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**FEB 26 2010
PUBLIC SERVICE
COMMISSION**

Date: 2/26/10

Total Pages: 3

**To: Commonwealth of Kentucky
Public Service Commission
Attn: Rose Marie**

From: Amy Letke

Fax: 502-564-3460

Subject: Case#2010-00071

REMARKS

Hello Rose Marie,

Following is the recent written communication to John Barron for your records. The agreement has not been resolved by AT&T.

Thank you.

Amy Letke
Founder & CEO
Phone: 502-753-0970 x102
amy@integrityhr.com

INTEGRITY HR MEMO – VIA FAX

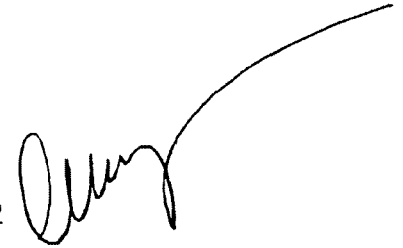
February 24, 2010

TO: John Barron – AT&T

FROM: Amy Letke – Integrity HR; (502) 753-0970 x 102

SUBJ: Termination of Service and Equipment Lease

ATTACHMENTS: Equipment Problems and Trouble Tickets



Thank you for talking with me today regarding my request to terminate services and equipment lease with AT&T. I appreciate that you understand the continued problems we have had, and that you are willing to permit us to leave our service agreement without penalty, and provide continuity until we transition to a new provider.

My second request has to do with the equipment lease. The service we took with AT&T was contingent upon the lease of our Nortel BCM 50 phone system and overall we are very dissatisfied with not only the service, but the lack of performance of the system.

Bottom line is we have had numerous issues that have not been addressed properly with our system, and we have not been able to use it as it was sold to us. Going forward, should we need replacement parts, etc., for the system, they will be increasingly more difficult to acquire, given that Avaya is merging everyone on Nortel to their platform. I was never informed of a transition of equipment or notified that the Nortel equipment would not be supported as part of the lease. This should have been disclosed to me at the time of the lease, however, it was never outlined, nor explained to me prior to our lease arrangement.

I am attaching a spreadsheet of the phone system issues we have had since leasing the equipment, along with my original request for termination of service and credit on the equipment – for the remainder of the lease.

As you may know, I have filed a complaint on 2/10 with the Kentucky Public Service Commission in Frankfort, and will continue to keep that complaint open or take it to hearing until this situation is resolved.

John, I do not think it is too much to ask AT&T to release us from our lease, and buy the rest of it out. It would be the honorable and responsible thing to do given our repeated problems with our service and equipment. Of course, I will return the equipment in excellent condition.

Thank you for working with me on an honest and open manner. I appreciate your help in bringing resolution to this matter so that we may amicably part company. I look forward to hearing from you.

Phone Equipment Issues

Integrity HR Business LOSS

Continued Problems

<u>Date</u>	<u>Ticket#</u>	<u>Issue</u>
5/5/09	3600863	Call center ringing into wrong agent
7/24/09	3605708	753-0987 ringing directly to 753-0980. Phones not going to right extensions
10/19/09	3646457	Main line testing busy - angry customers - loss of business
10/30/09	3652170	Tech forwarded the 0970 to 0980 due to calls not coming in and not being able to call out
11/4/09	3654056	No phone, no Internet - No fights on Smart Jack. Defective Smart Jack - per AT&T
11/23/09		No service outgoing/incoming - Called Kevin Keese because I couldn't get a trouble ticket assigned. In provisioning and maintenance do ending up rebooking router.
11/30/09	3665598	Phone cutting off on calls.
12/1/09	3665598	Tech installed 3 new patches. Problem temporarily resolved
12/2/09	3666540	Incoming calls, cut off on outgoing calls.
12/8/2009		Outgoing calls. Could hear other party, but they could not hear us.
12/10/09		No caller voice. Then went to off-hook tone.
12/19/09	119033238	Engineer rebooted router remotely. No service
12/22/09	119033238	No free lines avail. Cannot call out, calls not coming in.
1/25/10	3674708	Initiated a service ticket to Equipment
2/3/10	3688094	Unable to forward phone. System problem - called techs in and unable to fix
2/3/10	1203332324	No outgoing/incoming calls - I had to turn off router & reboot. Outage over 24 hours - business lost
2/22/10	120943162	No incoming calls - When dialing, does not ring. Some cases, it goes to network busy - I had to turn off router. Angry customers

Over hundreds of stall-hours to deal with AT&T

Loss of Business - NO RECOVERY AS A RESULT OF AT&T.