


IntegrityHR
2013 Frankfort Avenue
Louisville, KY 40206
Phone: 502-753-0970
Fax: 502-895-1858

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APR 08 2010

**PUBLIC SERVICE
COMMISSION**

Date: 4/7/10

Total Pages: 3

To: Rose Marie
Commonwealth of Kentucky
Public Service Commission

From: Amy Letke

Fax: 502-564-3460

Subject: Case #2010-00071

REMARKS:

Rose Marie,

Following is communication to John Barron at AT&T for your records.

Thank you,

Amy Letke
502-753-0970 x102
amy@integrityhr.com

We specialize in inCREDIBLE HR solutions!



2013 Frankfort Avenue
Louisville, KY 40206
Phone: 502-753-0970
Fax: 502-895-1858

Date: 4/7/10

Total Pages: 2

To: John Barron
Cc: Commonwealth of Kentucky
Public Service Commission

From: Amy Letke

Fax: 314.242.1025

Subject: Unresolved issues with
carrier and equipment

REMARKS

John,

This serves areas still unresolved:

1) Penalty fees 502-753-0970

Per the attached, we received notice that an adjustment was not granted for our account. During a conference call at the end of the year with Jeff Craft, it was communicated that we replaced one service for another and this penalty should not have been charged to us! Plus the above account number was our main number that was never included to be ported during the original porting request.

2) Equipment release w/Capital Leasing

We have been in communication with Capital Leasing and there has not been an approval from the sales team to release us from the equipment.

3) We were sold on a carrier that failed to perform, and equipment that is far less than desirable to meet our business needs.

4) Assignment of a new sales representative for our account(s) has not been forthcoming.

5) My assistant spent ¾ of an hour yesterday attempting to obtain information on our long-distance usage patterns. In August 2009, we were promised a set-up of our services for the Business Direct. This also was not done.

Please advise.

Thank you,

Amy Letke
502-753-0970 x102
amy@integrityhr.com

We specialize in inCREDIBLE HR solutions!

Date: 3/31/2010

Re Account Number: 502-753-0970-972
INTEGRITY HR

Dear Amy::

***** PLEASE DO NOT REPLY TO THIS MESSAGE. REPLIES TO THIS E-MAIL ADDRESS
CANNOT BE READ AND WILL AUTOMATICALLY BE DELETED. *****

Upon investigation of your adjustment request, Tracking Number: 032510BSW56594ZY our findings are that these charges are correct and we are unable to honor your request at this time. All charges will need to be paid in full. A late payment charge may be assessed if current charges are not paid by the due by date on your bill. This had been referred to our contract management group and I have been advised that the charges are valid and unfortunately, we will be unable to make any adjustments. There are no provisions that allow a customer to move from Complete Choice Basic to other products and/or promotions, such as IP Flex, without incurring termination charges. I apologize for any inconvenience this may have caused.

If you have additional information or documentation that would further substantiate your request for credit, please resubmit your adjustment request with the additional information.

We apologize for any inconvenience.

Thank you for choosing AT&T. We value the opportunity to serve you. Should you have any questions or concerns regarding your request, you can reach me at:

Jacqueline Jennette

AT&T Business Solutions - Customer Care

888-776-7303 58687

NEWS FLASH

1) AT&T offers many services and solutions for your growing business. For example, you can submit your order or billing request online 24 hours a day, 7 days a week! To find out about these solutions and more, please visit http://www.business.att.com/manage.jsp?segment=ent_biz.

2) Your feedback is important to us! In an effort to evaluate whether you received the best service possible, our independent survey team may contact you within the next 2 business days. Should that occur, I would greatly appreciate your responding to 4 short questions about the service I provided to you.