Steven L. Beshear Governor

Robert D. Vance, Secretary Environmental and Public Protection Cabinet

Larry R. Bond Commissioner Department of Public Protection

TCS Corporate Services, Inc. 828 Lane Allen Road Suite 219 Lexington, KY 40504



Commonwealth of Kentucky **Public Service Commission** 211 Sower Blvd. P.O. Box 615 Frankfort, Kentucky 40602-0615 Telephone: (502) 564-3940 Fax: (502) 564-3460 psc.ky.gov

April 1, 2008

Mark David Goss Chairman

> John W. Clay Vice Chairman

Caroline Pitt Clark Commissioner

RE: Case No. 2007-00400

We enclose one attested copy of the Commission's Order in the above case.

Sincerely,

expanie Stembo

Stephanie Stumbo Executive Director

SS/tw Enclosure



Steven L. Beshear Governor

Robert D. Vance, Secretary Environmental and Public Protection Cabinet

Larry R. Bond Commissioner Department of Public Protection

Michael A. Conway ACCXX Communications, LLC c/o TCS 3100 Cumberland Blvd SE Suite 900 Atlanta, GA 30339-5930



Commonwealth of Kentucky Public Service Commission 211 Sower Blvd. P.O. Box 615 Frankfort, Kentucky 40602-0615 Telephone: (502) 564-3940 Fax: (502) 564-3460 psc.ky.gov

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Sincerely,

Hento expanses

Stephanie Stumbo Executive Director

SS/tw Enclosure

Kentuck

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCXX COMMUNICATIONS, LLC

ALLEGED VIOLATIONS OF KRS 278.535

CASE NO. 2007-00400

)

)

<u>ORDER</u>

This matter is now before the Commission, by its own motion, to supplement the record regarding the allegations that ACCXX Communications, LLC ("ACCXX") violated KRS 278.535 by changing the primary telecommunications carrier of several Kentucky customers without their consent. The Commission hereby finds that the sworn affidavit of Virginia L. Smith, Director of the Consumer Services Division for the Commission, shall be made part of the record in this matter. The Commission hereby finds that Exhibits 1-16 of that affidavit shall also be made part of the record.

ACCXX shall be served copies of the affidavit and exhibits. ACCXX shall have 20 days from the date of this Order to submit a written response to the affidavit and exhibits.

IT IS HEREBY ORDERED that:

1. The sworn affidavit of Virginia L. Smith with exhibits, affixed hereto as Appendix A, shall be made part of the record.

2. ACCXX shall have 20 days from the date of this Order to respond in writing to the affidavit and exhibits.

3. The Executive Director shall serve a copy of this Order on ACCXX by certified mail, return receipt requested.

4. The Executive Director shall serve a copy of this Order on ACCXX's instate agent for service of process, TCS Corporate Services, by certified mail, return receipt requested.

Done at Frankfort, Kentucky, this 1st day of April, 2008.

By the Commission

Aunto xecutive Director

APPENDIX A

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2007-00400 DATED APRIL 1, 2008

COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCXX COMMUNICATIONS, LLC

CASE NO. 2007-00400

)

))

)

ALLEGED VIOLATIONS OF KRS 278.535

AFFIDAVIT OF VIRGINIA L. SMITH

Virginia L. Smith, being of full age, solemnly affirms and states the following:

1. My name is Virginia L. Smith. I am competent and authorized to make this affidavit. The information contained in this affidavit is true and is based upon my knowledge.

 I am the Director of the Division of Consumer Services for the Kentucky Public Service Commission. My business address is 211 Sower Boulevard, Frankfort, Kentucky 40602.

3. The Division of Consumer Services is responsible for receiving and addressing customers complaints made against public utilities subject to the jurisdiction of the Kentucky Public Service Commission.

4. Complaints received (by letter and telephone) and addressed by the Commission Staff of the Division of Consumer Services are notated and retained in the Commission's Consumer Inquiry System ("CIS").

5. From July 30, 2007 to September 18, 2007, the Consumer Services Division received 16 complaints against ACCXX Communications, LLC in which customers alleged unauthorized switching of their primary long-distance telecommunications service.

6. On or about July 30, 2007, Bobbie Patton complained to the Division of Consumer Services, by telephone, that her long-distance carrier had been changed to ACCXX without her consent. Her telephone number is (606) 862-8553. The report of this complaint, as it was entered into CIS, is appended as Exhibit 1.

7. On or about July 31, 2007, Robert Morrow complained to the Division of Consumer Services, by telephone, that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (859) 384-0874. The report of this complaint, as it was entered into CIS, is appended as Exhibits 2A, 2B, and 2C.

8. On or about July 31, 2007, Cindy Kerns complained to the Division of Consumer Services, by telephone, that her long-distance carrier had been changed to ACCXX without her consent. Her telephone number is (502) 845-5310. The report of this complaint, as it was entered into CIS, is appended as Exhibit 3.

9. On or about July 31, 2007, Kent Harrington complained to the Division of Consumer Services, by letter, that his long-distance carrier had been changed to . ACCXX without his consent. His telephone number is (270) 767-9053. The report of this complaint, as it was entered into CIS, is appended as Exhibit 4.

10. On or about August 7, 2007, Ira Partin, by and through Vicki Hayes, complained to the Division of Consumer Services, by telephone, that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (606) 256-3750. The report of this complaint, as it was entered into CIS, is appended as Exhibit 5.

-2-

11. On or about August 9, 2007, James Bruce complained to the Division of Consumer Services, by telephone, that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (502) 429-7573. The report of this complaint, as it was entered into CIS, is appended as Exhibit 6.

12. On or about August 9, 2007, Dewey and Maddi Smith complained to the Division of Consumer Services, by telephone, that their long-distance carrier had been changed to ACCXX without their consent. Their telephone number is (606) 364-4209. The report of this complaint, as it was entered into CIS, is appended as Exhibit 7.

13. On or about August 10, 2007, Thomas Greb complained to the Division of Consumer Services, by telephone, that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (270) 384-0424. The report of this complaint, as it was entered into CIS, is appended as Exhibit 8.

14. On or about August 13, 2007, Joe Harrison Carter Elementary School, by and through Veronica Reecer, complained to the Division of Consumer Services, by telephone, that the school's long-distance carrier had been changed to ACCXX without its consent. The school's telephone number is (270) 487-1421. The report of this complaint, as it was entered into CIS, is appended as Exhibits 9A and 9B.

15. On or about August 13, 2007, Dora McGill complained to the Division of Consumer Services, by telephone, that her long-distance carrier had been changed to ACCXX without her consent. Her telephone number is (270) 586-1885. The report of this complaint, as it was entered into CIS, is appended as Exhibit 10.

-3-

16. On or about August 14, 2007, the Federal Communications Commission forwarded to the Division of Consumer Services a bill sent to David Sommers. Mr. Sommers complained that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (859) 865-2108. The report of this complaint, as it was entered into CIS, is appended as Exhibits 11A, 11B, 11C and 11D.

17. On or about August 16, 2007, Merv Lawson complained to the Division of Consumer Services, by telephone, that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (606) 768-3629. The report of this complaint, as it was entered into CIS, is appended as Exhibits 12A and 12B.

18. On or about August 22, 2007, the Kentucky's Office of the Attorney General forwarded to the Division of Consumer Services a letter sent by Albert Secrest complaining that his long-distance carrier had been changed to ACCXX without his consent. His telephone number is (502) 523-2059. The report of this complaint, as it was entered into CIS, is appended as Exhibits 13A, 13B, and 13C.

19. On or about August 28, 2007, the Federal Communications Commission forwarded to the Division of Consumer Services a complaint filed by Carolyn Dechman, by and through her son, Mike Dechman. Ms. Dechman contends that her long-distance carrier had been changed to ACCXX without her consent. Her telephone number is (270) 729-2175. The report of this complaint, as it was entered into CIS, is appended as Exhibits 14A, 14B, and 14C.

20. On or about August 31, 2007, Harlan Miller complained to the Division of Consumer Services, by telephone, that his long-distance carrier had been changed to

-4-

ACCXX without his consent. His telephone number is (270) 424-4050. The report of this complaint, as it was entered into CIS, is appended as Exhibit 15.

21. On or about September 18, 2007, AWP Butcher Block, Inc., by and through Marcia Baugh, complained to the Division of Consumer Services, by telephone, that the business's long-distance carrier had been changed to ACCXX without its consent. There are 4 telephone numbers for this business: (270) 786-2319, (270) 786-2321 and (270) 786-5755. The report of this complaint, as it was entered into CIS, is appended as Exhibit 16.

23. Exhibits 1-16 of this affidavit represent the true and accurate substance of the complaints as submitted by each customer and relayed to Commission Staff in the Division of Consumer Services.

Further the Affiant sayeth naught.

Virginia L. Smith

Virginia L. Smith

STATE OF KENTUCKY)) SS: COUNTY OF FRANKLIN)

Subscribed and sworn to before me by Virginia L. Smith, this 24^{44} day of Muct 2008.

My Commission expires: July 7, 2008

PSC Consumer Inquiry System

Complaint:	2007-01813	Entry Date:	7/30/2007	Closed Date:		Contact Type:	Hotline	
Name:	Patton, Bobbie			Utility:	ACCXX Comm	unications, LLC		
Address:	161 Oak Rd			Utility Nbr:	5162300	Location:	Residence	
	London, KY 40	0744		Utility Type:	Type: Long Distance			
County:	Laurel			Reason:	Slamming (Atte	empted Slammi	ng)	
Home: (606	i) 862-8553 Wa	ork:			(none) ((none))		
Fax:	CB	IR Nbr:		Complaint re	ferred by:			
Cell:	En	nail:						
Contacted U	tility? 🗹	Spoke with:	customer serv	rice				
		Cust Relation	s: None					
Utility Contact	Robert Fulmer			Contact's	(800) 245-7353	5		
Preliminary De customer doe	escription: s not want servic	ce with ACCXX		Other Contact	s:			
Processor:	SUSANL.DUN	N						
See File		Case Related	4 🗖	Staff Referra	1	Confidential		
Info Only		Formal Form	ns	Ref to Util	N	Customer Satisfied	Yes O No O	
DCC Norro	tivoor		<u></u>	Investigator	SUSANL.DU	NN		
PSC Narra	7/30/2007 4:1	ALCO DM		Intooligatori				
Date:					has the distance		Detter	
Ms Patton dr	pes not want ser	vice with ACCX	X. Her local ca	rrier also carries	her long distance	e service. Ms.	Patton	

Ms. Patton does not want service with ACCXX. Her local carrier also carries her long distance service. Ms. Patton contends that she did not authorize this service. Please cancel this plan and credit this account unless ACCXX can provide the PSC of authorization for change by this customer.

EXHIBIT 1

	PSC Consumer Inquiry System 8/						
Complaint:	2007-01816	Entry Date:	7/31/2007	Closed Date:	<u></u>	Contact Type:	Hotline
Name:	Morrow, Robe	rt		Utility:	ACCXX Comn	nunications, LLC	>
Address:	983 Aristides (Drive		Utility Nbr:	5162300	Location:	Residence
	Union, KY 41	091		Utility Type:	Long Distance	•	
County:	Boone			Reason:		arrier Selection/	Assignment)
Home: (85	9) 384-0874 W	ork:			(none) ((none	;))	
Fax:	CI	3R Nbr:		Complaint re	ferred by:		
Cell:	Er	nail:					
Contacted U	tility? 🔲	Spoke with:					
		Cust Relation	s: None				
Utility Contac	t: Robert Fulme	r		Contact's	(800) 245-735	3	
Preliminary D customer did	escription: not authorize ca	arrier change		Other Contact	5:		
Processor:	SUSANL.DU	JN					
See File		Case Relate	d 🗌	Staff Referra		Confidentia	
Info Only		Formal Form	ns□	Ref to Util	\checkmark	Customer Satisfied	Yes O No O
PSC Narra	atives:			Investigator	: SUSANL.DI	JNN	
Date:	7/31/2007 8:2	25:16 AM	•			ı	
Customer ha	as faxed the PSC	C a copy of a lor	ng distance bill	that he has receiv any to change his	ved from a comp carrier. He ha	bany named AC s had CinBell as	CXX. Mr. a long

Morrow claims not to have given authorization to this company to change his carrier. He has had CinBell as a long distance carrier for years and does not want to switch. Please provide authorization of this change to the PSC asap. If not, this account needs to be canceled asap and credit needs to be issued to this customer.



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8593840874

7/30/2007 5:02:04 PM Page 1 of 3

ACCXX

9336 LITTLE ROAD - NEW PORT RICHEY, FL 34654-3415

Return Service Requested

Check here for change of address (see reverse for details)

Remittance Section

Customer Name	ROBERT MORROW
Account Number	081182
Past Due Amount	.00
Current Charges	27.23
Statement Date	7/14/07
Due Date	8/13/07
Total Amount Due:	\$27.23
Amount Paid	\$

Please make checks payable to: ACCXX COMMUNICATIONS

Check here for credit card payments (see reverse for details)

ACCXX COMMUNICATIONS 3111 W. DR. MLKJR. BLVD. - SUITE 100 TAMPA, FL 33607-6232

0 8 257500000 8 561180 706180

Please detach and return above portion with your payment.

Summary of Account					
Telephone Service	27.23				
Total Current Charges	27.23				
Previous Bill	.00				
Payment Recieved	.00				
Adjustments	.00				
Past Due Amount	.00				
Current Charges	27.23				
Total Amount Due	27.23				
Due Date	8/13/07				

-	ACCXX	Account Number: Statement Date:	081182 7/14/07
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Important Messages

Thank You for being our Customer! Thank you for being an Accxx Communications customers. We appreciate your business and look forward to serving you in the future!



Sent by: Robert Morrow 8593840874 7/30/2007 5:02:51 PM

Bili Date 7/14/07

Current Charg	jes Summa	ary		Current Cha
harges for Services or Jul 15, 2007 To Aug 14, 2007 Rendering Fee Stal Charges for Services	Qty 1		Amount 1.97 1.97	Charges for Service 1+ Calling Interstate 1+ Total 1+ Calling
otal Current Charges Summary			1.97	Total Long Distance
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				6/10 C4:39P NUELES 6/10 C6:06P CHESTS 6/10 O6:34P FISHER
				B10 0634P FISHER
				610 06:30P FISHER
				6/11 09:54A SENECA 6/11 07:55P NOBLES
				6/12 07 4 P NOBLES 6/13 05 584 NOBLES
				6/13 05.59P NOBLES 6/13 05.00P INDIAN
				6/15 06.02P NOBLE 614 06.21P NOBLE 6/14 06.28P INDIAN
				6/14 08:28P INDIAN 6/16 08:07A NOBLE 0/16 10:53A NOBLE
				6/16 08.31P NOBLE 6/17 01.52P CHEST
				6/17 OB BOP NOBLE
				6/16 OG DSA INDIAN 6/18 OG-44A INDIAN
				6/16 09 454 INDIAN 6/19 01 53P NOBLS
				6/21 08/11A NOBLE 6/21 08/12A INDIAN 6/28 08/45A AMOES
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Account Number

081182

2.47 Federal/Other Tax 1.43 3.90 25.25 Charges Summary

		C	all De	etail		
Data	Tim≢	Called LocationT	ype	Called Number	Minutes	Amount
	C TOP	859-384-0874				an a
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-G	07:50P	NOBLESVI IN	34	317-219-3265	476 172	7198
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y10	CG:OGP	CHESTERFLD IN	54 14	317-579-0158	3	0171
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o 10	07 17P	NOELESVL IN	14	317-579-0156	112	5433
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6-25	03:45A	ANDERSON IN	1+ 5+	654-848-4676	6 A	577
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7/12	07 52		1+ 	317-407-9245	1.	66
3/12	07:525		1.1.1.4	317-219-325		
7/12				317-339-456-		
7/13	05.09	59-384-0874			362.1	27.

-----For Customer Service, please call 1-866-464-3640 ومجارفة للمالية أللا ومرا

....

983 Aristides Dr Union, KY 41091 (859) 384-0874

July 30, 2007

ACCXX Communications 3111 W. Dr MLK JR. BLVD Suite 100 Tampa, FL 33607-6232

RE: Account # 081182

To Whom It May Concern:

I was quite surprised to receive a long distance bill from your company considering I have NEVER placed an order for your services, and for YEARS I have bundled my services to include unlimited long distance services from Cincinnati Bell for \$10/month. After making several attempts to contact your company and only getting a voicemail, I believe your company is guilty of SLAMMING my account. I have contacted Cincinnati Bell, the Kentucky Attorney Generals Office, the three major credit reporting agencies, and filed a complaint with the Kentucky Public Service Commission.

You may hereby consider this account closed, and you WILL NOT be receiving the \$27.23 you claim I owe on this bill.

Sincerel

Robert D. Morrow

EXHIBIT 2 C

	PSC Consumer Inquiry System						
Complaint:	2007-01819	Entry Date:	7/31/2007	Closed Date:		Contact Type:	Hotline
Name:	Kerns, Cindy			Utility:	ACCXX Comm	unications, LLC	;
Address:	2133 Jackson	Rđ.		Utility Nbr:	5162300	Location:	Residence
	Eminence, KY	40019		Utility Type:	Long Distance		
County:	Henry			Reason:	Slamming (Ca	rrier Selection//	Assignment)
Home: (502	2) 845-5310 W	ork:			(none) ((none)		
Fax:	CI	BR Nbr:		Complaint re	ferred by:		
Cell:	Er	nail:					
Contacted U	tility? 🔲	Spoke with:					
		Cust Relation	s: None				
Utility Contac	t: Robert Fulme	r		Contact's	(800) 245-735	3	
Preliminary D Slamming	escription:			Other Contact	s:		
Processor:	MATT.RHOD	Ý					
See File		Case Relate	d 🗌	Staff Referra	u 🗖	Confidential	
Info Only		Formal Form	ns	Ref to Util		Customer Satisfied	Yes O No O
PSC Narra	atives:			Investigator	MATT.RHOD	γ	
Date:	7/31/2007 9:5	7:31 AM					
Customor an	up that har long	distance service	a wae ewitched	from BellSouth to	h Accxx without I	her permission (or knowledge

Customer says that her long distance service was switched from BellSouth to Accxx without her p-Customer wants all charges billed to be credited and for the account to be canceled immediately.

EXHIBIT 3

i

)7-01828 rington, Ker Walston	Entry Date:	7/31/2007				
Walston			Closed Date:		Contact Type:	E-Mail
	าเ		Utility:	ACCXX Commu	unications, LLC	
			Utility Nbr:	5162300	Location:	Residence
no, KY 4202	20		Utility Type:	Long Distance		
lloway			Reason:	Slamming (Car (none) ((none)		ssignment)
7-9053 Wo			Complaint ref	• • • • •	/	
	R Nbr:		oonpiani			
	nail:					
? 🗹	Spoke with:	Customer servi				
	Cust Relations	Failed To Corre				
bert Fulmer			Contact's	(800) 245-7353		
ption:			Other Contacts	5.		
TT.RHODY						
	Case Related	¥ []	Staff Referral	M	Confidential	
	Formal Form	.s	Ref to Util		Customer Satisfied	Yes O No O
s:			Investigator:	MATT.RHOD	Y	
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contact you ut of the hol s, but none f lies. I tried a bit is via ema Commission d a bill today I do not hav l do not hav ls. This shall e to cancel s P) 2.5.4 tion to the bi presumed "	via phone. I've d queue. I have lave been retur facsimile multi il, and will be co v of \$27.07 for co e a phone num l serve as my o ervices per tarif illed charges ab collection costs	per 931-363-030 fficial: fed operating pove per TOP 2.11	iold, only in "after-hours" emails, but is success. ucky 6. I did not			
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EXHIBIT 4

Contact Type: **Closed Date:** Hotline 2007-01892 Entry Date: 8/7/2007 **Complaint:** ACCXX Communications, LLC Utility: Partin, Ira by Vicki Hayes Name: Location: Residence **Utility Nbr:** 5162300 436 Wolf Creek Rd. Address: Orlando, KY 40460 Utility Type: Long Distance Rockcastle County: Slamming (Carrier Selection/Assignment) Reason: (none) ((none)) (606) 256-3750 Work: Home: Complaint referred by: **CBR Nbr:** Fax: Cell: Email: **Contacted Utility?** Spoke with: Cust Relations: Not accessible (813) 441-9775 Contact's Utility Contact: Michael Conway, CEO **Other Contacts: Preliminary Description:** slamming JOHNR.GEOGHEGAN Processor: Confidential Staff Referral Case Related See File Formal Forms **Ref to Util** Customer Yes O Info Only Satisfied No O JOHNR.GEOGHEGAN Investigator: **PSC Narratives:** 8/7/2007 4:11:03 PM Date: Customer says she is receiving charges from Accxx even though she did not request their service. She would like the account canceled and all charges credited. Please provide proof of authorization for the charges.

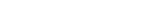


EXHIBIT 5

PSC Consumer Inquiry System

Complaint:	2007-01919	Entry Date:	8/9/2007	Closed Date:		Contact Type:	Hotline
Name:	Bruce, James			Utility:	ACCXX Comm	unications, LLC	
Address:	1406 Communi			Utility Nbr:	5162300	Location:	Residence
	Louisville, KY 40222			Utility Type:			
County: Jefferson			Reason: Slamming (Carrier Selection/A			ssignment)	
Home: (502) 429-7573 W o	ork:			(none) ((none)	}	
Fax:	СВ	R Nbr:		Complaint re	ferred by:		
Cell:	Em	ail:					
Contacted Ut	ility? 🗹	Spoke with:					
		Cust Relations	s: None				
Utility Contact: Michael Conway, CEO			Contact's	(813) 441-9775	5		
Preliminary De	scription:			Other Contact	s:		
Processor:	JOHNR.GEOG	HEGAN					
See File		Case Related	1 🗆	Staff Referra		Confidential	
Info Only		Formal Form	ns 🗖	Ref to Util		Customer Satisfied	Yes O No O
PSC Narrat	tives: 8/9/2007 11:3!	5:33 AM		Investigator:	JOHNR.GEO	GHEGAN	
Customer say		s switched to A	CCXX without p	roper authorizat	ion. He has goti	en the service s	switched

PSC Consumer Inquiry System

EXHIBIT 6

Complaint:	2007-01923	Entry Date:	8/9/2007	Closed Date:		Contact Type:	Hotline	
Name:	Smith, Dewey	& Maddi		Utility:	ACCXX Comm	inications, LLC		
Address:	406 Medlock I			Utility Nbr:	5162300	Location:	Residence	
	Annville, KY	40402		Utility Type:	Long Distance			
County:	Jackson			Reason:	Slamming (Car	rier Selection/A	ssignment)	
Home: (606) 364-4209 W	ork:			(none) ((none)			
Fax:	Ci	BR Nbr:		Complaint re	ferred by:			
Cell:	E	mail:						
Contacted Ut	ility? 🔲	Spoke with:	customer servi	ce				
		Cust Relations	s: Not accessible					
Utility Contact	: Michael Conv	/ay, CEO		Contact's	(813) 441-9775			
Preliminary De	escription: and without auth	orization		Other Contact	s:			
Processor:	CAROLJ.CUM							
See File		Case Related	1 🗖	Staff Referra		Confidential		
Info Only		Formal Form	us 🗌	Ref to Util		Customer Satisfied	Yes O No O	
PSC Narra	tives:		****	Investigator:	CAROLJ.CU	MINS		
Date:	8/9/2007 1:06	5:26 PM						
calls between	6/5 and 6/19 to ier and been sy	otaling \$7.09. St	he tried calling A	CCXX but she c	Today she receiv cannot reach any all charges, and	one. She has d	contacted her	

PSC Consumer Inquiry System



Complaint:2007-01936Entry Date:8/10/2007Closed Date:Contact Type:HotName:Greb, ThomasUtility:ACCXX Communications, LLCAddress:51 Wilson DriveUtility Nbr:5162300Location:ResiColumbia, KY 42728Utility Type:Long Distance	7/2007
Address: 51 Wilson Drive Utility Nbr: 5162300 Location: Resi	line
Columbia KY 42728	
Columbia, KY 42728 Utility Type: Long Distance	dence
County: Adair Reason: Slamming (Carrier Selection/Assign (none) ((none)) Home: (270) 384-0424 Work: Slamming ((none))	ment)
Fax: CBR Nbr: Complaint referred by:	
Cell: Email:	
Contacted Utility? Spoke with: customer service	
Cust Relations: Failed To Correct Problem	
Utility Contact: Michael Conway, CEO Contact's (813) 441-9775	
Preliminary Description: Other Contacts: service switched without permission	
Processor: CAROLJ.CUMMINS	
See File Case Related Staff Referral Confidential	
Info Only D Formal Forms Ref to Util C Customer Yes Satisfied No	; O O

PSC Narratives:

Investigator: CAROLJ.CUMMINS

Date: 8/10/2007 11:14:56 AM

Customer's preferred long distance provider is Touchtone. He received a bill this month for \$4.66 from ACCXX Comm. He thought his carrier had been taken over by this company so he paid the bill. Then he received a bill from Touchtone. He called and learned that he had been switched for a couple of weeks in June. Customer never gave his permission for the switch. Every time he tries to call the number provided for ACCXX (866-464-3640) he gets a message saying the number cannot be accessed. Please cancel the account, credit all charges, provide a refund on the charges paid, and provide proof of authorization.

Utility Response:

Date: 8/15/2007 10:54:47 AM

TEL/ACCT # : (270) 384-0424 N. THOMAS GREB CTRL DATE : 11/12/98 PREV TEL/ACCT # :

TRAIT NAME	STAT	TRAIT VALU	E	EFFECTIVE DATE
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432=Qwest/LCI 444=Global Cros 652=ALLTEL 288=AT&T	sing			

EXHIBIT 8

PSC Consumer Ir	iquiry System
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Closed Date: Contact Type: Hotline Entry Date: 8/13/2007 **Complaint:** 2007-01945 ACCXX Communications, LLC Joe Harrison Carter Elementary Schoo Utility: Name: **Utility Nbr:** 5162300 Location: Residence 4092 Edmonton Road Address: Contact Veronica Reecer Long Distance **Utility Type:** Tompkinsville, KY 42167 Slamming (Carrier Selection/Assignment) (none) ((none)) Reason: County: Monroe Work: (270) 487-1421 Home: Complaint referred by: **CBR Nbr:** Fax: Email: Cell: **Contacted Utility?** Spoke with: customer service Cust Relations: Failed To Correct Problem Contact's (813) 441-9775 Utility Contact: Michael Conway, CEO **Other Contacts: Preliminary Description:** service switched without permission CAROLJ.CUMMINS Processor: Confidential П Staff Referral Case Related See File \square Formal Forms **Ref to Util** Customer Yes O Info Only Satisfied No O Investigator: CAROLJ.CUMMINS **PSC Narratives:**

Date: 8/13/2007 10:04:09 AM

Ginny spoke to customer on Friday. Customer received bill for \$45.41 from ACCXX. Customer did not authorize ACCXX to provide service. Please cancel the account, credit all charges, and provide proof of authorization.

EXHIBIT 9 A



Return Service Pequesiad

Chuck nere for change of address (see reverse for details)

110003340 PEESORT MAAD P1 C16 400 3540 3 NB 8.310

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hinanahalla minanahila nahihala hida hada Joe Harrison Carter Elementary School 4092 Edmonton Road Tompkinsville, ky 42167-9408

Remittance Section

Customer Name	JOE HARRISON CARTER ELEMENTARY
	SCHOOL
Account Number	137148
Past Due Amount	00,
Current Charges	45.41
Statement Date	7/14/07
Due Date	B/13/07
Total Amount Due:	\$45.41
Amount Paid	۶

Placeso make checke payablo 5: ACCXX COMMUNICATIONS
Check haro for anight and payments (see reverse for details)

fullation in the international internation of the international access communications and the international supervision of the inter

061307 137146 9 000004541 7 5

Page detach and return shows partian with your psymerik

Summary of Account				
Telephane Scrulca	45 11			
Total Current Charges	45.41			
Provious Bill	.00			
Payment Recleved	00,			
Adjustments	.00			
Past Due Amount	00.			
Current Charges	£5.41			
Total Amouns Due	45.41			
Due Date	B/13/07			

Detail of Payments and Adjustments



Important Messages

Thank You for being our Customer!

Thank you for being an Access Communications customers. We appreciate your business and look forward to serving you in the future!

EXHIBIT 9 B





Account Name JOE HARRISON CARTER ELEMENTARY SCHOOL

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Monroe to Board of Educatio	Monroe	Ξo	Board	oť	Education
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Account Neme Joe Harrison Carter Elementary School

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Account Number

Bill Date 7/14/07

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Current Charges Summary for 270-487-5458

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		PS	C Consume	r Inquiry Syst	em		8/27/2007
Complaint:	2007-01950	Entry Date:	8/13/2007	Closed Date:		Contact Type:	Hotline
Name:	McGill, Dora			Utility:	ACCXX Comm	unications, LLC	;
Address:	200 Fairview A			Utility Nbr:	5162300	Location:	Residence
	Franklin, KY	12134		Utility Type:	Long Distance		
County:	Simpson			Reason:		rrier Selection/A	Assignment)
Home: (270) 586-1885 W	ork:			(none) ((none))	
Fax:	CI	3R Nbr:		Complaint re	ferred by:		
Cell:	Er	nail:					
Contacted Ut	tility? 🗹	Spoke with:	Customer se	rvice			
		Cust Relation	s: Failed To Co	rrect Problem			
Utility Contact	: Michael Conw	ay, CEO		Contact's	(813) 441-9775	5	
Preliminary De Slamming	escription:			Other Contact	5:		
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See File	S	Case Relate	a 🗖	Staff Referra	I 🗹	Confidential	
Info Only		Formal Form	าร	Ref to Util		Customer Satisfied	Yes O No O
PSC Narra	tives:			Investigator:	MATT.RHOD	Y	
Date:	8/13/2007 11:	03:24 AM					
Customer say Customer wa	vs that her long nts all charges l	distance service billed to be cred	was switched ited and for the	from AT&T to Aca account to be ca	cxx without her p inceled immediat	ermission or kr	iowledge.

EXHIBIT 10

				<u></u>		Cardood Tura	
Complaint:	2007-01964	Entry Date:	8/14/2007	Closed Date:		Contact Type:	Letter
Name:	Sommers, Day	vid		Utility:	ACCXX Comm	unications, LL(
Address:	415 Cole Lane			Utility Nbr:	5162300	Location:	Residence
	Harrodsburg,	KY 40330		Utility Type:	Long Distance		
County:	Mercer			Reason:		rrier Selection/	Assignment)
Home:	W	ork:			(none) ((none)))	
Fax:	C	BR Nbr:		Complaint rel	ierred by:		
Cell:	E	mail:					
Contacted Ut	ility? 🔲	Spoke with:	customer ser	vice			
		Cust Relation	s: Not accessib	le			
Utility Contact	: Michael Conv	vay, CEO		Contact's	(813) 441-977	5	
Preliminary De Account Numl	•			Other Contacts	5:		
Processor:	CAROLJ.CUN	MINS					
See File		Case Related	a 🔲	Staff Referral		Confidential	
Info Only		Formal Form	ns	Ref to Util		Customer Satisfied	Yes O No O
PSC Narra	tives: 8/14/2007 8:4	14:49 AM	<u></u>	Investigator:	CAROLJ.CU	MMINS	

The FCC forwarded the customer's bill. Customer received bill from ACCXX even though the company is not his preferred provider. No telephone number was listed on the bill. Please cancel the account, credit all charges, and provide proof of authorization.

PSC Consumer Inquiry System





Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Policy Division, Slam Team 445 12th Street, S.W., CY-A257B Washington, D.C. 20554

August 10, 2007

Attn: B.J. Helton, Chairman Kentucky Public Service Commission Division of Consumer Services 211 Sower Blvd. Post Office Box 615 Frankfort, KY 40602

Dear Sir or Madam:

Our records indicate that the State of Kentucky has "opted-in" to administer the FCC's slamming liability rules, which took effect on November 28, 2000. Our records further indicate that you are the designated contact person with respect to slamming complaints filed by residents in Kentucky pursuant to these rules. We are forwarding the attached slamming complaint, which was recently filed with the FCC by a consumer in Kentucky, for your review and handling. We would appreciate it if you would acknowledge receipt of this letter and the attached complaints by e-mailing us at Slamming@fcc.gov.

FEDERAL COMMUNICATIONS COMMISSION

Nancy A. (Stevenson, Deputy Chief Consumer Policy Division Consumer & Governmental Affairs Bureau



Attachment(s): DAVID_SOMMERS (07-S0281421)

EXHIBIT 11 B



9336 LITTLE ROAD - NEW PORT RICHEY, FL 34654-3415

Return Service Requested

Check here for change of address (see reverse for details)

DAVID SOMMERS Remittance Section	PAGE 03
Customer Name	SOMMERS; DAVID
Account Number	127051
Past Due Amount	.00
Current Charges	28.35
Statement Date	7/14/07
Due Date	8/13/07
Total Amount Due:	\$28.35
Amount Paid	\$

Please make checks payable to: ACCXX COMMUNICATIONS

Check here for credit card payments (see reverse for details)

081307 155021 F 000005932 8 3

Please detach and return above portion with your payment.

Summary of Account		
Telephone Service	28.35	
Total Current Charges	26.35	
Previous Bill	.00	
Payment Recieved	.00	
Adjustments	.00	
Past Due Amount	.00	
Current Charges	28.35	
Total Amount Due	28.35	
Due Date	8/13/07	
Detail of Payments and	Adjustments	

Account Number: 127051 Statement Date: 7/14/07

Thank You for being our Customer!

Thank you for being an Accxx Communications customers. We appreciate your business and look forward to serving you in the future!

EXHIBIT 11 C



859-865-2300



. .

Account Name SOMMERS; DAVID

DAVID SOMMERS

Account Number 127051 PAGE 04 5111 Date 7/14/07

Current Charges Summary						
Charges for Services For Jul 15, 2007 To Aug 14, 2007	Oty	<u>Rate</u> 1.97	Amount			
Rendering Fee Total Charges for Services			1.97			
Total Current Charges Summary			1.97			

Current Charges Summary for 859-865-2108

Charges for Servic	65			
1+ Calling		Calle	<u>Minutes</u>	Amount
Intrastate 1+		27	79.4	3.16
Interstate 1+		31	486.4	19.40
Total 1+ Calling		58	565.8	22.56
Total Long Distanc	e Usage	58	585.8	22.55
Taxes				
State Tax	1.49	Federal/	Other Tax	2.33
Total Taxes				3.82
Total Current Char for 859-865-2108	ges Summary			26.38

Call Detail					
Date	Time	Called LocationType	Called Number	Minutes	Аточп
		859-865-2108			
	KAR (BOK)	BPARTA TH	A13-421-4480		108,610
15	AM:17A	WEEKENTHI CHI		4 A	
260 VS	01:30P	FRANKFORT KY 1+	502-227-8280	5.6	.143
¥3 ¥5	01:30P	WSEVENTHIOH 1+	513-421-8300	5.4	.215
	01:42P	SIMPSONVL KY 1+	502-722-9193	.9	.035
治 通知的	100 AN		1.		
	28.08F	1 EWISELING WW	614-677-61007		1867 A 266
₩ VB	02:45	PLAIN CITY OH 1+	631-857-3270	2	.007
/8	02:45P	DOYLE IN I+	931-657-3270	.1	.003
/8	04:02P	LEXINGTON KY 1+	850 254 4020	1.5	.059
的现在	C4-467-	FRANKFORD NY	304-107-100C		
a si	10:34	ACHINEON CY TN 1+		21.3	
B illion		FRANKFORD WV 1+	304-497-0534	8.7	.347
V9 61	06:47A 04:43P	DOYLE TN 1+	931-657-3270	45.8	1.827
V9	10:01P	BEERSHEBA TN 1+	931-592-3560	88.7	3.539
10	02:20F	ST STATISTICS STATES	717.278 4841		1.0
13 5	00.004	LANNENCERS KY			
网络马马马		LAWRENCEDG KY	502-660-1565	CALCED ST	
¥11 ¥11	06:12A	LAWRENCEBG KY 1+ COOKEVILLE TN 1+	931-528-5087	4.1	.105
/11	08:51A	COOKEVILLE TN 1+	031.261.0036	90	350
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VII	DR 164	LAWRENCERS KY		1. 1 Sec. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	PI 74
125	19964 1Vy	LAWRENCEBS KY		and stated to be	
/11	10:54A	FLEMINGSBG AT 1+	806-849-3650 850-621-9087	8.4 2.2	.335
V11 V11	01:30P 01:43P	LEXINGTON KY 1+ FLEMINGSBG KY 1+	606-849-3650	.5	.019
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的 的。 有些	OT HEP				
11 , 11	10714 3 P			组织的复数	." 405 01
¥12	AB0:90	SPARTA TN 1+	Bai-736-0207	15.5	.610
¥12 ¥12	09:26A 09:26A	SPARTA TN 1+ CINCINNATI IA 1+	931-738-3115 641-658-2336	1.8	.071
	CONTRACTOR -				~~i#-9 4 2779
P iere		SPARTS TH			in heir in
		STANFORD AY	The survey of the second second second	にはは後期	11.12
V12	04:06P	SPARITA TN 1+	931-738-7811	24.7	.96
V12	04:33P	LIBERTY KY 1+	606-787-2084 606-868-9013	1.B 12.4	.071
¥13 《福知》	09:17A	CAMPTON KY 1+		1996 WAR 10 10 10 10 10 10 10 10 10 10 10 10 10	er Henry
调					132
	20.00	COMPLETE RY		21	
14	10:03A	DANVILLE KY 1+	809-324-0058	5.0	.196
V14	10:11A	DANVILLE KY 1+	859-239-9090	2.1 6.6	.083
8/14 Maintel:15	10:27A	DANVILLE KY 1+	859-325-0519	NATE BOY AND AND	
勃難	96				
竹油描				作作的研究的	11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
5/14	04.42P		931-738-5207	2.0	.071
5/14	07:25P	SHELBYVL KY 1+	502-633-4568	1.3	,061 .502
S/14	08:50P	COOKEVILLE TN 1+	931-261-9936	12.5 HISTATISAT	
e el concertito	14 million (1974)			ne aktor at an	(10))))) (10) (10) (10) (10) (10) (10) (
el/net - t	aber eine berteite				
			859-375-4089		

VIER FVI 039-000-2106



Return Service Requested

Check here for change of address (see reverse for details)

STISOD2256 PRESORT MAAD P1 C22 2256 1 MB 0.360 Littlitum II, militlining in the initial distribution SOMMERS; DAVID 415 COLE LN HARRODSBURG, KY 40330-7714

DAVID SOMMERS	PAGE Ø1
Remittance Section	
Customer Name	SOMMERS; DAVID
Account Number	127051
Past Due Amount	28.35
Current Charges	2.68
Statement Date	8/14/07
Due Date	9/13/07
Total Amount Due:	\$31.03
Amount Paid	\$

Please make checks payable to: ACCXX COMMUNICATIONS

Check here for credit card payments (see reverse for details)

-

Thank You for being our Customer!

ACCXX COMMUNICATIONS 3111 W. DR. MLK JR. BLVD. - SUITE 100 TAMPA, FL 33607-6232

> Account Number: Statement Date:

Important Messages

Thank you for being an Accxx Communications customers. We appreciate your business and look forward to serving you in the

091307 127051 6 000003103 8 4

future!

lesse detach and return above portion with your payment.

Summary of Account		
Telephone Service	1.97	
Late Payment Charge	.71	
Total Current Charges	2.68	
Previous Bill	28.35	
Payment Received	00.	
Adjustments	.00	
Past Due Amount	28.35	
Current Charges	2.68	
Total Amount Due	31.03	
Due Date	9/13/07	

Detail of Payments and Adjustments

Payment is due by the date shown above.

any

EXHIBIT 11 D

If you have any questions about your bill, please call Customer Service at 1-865-464-3640

127051

8/14/07



DAVID SOMMERS

127051

PAGE 02 8/14/07

SOMMERS; DAVID

Current Charges Summary					
Charges for Services For Aug 15, 2007 To Sep 14, 2007 Rendering Fee Total Charges for Services	<u>Qtv</u> 1	Rate 1.97	<u>Amount</u> 1.97 1.97		
Total Current Charges Summary			1.97		

.

Complaint:	2007-01996	Entry Date:	8/16/2007	Closed Date:		Contact Type:	Hotline
Name:	Lawson, Merv	,		Utility:	ACCXX Comr	nunications, LL	C
Address:	HCR 75, Box	• •		Utility Nbr:	5162300	Location:	Residence
	11542 Highwa Wellington, K	2 ()		Utility Type:	Long Distance		
County:	Menifee			Reason:	Slamming (Ca (none) ((none	arrier Selection/ :))	Assignment
Home:	Ŵ	ork:		Complaint ref	ferred by:		
Fax:	C	BR Nbr: (606)	768-9282				
Cell:	E	mail:					
Contacted U	Itiliity? 🔲	Spoke with:	customer sei	rvice			
		Cust Relation	s: Failed To Co	rrect Problem			
Utility Contac	t: Michael Conv	vay, CEO		Contact's	(813) 441-977	'5	
Preliminary D	escription:			Other Contacts	5:		
Processor:	CAROLJ.CU	MMINS					
See File		Case Relate	d 🔲	Staff Referra		Confidentia	
Info Only		Formal Form	ns	Ref to Util	\square	Customer Satisfied	Yes O No O
PSC Narra	atives:		<u>,</u>	Investigator:	CAROLJ.CI	JMMINS	
Date:	8/16/2007 1:4	47:18 PM					
. .			A	0000 5 040 00	Customor	or authorized A	CCVV an his

Customer spoke to Ginny. Customer received a bill from ACCXX for \$12.90. Customer never authorized ACCXX as his company. The address listed on the bill is an old address. His new 911 address went into effect in January. Customer verified with his local company that the pic code was switched to 0432. Please cancel the account, credit all charges, and provide proof of authorization.

PSC Consumer Inquiry System

8/27/2007

EXHIBIT 12 A

88/16/200/ 13:20 000-/00-32/0	nennuance section
ACCXX Sim ITA	Customer Name MERV LAWSON Account Number 084376 Past Due Amount .00
9336 LITTLE ROAD - NEW PORT RICHEY, FL 34654-3415	Current Charges 12.90
Return Service Requested	Statement Date 7/28/07 Due Date 8/24/07
	Total Amount Due: \$12.90
Ghack here for change of address (see reverse for details)	Please make checks payable to: ACCXX COMMUNICATIONS
0602016692 PRESORT MAAD P2 C66 <8>	Check here for credit card payments (see reverse for details)
MERV LAWSON HCR 75 BOX 4445 WELLINGTON, KY 40387	ACCXX COMMUNICATIONS 3111 W. DR. MLK JR. BLVD SUITE 100 TAMPA, FL 33607-6232
10 72 Highway 12 19 082407 0	084376 1 000001290 0 2
Please delech e	and resum above portion with your payment.
Summary of Account	
	12.90 Statement Date: 7/28/07
Total Current Charges	
Previous Bill	.00 Important Messages
Payment Received Adjustments Past Due Amount Current Charges	.00 Thank You for being our Customer! .00 Thank you for being an Accxx Communications customers. We .00 appreciate your business and look forward to serving you in the 12.90 future! 12.90 ar24/07
Total Amount Due Due Date Bi	12.90 H
Detail of Payments and Adjustments	
MRS: Smith, DERE 1 The PIC CODE AT 1 The Address CISTED The New 911 Addresse Thrak you for your To	15 the BILL YOU Requested = PHORE COMPANY 0432 For me 15 atta OLD Address es wont into Effort IN Junipary
	EXHIBIT 12 B

wu n

Ettective Date:			
	Account Name	-	Chata: 7:a.
New Address:	City:		State: Zip:
	Prione Number		
We accept the following cradit of	ards for payment:		
Please choose one:			
Gard Number:	Expiration Date		State: Zip:
	cking (IMPORTANT: - Please enclose a		
		•••	utomatic withdrawal from checking this time only
	Checking for all fotore charges Flease of Signature:	se a へら	
	ect 200 entry	Ð	i i
	Signature-77= - CEA - 838 - 600 - 0,46E - 495 -	E9,	s 750
	How to Read Your Invoic	e	
] 0	Account Number - Your account numbe
	Remittance Section		It will be helpful to have this number whe
	Customm Name Bill SAMPLE Account Number 012345		calling customer service.
SSN LITTLE POAD . NEW POAT RICHET: AL SHIPASHIS	Past Due Amount 245,00 Current Oherges 240,72		Due Date - Bill must be paid before the
Arsen Service Tegenetert	Stroatmast Date 7/2//07 Dua Date 7/2//07 Tamiremounj Due; \$#15./2		Due Date to avoid a late fee charge.
🗇 Church hoto tay dhanga a' addigen, iene weente lar desuder	Amourn Pald 3		•
0	Change dates to ave fil as it payments (see merune lar described		Amount Pald - Please indicate the
BILL SAMPLE	بالمطالب المعالم معالم إساري ((مالم المعالية)		payment amount included with your
123 MAIN STREET ANYTOWN, UBA 1234G			remittance.
	SITT W. DR. MUK JR. BLVD SUITE 1000 TAMPA, FL 3307-1232	0	Credit Card Payment - If you would
072607 01234	5 8 D00044572 0 6		prefer to pay by credit card fill out the
Process statutes and statutes			credit card payment section on the back
Summery of Account			of this invoice.
Tstaggara Barves 230.76 Tetal Durrent Operand 246.72	Station Station Date: 10007	0	Remittance Address - Send your
Previous Bit 741.75	Important Mesaagaa 0		payment to this address with your
Depressi Reciperd (D) ABS,78 Adjutymoria DC (D) Reli Cur Amount Proc.00	Thenk You for being our Customerf Thank you for being on Accor Communications summer. We		remittance slip for proper credit to your
Corrors Charges 0 245,72 10 Tabel any such Bus 448,72	econoplese your business and lask tomand to serving you in the sytual		account.
	· · ·	6	Summary of Account - Information
Detail of Payments and Adjustments			pertaining to your invoice.
Den Brot Payment-Thenk You 496,78		0	Previous Bill - Balance left over from
Sanada		Ť	previous month.
		8	Payment Received - Payments received on your account up to the Billing Date.
		۵	Past Due Amount - Balance left over
			from previous month.
			,
			Current Charges - The total of this
			month's current activity.
			Total Amount Due - Current charges
	1		plus any remaining prior bill charges.
			Important Messages - Watch this space
			for important information concerning you
	M you have any quantisms shaus your bills	1	account or service.

MERV LAWSON

ACCOUNT NUMBER
084376

Bill Date 7/28/07

Current Charges Summary					
Charges for Services					
Far Jul 14, 2007 To Jul 28, 2007	Oty	Rate	Amount		
Pro-Rated: Rendering Fea	1	.92	.92		
Subtotal			.92		
For Jul 29, 2007 To Aug 28, 2007			*		
Rendering Fee	1	1.97	1.97		
Subtotal			1,97		
Total Charges for Services			2.89		
Total Current Charges Summary			2.89		

Current Charges Summary for 606-768-3629

Charges for Service	es			
1+ Caliing		Calls	Minutes	Amount
intralata 1+		11	46.8	2.76
Interstate 1+		27	100.2	5,91
Total 1+ Calling		38	147.0	8,67
Total Long Distance	e Usage	38	147.0	8,67
Taxes				
State Tex	.57	Federal/C	Other Tax	.77
Total Taxes				1.34
Total Current Charg	es Summary			10.01

Call Detail						
Dete	Time	Called Locatio	пТура	Celled Number	Minutes	Amoun
CALI	S FOF	806-768-3829				
i Gilde		DUBOINGORNAL		学校的是非正常的	2.中国的制度	此品牌之间
4411	271022			والموجوع والمحجم والمستحد والمراك		The group
8/8 8/8	07 17P	MEMPHIS MS	R.C. SPORT	662-78 -3552	den an	017
6/6	07 20P	MEMPHI6 M9	1+	682-781-3862	,5	.035
17	12-474	SAN DIEGO CA	1+	B19-643-0037		,085
SF_{i}	111 1	MINE RANGE AND FAIL	first the start	Million Revenues and a second		
16.1	William		新的和中心的			silalifi Asily i
いる現代: 1/7	06:14P	GHANDPRAH TX		214-495-5492		ULA HUMUHUK
57	06:21P	GRANOPRARI TX	1+	214-439-8482	22	129
	TO:SBA	DUBLIN OH	1+	\$14-791-4686	.3	.017
という	Server 1					
1.8		auguation Exist 1 fr		Contraction and the second		調整的な家
449 A.	CLARK COLOR		面的加度影響	614-701-4286	yaanaanin ke ku	II)Diffe aire
1/3	09:41P	MOREHEAD KY	14	606-784-7501	.5	.017
	07.664	MOREHEAD KY	1+	ACA.784-7521	8.0	472
L SHOT	A DUCK HAR HAR HAR	NO SECTION A				
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યુક્સ ગઢ	的時間。	DUBLIN OH	Read the set	614-761-4256	新发展的感觉 的	「日本学会会会
V9 V10	11:02P		1+	814-781-4686	-2	.D17
V11	02:18P 08:45A	MEMPHIS MB	1+	682-781-3662 682-781-3662	و.	.017
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/11	08 20 0	MEMPHIS MS	1+ 1+	BC2.781-3682	2.6	153
641	08:23P	RICHMOND KY	1+	859-825-0620	16.9	,987
/12	08:12P	RICHMOND KY		859-625-0620	.3	017
ALEN						
名前側			15.5215-111			
/13	12:13P	MEMPHIS MS	ענענגעין היייןאאיזאינע רב	652-781-3662	ACOM MICHINGO	SB4
13	08.27P	RICHMOND KY	1+	855-625-0820	,a	.017
/13	08:28P	RICHMOND KY	14	869-861-1293	13.2	.7841
		LAS VEGRENNE!			出而相相关的	New Property
	ICR TRY		如同推測的設			In the Color
otels	FOT BOE	-768-3629			147.0	8,67

			PS	C Consumer	Inquiry Syst	em		8/27/2007
Complaint:	2007-02039	Entry	Date:	8/22/2007	Closed Date:		Contact Type:	Letter
Name:	Secrest, Albe	ert			Utility:	ACCXX Comm	unications, LLC	;
Address:	277 Lake Poi				Utility Nbr:	5162300	Location:	Residence
	Corbin, KY 4	0701			Utility Type:	Long Distance		
County:	Whitley				Reason:	Slamming (Ca	arrier Selection//	Assignment)
Home:	٧	Vork:	(606)	523-4069 x216		(none) ((none)))	
Fax:	C	BR Nbr:			Complaint re	ferred by:	Attorney Gener	al
Ceii:	E	imail:						
Contacted U	tility?	Spoke	with:	customer serv	ice			
		Cust R	elation	s: Failed To Con	rect Problem			
Utility Contac	t: Michael Con	way, CEO			Contact's	(813) 441-977	5	
Preliminary D service switc	escription: hed without aut	horization			Other Contact	s:		
Processor:	CAROLJ.CU	MMINS						
See File		Case	Relate	d 🔲	Staff Referra	ı 🗆	Confidential	
info Only		Forma	al Forn	ns	Ref to Util		Customer Satisfied	Yes O No O
PSC Narra	atives:				Investigator:	CAROLJ.CU	MMINS	
Date:	8/22/2007 7:	38:39 AM						
The Attorney	General forwa	rded custo	mer's	letter. Customer	received a bill f	rom ACCXX for	\$29.06. Custor	ner never

authorized ACCXX as his carrier. He called his preferred carrier and was advised his service had been changed. He is now back with his preferred carrier and has a PIC freeze. Customer attempted to contact ACCXX by phone several times over several days. He went through the message prompts several times only to be disconnected. When he made it far enough to leave a message, he was informed the mailbox was full. Please cancel the account, credit all charges, and provide proof of authorization.

EXHIBIT 13 A



COMMONWEALTH OF KENTUCKY

OFFICE OF THE ATTORNEY GENERAL

GREGORY D. STUMBO ATTORNEY GENERAL

August 17, 2007

1024 Capital Center Drive Suite 200 Frankfort, KY 40601-8204

Public Service Commission 211 Sower Blvd Frankfort KY 40601

> File No: 19521. Co Name: ACCXX Communications

Dear Sir/Madam:

Enclosed is a letter which the Consumer Protection Division recently received which appears to fall within your agency's jurisdiction and authority.

Pursuant to KRS 367.160, we request that your agency review the complaint to determine if there has been a violation of any of the laws that you enforce and to assist the consumer in achieving a satisfactory resolution. Please notify this Division of the final disposition of this complaint.

By copy of this letter we are notifying the consumer that we have referred the complaint to your agency. Thank you for your cooperation.

Sincerely,

GREGORY D. STUMBO ATTORNEY GENERAL

9 M Wingate

Paul M. Wingate, Investigator Consumer Protection Division 1024 Capital Center Drive Frankfort, KY 40601-8204 (502) 696-5389

PMW/mb cc: Albert Secrest 277 Lake Pointe Dr Corbin KY 40701-4246

17

EXHIBIT 13 B

AN EQUAL OPPORTUNITY EMPLOYER M/F/D

9336 LITTLE ROAD - NEW PORT RICHEY, FL 34654-3415

Return Service Requested

Check here for change of address (see reverse for details)

Remittance Se on Customer Name SECREST; ALBERT Account Number 118125

Account Number118125Past Due Amount.00Current Charges29.06Statement Date7/14/07Due Date8/13/07Total Amount Due:\$29.06Amount Paid\$_______

Please make checks payable to: ACCXX COMMUNICATIONS

Check here for credit card payments (see reverse for details)

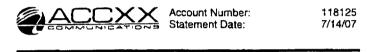
ACCXX COMMUNICATIONS 3111 W. DR. MLK JR. BLVD. - SUITE 100 TAMPA, FL 33607-6232

081307 118125 8 000002906 4 9

Please detach and return above portion with your payment.

Summary of Account				
Telephone Service	29.06			
Total Current Charges	29.06			
Previous Bill	.00			
Payment Recieved	.00			
Adjustments	.00			
Past Due Amount	.00			
Current Charges	29.06			
Total Amount Due	29.06			
Due Date	8/13/07			

Detail of Payments and Adjustments



Important Messages

Thank You for being our Customer! Thank you for being an Accxx Communications customers. We appreciate your business and look forward to serving you in the future!



EXHIBIT 13 C

					••••••••••••••••••••••••••••••••••••		
Complaint:	2007-02077	Entry Date:	8/28/2007	Closed Date:		Contact Type:	Letter
Name:	Dechman, Ca	rolyn		Utility:	ACCXX Comm	unications, LLC	
Address:	Contact: Mike			Utility Nbr:	5162300	Location:	Residence
	6450 Cherry L Utica, KY 423			Utility Type:	Long Distance		
County:	Daviess			Reason:	Slamming (Cal (none) ((none)		ssignment)
Home:	W	ork: (270) 852-4433 Mike	Complaint re	ferred by:		
Fax:	CI	BR Nbr:					
Ceil: (270) 302-2788 Er	nail:					
Contacted Ut	iliity? 🔲	Spoke with	: customer serv	ice			
		Cust Relatio	ns: Failed To Con	rect Problem			
Utility Contact	: Michael Conw	/ay, CEO		Contact's	(813) 441-9775	i	
Preliminary De service switch	escription:	orization		Other Contact	5:		
Processor:	CAROLJ.CUN	AMINS					
See File		Case Relat	ed 🗌	Staff Referra		Confidential	
Info Only		Formal For	ms	Ref to Util	8 4	Customer Satisfied	Yes O No O
PSC Narra	tives:	*****	*****	Investigator:	CAROLJ.CUI	MMINS	
Date:	8/28/2007 7:4	1:11 AM					
from ACCXX.	She never aut ber was provide	horized ACCX	Mike Dechman w X to be her carrie Please cancel the	 No phone nur 	nber is listed for	her on the bill, I	out an

PSC Consumer Inquiry System

8/28/2007

EXHIBIT 14 A

SOUTHERN STAR CENTRAL

270 852 5012 P.02/02

122498

7/28/07



9336 LITTLE ROAD - NEW PORT RICHEY, FL 34654-3415

Return Service Requested

Check here for change of address (see reverse for details)

DP05003402 6422041 447C 67 (34 <8>

Customer Name	DECHMAN; CAROLYN
	DECHMAN, CAHOLYN
Account Number	122498
Past Due Amount	.00
Current Charges	12.33
Statement Date	7/28/07
Due Date	8/24/07
Total Amount Due:	\$12.33
Amount Paid	\$

Please make checks payable to: ACCXX COMMUNICATIONS

Check here for credit card paymente (and reverse for details)

ACCXX COMMUNICATIONS 3111 W. DR. MLK JR. BLVD. - SU(TE 100 TAMPA, FL 33607-6232

0 0 262407 122498 5 000001233 0 0

Please detach and return above portion with your payment.

Summary of Account				
Telephone Service 12				
Total Current Charges	12.33			
Previous Bill	.00			
Payment Received	.00			
Adjustments	.00			
Past Due Amount	00.			
Current Charges	12.33			
Total Amount Due	12.33			
Due Date	8/24/07			

Detail of Payments and Adjustments

Current Charges Summary						
Charges for Services For Jul 14, 2007 To Jul 28, 2007 Pro-Rated: Rendering Fee Subtotal	<u>Oty</u> 1	<u>Rete</u> .92	<u>Amount</u> .92 .92			
For Jul 29, 2007 To Aug 28, 2007 Rendering Fee Subtotal	1	1,97	1.97 1.97			
Total Charges for Services Total Current Charges Summary			<u>2.89</u> 2.89			

Current Charges Summary for 270-729-2175

Charges for Services

	Calla	Minutes	Amount	
	6	64.9	3.83	
	10	75.6	4.45	
	16	140.5	8.29	
Total Long Distance Usage			8.29	
.53	Federal/(Other Tax	.62	
			1.15	
Total Current Charges Summary for 270-729-2175				
	.53	6 10 16 Usage 16 .53 Federal/C	6 64.9 10 75.6 16 140.5 Usage 16 140.5 .53 Federal/Other Tax	

Call Detail									
Date	Time	Called Location	Туре	Called Number	Minutee	Amoun			
CAL	LS FOR	270-729-2175							
6/6	08:45A	BATTLE CRK MI	1.	269-986-0383	.5	.0295			
6/6	08:52A	ISLAND KY	1.	270-486-3257	.6	.0354			
6/6	11:05A	JACKSON TN	1-	731-410-1427	2.5	.1475			
6/6	01:58P	LITCHFIELD IL	1+	217-324-4308	11.4	.6726			
8/8	02:14P	LITCHFIELD IL	1+	217-324-4306	17.0	1.0030			
6/7	10:17A	BATTLE CRK MI	1+	269-966-0363	.8	.0472			
8/7	11:01A	BATTLE CRK MI	1+	269-996-0383	5.B	.3422			
677	04:2BP	ISLAND KY	1+	270-485-3267	.6	.035			
5/8	04:56P	ISLAND KY	1.	270-465-3287	1.3	.076			
5/8	05:49P	ISLAND KY]+	270-486-3287		.0472			
6/8	07:10P	ISLAND KY	1+	270-466-3287	34.3	2.0237			
6/10	02:47P	BATTLE CAK MI	1+	269-966-0353	.8	.0472			
V10	09:16P	BATTLE CRK MI	1+	269-386-0383	4,0	,2360			
V1Q	04:23P	ISLAND KY	٦+	270-496-3287	27,3	1.8107			
8/11	11:13A	BATTLE CRK MI	1+	269-986-0383	19.9	1.1741			
5/11	01:35P	BATTLE CRK MI	٩+	269-988-0363	12.9	.7611			
Totel	5 For 27	0-729-2175			140.5	8.29			

Account Number:

Statement Date:

Important Messages

Thank You for being our Customer!

Thank you for being an Accxx Communications customers. We appreciate your business and look forward to serving you in the future!

EXHIBIT 14 B



Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Policy Division, Slam Team 445 12th Street, S.W., CY-A257B Washington, D.C. 20554

August 23, 2007

Attn: B.J. Helton, Chairman Kentucky Public Service Commission Division of Consumer Services 211 Sower Blvd. Post Office Box 615 Frankfort, KY 40602

Dear Sir or Madam:

Our records indicate that the State of Kentucky has "opted-in" to administer the FCC's slamming liability rules, which took effect on November 28, 2000. Our records further indicate that you are the designated contact person with respect to slamming complaints filed by residents in Kentucky pursuant to these rules. We are forwarding the attached slamming complaint, which was recently filed with the FCC by a consumer in Kentucky, for your review and handling. We would appreciate it if you would acknowledge receipt of this letter and the attached complaints by e-mailing us at Slamming@fcc.gov.

FEDERAL COMMUNICATIONS COMMISSION

Nancy & Stevenson, Deputy Chief Consumer Policy Division Consumer & Governmental Affairs Bureau

Attachment(s): MIKE DECHMAN (07-S0282267)

EXHIBIT 14 C

PSC Consumer Inquiry System

Complaint:	2007-02118	Entry Date:	8/31/2007	Closed Date:	************	Contact Type:	Hotline		
Name:	- Miller, Harlan			Utility:	ACCXX Communications, LLC				
Address:	1733 Pleasa	nt Grove Rd.		Utility Nbr:	5162300	Location:	Residence		
	Crofton, KY	42217		Utility Type:	Long Distance				
County:	Christian			Reason:	Slamming (Car	ssignment)			
Home: (270) 424-4050 Work:					(none) ((nòne))				
Fax:	ax: CBR Nbr:				Complaint referred by:				
Cell:	E	Email:							
Contacted Uti	ility? 🗹	Spoke with:	Customer servi	се					
		Cust Relations	Failed To Corre	ect Problem					
Utility Contact: Michael Conway, CEO			Contact's	(813) 441-9775					
Preliminary Description: Slamming			Other Contacts	3 :					
Processor:	MATT.RHO	YC							
See File		Case Related		Staff Referral	\square	Confidential			
Info Only		Formal Form	s	Ref to Util		Customer Satisfied	Yes O No O		
PSC Narrat	ives:			Investigator:	MATT.RHOD	(
Date:	8/31/2007 2:	:01:50 PM							
Customer says knowledge or	s that his long permission.(distance service Customer wants al	was switched fro I charges to be c	m Touch Tone	Communications the account to be	to ACCXX with canceled imm	nout his lediately.		

EXHIBIT 15

9/4/2007

PSC Consumer Inquiry System

Complaint:	2007-02234	Entry	Date:	9/18/2007	Closed Date:		Contact Type:	Fax	
Name:	AWP Butcher Block				Utility:	ACCXX Communications, LLC			
Address:	Contact: Marcia C. Baugh			Utility Nbr:	5162300	Location:	Residence		
	P.O. Box 217 Horse Cave, KY 42749 Hart				Utility Type:	Long Distance			
County:					Reason:	Reason: Slamming (Carrier Selection/Assignmen (none) ((none))			
Home:		Work:	(270)	786-2319	Complaint re	ferred by:			
Fax:		CBR Nbr:							
Cell:		Email:							
Contacted U	tility? 🔲	Spok	e with:	customer se	rvice				
		Cust	Relation	s: None					
Utility Contact: Michael Conway, CEO Preliminary Description: service switched without authorization				Contact's	(813) 441-97	775			
				Other Contacts:					
Processor:	CAROLJ.C	UMMINS							
See File		Case	Relate	d 🔲	Staff Referra	d 🗖	Confidential		
Info Only		Forn	al Forr	ns	Ref to Util		Customer Satisfied	Yes O No O	
PSC Narra	atives				Investigator	: CAROLJ.0	UMMINS		
Date: 9/18/2007 7:36:33 AM				-----					

Customer faxed letter to ACCXX and send the PSC a copy. She found out that her company's preferred carrier had been chagned to ACCXX without permission. She advised ACCXX that she will not be paying the bill and was forwarding her complaint to the Commission. Customer included a copy of her bill.

9/18/2007

EXHIBIT 16