHARGES MAY BE OETÁINED EY CALLING 7802280
 W\% PLEASE FOLO TEAR HERE ANE FETURN THIS PORTION WITH YOUR FAYNENT





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    TON: FEDERAL TAX
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    102. COLINTY TAX
    163. FLGKIUA GRUSS FECEIFTS SUNCHARIGE
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    WANT TO REOUCE THE IOST GF LONLG OISTANCE IN YOUR CALLING
    ZGNE:ORDER AATSSAVEFSNSERUICE EEFGNE OARGHST ANOTHEGE'S
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itemization（continueo）


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total honthly sefulce
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THIS FORTION OF YOUR EILL IS FROVIOEG AS A SERVICE TO ATET. THEAE IS NO CONNECTION EETAEEN



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            407-575-0662 646 EILL DATE 03-02-93 LIVE EXCH JUP 407-575-0662 646 SE 66
                                    ELIZAEETH LAGAFE DEA PE RTA 00000000 TAX 111111N10 FE O10010 CC D BTN
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A553'% YNOTHMITED
JUFITER,FL 33478
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                                    NOE 1% DOI RIL 87IGOZ PIC NE 288
                                    {3A SQ&LIL LAGARE GUS'N RES TRT LIL ONLY SM TN: ESTOO9
IC: 00217 555555707770 RCK 00206010110 WN IND O FNL BILL AMT F
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MAYMENTS AND ADJUSTMENTS: 
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ACLOUNT NUREER: M07-575-0662
MARE
PAGE

| CURRENT <br> CHARGES | PREVIOUS <br> BALANCE | PAYMENTS | ADJUSTMENTS | CURRENT |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CUERGES | TOTAL |  |  |  |
| MAEFRE | AMOUNT |  |  |  |

\#\#** PLEASE NOTE: A $1.5 \%$ LATE PAYMENT CHARGE WILL APPLY $\square \approx=\#$ TO ANY UNPAID BALANCE AS OF APR 5. NONPAMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED BY ** ON YOUR BILL WILL NOf RESUT IN AN INTERRUTION OF LOCAL SERVICEING AMOUNT
$780-2800$ F.
numbers for other companies are listed with their charges.
****** PLEASE FOLU, TEAR HERE AND RETURN THIS PORTION HITH YOUR PAYMENT ****** PLEASE MAKE CHECR PAYABLE TO SOUTHERN EELL IN U.S GOTFUNDS CURRENT PHASGE PUE TOTAL
OUE BEORE AMOUNT AMOUNT OUE
AMOUNT PAID MAR
$\qquad$

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SOLTHERN EELL
ACCOUNT NUMEER:
GILL DATE:
lun
\begin{tabular}{|c|c|c|c|c|c|}
\hline CURRENT & PREVIOUS & & & CURRENT & TOTAL \\
\hline S & & PAYMENTS & ADJUSTHENTS & CHARGES & MOUN \\
\hline MAR 24 & \$1,972.83 & \$1,546.22 & S0.16- & \$296.67 & 5627.12 \\
\hline
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\#E\# PLEASE NOTE: A $1.5 \%$ LATE PAYMENT CHARGE WILL APPLY
\#

NONPAMENT OF REGULATED CHARGES MAY RESUT IN DISCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED BY ** ON YOUR BILL WILL NOT RESLLT IN AN INTERRUFTION OF LOCAL SERVICE. TFE AMOUNT OF REGULATED CHARGES MAY EE OBTAINED BY GALLING
$780-2800$.

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SOUTHERN BELL DATA YILLINGQQUESTIONS
                                    TO PLACE AN ORDER
                                    780-28053-8172
NUNEERS FOR OTHER COMPANIES ARE LISTED WITH THEIR CHARGESS.
****E* PLEASE FOLO, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT ******
    PLEASE MAKE CHECR PAYABLE TO SOUTHERN EELL IN U.S FUNDS
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P. 0 B0x 02-6000 ELIZABETH LAGARE DBA
MIAMTFFL O2-4000 ASEB WNLIMITED
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account numeer:
bill daté:

AMOUNT TOTAL




| $\begin{aligned} & \text { ERATE } \\ & \text { HOC } \end{aligned}$ | 92 ¢TME | $M_{1}{ }_{2}$ |
| :---: | :---: | :---: |
| HOC | 1226 Pm | 2 |
| HOC | 1247PM | 2 |
| HDC | 942am | 1 |
| HDC | 943AM | 2 |
| HDC | 1007AM | 1 |
| HDC | 1008AM | 1 |
| HDC | 1009am | 1 |
| HDC | 118 PM | 1 |
| BDC | 401PM | 4 |
| BDC | 866am | 3 |
| ODC | 1051AM | 2 |
| HDC | 237PM | 1 |
| BDC | 4219 m | 2 |
| HOC | 803AM | 3 |
| HDC | 926AM | 3 |

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southern bell

ACCOUNT NUMEER:
GILL DATE:
$\begin{array}{lcc}\text { 407-575-0662 } & 346 & 0657 \\ \text { MAR } 2, & 993 & \text { JUP } \\ \text { PAGE } & 8 & \end{array}$
AMOHNT TOTAL


| $\begin{aligned} & \text { *RATE } \\ & \text { HDC } \end{aligned}$ | $\begin{aligned} & \text { TIME } \\ & \text { B38AM } \end{aligned}$ | MIN |
| :---: | :---: | :---: |
| HOC | 846 AM | 1 |
| HDC | 847AM | 5 |
| HDC | 857AM | 3 |
| HDC | 900AM | 6 |
| HDC | 905 AM | 2 |
| HDC | 1048AM | 3 |
| HDC | 1121 AM | 4 |
| HDC | 1125AM | 2 |
| HDC | 325PM | 5 |
| BOC | 356PM | 1 |
| BOC | 358PM | 11 |
| HDC | 909AM | 1 |
| HDC | 1154 AM | 2 |
| HDC | 1204 PM | 4 |
| BOC | 407PM | 2 |

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407－575－0662 646 BILL DATE 04－02－93 LIVE EXCH JUP 407－575－0662 646 SE 66


|  | AMOUNT OF LAST BILL | PAYMENTS | ADJUSTMENTS | CURRENT <br> CHARGES |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| DUE ABEFQRE | \＄621．12 | \＄1，565．00 | S942． 22 | \＄390．67 | s3 |

 \＃＊＊＊TO ANY UNPAID BALANCE AS OF MAY 3. NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE．FAILURE TO PAY UNREGULATED AND CEETAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED EY $\star$ N ON YOUR EILL WILL NOH RESULT IN AN INTERRUPTION OF LOCAL SERVICE AMOUNTOF
$780-2800$ ．





ACCOUNT MUMEER：
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AMOUNT TOTAL DIRECT DIALED CALLS（CONTIMUED

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    SOUTHERN EELL
ACCOUNT NUMGER:
    BILL DATE:
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AMOUNT TOTAL
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AMOUNT TOTAL

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ACCOUNT NUMBER： BILL DATE：


AMOUNT TOTAL

| $\begin{aligned} & \text { „RATE } \\ & \text { HDC } \end{aligned}$ | $E \text { TIIME }$ | MiN | ． 94 | IMSELC $\times$ TICKET ID |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | C 8810 | JK0000000 |
| HDC | 305 Pm | 1 | ． 95 | C 8810 | JK000000 |
| HDC | 306PM | 1 | ． 95 |  |  |
| 4DC | 843AM | 1 | ． 94 | 8810 | JK000000 |
|  |  | 7 |  | C08C10 | JK000000 |
| BOC | 14JPM | 7 | 2.90 | C 8810 | JK000000 |
| HDC | 944AM | 2 | 1.15 | c08c10 | JK000000 |
| HDC | 947 AM | 1 | ． 94 | c08c10 |  |
| HDC | 948AM | 1 | ． 94 | cosc90 | JK000000 |
| HDC | 1953AM | 1 | ． 94 | C08C10 | JK0000000 |
|  |  | 13 | 3.22 | co8c10 | JK0000000 |
| HDC | 204PM | 13 | 3.22 | c08C10 | JK090000 |
| HDC | 217PM | 4 | 1.55 | C08C10 | JK000000 |
| HDC | 1044AM | 2 | 1.15 | C08C10 | JK0000000 |
| HDC | 1051 AM | 1 | ． 95 | －08c9 | JK000000 |
| HDC | 1052AM | 4 | 1.55 |  | JK000000 |
| HDC | 924AM | 3 | 1.35 | cosc10 | JK0000000 |
| HDC | 928 AM | 1 | ． 95 | cosc10 | JK0000000 |
|  |  |  |  | c08c10 | JK0000000 |


|  |  |
| :---: | :---: |
|  |  |
| 03．MAR 10 | WPALHEEACH |
| 4．MAR 10 |  |
| 05．MAR 12 |  |
| 106．MAR 12 |  |
| 07．MAR 16 |  |
|  | FR PERRINE |
| 108．MAR 16 |  |
| 109．MAR 16 |  |
| 110．MAR 17 |  |
| 111 MAR 17 |  |
|  |  |
| 112．MAR 17 |  |
| 113．MAR 18 |  |
| 114．MAR 18 | HOBE SOUND |
| 15．MAR 18 |  |
|  | prathal |
| 116．MAR 19 |  |
| 17．MAR 19 |  |
|  | FR PERRINE |

## 



## SOUTHERN EELL

CALLING CARD CALLS（CONTIMUED） 118 OATE PLACE CALLED 118．MAR 19 FTLAUDERDL 119．MAR 19 WPALMBEACH 120．MAR 22 121．MAR 22 122．MAR 23 123．MAR 24 124．MAR 24 125．MAR 24 126．MAR 25 127．MAR 25 128．MAR 26 129．MAR 26 130．MAR 26 FR FT PR 131．MAR 29 PTST LUCIE 132．MAR 29 FR PERRINE 133．MAR 29 FR PERRINE 133．MAR 29 CORAL SPG

ACCOUNT MURER：
BILL DATE：

## $\begin{array}{lll}407-575-0662 & 646 & 0457 \\ \text { APR } 2, & 9 & \\ \text { PAGE } & & \end{array}$

AMOUNT TOTAL


| \#RATE $H D C$ | $\begin{aligned} & \text { TIME } \\ & 930 \text { AM } \end{aligned}$ | MIN |
| :---: | :---: | :---: |
| HDC | 1055am | 5 |
| HDC | 853AM | 14 |
| HDC | 138PM | 15 |
| HDC | 202PM | 6 |
| HDC | 1134 AM | 3 |
| HDC | 1137AM | 1 |
| HDC | 131 PM | 16 |
| HDC | 835AM | 3 |
| HDC | 1210PM | 1 |
| HDC | 1038AM | 7 |
| HDC | 1144 AM | 7 |
| HDC | 133PM | 2 |
| HNC | 741 AM | 10 |
| HNC | 751 AM | 1 |
| HDC | 119PM | 2 |

IMSRLC X TICKET ID C08C10 JK000000 C 8810 JK000000 C08C10 JK000000 C 8810 JK000000 C 8810 JK000000 C08C10 JK000000 c08C10 JK000000 C 8810 JK000000 © 8810 JK000000 C08С10 JK000000 C08C10 JK000000 C08C10 J288 4 C 8810 J288 $\uparrow$ c08C10 JK000000 C08C10 JK000000 C08C10 JK000000

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SOUTHERN BELL
ACCOUNT NUMBER:
BILL DATE:
\(\begin{array}{llll}407-575-0662 & 646 & 0457 \\ \text { APR } & 1893 \\ \text { PAGE } & 8 & & \text { JUP }\end{array}\)
AMOUNT TOTAL
```

CALLING CARD CALLS (CONTINUED)
134. MAR 30 HOBEACE CALLED
135. MAR 31 FREE SOUND HOBE SOUND
FR WPALMBEAC


IMSBLC $\times$ TICKET
.94
1.32
subtotal

| IMSBLC | $\times$ TICKET | ID |
| ---: | :---: | ---: |
| CO8C10 | $J 288$ | 9 |
| $73.588 C 10$ | $J 288$ | 0 |

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CALLS FROM NOH-SOUTHERN EELL PAYPHONES
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2.31
114.00
TOTAL CHARGE FOR ITEMIZED CALLS
COULD YOU SAVE ON YOUR LONG DISTANCE CALLS HITHIN
YOUR SOUTHERN BELL CALLING ZONE? CALL 780-2525,
EXTENSION 829, TODAY TO SEE HOW WATSSAVER
SERVICE COULD' HELP YOU.
TAXES
137. FEDERAL TAX
138. STATE TAX
130: COUNTY TAX
140. FLORIDA GROSS RECEIPTS SURCHARGE SOUTHERN BELL CURRENT CHARGES
SUBTOTAL

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IMPORTANT INFORMATION ABOUT YOUR BILL
THIS ITEMIZED BILL IS EEING PROVIDED TO YOU FOR YOUR
INFORMATION. PLEASE REVIFW THIS ITEMIZATION AND CALL US AT THE NMBER LISTED IN THE HELPFUL NUMEES THECTION OF YNO HAVE ANY QUESTIONS CONCERNNG THIS INFORMATON.

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THIS PORTION OF YOUR GILL IS PROVIDED AS A SERVICE TO MCI. THERE IS NO CONNECTION between southern bell and mci. rrate applied - SEE back of page


\begin{tabular}{|c|c|c|c|}
\hline AT\＆T COMMNICATIONS & ACCOUNT NUMBER： BILL DATE： & \[
\begin{aligned}
& 407-575-0 \\
& \text { APR } 2, \\
& \text { PAGE }
\end{aligned}
\] & 6460457 \\
\hline & \multirow[b]{3}{*}{SUBTOTAL} & AMOUNT & TOTAL \\
\hline \begin{tabular}{l}
TAXES（CONTINUED） \\
48．STATE TAX \\
49：COUNTY TAX \\
50．FLORIDA GROSS RECEIPTS SURCHARGE
\end{tabular} & & \[
\begin{array}{r}
4.43 \\
.89 \\
.89
\end{array}
\] & \multirow[b]{2}{*}{\[
67.86
\]} \\
\hline AT\＆T CURRENT CHARGES & & & \\
\hline \begin{tabular}{l}
HELPFUL NUMEERS FOR AT\＆T \\
EILLING QUESTIONS • \(1-800-325-0138\) MESSAGES
\end{tabular} & & & \\
\hline MOVING？ADOING LOCATIONS？NEED ADVIC SERVICE？CALL ATO T ON 1800 222－0400． & LONG DISTANCE & & \\
\hline
\end{tabular}
```

INTEGRETEL, INC.
ACCOUNT NUMBER:
BILL DATE:
M07-575-066% 646 0457
AMOUNT TOTAL
OPERATOR ASSISTED CALLSS PLACE CALLED NUMBER CALLED \&RATE TIME MIN
IMSELC X TICKET ID
BILLED ON BEHALF OF INTEGRETEL
1. JAN \geq0 FR FLS CHURCH VA }703\mathrm{ 506-3405 BDS % 755PM 5
17.45
17.45 0/2O B 200402
TOTAL CHARGE FOR ITEMIZED CALLS
17.45
TAXES
2. FEDERAL TAX
3:. STATE TAX GROSIDA GROS RECEIPTS SURCHARGE
SUBTOTAL
INTEGRETEL, INC. CURRENT CHARGES
19:26
HELPFUL NUMGERS FOR INTEGRETEELOTNC

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THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO INTEGRETEL, INC. THERE IS NO CONNECTION between southern bell and integretel, inc.
trate applied - see back of page

ACCOUNT NUMEER: AILL DATE:


AMOUNT TOTAL

CALLING CARD CALLS DLACE CALLED NUMEER CALLED *RATE TIME MIN IMSBLC \(\times\) TICKET ID billed on behalf of metro media
1. FEB 26 DIR ASST
2. MAR 3 DIR ASST FR JUPITER
 \(\begin{array}{lll}\text { HDC } & 323 \text { PM } & 1 \\ \text { HDC } & 111 \text { PM } & 1\end{array}\)
HDC 111PM 1
\begin{tabular}{lll} 
BDC & 149 PM & 1 \\
日DC & 150 PM & 2 \\
HDC & \(153 P M\) & 2 \\
HDC & \(155 P M\) & 1 \\
HDC & \(157 P M\) & 5 \\
\multicolumn{2}{c}{ SUATOTAL }
\end{tabular}
15.11
total charge for itemized calls
3. MAR 12 OIR ASST
4. MAR 12 READING
5. MAR 12
6. MAR 12
7. MAR 12

3.34
3.88

C JL20
300782 TAXES

FEDERAL TAX
STATE TAX
STATE TAX
10: COUNTY TAX FLORIDA GROSS RECEIPTS SURCHARGE
RESURGENS COMMNICATIONS CURRENT CHARGES SUBTOTAL
FUL NUMERS FOR RESURGENS COMANICATIONS BILLING QUESTIONS 780-2800
THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO RESURGENS COMMUNICATIONS. THERE IS NO CONNECTION BETWEEN SOUTHERN BELL AND RESURGENS COMMNICATIONS.


ACCOUNT NUMBER:

\begin{tabular}{|c|c|c|c|c|c|}
\hline & & & & CURRENT CHARGES & \\
\hline OUE MAEFORE & \[
\$ 389.01
\] & \[
\$ 1,563.34
\] & \[
\$ 2,876.80
\] & \$408.03 & \$2,110. \\
\hline
\end{tabular}
\%\%: PLEASE NOTE: A \(1.5 \%\) LATE PAYMENT CHARGE WILL APPLY
\%n\% TO ANY UNPAID BALANCE AS OF JUÑ 3.
NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED BY *** ON YOUR BILL AMOUNT OF regulated charges may be obtained by calling 780-2800.

\section*{\(\begin{array}{lll} & \text { EILLING QUESTIONS } & \text { TO PLACE AN ORDER } \\ \text { SOUTHERN BELL } & 780-2800 & 780-2800 \\ \text { OUTSIDE FLORIDA } & 1-800-753-8172 & 1-800-753-8172\end{array}\) \\ OUTSIDE FLORIDA \(1-800-753-8172\) COMPANIES ARE LISTED WITH THEIR CHARGES.}


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SOUTHERN BELL

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ACCOUNT NUMBER: BILL DATE:
\begin{tabular}{cccccc} 
CURRENT & AMOUNT OF & & & CURRENT & TOTAL \\
CHARGES & LASTEILL & PAYMENTS & ADJUSTMENTS & CHARGES & AMOUNT \\
DUÉ GEFORE & \(\$ 389.01\) & \(\$ 1,563.34\) & \(\$ 2,876.80\) & \(\$ 408.03\) & \(\$ 2,110.50\)
\end{tabular}
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\#%:: PLEASE NOTE: A 1.5% LATE PAYMENT CHARGE WILL APPLYY

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NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGESA ALL OF WHICH ARE IDENTIFIED BY **: ON YOUR BILL
WIL NOY RESULT IN AN INTERRUPTION OF LOCAL SERVICE
780-2800.


\section*{}

SOUTHERN EELL
ACCOUNT NUMBER: GILL DATE: \(\begin{array}{lll}\text { 407-575-0662 } & 6460457 \\ \text { MAY } 2,1993 \\ \text { PAGE } & 2\end{array}\) AMOUNT TOTAL

\section*{MONTHLY SERVICE CHARGES} 93.35 OTHER CHARGES AND CREDITS
8. MAY 2 93 SO FLORIDA REFUND
8. CREDIT FOR JANUARY THROUGH CURRENT BILL AS
ORDERED EY THE FLORIDA PU日LIC SERVICE COMMISSION 7.45-
9. MAY 2 93 SOREST FOR JANUARY THROUGT

NRERED FY JN CREDIT AS
ORDERED BY THE FLORIDA PUELIC SERVICE COMMISSION
10. CREDIT FOR INTEREST ON DEPOSIT OF 793
11. CREDIT FOR INTEREST ON DEPOSIT OF 793

AT 8.OO\% INTEREST ON DEPOSIT OF
12. CREDIT FOR INTEREST ON DEPOSIT OF
S 75.9 FROM OCT 2892 THRU MAY 793
AT \(8.00 \%\)
12.39-
1. LATE PAYMENT CHARGE (1.5\% OF UNPAID BALANCE)
2. MONTHLY SERVICEMAY 2 THRU JUN 1
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS
4. MAINTENANCE PLAN (S) :*:
5. EMERGENCY 919 CHARGE THIS CHARGE IS BILLED ON
6. EMERGENCY 911 CHARGE NOT GILLED IN THE MONTH OF JANUARY THIS CHARGE IS BILLED ON BEHALF OF
PALM BC UNIC COUNTY 7. DIRECTORY ASSISTANCE (DA) USAGE 3 CALL (S) TO LOCAL DA AT NO CHARGE
64 CALL SS TO LOCAL DA AT S 25 EACH 64 CALL (S) TO LOCAL DA AT \(\$ .25\) EACH SUCH
SURTAL 17.50
25.54
3.50
2.50
.31
.05
7. DIRECTORY 3 CAL (S EO CACAL DA AT NO CHAPGE






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    407-575-0662 646 BILL DATE 06-02-93 FINAL EXCH JUP 407-575-0662 646 SE 66
    ```






ACCOUNT NUMEER: BILL DATE:
\begin{tabular}{cccccc} 
CURRENT & AMOUNT OF & & & CURRENT & TOTAL \\
CHARGES & LAST BILL & PAYMENTS & ADJUSTMENTS & CHARGES & AMOUNT \\
DUE BEFORE & \(\$ 2.110 .50\) & \(\$ 550.00\) & \(\$ 200.00\) & \(\$ 265.57\) & \(\$ 2.026 .07\)
\end{tabular}
*幺t* PLEASE NOTE: A 1.5\% LATE PAYMENT CHARGE HILL APPLY
*\#\#\#

NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED EY ** ON YOUR BILL WILL NOf RESULT IN AN INTERRUPTION OF LOCAL SERVICE. THE AMOUNT OF REGULATED CHARGES MAY BE OBTAINED BY CALLING 780-2800.
\begin{tabular}{lll} 
& BILLING QUESTIONS & TO PLACE AN ORDER \\
& \(780-2800\) & \(780-2800\) \\
SOUTHERN BELL & 78172 & \(1-800-753-8172\)
\end{tabular}

NUMBERS FOR OTHER COMPANIES ARE LISTED HITH THEIR CHARGES.
****** PLEASE FOLD TEAR HERE AND RETURN THIS PORTION HITH YOUR PAYMENT ******* PLEASE MAKE CHECK PAYABLE TO SOUTHERN BELL IN U.S.FUNDS. CURRENT CHARGES PAST DUE TOTAL
OUE BEFORE AMOUNT AMOUNT OU JUN 24 \$1,760.50
\$2.026.07
AMOUNT JUN 2, 1993
6460457 s1,760.50

PAID
xXX 866

```

SOUTHERN BELL
ACCOUNT NUMBER:
OTHER CHARGES AND GREDITS (CONTINUED)
12. INTEREST APPLIED TO CREDIT FOR SERVICE(S)
REMOVED AT YOUR REQUEST
FROM APR 13 90 THRU SEP 21 92 (\$.08/MO)
2.34-
JUL 13 92 SO 2RET605152
CREDIT FOR SERVICE(S) REMOVED AT YOUR REQUEST
FROM APR 13 90 THRU SEP 2192
13. EATPA CALL FORHARDING ($2.00/MO)
58.60-
    JUL 13 92 SO - 2RBT606952
14. INTEREST APPLIED TO CREDIT FOR SERVICE(S)
        REMOVED AT YOUR REQUEST
        FROM APR 13 90 THRU SEP 21 92 ($.31/MO)
9.08-
JUL 1392 SO 2RBT607152
GREDIT FOR SERVICE(S) REMOVED AT YOUR REQUEST
15. FROM EATPA CALL FORHARDING ($2.00/MO)
    6.73-
    JUI 1392 SO ZRBT608452
16. INTEREST' APPLIED TO CREDIT FOR SERVICE(S)
    REMOVED AT YOUR REQUEST
    FROM JUN 1192 THRU SEP 2192 ($.05/MO) .17-
17. MAY CREDIT FO TOR TAXES OR-RFD SERUICXESS) REMOVED
AT YOUR REQUEST
18. COUNTY GECEIPTS 5.66-
20.
ONE-TIME CHARGE FOR
OF SERVICE
24.00
21. MAY 4 93 SO 2RBJ37910C
21. CHARGE FOR RETURNED CHECK * 66.56

```
\(\begin{array}{llll}\text { 407-575-0662 } & 646 & 0457 \\ \text { JUN 2. } & 1993 \\ \text { PAGE } & & \text { JUP }\end{array}\)
AMOUNT TOTAL




ACCOUNT NUMBER: BILL DATE: 407-575-0662
JUN 2, 1993
PAGE 10

AMOUNT TOTAL
OPTIONAL SERVICES
200. WATSSAVER - SUMMARY
            177 CALLS FOR 568.8 MINUTES S 90.56
    \(\$ 49.50\) MINIMUM SETTLEMENT AMOUNT
    EXCEEDED OY \(\$ 41.06\) SUBTOTAL
                SUBTOTAL . 00
TAXES
4.69
13.05
10.27
1.60
    202. STATE TAX
    202. STATE TAX
    204. FLORIDA GROSS RECEIPTS SURCHARGE
        SOUTHERN BELL CURRENT CHARGES
subtotal
MESSAGES

    PURSUANT TO AN ORDER EY THE FLORIDA PUBLIC SERVICE
    COMMISSION EFFECTIVE JUNE 19193 CUSTOMERS PLACING CREOIT
    CARD, COLLECT OR THIRD PARTY' EILLED CALLS FROM ANY SOUTHERN
    GELL PAY TELEPHONE OR ANY INDEPENDENTLY OWNED PAY TELEPHONE
    IN THE STATE OF FLORIDA MAY GE CHARGED AN ADDITIONAL S. 25 PER
    IN THE STATE OF FLLORIDA MAY GE CHARGED AN ADDITIONAL S
    CALL THIS CHARGE WILL BE APPLIED ON ALL LONG DISTANCE CA
    PLACED WITHIN YOUR SOUTHERN BELL CALLING ZONE. ORA SIMILAR
CHARGE WILL BE PLACED ON CREDIT CARD, COLLECT OR THR PARTY
    GILLED LOCAL CALLS BEGINNING'MARCH 1, 1994.
ITEMIZATION
                                    * * t t t t t t t t
                    IMPORTANT INFORMATION ABOUT YOUR BILL
    THIS ITEMIZED BILL IS 日EING PROVIDED TO YOU FOR YOUR
    INFORMATION. PLEASE REVIEH THIS ITEMIZATION AND GALL US AT
    INFORMATION. ISLEASE REVIEW THIS ITEMIZATION AND CALL US AT
    THE NUMBER LISTED IN THE 'HELPFUL NUMBERS' SECTION OF YOUR
GILL IF YOU HAVE ANY QUESTIONS CONCERING THIS INFORMATION.
```

SOUTHERN BELL
ITEM}\mathrm{ BUSINESS LINE
1 BUSINESS
1 TOUCHSTAR SERVICE - CALLER ID NUMBER
OELIVERY
1 MULTI FEATURE DISCOUNT PLAN CREDIT FOR
TWO FEATURES
4 CALL HAITING
3 ADOITIONAL LISTING
\# ADOITIONAL LISTING ACCESS SYSTEM ACT % % 0.00
SURCHARGE
tOTAL mONTHLY SERVICE
ITEMIZATION (CONTINUED)
ITEM

```
ACCOUNT NUMBER:
                    BILL DATE: \(\begin{aligned} & \text { JUN } \\ & \text { PAGE } 2,1993 \\ & 19\end{aligned}\)
        TOTAL CHARGE
        TOTAL CHARGE
    10.00
        0.75 CR
        5.80
3.60
                            546.35


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\&RATE APPLIED - SEE BACK OF PAGE
AT\&T COMMUNICATIONS
ACCOUNT NUMBER:
BILL DATE: JUNN 2, 1993
AMOUNT TOTAL
DIRECT DIALED CALLS (CONTINUED)
dUE TO A PROCESSING DELAY THIS STATEMENT MAY INCLUDE
CHARGES FOR SOME AT\&T LONG DISTANCE CALLS THAT HAVE
NOT BEEN PREVIOUSLY BILLED. IF YOU SUBSCRIBE TO AN
AT\&T SAVINGS OPTION, YOUR DISCOUNTS HAVE BEEN
CORRECTLY APPLIED.
IF NEEDED PAYMENT ARRANGEMENTS WILL GLADLY BE
EXTENDED BY SOUTHERN BELL.
THE PROBLEM HAS 日EEN IDENTIFIED AND CORRECTED.
WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY HAVE
CAUSED YOU. IF YOU HAVE ANY QUESTIONS, PLEASE CALL
1-800-222-0̇300 FOR RESIDENCE, OR 1-800́-325-0138
FOR BUSINESS.
TAXES
SM. FEDERAL TAX
57. COUNTY TAX
SUETOTAL
AT\&T CURRENT CHARGES
58. FLORIDA GROSS RECEIPTS SURCHARGE
HELPFUL NUMBERS FOR AT\&T
日ILLING QUESTIONS AT, 1-800-325-0138
TO PLACE AN ORDER 1-800-222-0400
MESSAGES
***********
MOVING? ADDING LOCATIONS? NEED ADVICE ON LONG DISTANCE
SERVICEE? CALL AT\&T ON 1 800 222-0400.
THIS PORTION OF YOUR EILL IS PROVIDED AS A SERVICE TO AT\&T. THERE IS NO CONNECTION BETWEEN
SOUTHERN BELL AND AT\&T. YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE
GALLS WHILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM SOUTHERN BELL.

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407-575-0662 646 EILL DATE 07-02-93 FINAL EXCH JUP 407-575-0662 646 SE 66
 JUPITER,FL FL 33478
 8US ASSOC 7444359 OS a SAME ADORESS F743-9774 \& DIF NAMF744-6359

FNL BILL AMT
0.00



:m flease note: A \({ }^{1.5 \%}\) ANY UNPAID PAYMENTCHCE ASGE WILL AEPLY
NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCGNTINUANCE

WILL NOT RESUT IN NN INTERRUYION OF LOCAL SERVICEI
AMONOF REGLATED CHARGES MAY OETAINED BY CALEING




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SOUTHERN BELL
ACCOUNT NUMEER:
407-575-p66} 646 0457
AMOUNT TOTAL
MONTHLY SERVICE CHARGES
1. MONTHLYYSERVICE-JUL 2, THRU AUG SECTION FOLLOWING)
4 6 . 3 5
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS
3. MAINTENANCE PLAN(S) +2r
4. EMERGENCY 111 CHARGE. THIS CHARGE IS EILLED ON
5. BEHALF OF PALM BC YNIG COUNTYYGE
3% CALL(S) TO LOCAL DA AT NO CHARGE
17 CALL{SS TO 5OCAL DA AT \$ \$.25 EACH12.50
OTHER CHARGES AND CREDITS
6. {UY3 MONTHLY CREDITORIIOA REFUNO
. AOB MONTHLY CREDIT AS ORDERED BY THE FLORIDA
PUBLIC SERVICE COMMISSION
1.49-

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    7. FROM ESPRA CALL PICKUSEP ($.507mO)
        14.65-
    8. INTEREST APPLIIED TO CREDITT FOR SERVICE(S)
        REMOVED AT YOUR REQUEST' F1 92 ($.07/MO)
    ```

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    9.
    JUL 1392 SO 2RBGO31152
    ```
SOUTHERN BELL ACCOUNT NUMEER： MOT－5 \({ }_{\text {PAGE }}\)
amount totalOTHER CHARGES AND CREDITS（CONTINUED）10．INTEREST APP REMON IO CREDIT FOR SERVICE（S）REMON JUN AT YYUR REQUEST 2192 （ \(\$ .03 / \mathrm{MO}\) ）\({ }^{\circ-}\)
JU 13 32 SO ZRECOZ321511．FROMAPR 13 COHPA CALL WAITING \(\{\$ 2.00 / \mathrm{MO})\)58．60－
12．IUNEREST APPSIED ZRBCO33152 13 COR SERICE（S） REMOVED AT YYOR REOUEST 2192 （\＄．47／MO）13．77－
13．FROM ASR 13 HOUCHSTAR SEC－CALL RETURN（ \(\$ 4.50 / \mathrm{MO}\) ）131．85－
 REMOVED AT Y Y 2192 （S．70／MO） ..... 20．51－
 4．80－
 FROM SEP 22 GZ THRU MAR 193 （ \(\$ .15 / \mathrm{MO}\) ） ..... ．80－



AMOUNT TOTAL
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OIRECT DIALED CALLS (CONTINUED)

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AMOUNT TOTAL




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AT\&T COMMNNICATIONS
ACCOUNT NLNBER:
407-535-0662
646 0457
AMNUNT TOTAL
AT\&T TELEFHONE CALLS CHARGED TO A SOUTHERN BELL CALLING CARD
FOR 407-575-0662
1. JUNTF1 COCOACE CALLED

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FL UMBER CAL 407 : 2 RATE TIME MIN SUBTOTAL
1.07
TOTAL CHARGE FOR ITEMIZED CALLS
```

IMSBLC X TICKET ID $1.878 \mathrm{~L} 20 \quad 12007$ TAX FEDERAL TAX
3: STATE TAX
5. FLORIDA GROSS RECEIPTS SURCHARGE ATGT CURRENT CHARGES
ELFFU NUMBERS FOR AT\&T
BILLING QUESTIONS
$1-800-325-0138$
$1-800-222-440$

```

\section*{MESSAGES}
```

MOVING: ACING LOCATIONS SERVICE? CALL AT\&T ON 1800 ट22-0400.

```

ACCOUNT NUMBER:
407-5
PAGE
AMOUNT TOTAL
.

THIS PORTION OF YOUR BILL IS PROVIDED AS A SERVICE TO AT\&T. THERE IS NO CONNECTION BETWEEN SOUTHERN BELL AND AT\&T: YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE CALLS WHILE STILL RECEIVING YOUR LOCAL TELEPHONE SERVICE FROM SOUTHERN BELL. \(\because R A T E\) APR IED - SEE BACK OOF PAGE

ACCOUNT NUMBER:
BILL DATE: 407-5 \(55-06626460457\)
JUG E,\(\{293\)
AUS
AMOUNT TOTALBILLED ON BEHALF OF ATC LONG DISTANCE
1. JLN 2 COCOA \(\operatorname{FL} 407\) 632-2900 HDC 1208PM 6 CALLING CARD CALLS
2 SATE
2 LN 5 ALPHARETHALED 2. JLN 25 ALPHARETTALLE GA
 1.04 3.21

TOTAL CHARGE FOR ITEMIZED CALLS
3. FEDERAL TAX
5. STATE TAX
3. CONTY TAX
6. FLORIDA GROSS RECEIPTS SURCHARGE OPERATOR ASSISTANCE NETWORK CURRENT CHARGES HELPFU NUMBERS FOR OPERATORASSISTANGE NETWORK

SUBTOTAL SUBTOTAL

上
2.178620 000789

IMSELC X TICKET ID \(1.8_{4} \mathrm{JL} 20 \mathrm{O} 00789\)
-
3.76
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    407-575-06S2 6.4E EILL DATE 08-02-93 LIVE EXCH JUP 407-575-0662 646 SE 6S
    EldZARETH LEISARE DEA

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OAYMENTS ANO ADJUSTMENTS:

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\begin{tabular}{cccccc} 
CURRENT & AMOUNT OF & & & CURRENT & TOTAL \\
CHARGES & LASTEILL & PAYMENTS & ADJUSTMENTS & CHARGES & AMOUNT \\
OUE AEFVRE & \(\$ 925.90\) & \(\$ 570.00\) & \(\$ 0.00\) & \(\$ 174.94\) & \(\$ 530.84\)
\end{tabular}
\%: PLEASE NOTE: A \(1{ }^{1} 5 \%\) LATE PAYMENT CHARGE WILL APPLY
NONPAYHENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED BY EA ON YOUR BILLA AMGUNT OF REGULATEO CHARGES MAY EE OETAINED BY CALLING 780-2800.

 PLEASE MAKE CHECK PAYABLE TO SOUTHERN EELL IN U.S FUNDS


ACCOUNT NLIMBER: EILL DATE:

AMOUNT TOTAL

\section*{MONTHIY SERVICE CHARGES}
1. LATE PAYMENT CHARGE ( \(1.5 \%\) OF UNPATO BALANCE)
2. MONTHLY SERVICE-AUG \(2^{\circ}\) THRU SEP
(FOR OETAIL SEE "ITEMIZATION" SECTION FOLLOWING)
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS
MA INTENANCE PI AN (S) :
EMERGENCY 919 CHARGE. THIS CHARGE IS EILIEO ON SEHALF DF FALM BC UNIC COUNTY
6. DIRECTORY ASSISTANCE (DA) USAGE

DTHER GHARGES AND CREDITS

JU1 \(2189350 \quad\) CRCIX771
\&. ONE - TIME EHARGE FOR CHANGING YOUR LONG DISTANCE
COMPANY TO MCI TELECOMORNICATIONS CORFDRATION
- IF YOUR LONG DI STANCE COMPANY (S) IS INCORRECT CAL YOUR BUSINESS
OFFICE OR GORREGT THIS SYATEMENT
ANO MAT ITHITH YOUR FAYMENT ANO MAIL IT WITH YOUR FAYMENT
ANO MAIL IT WITH YOUR FAYMENT SUETOTAL . 00

\begin{tabular}{|c|}
\hline \multirow[t]{5}{*}{} \\
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\end{tabular}




\section*{SOUTHENN EELL}

ACCOUNT NUMBER: GILL DATE:

AMOUNT TOTAL

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MESSAGES (CONTINUED)

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RECENTLY SOUTHERN BELL CONDUCTED A PERIODIC REVIEW OF ITS
TOUCH-TONE SERVICE BILLING. TOUCH-TONE SERVICE FROVIDES
TONE SIGNALING WHICH MAKKES USING YOUR TELEPHONE AND ANY
TOUCHSTAR SERVICES YOU SUBSCRIEE TO EVEN EASIER TO USE
ADDITIONALLY IT ENAELES YOU TO INTERACT WITH MANY COMPUTER
AND GANKING SERVICES.
THIS REVIEW INDICATED TOUCH-TONE MAY HAVE EEEN PROVIDED TO SOME CUSTOMERS WHO DID NOT REQUEST THE SERVICE AND THEREFORE ARE NOT EEING EILLED FOR IT. EFFECTIVE OCTOEER 1 1993 WE WILL BE OISCONNECTING TOUCHETONE SERVICE FOR ALL EUSTOMERS WHO ARE NOT GEING EILLED FOR IT. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE YOU.
ONCE THIS CHANGE IS MADE IF YOU USE A ROTARY DIAL TELEPHONE, YOU WILL NOT NOTICE ANY GIFFERENCE IN YOUR SERVICE, HOWEVER, IF YOU ARE USING A PUSH EUTTON PHONE YOUR TELEPHONE SERVICE WIL NOT WORK UNLESS IT IS SET ON THE PULSE SETTING IF IF IT HAS ONE (NOT THE TONE SETTING). INSTRUCTIONS FOR ACCESSING FRONT OF YOUR TELEPHONE DIRECTORY FOR FURTHER INFORMATION OR TO SUESCRIEE TO TOUCH-TONE PLEEASE CALL YOUR SERVICE ITEMIZATION

IMPORTANT INFORMATION ABOUT YOUR EILL
THIS ITEMIZED EILL IS EEING PROVIDED TO YOU FOR YOUR
INFORMATION. PLEASE REVIEN THIS ITEMIZATION ANO CALL US AT THE NUMEER LISTED IN THE THELPFUL NUMBERS SECTION OF YOUR GILL IF YOU HAVE ANY QUESTIONS CONCERNING THIS INFORMATION.

ACCOUNT NUMBER
BILL DATE: \(\begin{array}{lll}407-575-0662 & 6460457 \\ \text { AUG } 2,993 \\ \text { PAGE } & 9 U P\end{array}\)

\section*{ITEMIZATION (CONTINUED)}

\section*{ITEM}

1 BUSINESS LINE
1 TOUCHTONE
TOUCHSTAR SERVICE - CALLER ID NUMEER DELIVERY
1 MULTI FEATURE DISCOUNT PLAN GREDIT FOR TWO FEATURES
1 CALL WAITING
3 ADDITIONAL LISTING
TELECOTPUNICATIONS ACCESS SYSTEM ACT SURCHARGE

TOTAL MONTHLY SERVICE


\begin{tabular}{cclccc} 
CURRENT & AMOUNT OF & & & CURRENT & TOTAL \\
CHARGES & LASTEILL & PAYMENTS & ADJUSTMENTS & CHARGES & AMOUNT \\
OUE BERERE & \(\$ 530.84\) & \(\$ 670.00\) & \(\$ 176.86\) & \(\$ 178.00\) & \(\$ 215.70\)
\end{tabular}

NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE
UF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGES ALL OF WHICH ARE IDENTIFIED BY A\# ON YOUR BILL
AILL NOU RESULT IN AN INTERRUPTION OF LCAL SERVICE
\(780-2800\).


NUMEERS FOR OTHER COMPANIES ARE LISTED WITH THEIR CHARGES.
\(\therefore: \%: \%\) PLEASE FOLD TEAR HERE AND RETURN THIS PORTIUN WITH YOUR PAYMENT :

\(\begin{array}{lllll}\text { ACCOUNT NUMBER：} & 407-575-06626460457 \\ \text { BLLL OATE：} & \text { SEP } 2,1993 & \text { JUP }\end{array}\)
```

| CURRENT | AMOUNT DF | PAYMENTS | ADJUSTMENTS | CURRENT CHARGES | TOTAL amount |
| :---: | :---: | :---: | :---: | :---: | :---: |
| OUE GEFORE |  |  |  |  | OUE |
| SEF 25 | 3530.84 | \＄670．00 | 5176.86 | \＄178．00 | \＄215．70 |

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:%:% PLEASE NDTE: A 1.5% LATE PAYMENT CHARGE WILL APPLY

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:%:% PLEASE NDTE: A 1.5% LATE PAYMENT CHARGE WILL APPLY
:H%:= TO ANY UNPAID GALANCE AS OF OCT 4.
:H%:= TO ANY UNPAID GALANCE AS OF OCT 4.
NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANGE
UF SERVICE. FAILURE TO PAY UNREGULATED AND GERTAIN OTHER
CHARGES
NILL NOU RESULT IN AN INTERRUPTION OF LLICAL SERVICEGNG
7シリ-2800.
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NUMGERS FOR OTHER COMPANIES ARE LISTED WITH THEIR CHARGES.
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AMOUNT TITTAL


## SOUTHESN BELL <br> ACCIUNT NUMEER: <br> 

AíuUuNt tōtal


ACCOUNT NUIMBER: BILL DATE:

AMOUNT TOTAL






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SOUTHERN OELL
MCGONENMEEF:
M07-575-066 646 0457
    AMOINT TOTAL
OPTIONAL SERVICES
    231. NATSSAVER - SIMMaRy
        219 CALLS FGR 614.5 MINUTES & DO.OS
        CQO50 MINIMLMMETTIEMENT MOONT
        EXEEDEDEY S49.55 ESEOO-:i .ON
TAXES
    232. FEDERAI TAX
    S쥬ᄂ. STATE TAX
    jzद्\: COUNTY TAX
    235: flORIDA GROSS fECEIFTS SURCHERGE
        sguthern sell current charges
        SuSTOTM,
MESSAGESS
                ****,......
    WHEN USING A LONG DISTANCE CARRIER GTHER THAN YOUR PREFEPRES
    IONG DISTANCE CARRIER TO NASE LGNG DISTANEE CAIIS (INEIUCING
    CAIIING CARO COLLECT OR THIRO NINEEE (A:IS) ORTNHEN USING
    CERTAIN GTHER PROYIDERS OF SETECOHMINNIGATIONS SERVICESGO
    YOLI ARE QUTHORIZING THAT CARRIER OR PROUIDEF ES EIEL AND
    GOLIECT FGR THE C&LLS THAT YOLIP:ACED OVER ITS NETWOR:.
    LIPON REQUEST SOUTHERN EEUS PROYIDES YOUR EIU'ING NANE AND
    ADORESS TO THOSE SONG OISTANCE CARRIERS OR OTAER FRGYIDEFS
    OF TELECOMMUNICATIONS SERVICES GOR LSE IN EIGLENG YOHIR
    CALLS
ItEMİATjON
IMPORT:NT IMFGRMOION NEOU VOUR E:UL
SOMTHERN EELL
LCCOUN: NUMEER:
la7-575-0662 646,0457
ITEMIZATION (CONTINUED)
THIS ITEMIZED EILI IS EEING DROMISED TO VOH FOR YOMR
    INFORMATION. PIEASERENSEW HIS ITEMGOATON ANO CALL US AT
    THE NUMGEA IISTED IN THE NHELPFIU NUMEEES'SECTIDN OF YOUR
    EIL: IF YOU HA:E ANY OIJESTONS GONCERNING THISSNFOR:AATION.
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        TOTAL MONTHLY SER\ICE
        5こ?ここう
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# 407-575-0662646 BILL DATE 11-02-93 LIVE EXCH JUP 407-575-0662646 SE 

# ELIZABETH LEGARE DBa 


429.90
$9553{ }^{\circ} 159 T H$ CT
JUPITER,FL FL 33478

CI: 205 SO LIZ LEGARE R7439774*TRT LIZ ONLY SM NO*PR LARK

FNL BILL AMT
0.00

LAST 日ILL $\quad$ PAYMENT INFO: BATCH. $32080^{\circ}$ TOT PMTS PYMT DATE 931020 PYMT POST DATE $931021^{\circ}$ PYMT AMT $\quad 215.70 .62$

**** PLEASE NOTE: A $1.5 \%$ LATE PAYMENT CHARGE WILL APPLY **** TO ANY UNPAID BALANCE AS OF DEC 3.
NONPAYMENT OF REGULATED CHARGES MAY RESULT IN OI SCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER CHARGES ALL OF WHICH ARE IDENTIFIED EY ** ON YOUR BILL WILL NÓ RESULT IN AN INERRUPTION OF LOCAL SERVICE TR AMOUNT OF REGULATED CHARGES MAY GE OBTAINED BY CALLING 780-2800.

SOUTHERN BELL 980LING QUESTIONS OUTSIDE FLORID

TO PLACE AN ORDER
****** PLEASE FOLD TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT *******







```
SOUTHERN GELL
AACOUNT NIMEER: 407-575-0662
    AMOUNT TOTAL
OPTIONAL SERVICES
SUMMARY
    186 CALLS FOR 511.4 MINUTES $ 82.73
    $49.50 MINIMUM SETTLEMENT AMOUNT
    EXCEEDED BY $33.23 SUBTOTAL
        .00
TAXES
    201%. FEDERAL TAX
        14.24
        SUTOTAL 1.46
        fLORIDA GROSS RECEIPTS SURCHARGE
        sugtotal
ITEMIZATION
                    *#########
                            IMPORTANT INFORMATION ABOUT YOUR BILL
```



```
    INFORMATION. PLEASE REVIFW THIS ITEMIZATON AND CALL US AT
    :THE NUMEER LISTED IN THE HELPFUL NUMEERS SECTION OF YOUR
    biLL IF YOU HAVE ANY QUESTIONS CONCERNING THIS INFORMATION.
    ITEM GUSINESS LINE
    TOUCHTONE
        LINE
    TOUCHSTAR SERViCE - CALLER ID NUMBER
        TOTAL CHARGE
        10.80
    1 MULTI FEATURE DISCOUNT PLAN GREDIT FOR
                            0.75CR
    TWO FEATURES
    CALL WAIING 
    ADDITIONAL LISTING
    TELECOMMUNICATIONS ACCESS SYSTEM ACT
        SURCHARGE
SOUTHERN BELL
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ACCOUNT NUMBER: BILL DATE: NOV-575-0662 PAGE

543:85

407-575-0662 6.46 GILL RATE 12-02-93 LIUE EXCH JLF 407-575-06.52 646 SE O6,
ELIZNEETH !EGARE DEA
A E VNLIMITED
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IUPITER,FL FL 3 3478





FNL EILL AMT
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SOUTHERN EE:-
$\begin{array}{lll}\therefore C C O U N T \\ \text { NUMEER: } & 407-575-0662 & \text { GLE } 0457 \\ \text { GILL DATE: } & \text { OECE } 2, & 1993\end{array}$

| CUREENT CHORGES | $\begin{aligned} & \text { AMOLNT OF } \\ & \text { LAST EILL } \end{aligned}$ | PAYPIENTS | AD.USTMENTS | CURRENT <br> Charges | $\begin{aligned} & \text { TOTAL } \\ & \text { AMOUNT } \end{aligned}$ mivill |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CUE EEFORE DEC 24 | \$429.90 | \$0.00 | \$0.00 | Sicto. 14 | \$590.04 |


NONPGYOENT OF REGIIDIED CHERGES MAY RESULT IN OISCONTINUANCE
GF SERVICE. FAILURE TO PAY UNREGUIATEO ANO CERTAIN OTHER
CHARGESA ALLOF AHICH ARE IDENTIFIEDEY ON ON YOUR EILLRE
MIM NG RESUITAN ON INTERRUPTIDN OF IOCAG SERVICE.
$780-2800$.

##  <br> CUTSIDE FLORIOA GERS FOR OTHER COAPANIES GRE LISTED WITH THEIF CHARGES.

$\because$ PIEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT P:EASE MANE CHEC', PAYAELE TO SOUTHERN EEII IN U. SATVNDS.


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SOUTHEFN EE:
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| CURRENT | 1.1stalil |  |  | CIRFENT <br> CHMRGES |  |
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| CHARGES | L.AST QiS! | FAY:IENTS | ADU:STPENTS | CHARGES | mpouni |
| OEC 24 | S429.90 | \$0.00 | S0.00 | Siso. 14 | \$590.04 |

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NGNFAYMENT OF REGLILDED CHARGES IAAY RESIMT IN DISCONTINUGNCE
OF SERVICE. FAILURE IO PAY UNREGULATEO ANO CERTAIN OTHER
CHARGESLALLOF ONICH ARE IDENTIFIED EY O% ON YOUR EILLRE
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7EO-2800.
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AMOUNT TOTAL

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ACCOUNT NUMEER:
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AMOUNT TOTAL


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IATE APFIIED - SEE gAC: OF PAGE
SOUTHERN EELL ( ACCOUNT NUMEER: L07-575-0662 G46 OL57
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MESSAGES
EFFECIIVE DECEMEER 1 1993 SOUTHERN EE: WILL EEGIN
ELOCKING ACCESS EY LENG DIETANCE CONPANIES TO LCGAL CALLSS
the local exchânge telephone company oniy.
MOST CUSTOMERS WILL NOT EE AFFECTED EY THIS CHANGE HOWEVER,
CUSTOMERS WHO ROUTINELY DIAL THE FIVE DIGIT LONG DISTANCE
COMFANY COOE TO ACEESS A IONG DISTANCE COMPANY MAY EE SENDING
LOCAL AS NEL AS LONG DISTANCE CALLS THRUUGH THE SELECTED
-ONG OISTANCE COMPANY. THIS COULD ALSO SE THE CASE IF YOU
ISE SPEED CAL ING OR OTHER TEIEPHONE EQUIPMENT WHICH USES
PREPROGRAMMED TELEPHONE NUMEERS THAT HAVE BEEN PROGRAMMED
WITH THE EIVE DIGIT CODE TO GCGESS $A$ LONG DISTANCE CARRIER.
IF THIS IS THE CASE YOU MUST REPROGRAM YOUR TELEPHONE
EQUIPMENT TO ALLOW COCAL CALIS TO EE HANDLED, IN THE
AUJIGGRIZED MANNER, EY SOUTHERN SELL.
ITEHIZATION
$\therefore$ 为: :

IMPORTANT INFQR̈:ATION AROUT YOUR EILL
THIS ITEMIIZED EIU IS EEING PROVIDED TO YOU FOR YOUR
INFDRMATION. PLEASE REVIEH THISITENIIATION AND CAG US AT
INFDNMATEER IISTED IN THE :HEIPFUL NUTBERS SENTION OF YOUR
EILL IF YOU HAVE DNY QUESTIONS CONCERNING THIS INFORMATION.


SOUTHERN EELL

ITEMIZATION (CONTINUED) 3 ADDITIONAL IISIING TELECOMMUNIEATIONS ACCESS SYSTEM ACT
SURCHARGE

TOTAL MONTHLY SERVICE

ACCOUNT NUMSER:
EIIL DATE:
$\begin{array}{lcc}407-575-0662 & 646 & 0457 \\ \text { DEC } & 2995 & 115 P \\ \text { PAGE } & 8 & \\ & & \end{array}$
:RATE $A P P L I E D ~-~ S E E ~ E A C K ~ O F ~ P A G E ~$
: 07-575-0662 646 EILL DATE 01-02-94 LIVE EXCH JUP 407.-575-0662 346 SE 66
 $955^{2}$ UNLIMITED

JUPITER,FL FL 33478


ILC 70076
LAST ETLL

| CURRENT | AMOUNT OF |  |  | CURRENT | TOTAL |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CHARGES | LAST BILL | PAYMENTS | ADJUSTMENTS | CHARGES | AMOUNT |
| OUE REFORE | $\$ 590.04$ | $\$ 429.90$ | $\$ 0.00$ | $\$ 254.72$ | $\$ 444.86$ |


NONPAYMENT OF REGULATEO CHARGES MAY RESULT IN DISCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGES ALL OF WHICH ARE IDENTIFIED BY AH ON YOUR GILL
AMOUNT OF REGULATED CHARGES MAY BE OBTAINED EY GALEING
$780-2800$.


| CURRENT | AMMUNT OF |  |  | CURRENT | TOTAL |
| :---: | :---: | :---: | :---: | :---: | :---: |
| CHARGES | LAST BILL | PAYMENTS | ADJUSTMENTS | CHARGES | AMOUNT |
| OUE EEFFRE | $\$ 590.04$ | $\$ 429.90$ | $\$ 0.00$ | $\$ 254.72$ | $\$ 444.86$ |

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%%* PLEASE NOTE: A 1.5% LATE PAYMENT CHARGE WILL APPLY
Ht%:
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NONPAYMENT OF REGULATED CHARGES MAY RESULT IN OISCONTINUANCE
OF SERVICE FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGES ALL OF WHICH ARE IDENTIFIED BY $\approx+$ ON YOUR BILL
WILL NOf RESULT IN AN INTERRUPTION OF LOCAL SERVICE T T
AMOUNT OF REGULATED CHARGES MAY BE OBTAINED BY CALLING
$780=2800$.







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SOUTHERN RELL
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ACCOUNT NUMEER: BILL DATE:
$\begin{array}{llll}407-575-0.062 & 646 & 0457 \\ \text { JAN } 2, & 19994 \\ \text { PAGE } & & & \\ \text { JUP }\end{array}$
AMOUNT TOTAL

## OIRECT OIALED CALLS (CONTINUED)



*ッ* 216 \#\#*



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SOUTHERN EELL
ACCOUNT NUMEER:
lol
    AMOUNT TOTAL
TAXES
226. FEDERAL TAX
{}%. FEDERAL TAX
}}%: COUNTY TAX 
}{\mp@code{0: COUNTY TAX }
    SQUTHERN BELL CURRENT CHARGES
ITEMIZATION
```



```
IMPORTANT INFORMATION ABOUT YOUR EILL
WE VALUE YOU AS A CUSTOMER AND WANT YOU TO BE COMPLETELY
SATISFIED WITH THE ACCURACY OF YOUR MONTHLY GILL.
THEREFORE WE ARE PROVIDING YOU WITH MORE INFORMATION AEOUT
YOUR MONTFLY SERVICE BILLING.E WE HAVE LISTED EACH OF THE 
YQUR MONTHLY SERVICE BILLING. WE HAVE LOISTED EACH OF THE 
YGUR EILL. THIS INFORMATION WILLL EE PROVIDED ON EACH MONTH'S
BILL. PLEASE REVIEW THIS INFORMATION CAREFULLY TO ENSURE
that you are oeing ailled correctly.
if you have any questions about the services you are
RECEIVING PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT THE
```



```
{ ITEM
TOUCH-TONE SERVICE - CALLER ID NUMEER
DELIVERY
{ MMLII fEATURE CREDIT FOR TWO FEATURES
1 CALL WAITING
3 ADDITIONAL LISTING
TELECOMMUNICATIONS ACCESS SYSTEM ACT
AMOUNT
suetotal
                                    TOTAL CHARGE
BILL DATE: MAN: JAGE 2, 1094

ELIZABETH LEGARE DBA
A5S3 B HNTIMITED CT N
JUPITER,FL FL 33478


\begin{tabular}{|c|c|c|c|c|}
\hline & AMOUNT OF LAST EILI & & & \begin{tabular}{l}
CURRENT \\
CHARGES
\end{tabular} \\
\hline \begin{tabular}{l}
CHARGES \\
DUE BEFDRE
\end{tabular} & LAST BILL & PAYMENTS & ADJUSTMENTS & CHARGES \\
\hline  & \(\$ 414.86\) YOUR BILL & CONTANO & UNPADO & \[
5314.478
\] \\
\hline
\end{tabular}
*** YOUR SERVICE MAY BE INTERRUPTED WITHOUT FURTHER NOTICE UNLESS YOU MAKE SATISFACTORY PAYMENT ARRANGEMENTS IMMEDIATELY FOR YOUR REGULATED SERVICES. \(\$ H Z A\) PLEASE NOTE: A \(1.5 Z\) LATE PAYMEN CHARGE WILL APPLY **** TO ANY UNPAID baLANCE AS OF MAR 3.

\section*{\(\begin{array}{lll} & \text { BTULING QUESTIONS } & \text { TO PLACE AN ORDER } \\ \text { SOUTHERN BELL } & 780-28003-8172 & 780-2800 \\ \text { OUTSIDE FLORIDA } & 9-800-753-8172\end{array}\)}

NUMEERS FOR OTHER COMPANIES ARE LISTED WITH THEIR CHARGES.


NONPAYMENT OF REGULATED CHARGES MAY RESULT IN OISCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGES ALL OF WHICH ARE IDENTIFIED BY ZA ON YOUR BILL
WILL NOT RESULT IN AN INTERRUTION OF LOCAL SERVICE \(780-2800\).

AMOUNT TOTAL
MONTHLY SERVICE CHARGES
1. LATE PAYMENT CHARGE ( \(1.5 \%\) OF UNPAID BALANCE)
2. MONTHLY SERVICE-FEE 2 THRU MAR
44.65
3. FOR DETAIL SEE ITTEMZATION"' SECTION FOLLOWING)
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS
4. DIRECTORY ADVERTISING ** DIRECTORY NAME:
 subtotal
22.25

\title{
8. \(\left\{\begin{array}{l}\text { SOL MONTHLY CREDIT AS ORDERED BY THE FLORIDA }\end{array}\right.\)
} PUELIC SERVICE COMMISSION. 1.47-


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SOUTHERN EELL

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ACCOUNT NUMBER:
GILL DATE:
\(\begin{array}{lll}407-575-0662 & 6460457 \\ \text { FEGGE } 2, & 1994 \\ \text { PAGE } & \end{array}\)
AMOUNT TOTAL



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\#RATE APPLIED - SEE BACK OF PAGE
SOUTHERN EELL

```

ACCOUNT NUMBER: BILL DATE:


AMOUNT TOTAL
```

OPTIONAL SERVICES
165. WATSSAVER - SUMMARY
156 CALLS FOR 478.5 MINUTES S 76.84
\$49.50 MINIMMM SETTLEMENT AMOUNT
EXCEEDED BY \$27.34
SUGTOTAL
4.42
10.55
9.39
4.52
SUBTOTAL


```
THE TELEPHONE SOLICITATION ACT PROVIDES THAT CONSUMERS MAY REGISTER THEIR TELEPHONE MUMEERS IN A NO SALES SOLICITATION" IST PUQLISHED EY THE FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES, OIIVISION OF CONSUMER SERVICES INTHERE IS ANO \(\$ 5.00\) FOR EVERY YEAR THEREAFTER, WITH CERTAIN
EXEMPTIONS TELEMARKETERS ARE PROHIEITED FROM PLACING A SALES SOLICITATTON CALL TO ANY NUHZER THAT APPEARS ON THE DIVISION'S LIST OR ANY UNLISTED OR UNPU日LISHED TELEPHONE NUMBER.
FOR FURTHER INFORMATION, PLEASE CONTACT:
DIVISION OF CONSUMER SERVICES
```



| SOUTHERN BELL | ACCOUNT NUMBER: | 407-575-0666 6460457 |  |
| :--- | :--- | :--- | :--- |
|  | BILL DATE: | FEB 2,1694 | PAGE |

MESSAGES (CONTIMUED)
PURSUANT TO AN ORDER BY THE FLORIDA PUBLIC SERVICE
COMMISION CUSTOMERS PLACING CREDIT CARD COLLECT OR THIRD
PARTY BILLED CALLS FROM ALL PAY FELEPHONES INCLUDING EOTH
SOUTHERN BELL AND ANY INDEPENDENTLY OWNED PAY TELEPHONE IN
CALL THIS CHARGE BECAME EFFETTIVE LAST YEAR ON ALL LONG
DISTÅNCE CALLS PLACED WITHIN YOUR SOUTHERN BELL CALLING ZONE.
EFFECTIVE MARCH I, 694 THIS CHARGE ALSO APPLIES TO ALL
LOCAL CREDIT CARO, COLLECT OR THIRD PARTY CALLS FROM ALL PAY
TELEPHONES IN THE' STATE OF FLORIDA.
ITEMIZATION
IMPORTANT INFORMATION ABOUT YOUR EILL
THIS ITEMIZED GILL IS EEING PROVIDED TO YOU FOR YOUR INFORMATION. PLEASE REVIEW THIS ITEMIZATION AND CALL US AT THE MMAER LISTED IN THE HELPFUL NUMBERS SECTION OF YOUR BILL IF YOU HAVE ANY QUESTIONS CONCERNING THIS INFORMATION.

```
    ITEM
    1 EUSINESS LINE
    1 TOUCHTTONE SERVICE - CALLER ID NUMBER
            DELIVERY
    1 MULTIPLE FEATURE CREDIT FOR TWO FEATURES
    1 CALL WAITING
    3 ADDITIONAL LISTING
    { TELECOMMNICATIONS ACCESS SYSTEM ACT
        SURCHARGE
```

                                    TOTAL CHARGE
    


| MCI-10222 | ACCOUNT MUMBER: BILL DATE: | $\begin{aligned} & 407-575-06 \\ & \text { FEAE } 2, \\ & \text { FAGE } \end{aligned}$ | $6460457$ |
| :---: | :---: | :---: | :---: |
|  |  | AMOUNT | TOTAL |
| TAXES (CONTINUED) | SUBTOTAL | $\begin{aligned} & 7.31 \\ & 2.44 \\ & 2.43 \end{aligned}$ |  |
|  |  |  |  |
| MCI CURRENT CHARGES |  |  | 115:19 |
| HELPFY MMMEERS FOR MCI $\quad$ B80-2800 |  |  |  |

407-575-0662646 EILL DATE 03-02-94 LIVE EXCH JUP 407-575-0662646 SE
ELIZABETH LEGGARE DEA

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\begin{aligned}
& \text { ELZABETH LEGARE } \\
& \text { O } 5 \text {, GOTIMIED }
\end{aligned}
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9553^{\circ} 159 \mathrm{TH} \text { CT N }
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\text { JUPITER,FL FL } 33478
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\text { NOB } 1 \text { DOI } 8741027 \text { PIC } 222
$$

CI: SO ORS SM ADD 7439774 OBS $\times 305374-8138211$ OS SM ADD ADD N DIF NAM 744-4359\#\#REFER ALL TRT 2 AM MARY JOHNSON P3508402** IC: $500277600174{ }^{0} 0007600000$ WO IND $0 \quad$ FNL BILL AMT 0.00


NONPAYMENT OF REGULATED CHARGES MAY RESULT IN DISCONTINUANCE
OF SERVICE. FAILURE TO PAY UNREGULATED AND CERTAIN OTHER
CHARGES ALL OF WHICH ARE IDENTIFIED EY A* ON YOUR EILL
WILL NO
780-2800.
AMOUNT TOTAL
MONTHLY SERVICE CHARGES
1. LATE PAYMENT CHARGE ( $1.5 \%$ OF UNPAID GALANCE)
2. MONTHLY SERVICE MAR 2 THRU APR
4.67
43.65
2. MONTHLY SERVICEMAR 2 TOOR DETAIL SEE 'ITEMIZATION APR SECTION FOLLOWING)
3. FCC CHARGE FOR INTERSTATE TOLL ACCESS
4. DIRECTORY ADVERTISING *
DIRECTORY NAME:
5. MAINTENANCE'PLAN(S) **
6. EMERGENCY 919 CHARGE. THIS CHARGE IS EILLED ON
5. MAINTENANMI,FL PLAN(S) ** THIS CHARGE IS BILLED ON
7. DEHALF OF PALM EC UNIC COUNTY3443.6723.25
OIRECT OIALED CALLS
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AMOUNT TOTAL
20.252.505. MAINTENANCE PLAN(S) ** THE CHARGE IS EILLED ON-34

    7. DIRECTORY ASSISTANCE (CA) USAGE
     ..... 9.75
7. DIRECTORY
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SUBTOTAL






                Avion Monin ..... 34
    .35
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1.96
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5.59
.14

- 

84.66



IMPORTANT INFORMATION ABOUT YOUR BILL
THIS ITEMIZED EILL IS BEING PROVIDED TO YOU FOR YOUR INFORMATION．PLEASE REVIEW THIS ITEMIZATION AND CALL US AT the number listed in the thelpful numbers section of your EILL IF YOU HAVE ANY QUESTIONS CONCERNING THIS INFORMATION．
1 EUSINESS LINE
TOTAL CHARGE $\begin{array}{r}7.48 \\ 7.50\end{array}$
DELIVERY
1 MUL TIPLE FEATURE CREDIT FOR TWO FEATURES
1 CALL WAITING
3 ADOITIONAL LISTING
TELECOMMLNICATIONS ACCESS SYSTEM ACT
SURCHARGE
TOTAL MONTHLY SERVICE
----543:85




```
AT&T COMMUNICATIONS
                        ACCOUNT NUMEER:
BILL OATE:
                        lun-507-0662 646 0457
                        lol
                        lun-575-0662 646 0457
                                    AMOUNT TOTAL
                            FOR QUESTIONS REGARDING AT&T CHARGES CALL 1-800-325-0138
CALLING CARD CALLSS NCE CALLED NLMMEER CALLED &RATE STIME MTN
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                                    IMSELC X TICKET ID
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TOTAL CHARGE FOR ITEMIZED CALLS
                1.20
TAXES FTEDRAL TAX 
TAXES FEDERAL TAX 
    4: COUNTY TAX
    5: FLORIDA GROSS RECEIPTS SURCHARGE
        AT&T CURRENT CHARGES
                            \ \ .04 
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FOR QUESTIONS ABOUT YOUR LOCAL COMPANY CHARGES PAYMENTS,
OR YOUR ACCOUNT BALANCE THE PLEASE CONTACT YOUR LOCAL
TELEPHONE COMPANYYILT
MESSAGES

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MOVING? ADOING LOCATIONS\?**\#\#\#\#\#\#\#\#
MOVING? ADOING LOCATIONS? NEES ADYICE
THIS PORTION OF YOUR EILL IS PROVIDED AS A SERVICE TO AT\&T. THERE IS NO CONNECTION EETWEEN
SOUTHERN EELL AND AT\&T YOU MAY CHOOSE ANOTHER COMPANY FOR YOUR LONG DISTANCE TELEPHONE
SOUTHERN EELLLAND AT\&T YONG MAY CHOOSE ANOTHHER COMPANY FOR YOMR LOUTHGRN SELLL.
CALLS WHILE STILL RECEIVING YOUR


Fax Cover This is a confidencial massage, intended solely for the person to whom it is addressed. If you receive this message in error, please forward it to the correct person, or mail it back to us. Thank you.

To PUC CONSUMER AFFAIRS DICK DURBAN $313187 T$
Fax No. 800-511.0809
From E Legare
Date/Time 9/20/00 at 8:4 IAM
Subject Phone Service
Pages 4 , including this one

HERE IS A COPY OF BELL SOUTH BILL FOR DOCUSEARCH INTERNATIONAL RESEARCH AND ALSO FOR A\& 8 UNLIMITED

I HAVE OVER AND OVER ASKED WHY MY BILL IS NOT THE BASIC $\$ 29.00$ PLUS CALLER ID OF 7.50 AND CALL WAITING 5.80

WHICH COMES TO 42.30 NOT $\$ 66.04$ A MONTH THAT IS A DIFFERENCE OF $\$ 23.74$

PLUS ADDITIONAL LISTING OF TOTALING $\ddagger 4.80$ A MONTH. ON DOCUSEARCH BILL

A DIFFERENCE OF 28.54 PER MONTH

ON THE A \& B UNLIMITED THEY CHARGED 93.62
ADDITIONAL LISTING OF 600 PER MONTH
ADVERTISING CHARGE OF $\$ 41.00$ PER MONTH
BILL SHOULD HAVE BEEN $\$ 27.40$ PLUS CALL WAITING 5.80 AND 7.50 FOR CALLER ID TOTAL $\$ 4070$ NOT $\$ 93.62$

DIFFERENCE OF 52.92 OVER CHARGE PER MONTH
THE CREDIT THIS IS MONTH THEN IS THE TOTAL THEY CLAIM 15 PAST DUE

ON A \& B UNLIMITED FOR ONLY 36 MONTHS IT MIGHT MORE THE TOTAL CREDIT IS \$ 1905.12
FOR ONE MONTH IN THEIR I WANTED CALL FORWARDING BUT IT DID NOT WORK PROPERLY WITH MY CELL PHONE SO I TOLD THEM TO REMOVE IT AS YOU CAN SEE THEY NEVER DID.
this does not include all the long distance over CHARGES FROM 1990 ON MY PHONES THAT COMES TO AROUND $\$ 3000.00$
I WANT THE 561-575.0662 TURNED BACK ON ASAP NOW
THE CHARGES ARE IN DISPUTE AND THEY TURNED THE PHONE OFF AFTER THE DISPUTE WAS FILE THEY OWE ME BIG time
PER OUR DISCUSSION YESTERDAY
OTHER PHONE NUMBERS INVOLVED ARE 561.743-2366
561.743-9774

THANK YOU
E. LEGARE

Page 2<br>DOCUSEARCH NTL RESEARCH INC Acenunt. Mumber: 561 575-0662 6470450 Bill Period Date: May 2, 2000




## Doc-U-Search,

## Inc

## Facsimile



I NEED YOU TO MAKE SURE THAT ALL MY PHONES ARE BEING BI:LED BY: DI AND FROZEN TOLD

I HE 143.9774743 .2366 HAVE BEEN SWITCHED TO DIFFERENT CARRIERS . AT THIS
TIME I THINK THEY ARE LEI AGAIN.
THIS HAS GOT TO STOP HAPPENING
ALSO : NEED YOU TO ADD 561-747-9187 TO THE LONG DISTANCE LIST.
THIS HAS BEEN GOING ON EVER SINCE THE LONG DISTANCE AREA CODE CHANGES. 1 HAVE FAXED BILLS TO YOUR OFFICE BUT IT DOESNOT SEEM TO BE RESOLVED THE NEXT MONTHS THEIR ARE JUST MORE LONG DISTANCE CARRIERS BILLING ON MY LINE.

B' THE WAY YOU BILL US DIRECTLY SO NO BILLS SHOULD BE ON MY PHONE BILLS
WHO ARE. TELCO
DIAL \& SAVE
BUDGET CALL
BELL SOUTH





Date/Time 03/24/00
Subject Pages Phone:

PHONE SERVICE , including this one
561-575-0662 fax 561-743-2366 email: docusearch@mindspring.com

HERE IS A COPY OF ONE OF THE BILLS THEY HAVE TURNED MY PHONE OFF FOR HAVE ASKED OVER AND OVER AGAIN FOR MY CREDITS FROM 1990 TO 1994 THEY TOTAL OVER A THOUSAND DOLLARS ON JUST THE 561-575-0682.

1 HAVE FAXED CHERLY GATES AT 305-265-9564 THE LDDS INFORMATION IA GETTING TOGETHER THE BILLS FROM 1990 TO 1994.

THEY HAVE AGAIN TURNED OFF MY BUSINESS SERVICE OFF, COSTING ME CUSTOMERS AND MY REPUTATION, AND STRESS.

THEY FIRST IN THE NEW EPISODE CLAIM THEY ARE REPORTING THE INFORMATION TO THE ICOT DEPT WHICH THEY APPARENTLY DO NOT BECAUSE THE PHONE IS AGAIN TURNED OFF. MORE STRESS....


IN THE TIME BELL SOUTH OR SOUTHERN BELL HAS PROVIDED SERVICE I HAVE COMPLAINED MONTHLY IF NOT WEEKly ABOUT STATIC ON THE LINES AND OTHER PHONE LINE PROBLEMS. THEY MAY FIX THEM FOR THE MONMENT BUT THE PROBLEMS REOCCUR.

IN THIS I THINK SHOULD HAVE CREDIT FOR AT LEAST FOUR MONTHS OF SERVICE ON ALL FOUR LINES.

I NEED THE 561-575-0662 TURNED ON ASAP.

From: System Admınıstrator [postmaster@bellsouth.com]
Sent:Wednesday, September 13, 2000 11:02 AM
To:
SStokes@PSC.STATE.FL.US
Subject:
Delivered: Elizabeth Legare (Docusearch International Research, I nc., Request No. 313187 T
Importance:High
Elizabeth Legare(Docusearch $\quad \ll$ Elizabeth Legare (Docusearch International Research, Inc., Request No.
$313187 \mathrm{~T} \gg$ Your message
To: 'patricia.a.godsil@bridge.bellsouth.com'
Cc: Shirley Stokes
Subject: Elizabeth Legare (Docusearch International Research, Inc.,Request No. 313187T
Sent: Wed, 13 Sep 2000 11:03:16-0400
was delivered to the following recipient(s):
Godsil, Patricia A on Wed, 13 Sep 2000 11:01:36-0400
MSEXCH:MSExchangeMTA:BLS01:BLSMSGPRV03

From:
Sent:
To:
Cc:
Subject:
Importance:

Shirley Stokes
Wednesday, September 13, 2000 11:03 AM
'patricia.a.godsil@bridge.bellsouth.com'
Shirley Stokes
Elizabeth Legare (Docusearch International Research, Inc., Request No. 313187T
High

Please provide me with a complete breakdown of each of the following accounts, including names (name changes, if applicable), debits, credits, connection dates, service addresses, and any other information related to this complaint by September 20, 2000. The customer identified the disputed period of 1990 through 1994.

561-575-0662
561/743-9774
561/743-2366
561/747-9187

Thanks.

## State of Florida



# 解ublir Service Commission 

September 11, 2000

Ms. Elizabeth Legare
9553-159th Court, North
Jupiter, Florida 33478
RE: FPSC Request No. 313187T
Informal Conference
Dear Ms. Legare:
Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc., (BellSouth).

You and BellSouth agreed to have a telephone informal conference on September 27, 2000, at $10 \mathrm{a} . \mathrm{m}$. You also confirmed your contact telephone number for the conference is 561-575-0662.

We wish to emphasize that this process is informal and that the PSC's staff will only act as a mediator of the parties' discussion. We hope that during the informal conference, both sides reach a fair settlement. If a settlement occurs, the parties avoid expenses and time of litigation before the agency. We have provided the company with a Settlement Agreement Form. We have also attached a copy of the Florida Administrative Code Rule 25-22.032, Customer Complaints, for your review.

We hope this information is helpful. If you have any questions, please contact Ms. Shirley Stokes at our toll-free telephone number 1-800-342-3552 or at her direct line 1-850-413-6125.


[^9]

* You can review and pay your business bill at *
* Www.smlbiz.beilsouth.com on the world wide web *
* To view or pay your residence bill, you can go to *
* WW.bellsouth.com/blsc on the world wide web

**** PLEASE FOLD, TEAR HERE AND RETURN THIS PORTION WITH YOUR PAYMENT. *****
'lease make check payable to BellSouth in U.S. funds.


| 561 | $575-0662$ | 647 | 0450 |
| :--- | :--- | :--- | :--- |
| Aug 23, 2000 |  |  |  |
| MT | B66 | E001577 |  |

Check here if correspondence included.

## Inilluillurlullumilntila \#000218

P. 0. BOX 33009

DOCUSEARCH INTL
CHARLOTTE NC
28243-0001

## RESEARCH INC

9553 159 TH CT N
JUP FL 33478-9342


```
BEARCH INTL
$RCH INC
    159TH CT N
        FL 33478
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teiephone service may be interrupted unless payment of your ated charges in the amount of S\#\#UREG\#unregulatedeceived by T 31, 2000. The total amount of your bill is $\$ 832.14$.
service will not be interrupted for failure to pay unreguiated es, such as charges for maintenance plans, directory advertising, ess or cellular services or charges associated with 900 or 976 . However, further steps may be taken by BellSouth and the der of the service to collect unregulated charges not paid by ue date. Any unpald charges billed on behalf of another service der may result in interruption of that service, reconnection 3 , or further collection action by that service provider.
ir telephone service is interrupted for non-payment of reguisted 35 a restoration of service charge will apply and a new or onal deposit may also be requested. This is the only written cation you will receive. You may not be called. In addition, ir notice may not be given before discontinuing service if a is dishonored.

Ue you as a customer and hope that you can help us avold this by sending your payment today. If you have paid your blli since otice was prepared, please accept our thanks and disregard this

DOCUSEARCH INTL Account Number: 561 575-0662 6470450 Date:

Aug 23, 2000

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ou have any questions, please call 780-2187 from
de the local area or, 1 800 285-4420 if dialing
    outside the local area.
```

int Representative


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S=FAX SENT
I =POLL IN(FAX RECEIVED)
O=POLLED OUT (FAX SENT)
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-O PRINT THIS REPORT AUTOMATICALLY, SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU. -O PRINT MANUALLY. PRESS THE REPORT/SPACE BUTTON. THEN PRESS ENTER.

## State of Florida



## 

## FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry \# 313187T
DATE:
August 4, 2000
то: Pat Godsil
OFFICE/BUSINESS: BellSouth Telecommunications
FAX NUMBER: $\qquad$ (305) 350-9091

FROM: DIVISION OF CONSUMER AFFAIRS
FAX NUMBER: (850) 413-7168
TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: $\qquad$

NUMBER OF PAGES, INCLUDING THIS COVER SHEET: $\qquad$ 4


## FLORIDA PUBLIC SERVICE COMMISSIO INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number: $313187 T$
Customer's Name:_Ms. Elizabeth Legare (Docusearch International Research, Inc.
Authorized Representative: $\qquad$
Address: $\qquad$
Telephone Number: (Voice) 56/-575-0dda2
(Fax) A/ 人
E-mail address (if any): $\qquad$
-



Please provide a suggested resolution or the relief sought. phon on v Poet once s.


NCTICE: This form must be postmarked by 07-29-00 Failure to provide this information may result in denial of the informal conference request.

PSC/CAF FOIM X (09/99)

Ms. Elizabeth Legare

## Page 2

July 14, 2000

We hope this information is helpful to you. If you have any questions, please contact me at our toll-free telephone number 1-800-342-3552 or at my direct line 1-850-413-6119. As I previously stated, the form must be completed and returned to us within 15 days.

Sincerely,


Leroy A. Rasberry, Chief
Bureau of Complaint Resolution
Division of Consumer Affairs
LAR:sas

## Enclosure

## PSC/CAF Form X

c: BellSouth Telecommunications, Inc.


# \}尹ublic $\mathfrak{b}$ erbict $\mathbb{C}$ Commission 

July 14, 2000


CERTIFIED AND REGULAR MAIL
Ms. Elizabeth Legare
Docusearch International Research, Ing/
4521 PJ Boulevard, Suite 112
Palm Beach Gardens, FL 33418

## RE: Informal Conference Request <br> FPSC Request No. 313187T



Dear Ms. Legare:
Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. We appreciate the opportunity to help you.

In compliance with the Florida Administrative Code (FAC) 25-22.032(8), you must complete the attached PSC/CAF Form X, and return it to the Commission within 15 days from the date of this letter. If the completed form is not postmarked by July 29, 2000, your informal conference request will be denied.

Upon receipt of the completed form, the Director of the Division of Consumer Affairs will review the statements to determine if an informal conference should be granted or not. If so, a staff member will follow up with you. If the informal conference request is denied based on a finding that the complaint states no basis upon which relief may be granted, a recommendation will be made to the Commission to dismiss the complaint. You will be notified in writing about this decision.


# \} 

July 14, 2000

## CERTIFIED AND REGULAR MAIL

Ms. Elizabeth Legare<br>Docusearch International Research, Inc.<br>4521 PJ Boulevard, Suite 112<br>Palm Beach Gardens, FL 33418<br>\section*{RE: Informal Conference Request}<br>FPSC Request No. 313187T

Dear Ms. Legare:
Thank you for contacting the Florida Public Service Commission (PSC) about BellSouth Telecommunications, Inc. We appreciate the opportunity to help you.

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Ms. Elizabeth Legare

## Page 2

July 14, 2000

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Sincerely,
deny a. Radeny

Leroy A. Rasberry, Chief
Bureau of Complaint Resolution
Division of Consumer Affairs

LAR:sas

## Enclosure

## PSC/CAF Form X

c: BellSouth Telecommunications, Inc.

## FLORIDA PUBLIC SERVICE COMMISSION.INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number:_313187T
Customer's Name:_Ms. Elizabeth Legare (Docusearch International Research, Inc.
Authorized Representative: $\qquad$
Address: $\qquad$
Telephone Number: (Voice) (Fax)

E-mail address (if any):

Please address the following statements using additional pages if necessary.
Please identify the issues to be resolved. $\qquad$

Please describe the facts that are in dispute.

Please identify the dollar amount in dispute.
?lease provide a suggested resolution or the relief sought. $\qquad$

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VOTICE: This form must be postmarked by 07-29-00 Failure to provide this
information may result in denial of the informal conference request.
3SC/CAF Form X (09/99)
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Fax Cover This is a confidential message, intended solely for the person to whom it is addressed. If you receive this message in error, please forward it to the correct person, or mail it back to us. Thank you.
To PUC CONSUMER AFFAIRS BEVERLEEY DEMELLO
Fax No. ..... 800-511.0809
From ELIZABETH LEGARE
Date/Time $7 / 10 / 00$ at 11:36AM
Subject INFORMAL CONFERENCE
Pages 12, including this one
PHONE ..... 561-575-0662
I WOULD LIKE AN INFORMAL CONFERENGE WITH BELL SOUTHAND THE PUC. CASE NUMBER 304206T/3/3187T

THANK YOU,

HP OfficeJet
Personal Printer/Fax/Copier


## State of Florida

Commussioners:
Joe Garcia, Chairman
J. Terry Deason

Susan F. Clark
E. LEON JACOBS, JR.

Llla A. Jaber


## 鲃ublic ${ }^{\text {Brervice }} \mathbb{C}$ Commission

## FACSIMILE TRANSMITTAL COVER SHEET

DATE:

$$
7-17-00
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FAX NUMBER: $\qquad$

FROM: DIVISION OF CONSUMER AFFAIRS
FAX NUMBER: (850) 413-7168
TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: $\qquad$

NUMBER OF PAGES, INCLUDING THIS COVER SHEET:


## State of Florida



# Flublic $\mathfrak{B}$ erbice Commisssion 

July 14, 2000

## CERTIFIED AND REGULAR MAIL

Ms. Elizabeth Legare<br>Docusearch International Research, Inc.<br>4521 PJ Boulevard, Suite 112<br>Palm Beach Gardens, FL 33418<br>\section*{RE: Informal Conference Request<br><br>FPSC Request No. 313187T}

Dear Ms. Legare:
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Upon receipt of the completed form, the Director of the Division of Consumer Affairs will review the statements to determine if an informal conference should be granted or not. If so, a staff member will follow up with you. If the informal conference request is denied based on a finding that the complaint states no basis upon which relief may be granted, a recommendation will be made to the Commission to dismiss the complaint. You will be notified in writing about this decision.

## Ms. Elizabeth Legare

## Page 2

July 14, 2000

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Sincerely,

# Lever A. Rubbery 

Leroy A. Rasberry, Chief
Bureau of Complaint Resolution
Division of Consumer Affairs

LAR:sas

Enclosure
PSC/CAF Form X
c: BellSouth Telecommunications, Inc.

## FLORIDA PUBLIC SERVICE COMMISSION INFORMAL CONFERENCE REQUEST FORM

FPSC Compliant Number: _313187T
Customer's Name:_Ms. Elizabeth Legare (Docusearch International Research, Inc.
Authorized Representative: $\qquad$
Address: $\qquad$
Telephone Number: (Voice) (Fax)

E-mail address (if any):

Please address the following statements using additional pages if necessary.
Please identify the issues to be resolved.
$\qquad$

Please describe the facts that are in dispute. $\qquad$

Please identify the dollar amount in dispute. $\qquad$

Please provide a suggested resolution or the relief sought.

NOTICE: This form must be postmarked by 07-29-00 Failure to provide this information may result in denial of the informal conference request.

PSC/CAF Form X (09/99)Fax Cover This is a confidential message, intended solely for the person to whomit is addressed. If you receive this message in error, please forward itto the correct person, or mail it back to us. Thank you.
To PUC CONSUMER AFFAIRS BEVERLEEY DEMELLO
Fax No. 800.511.0809
From ..... ELIZABETH LEGARE
Date/Time 7/10/00 at 11:36AM
Subject INFORMAL CONFERENCE
Pages 12. including this one
PHONE ..... 561-575-0662
I WOULD LIKE AN INFORMAL CONFERENCE WITH BELL SOUTH AND THE PUC. CASE NUMBER 304206T 313187 T

THANK YOU.

## E. LEGARE




COMPANY NAME cro dea
staEet
CITY, QTATE, ZIP, OTTY LIMITE, MUN. BILLING OOHYAOT PHYEICAL CONTACT
PHONE 4


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## 3anats




# Mar-06-96 09:52A BUSINFSS ADV./LDI 



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$\square$ month to month one year agreement
Two year agreement

DOMESTIC OUTBOUND RATE
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DOMESTIC: INBOUND RATE
800 SERVICE: $\qquad$ 888 SERVICE: $\qquad$

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PP4S3 PLAN \& SCHISDLE 3 DOMESTIC USAGE PRIMARILY
$\square$ P4S3/470 TRUE VALUE AWARDS PROGRAM "6 Free Months"
domestic inbound and outbound $\$ 0.169$
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Country 1: $\qquad$ Rate: $\qquad$ Country 2: $\qquad$ Rate: $\qquad$
Country 3: $\qquad$ Rate: $\qquad$ Country 4: $\qquad$ Rate: $\qquad$

OTHER:
REASON:

$\frac{3 / 690}{D A E B}$

MANAGER SIGNATURE-


BILLING ADDRESS AND PHONE NUMBER ON YOUR LOCAL PHONE BILL


I appoint Long Distance Intemational (LDI) as my primary long distance carrier, to act as my agent in att matters relating to long distance service on the te'ephons lines indicated. I do understand that there may be a nominal charge 'rom my local telephone company to switch my service. Services provided under this agreement are under the customer agreement and conditions whish are staled on the revere aide.




NationaleTel
The Busindod of Commaniciliond
6363 NW Gith Way, Suite 1000
Fl. Luuderdele. Floride 33309

DATE: $\qquad$
TO: $\qquad$ Betty
TELEPHONE \# $\qquad$ 407-632-2000
FAX $\qquad$ 407-631-0371

FROM: $\qquad$ STUART ZUCKERMAN

TELEPHONE \# (954)491.9300 or 1-800-881.8880 ext 115
FAX 先 (954) 491.9520 or (800) 881.9302
TIME: $\qquad$ $12: 30$ \# OF PAOES $\qquad$ 2
comments: Asper oun convensation. Dased ofon youe L.D. being suo on mone this is what we cow do:

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 begentina-56
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## Nationalolel

## LETTER OF AUTHORIZATION APPOINTMENT OF RESPONSIBLE ORGANIZATION

The undersigned 800／888 number holder（the＂Holder＂）docs hereby appoint National Telecommunications，Inc．（＂NATIONAL，＂）as the Responsible（Otganizalion（＂RESP ORG＂）for the following 800／888 numbers：（Please print large \＆clearly inink）

## 888－288－4100

Requested date and time for RESP ORG changes： $\qquad$
$\qquad$
（＇lis date cannot precede the industry effective date for 800 pot lability implementation （scheduled for $5 / 1 / 93$ ）and is subject to coordination between the service providers and to the Holder＇s satisfactory termination of its business relationship with its current RESP ORG provider）．Holder＇s account numbers）with current NFL01 for the $800 / 888$ numbers listed above：

Print Holder＇s Name $X$ DOCU SeaRCh InTernational，INC By：$X \in K$ hogore＇
Title：


Date：$\times 12-17-46$
Address：


1996 National Tel
Phone Number $56 /-743-2366$



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| $\square$ Additional Reports <br> －Area Code Summary | $\square$ Country Code Summary | －Summary by Time of Day |
| －Summary by Day of Month | nth $\mathbf{2 5}$ Longest Calls | － 25 Most Frequent Calls |

## Bill Provider

［］Telco Billing

| Billing Media |  |  |
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| Additiona | nation： |  |

## International Ptan Information

Monthly Charge：\＄10／region／month
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$\square$ Asia／Pacific
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－Caribbean
Latin America
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S3／nbound Number／Month Toll Free Number

－Additional Form Attached－List additional lines on Supplement ANI Attachment
Origination：
PInterstate
Matrastate
－Canada
－Area Code Blocking：$\$ 25$ installation（Atrach list）
－Advanced 800 Routing Features： $\mathbf{\$ 2 5}$ installation（form required）


 －Customer agrees to the contract minimum indicated above and agrees to abide by the provisions of the Term Agreement set forth on the reverse side of this form．
Rate： 0875

## Cusomer Authorization

The undersignod customer hereby appoints Teko Commurications Group，Inc．as its primary long distance carrier and to act as its agent in all matrers relating to the provision of inbound and／or outbound long distance services to the curtomer．The customer understand and agrees that all Teloo servicess are provided under the general terms and conditions of service set forth in the applicable Telco federal and state tarifss and the terms and conditions set forth on the reverse side of this for and verifies that the above information is correct．

## Name

（Please Print）Title Date $\qquad$ 14 $1 \check{2} 2$

FAX TRANSMITTAL

561.743 .2366
from: Bonnie
DATE: 1/9/99

THE FAX YOW HAVE JUST RECEIVED SHOUlD DE $\qquad$ PAGE (s).信

If You have not received all of the page (S), or the comes vow have received are not clear. please call (561) 347-0033. return fax MUMER IS (S61) 547-1307
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To:
Subject:
kiawah@minespring.com
ALEC List

From the computer of Kate Smith
I got your voice message this morning. I'm sorry, but the list of alternate phone companies is over 70 pages long. We certify companies for the state of Florida and not specific geographical areas so there is not way to pick out the ones that could be offering services in your area.

You could check the yellow pages in your telephone directory under the heading, "Telephone Companies." There should be several listed there.

I hope this helps.
Kate Smith
ksmith@psc.state.fl.us

| DATE | RIME | REMOTE FAX NAME AND NUMBER | DURATION | PG RESULT | $0.02: 05$ | 3 |
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$S=F A X$ SENT
$I=P O L L$ IN(FAX RECEIVED)
O=POLLED OUT (FAX SENT)
-O PRINT THIS REPORT AUTOMATICALLY. SELECT AUTOMATIC REPORTS IN THE SETTINGS MENU.
-O PRINT MANUALLY. PRESS THE REPORT/SPACE BUTTON. THEN PRESS ENTER.

## 把ublic Bervice $^{\text {Commission }}$

## FACSIMILE TRANSMITTAL COVER SHEET

RE: Inquiry \#_304206T \& 313187T

DATE:
June 15, 2000

TO: $\qquad$
OFFICE/BUSINESS: $\qquad$ BellSouth Telecommunications,

FAX NUMBER:
(305) 350-9091

FROM: DIVISION OF CONSUMER AFFAIRS
FAX NUMBER: (850) 413-7168

TELEPHONE NUMBER: (850) 413-6100 OR 1-800-342-3552

COMMENTS: $\qquad$

## State of Florida

Commissioners:
Joe Garcia, Chairman


DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100

Toll Free 1-800-342-3552

# \}ublit Ebrvice Commission 

May 24, 2000

Ms. Betty Legare<br>Docusearch International Research<br>4521 PJ Blvd. Suite 112<br>Palm Beach Gardens, FL 33418

## Re: Final Report <br> FPSC Inquiry Nos. 304206T and 313187T

Dear Ms. Legare:
Thank you for contacting the Florida Public Service Commission (PSC) about Cable \& Wireless USA, Inc., (C\&W) and BellSouth Telecommunications, Inc., (BellSouth). This is the final report of our investigation into your complaints. We appreciate the opportunity to help you.

After reviewing your concems, we notified C\&W and BellSouth about your complaints. Our investigation shows that the check copy sent to C\&W for review could not be confirmed as being paid by your bank. An outstanding balance remains in the amount of $\$ 1,538.92$. Without payment the company may elect to send the account to collections. Regarding the overbilling, it appears that a credit was issued to you for an overcharge of $21 / 2$ cents per minute.

Our investigation of your complaint against BellSouth shows that you had two accounts for telephone number 561-575-0662, Account 646 and Account 647. When you closed Account 561-575-0662-646 on July 8, 1998, Account 561-575-0662-647 was opened under a different corporation name. Your dispute seems to center on the billing of Account 646 after it became a business line on November 2, 1992.

We reviewed Account 646 with BellSouth. It appears that you had a claim against MCI WorldCom Network Services for $\$ 127$ from 1994. On February 7, 1998, BellSouth arranged a threeway call with you, MCI, and BellSouth. At that time, MCI sustained its charges because the disputed calls were dialed directly from 561-575-0662.

On February 9, 1998, Chris Bauder, supervisor, agreed to rerate the MCI charges and noted that the adjustment would be $\$ 1,000$. Through some internal error, this adjustment did not post to

Ms. Elizabeth Legare
Page 2
May 24, 2000
your account until May 2000. When BellSouth applied the $\$ 1,000$ to Account 646, it left a credit of $\$ 209.93$. This credit was transferred to Account 647 on April 12, 2000 and appeared on your May 2000 statement.

Our review of Account 647, shows that no payments have posted to it since February 28, 2000 , when BellSouth received your payment of $\$ 200$. The check for $\$ 195$ which was mailed on May 5,2000, has not been received by the company. The following table shows a billing history and payment record on Account 647, 561-575-0662-647.

| DATE | BILL | PAYMENT | BALANCE | COMMENTS |
| :--- | :---: | :---: | :---: | :--- |
| Feb. 2000 |  |  | $\$ 817.44$ |  |
| $2 / 28 / 2000$ |  | $\$ 200$ | $\$ 617.44$ | Payment posted |
| Mar. 2000 | $\$ 299.99$ | NONE | $\$ 917.43$ | Regular bill issued |
| Apr. 2000 | $\$ 304.38$ | NONE | $\$ 1,221.81$ | Regular bill issued |
| May 2000 |  | $\$ 1,152.24$ | $\$ 69.57$ | BST adjustments posted |
| May 2000 | $\$ 191.79$ | NONE | $\$ 261.36$ | Past due 5/21/2000 |

Your May bill in the amount of $\$ 261.36$ became past due on May 21, 2000. If the company does not receive payment or acceptable payment arrangements, your service could be denied again.

We hope this information is helpful to you. If you have any questions, please call us at 1-800-342-3552 or use our toll-free fax at 1-800-511-0809.

Sincerely,
Buater 1. Derkello

Beverlee S. DeMello, Director
Division of Consumer Affairs

BSD:kes
c: BellSouth Telecommunications, Inc. MCI WorldCom Network Services, Inc.

| From: | Patricia.A.Godsil@bridge.bellsouth.com |
| :--- | :--- |
| Sent: | Wednesday, April $19,20003: 54$ PM |
| To: | PSCREPLY@PSC.STATE FL.US |
| Subject: | 313187T DOCUSEARCH |

4-19-2000
FROM: Ms. Godsil BellSouth

## RE: Docusearch International

 561-575-0662CASE NO. 313187T
Our investigation reveals that the customer has 2 accounts with same number.
561-575-0662-646 disconnected 07-08-98, and 561-575-0662-647 established 07-08-98. Upon receipt of the appeal, Ms. Jan Woodham, service representative,
called the customer who said the claim is tolls from 01-90 through 12-94 bills
on the final bill account number 561-575-0662-646. As info, the service that
was denied was the current service, account number 561-575-0662-647.
Investigation shows that on 12-22-97, the customer called the BellSouth Business Office to advise us she was having trouble with her calling card. The
BellSouth Rep tested the calling card and it was OK
On 01-07-98, the customer claimed that she has a claim with a carrier, and
because of this claim BellSouth owes her over $\$ 1000.00$. The rep asked her for
details in reference to the claim since nothing was noted on the account about
a claim. The customer said it's from 1994 and requested a supervisor.
Mrs. Lagare advised the supervisor that she has a long distance claim with a carrier since 1994. The supervisor agreed to have someone check into the
account and get back to the customer. On 01-09-00 a rep checked the account
and could not fine anything, so the rep called the customer and left word to
call us. Not having heard from the customer and since the account was past
due, the service was denied.
On 02-07-98 Ms. Lagare again claimed she had a claim back to 1994. The customer claimed that she was unable to locate the info, but wanted the service back on now. Then the customer stated the claim pending with MCI was
$\$ 127.00$ from 1994. The BellSouth rep called MCl with the customer on the line.

The MCI rep said customer was with them from 5-94 through 5-95. The account
number was 4D885834 and no adjustment will be made since all calls were direct
dialed calls.
The customer was advised that MCI sustained these charges, so no adjustment
will be issued.
On 02-09-98 the supervisor Chris Bauder agreed to rerate the MCI charges and noted that the adjustment would be about $\$ 1000.00$.

On 04-24-98, Mrs. Legare called the business office to question the status of the adjustment. The Rep agreed to contact the person who agreed to the adjustment to get this matter resolved.

On 05-06-98, Ms. called to advise claim still pending. The account was noted on 05-26-98 that a collection rep spoke to Chris Bauder about the adjustment
not being issued yet. Chris agreed to check the account.
On 06-05-98, a collection rep called Chris and left word to call.
Collection
rep received a message that Chris will return to the office on 06-08-98.
On
06-12-98 a collection rep left word to call for Chris. On 06-25-98 a collection rep left word to call for Chris. On 06-29-98 a collection rep left
word to call for Chris.
On 06-30-98, Ms. Legare called upset that the adjustment was not received yet.
The rep advised the customer someone would call her back by 07-06-98. On
07-08-98 this account was final and new account established under a new corporation name.

Upon receipt of this appeal, Ms. Jan Woodham a BellSouth Business

## Service Rep,

called the customer and spoke to Mrs. Lagare. She said she had a toll claim
back to 1-90 through 12-94. Ms. Woodham questioned which month and the carriers she had a questions on. The customer said every month and all carriers but LDDS. Ms. Woodham advised she would need to get a copy of these
bills and call her back. The customer said she wanted her service back on.
Ms. Woodham explained to her the claim is on the final account not the current
account, so the collections department would need to speak to her about
account since she did not have a claim on it. Ms. Woodham agreed to have collections call her.

In the mean time, Ms. Woodham tried to reach Chris Bauder, she is out until
Monday. Ms. Woodham checked the customer's bills from 1-94 through 7-98.
There was no adjustment issued in the amount of $\$ 1000.00$.
On 04-10-00, Ms. Woodham received copies of the bills in question. She found
that the customer was with the carrier AT\&T from 11-02-92 till 08-02-93 then
the carrier code was changed to MCI.
On 04-10-00, supervisor Beverly Murray called supervisor Chris Bauder. Chris
did not have a follow up on this account, but read the notes on the account and
advised us to issue the credit of $\$ 1000.00$.
On 04-11-00, Ms. Woodham issued an adjustment of $\$ 1000.00$. She called the customer and advised that the $\$ 1000.00$ adjustment was issued. The customer now
said this was not enough. She now wants copies of the bills back to 1-90. Ms.
Woodham explained the account was not a business account until 11-02-92 and she
would mail her copy of the bills from 11-92 to the final bill date of 08-98.
However, Ms. Woodham explained that BellSouth would not be issuing any more
adjustments on her final bill and when she receives a copy of the bills and
feels she still has a claim with the carriers, she would need to contact the carriers.

The customer then questioned the deposit on the account. Ms. Woodham advised
that was applied to the final bill and she would see that when she receives the copies sent to her.

The customer then demanded that the $\$ 1000.00$ credit adjustment be applied to
her current account under 561-575-0662-647. Ms. Woodham advised the claim is
from the final bill and she has a balance of $\$ 790.07$ on that account, so the
adjustment would be applied to the final bill, and any credit left over Ms.
Woodham would transfer to the current account.
The customer got very upset again demanding a letter stating that we issue an adjustment. Ms. Woodham advised that she would send a letter stating
when this
account became a business account, when it was disconnected under the name of $A$
\& B Unlimited, and also an adjustment of $\$ 1000.00$ was issued on the account.
The customer said fine.
As info, Ms. Woodham Federal Expressed the bills to the customer along with the
letter on 04-12-00. Also on 04-12-00 the $\$ 1000.00$ was credited to the customer's final bill and the credit balance of $\$ 209.93$ was transferred to her current account.

On 4-5-00 Ms. Donna Bertoldi, Collections Representative, called and talked to
Mrs. Legare. Mrs. Bertoldi agreed to restore Mrs. Legare's telephone service.
Mrs. Bertoldi also prepared a worksheet on the customer's account and found
that she was not paying her current telephone charges.
On 04-12-00 after talking with representative Jan Woodham, Ms. Bertoldi recoursed AT\&T charges of $\$ 81.07$, Zero plus dialing of $\$ 10.44$, OAN charges of
$\$ 6.70$, and 900 charges of $\$ 7.40$ for a total of toll charges $\$ 105.58$.
Also Ms.
Bertoldi adjusted the late payment charges totaling $\$ 149.64$ so the adjustments
totaled \$255.22.
Mrs. Bertoldi called Mrs. Legare on 04-12-00 and advised her of the adjustments
that have been made. The customer was also advised that BellSouth needed
arrangements on the remaining balance of $\$ 474.45$. Mrs. Legare was further
advised that the new charges of $\$ 282.21$ would also be due by April 21, 2000.

Mrs. Legare became very loud again and claimed that BellSouth still owed her
money. Mrs. Bertoldi told Mrs. Legare that the charges that were owed were
BellSouth charges and were due, and if she did not call back by April 20, 2000,
her services would be interrupted again.

## ORIGINAL

Fax Cover This is a confidential message, intended solely for the person to whom it is addressed. If you receive this message in error, please forward it to the correct person, or mall it back to us. Thank you.

| To | PUC CONSUMER AFFAIRS KATE |
| :--- | :--- |
| Fax: | $800-511-0809$ |
| From | Betty |
| Date/Time | $03 / 24 / 00$ |
| Subject | PHONE SERVICE |
| Pages | C, including this one <br> Phone: |
|  | $561-575-0662$ fax $561-743-2366$ email: <br> docusearch@mindspring.com |

HERE IS A COPY OF ONE OF THE BILLS THEY HAVE TURNED MY PHONE OFF FOR I HAVE ASKED OVER AND OVER AGAIN FOR MY CREDITS FROM 1990 TO 1994 THEY TOTAL OVER A THOUSAND DOLLARS ON JUST THE 561-575-0662.

I HAVE FAXED CHERLY GATES AT 305-265-9564 THE LDDS INFORMATION I AM GETTING TOGETHER THE BILLS FROM 1990 TO 1994.

THEY HAVE AGAIN TURNED OFF MY BUSINESS SERVICE OFF, COSTING ME CUSTOMERS AND MY REPUTATION, AND STRESS.

THEY FIRST IN THE NEW EPISODE CLAIM THEY ARE REPORTING THE INFORMATION TO THE ICOT DEPT WHICH THEY APPARENTLY DO NOT BECAUSE THE PHONE IS AGAIN TURNED OFF. MORE STRESS....

IN THE TIME BELL SOUTH OR SOUTHERN BELL HAS PROVIDED SERVICE I HAVE COMPLAINED MONTHLY IF NOT WEEKLY ABOUT STATIC ON THE LINES AND OTHER PHONE LINE PROBLEMS. THEY MAY FIX THEM FOR THE MONMENT BUT THE PROBLEMS REOCCUR.

IN THIS I THINK I SHOULD HAVE CREDIT FOR AT LEAST
Fax FOUR MONTHS OF SERVICE ON ALL FOUR LINES.

I NEED THE 561-575-0662 TURNED ON ASAP.
(a) BELLSOUTH
DOCUSEARCH INTL RESEARCH INC
Account Number: $561575-06626470450$
Bill Period Date: Feb 2, 2000
Thank you for choosing BellSouth. We sincerely appreciate your business.
Summary of Charges
Irevious Charges Amount
Less Payments ..... 00
Adjustments ..... 223.10
Balance ..... 687.65
Current Charges
BellSolth
Monthly Local Service Charges ..... 66.04
Other Charges and Credits ..... 40.71
Taxes ..... $\frac{11.40}{118.15}$
Charges for Other Comparies ..... $\frac{11.64}{129.79}$
Total Amount Due ..... 817.44
Important Notice(s)
Late Charge Reminner: A s9.010 additional charge will apply to any unpaid halance as of Mar 2.
If yom incur a Late Payment Charge, an arditional Interest charge of $1.5 \% / \%$ will also be applicd to any unpaid latance.
Nompayment of Repulated (harges may moult in discontinuance of wervice. liaifure to pay unregulated and ecetain other charges, all of which are ingentificd by at mom lifl, will not tesult in an interruption of local scrvice. The amount of Regulater Gharges may le oftained by calling 780-2xili.
Please make check payable to Bellseublis in U.S. fumbs.

| CURRENT <br> CHARGES <br> DUE BEFORE | PAST DUE <br> AMOUNT | TOTAL <br> AMOUMTDUE | AMOUNT <br> PAID |
| :---: | :---: | :---: | :---: |
| FEb 21 | $\$ 687.65$ | $\$ 817.44$ |  |


| 561 | $575-0662$ | 647 | 0450 |
| :--- | ---: | :--- | :--- | :--- |
| Feb | 2, | 2000 |  |
| BP | 0307 | 866 |  | 1000006

Chere here if correspombence indinterl.



P.O. BOX 70807
DOCUSEARCH INTL
CHARLOTTE NC
RESEARCH INC
28272-0807
9553159 TH CT N
JUP
FL $\quad 33478$-9342

Page 2<br>DOCUSEARCH INTL RESEARCH INC<br>Account Number: 561 575-0662 6470450<br>Bill Period Date: Feb 2, 2000



[^10]You Can Also Review and Pay Your Bill at www. smlbiz, bellsaith.com
BP A000006
(continued)

## Detailed Statement of Charges

Itemized Calls ..... Amount
Service Provider - IAC LONG DISTANCECalls Charged to a BellSouth Calling Cart

| Dinte | Callud fom | Crillezt ${ }^{\text {a }}$ | Rute* | Time | Min |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1. $01 / 05$ | 410 242-470 | 770 343-9528 | ADC | 01:54PM | 12 | 7.75 |
|  | ARBUTUS ML | ALPHARETTA GA |  |  |  |  |
| 2. 01/05 | 410 242-4881 | 56: 743-2366 | BDC | 04:23PM | 3 | 3.25 |
|  | arbutus mD | JUPITER FL |  |  |  |  |
| I Calls Charged to a Bellsouth Calling Car |  |  |  |  |  | 11.00 |
| tal Itemized calls ............................................... 11.00 |  |  |  |  |  |  |

Tures Amount
Taxes on Regulated Services
3. Federal Tax ..... 33
4. State Tax ..... 23
5. Fiorida Gross Receipts Surcharge .....  08
Total Taxes on Regulated Services ..... 64
Total Taxes ..... 64
Total Zero Plus Dialing, Inc. Curront Charges ..... 11.64

[^11]
#  

## RDS

PAX NUMBER: 800-749-9753

165\$ Paton Beach Lakes Boukiosid Suite ans
 rialephene (407) 697.2000 (800) 3,50333 T. $=$ ( 80001749 975:

DELIVER TO:


LOCATION:
Juputic
FAX NUMBER: (407) 243-2366

FROM:
Patrick Sweeney
Date: $\quad 4 / 35 / 40$
NUMBER OF PAGES, INCLUDING COVER SHEET:
4
comers: Betty, I have induced a bacilitypader, an extended service plan aqrecment and our standard... commercial credit application. You andy seed to fill out where I've mocked $X$. If you have any-questions-please call me at 697-2300. Thanks or -your time.

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE GIVE ME AT CALI. AT THE: ABOVE NUMBER.



LIOTVN A - FOR ADDITONLL NUMBERE ANDOR COBT CENTA EREAKOUT GEE ATTAOHED SHEET


## Thanatis





Fax Cover This is a confidential message, intended solely for the person to whom it is addressed. If you receive this message in error, please forward it to the correct person, or mail it back to us. Thank you.

| To | PUC CONSUMER AFFAIRS KATE |
| :--- | :--- |
| Fax: | $800-511-0809$ |
| From | Betty |
| Date/Time | $03 / 24 / 00$ |
| Subject | PHONE SERVICE |
| Pages | C including this one |
| Phone: | $561-575-0662$ fax $561-743-2366$ email: <br>  <br>  <br> docusearch@mindspring.com |

here is a copy of one of the bills they have TURNED MY PHONE OFF FOR I HAVE ASKED OVER AND OVER AGAIN FOR MY CREDITS FROM 1990 TO 1994 THEY TOTAL OVER A THOUSAND DOLLARS ON JUST THE 561-575-0662.

1 HAVE FAXED CHERLY GATES AT 305-265-9564 THE LDDS INFORMATION I AM GETTING TOGETHER THE BILLS FROM 1990 TO 1994.

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IN THIS I THINK I SHOULD HAVE CREDIT FOR AT LEAST FOUR MONTHS OF SERVICE ON ALL FOUR LINES.


ORIGiNAL

DOCUSEARCH INTL RESEARCH INC Account Number: 561 575-0662 6470450 Bill Period Date: Feb 2, 2000

Thank you for choosing BellSouth. We sincerely appreciate your business.

## Summary of Charges

| Previous Charges | Amount |
| :---: | :---: |
| Amount of Last Bill | 464.55 |
| Less Payments | . 00 |
| AdJustments | 223.10 |
| Balance | $\overline{687.65}$ |
| Current Charges |  |
| BellSouth |  |
| Monthly Local Service Charges | 66.04 |
| Other Charges and Credits | 40.71 |
| Taxes | 11.40 |
| Total Current Charges for Bell South Companies | 118.15 |
| Charges for Other Companies | 11.64 |
| Total Current Charges Due Before Feb 21 | 129.79 |
| Total Amount Due | 817.44 |

## Important Notice(s)

Iate Charge Reminder: $\mathbf{A} \$ 9.010$ additional charge will apply to any unpaid balance as of Mar 2.

Vonpayment of Kegulated Charges may rewhit in discontinuance ef mervice. liailure to pay unregulated and certain other charges, all of which ste incentilied by ** on your bill, will not resilt in an intcrruption of local service. 'Whe amount of Regulaters Charges may le ultained ly calling 781 -280in.

| CURAENT <br> CHAROES <br> OUEBEFORE | PAST DUE <br> AMOUNT | TOTAL <br> AMOUNT DUE | AMOUNT <br> PAID |
| :---: | :---: | :---: | :---: |
| Feb 21 | $\$ 687.65$ | $\$ 817.44$ |  |


| 561 | $575-0662$ | 647 | 0450 |
| :--- | ---: | :--- | :--- |
| Feb | 2, | 2000 |  |
| BP | 0307 | $866 \quad$ A000006 |  |

Check lore if correspormience. inclinled.



P. OA BOX 70807
CHARLOTTE NC

28272-0807

DOCUSEARCH INTL
RESEARCH INC
9553 159TH CT N
JUP FL 33478-9342

DOCUSEARCH INTL RESEARCH INC
Account Number: 561 575-0662 6470450 Bill Period Date: Feb 2, 2000

Monthly Local Scrvice - Feb (12 thut Mar of1. FCC Local Number Fortability Line charge - LineQuantity
Unit Charge1... . 3535
behalf of Palm Be Unic County.3.503. FCC Charge for Network Accoss1...Total Basic ServicesQuantaty52.0052.00
You have selected the following features:Business Line
B. Late Payment ChargeAmount10.01
Work Completed On Jan 24, 2000drectory Assistance (DA) Usage
12. 1 Call(s) to National DA at $\$ 0.85$ Each$\frac{.85}{40.71}$
\# Quantity and/or Unit Charge may not apply ** Unregulated Charge
Page 4DOCUSEARCH INTL RESEARCH INCAccount Number: 561 575-0662 6470450Bill Period Date: Feb 2, 2000
要 For Zoro Plus Dialing, Inc. Billing Qucstions, C'all I B88 371-0734
Detailed Statement of Charges
Itemized Calls Amount
Service provider - IXC LONG; DISTANC:E
Calls Charred to a BellSouth Calling Catrl

1. $01 / 05 \quad 410242-4705 \quad 770343-9528$ ADC 01:54PM 12 ARBUTUS MD ALFHARETTA GA
2. 01/05 410 242-4881 561 743-2366 BDC 04:23PH 3 ..... 7.75 JUP ITER FL
Total Calls Charged to a BellSouth Calling Card ..... $\overline{11.00}$
Total Itemlzed Calls ..... 11.00
Tares Amount
Taxes on Regulated Scmices
3. Federal tax ..... 33
4. State Tex ..... 23
5. Florida Gross Receipts Surcharge .....  .08
Total Taxes on Regulated Services ..... 64
Total Zero Pius Dialing, Inc. Curront Charges ..... 11.64


PAX NUMBER: $\quad 800-749-9753$

PACSTAILLE TRANSMISSION

165S Paton Beech Lakes Bout wan SuIte 10 s
West from Beach. florida 13601 Telephone (407) 697.20100
(800) 3303331
ra: $\{8001760.9751$

DELIVER TO: Betty
LOCATLON: Jupiter e
FAX NUMBER: $\qquad$ (467) 243-2366

FROM:
Patrick Sweeney
DATE:
$4125 / 40$
NUMBER OF PAGES, INCLUDING COVER SHEET;

consents: Betty, I have included a.facilitypoder, an ...
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## COMPANY NAME

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OITY, STATE, ZIP, OTYY LIMITB, MUN. GILLINB OOH TAOT PHYBEALCONTACT PHONE:
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## 3ranat






[^0]:    Request id: LHPfc072134p2-297 Printer: LHPfco72134p2

[^1]:    * Taxes and Rates Applied - See Back of First Page

[^2]:    * Taxes and Rates Applied - See Back of First Page

[^3]:    * Taxes and Rates Applied - See Back of First Page

[^4]:    * Taxes and Rates Applied - See Back of First Page

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[^7]:    * Taxes and Rates Applied - See Back of First Page

[^8]:    * Taxes and Rates Applied - See Back of First Page

[^9]:    SAS:sas
    c: BellSouth Telecommunications, Inc.
    Enclosure

[^10]:    f Quantity and/or Unit Charge may not apply
    ** Unregulated Charge

[^11]:    * Taxes and Rates Applied - See Back of First Page

