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10/08/2018

OCT 11 2018

PUBLIC SERVICE
COMMISSION

To Whom It May Concern

CC At& T
Impact
Telecom Comminations

KY Public Service Commission

Enclosed is a copy of all information pertaining to the changes made in last year. Our phone service was changed from Telecom to Birch without our approval. It has been reported to FCC, KY Public Service Commission and our attorney.

We switched to AT&T on August 26th. Both numbers; 502-225-0606 and 502-222-5554. We received bill from both companies AT & T as well as Telecom for September. It is not possible for both companies to have our service. I paid A T&T bill. When I tried called Telecom I talked to 5 different people taking approximately an hour and half was at the end told only one line was switched and we still owed for 502-222-5554. AGAIN how is it possible for 2 carriers to have our service. I have enclosed ticket showing transfer of service.

Since I cannot get anywhere trying to call is the reason for writing.

Leigh Ann Ford, Practice Manager

Oldham County Veterinary Services



Oldham County Veterinary Services
K.P. Schmidt D.V.M
2411 S. Hwy. 53
LaGrange, KY. 40031
502-225-0606 Fax: 502-222-5554

Birch Communications / Deceptive sales practice

United States Review updated: Nov 9, 2016

[23 comments](#)

I called inquiring about internet service. Next thing I know, they've delivered internet box and sent tech to wire it! When I called saying I didn't say I WANTED it, as I had asked they fax a copy of my current phone contract to me first, they argued and said I had answered YES to their questions, when even their recording shows I had asked for the fax first! When I said cancel it, they said it would cost me over \$1000!!! So, they "discounted" a few things, only with every bill I find they're trying to sneak in charges. Extremely frustrated and highly recommend not even calling this company!

Su

[Sunny1](#)

I pulled this off the internet and this is the exact thing that happened to us. Except our service was cancelled and no notification was made prior. It has been reported to AT & T, FCC and to our attorney. I have enclosed a check for the amount of the monthly service I do not believe we owe the additional fees due to us not cancelling or Birch lack of communication with us.

There are numerous articles out there with similar situations.

This should be against the law and they should be prosecuted.

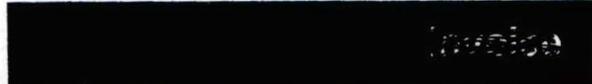
Leigh Ann Ford, Practice Manager
Oldham County Veterinary Services



Return Service Requested

102 Brookwood Rd.
Atmore, AL 36502

*changed 8/26 to A+T
9/27/18 s/b writing said w/writing 1st I was told said should be cancelled by now cancelled said on line*



Account Number
Invoice Number
Payment due on or before
Invoice Date

October 06, 2018
September 17, 2018

107702-1.1 1 3-1.2 1oz

OLD COUNTY VETERINARY SERVICES
LEANNE FORS
PO BOX 263
LA GRANGE KY 40031



Manage Your Account customer.impacttelecom.com

How To Contact Us:

Online Chat Support customer.impacttelecom.com
Customer Support 888.411.1175
Customer Support customersupport@impacttelecom.com
Pay Online customer.impacttelecom.com

Billing Period: August 17, 2018 - September 16, 2018

Want to increase sales and improve customer service immediately?
Add Cloud Call Center to your Impact Phone Service!

Impact Cloud Call Center

Visit www.impacttelecom.com/call-center

INVOICE SUMMARY

Previous Balance	\$156.70
Payments Through September 16, 2018	\$156.70
Adjustments	\$0.00
Amount Past Due	\$0.00
Total Current Charges	\$156.70
Discounts	\$0.00

Total Amount Due \$156.70

Pay By Wire Recipient *Impact Telecom*
Bank *Wells Fargo*
Routing *ABA: 121000248*
Bank Account *2000029862311*

Make payments online customer.impacttelecom.com

Thank you for your business!

Detach and return with your check payable to Impact Telecom.



Payment Coupon

Detach and enclose this portion with your payment in the enclosed envelope. Make check payable to **Impact Telecom**. Please write your account number on your check or money order. Do not send cash. Show the mailing address in the envelope window.

Account Number
Invoice Number
Due Date
TOTAL AMOUNT DUE

October 06, 2018
\$156.70

Amount Enclosed:

[Empty box for amount enclosed]

Impact Telecom
P.O. Box 660344
Dallas, TX 75266-0344



50160153047573011747078980000000001567024

Favorite Here

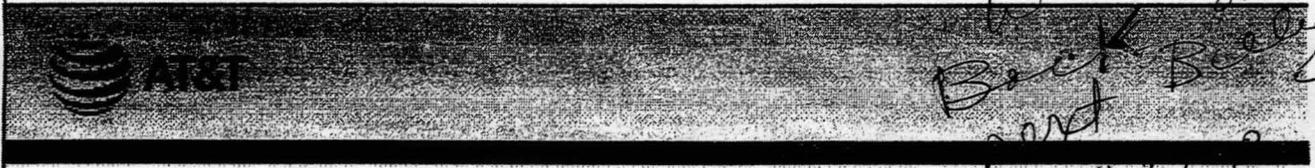
32 mins @ least

Subject: 080918OSW51970WN,OLDHAM COUNTY VETERINARY,5022250606, 080918OSW51970WN, Confirmation Letter

From: attreply@rdsmail.ims.att.com
To: ocvs2411@yahoo.com
Cc: AFB@TEAMAMERICOM.COM
Date: Saturday, August 11, 2018, 11:21:30 AM EDT

*# 15.00
IP Address
Internet 8/18 \$70.00
will credit
Back Bill
part on
to \$55.00*

24/11



Date: 8/11/2018

Account Number: [REDACTED]
OLDHAM COUNTY VETERINARY

Dear Lee ann,:

This is to confirm that your order request, Tracking Number: [REDACTED] has been issued.

Following are the order details:

BTN: (502) 225-0606 Order #: N4277DH3 Due Date: 8/27/2018 Product: 1FB

Based on the response from your previous service provider the above due date may change. You will be contacted with the final agreed upon due date if it changes.

PHONE NUMBER(S):
BTN 502-225-0606
WTN 502-222-5554

LISTED NAME: Oldham County Veterinary

SERVICE ADDRESS:
2411 S HIGHWAY 53
LA GRANGE KY 40031-8567

BILL NAME: Oldham County Veterinary

BILL ADDRESS:
2411 S HIGHWAY 53
LA GRANGE KY 40031-8567

HUNTING SEQUENCE: yes

*Called 8-22
\$5 - hold
hang up
8/24/18
Monday
All Good
Monday*

DUE DATE: 08-27-18

TECH INSTALL: No

Appointment time: none

Please have your vendor onsite on the due date if needed for installation.

For status and/or escalations about this order, please send e-mail to LSR Processing at g46255@att.com

The recurring and non-recurring charges listed above may be discounted pursuant to volume, term, or bundled service discounts specified in the AT&T Service Guide, the AT&T Tariff, or the terms of your service agreement with AT&T. Additional fees, taxes and surcharges are not included in the above rates.

To check the status of your Landline or DSL order, please click [here](#).

To check the status of your U-Verse order, please click [here](#).

We appreciate your business and want to ensure that you are Very Satisfied with the handling this service request. Please let us know if there is anything else we can do to assist you.

Thank you for choosing AT&T.

For further information please contact:

Name: Danny Do Phone: 888-944-0447 Ext.:

N e w s F l a s h : You can now submit your order or billing request on line 24 hours a day 7 days a week! Access the following URL:

<https://legacysforms.attcare.com/Mainframe.aspx>. Under "Online tools for services originally set up with BellSouth" select either "Submit Business Billing Inquiry" or "Place an order for Business Local".

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NOTE: This letter is based on current information and prices, which are subject to change. This message contains information that may be confidential. Unless you are the addressee or its agent, you may not use, copy retransmit or disclose to anyone the message or any information

Click [here](#) if you would like to confirm this work has been satisfactorily completed.

<---- Begin Process Information For EMS USE ONLY ---->

TrackingNumber: 080918OSW51970WN

<---- End Process Information For EMS USE ONLY ---->



080918OSW51970WN.html
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