

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

ACCXX COMMUNICATIONS, LLC)	CASE NO.
<hr/>)	2007-00400
ALLEGED VIOLATIONS OF KRS 278.535)	

O R D E R

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:

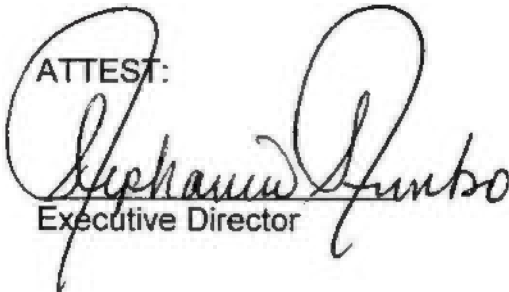
1. The sworn affidavit of Virginia L. Smith with exhibits, affixed hereto as Appendix A, shall be made part of the record.
2. ACCXX shall have 20 days from the date of this Order to respond in writing to the affidavit and exhibits.

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 in-state 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

ATTEST:

Executive 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.
<hr/>)	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.
2. 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 [REDACTED]. 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 [REDACTED]. 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 [REDACTED]. 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 [REDACTED]. 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 [REDACTED]. The report of this complaint, as it was entered into CIS, is appended as Exhibit 5.

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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. The report of this complaint, as it was entered into CIS, is appended as Exhibit 10.

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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. 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 [REDACTED] [REDACTED]. 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

ACCXX without his consent. His telephone number is [REDACTED]. 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) 786-2320, (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 24th day of March 2008.

My Commission expires: July 7, 2008

[Signature]
NOTARY PUBLIC

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01813	Entry Date:	7/30/2007	Closed Date:		Contact Type:	Hotline
Name:	Patton, Bobbie	Utility:	ACCXX Communications, LLC				
Address:	161 Oak Rd London, KY 40744	Utility Nbr:	5162300	Location:	Residence		
County:	Laurel	Utility Type:	Long Distance				
Home:	██████████	Work:					
Fax:		CBR Nbr:					
Cell:		Email:					
Contacted Utility?	<input checked="" type="checkbox"/>	Spoke with:	customer service				
		Cust Relations:	None				
Utility Contact:	Robert Fulmer	Contact's	(800) 245-7353				
Preliminary Description:	customer does not want service with ACCXX			Other Contacts:			
Processor:	SUSANL.DUNN						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** SUSANL.DUNN**Date:** 7/30/2007 4:11:59 PM

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

8/27/2007

Complaint:	2007-01816	Entry Date:	7/31/2007	Closed Date:		Contact Type:	Hotline
Name:	Morrow, Robert			Utility:	ACCXX Communications, LLC		
Address:	983 Aristides Drive Union, KY 41091			Utility Nbr:	5162300	Location:	Residence
County:	Boone			Utility Type:	Long Distance		
Home:		Work:		Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:					
		Cust Relations:	None				
Utility Contact:	Robert Fulmer			Contact's	(800) 245-7353		
Preliminary Description:	customer did not authorize carrier change			Other Contacts:			
Processor:	SUSANL.DUNN						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** SUSANL.DUNN**Date:** 7/31/2007 8:25:16 AM

Customer has faxed the PSC a copy of a long distance bill that he has received from a company named ACCXX. Mr. 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.

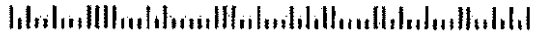
EXHIBIT 2 A



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

Return Service Requested

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

 9160003786 PRESORT MAIL P1 C14
 3786 1 MB 0.360

 ROBERT MORROW
 983 ARISTIDES DRIVE
 UNION, KY 41091-8263
Remittance Section

Customer Name	ROBERT MORROW
Account Number	[REDACTED]
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. MLK JR. BLVD. - SUITE 100
 TAMPA, FL 33607-6232

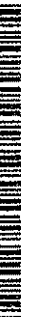
Please detach and return above portion with your payment.

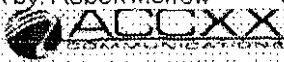
Summary of Account

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

Detail of Payments and Adjustments
 Account Number: [REDACTED]
 Statement Date: 7/14/07
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 2 B**
 If you have any questions about your bill,
 please call Customer Service at 1-866-464-3640

Account Name
ROBERT MORROW

Account Number

Bill Date
7/14/07

Current Charges Summary

Charges for Services			
For Jul 15, 2007 To Aug 14, 2007	Qty	Rate	Amount
Renting Fee	1	1.97	1.97
Total Charges for Services			1.97
Total Current Charges Summary			1.97

Current Charges Summary for

Charges for Services			
1+ Calling	Calls	Minutes	Amount
Interstate 1+	54	362.1	21.36
Total 1+ Calling	54	362.1	21.36
Total Long Distance Usage	54	362.1	21.36

Taxes			
State Tax	1.43	Federal/Other Tax	2.47
Total Taxes			3.90
Total Current Charges Summary			25.26
for 859-384-0874			

Call Detail

Date	Time	Called Location	Type	Called Number	Minutes	Amount
CALLS FOR						
6/5	09:29P	NOBLESVILLE IN	1+		2	2054
6/6	02:47P	NOBLESVILLE IN	1+		22	1358
6/6	02:50P	NOBLESVILLE IN	1+		240	25724
6/5	09:55A	GREENVILLE SC	1+		122	7198
6/10	08:14A	INDIANAPOLIS IN	1+		10	5560
6/10	04:39P	NOBLESVILLE IN	1+		8	2472
6/10	06:06P	CHESTERFIELD IN	1+		22	2478
6/10	06:34P	FISHERS IN	1+		3	2177
6/10	06:34P	FISHERS IN	1+		68	4071
6/10	07:17P	NOBLESVILLE IN	1+		243	14337
6/10	06:38P	FISHERS IN	1+		17	5403
6/11	08:29A	FISHERS IN	1+		20	1186
6/11	08:04A	GENEVA FLA NY	1+		17	1003
6/11	07:55P	NOBLESVILLE IN	1+		268	15815
6/12	07:41P	NOBLESVILLE IN	1+		49	2891
6/13	05:58P	NOBLESVILLE IN	1+		2	2177
6/13	05:58P	NOBLESVILLE IN	1+		6	2364
6/13	06:00P	INDIANAPOLIS IN	1+		8	2472
6/13	06:02P	NOBLESVILLE IN	1+		7	2478
6/14	06:21P	NOBLESVILLE IN	1+		32	1686
6/14	06:28P	INDIANAPOLIS IN	1+		13	2257
6/16	08:07A	NOBLESVILLE IN	1+		382	22538
6/16	10:59A	NOBLESVILLE IN	1+		21	1239
6/16	08:31P	NOBLESVILLE IN	1+		29	1711
6/17	01:32P	CHESTERFIELD IN	1+		4	2236
6/17	04:56P	NOBLESVILLE IN	1+		6	2472
6/18	06:02A	NOBLESVILLE IN	1+		8	2472
6/18	08:05A	INDIANAPOLIS IN	1+		10	2757
6/18	06:44A	INDIANAPOLIS IN	1+		7	2413
6/18	06:45A	INDIANAPOLIS IN	1+		188	11032
6/19	01:53P	NOBLESVILLE IN	1+		149	8791
6/21	08:41A	NOBLESVILLE IN	1+		5	2177
6/21	08:42A	INDIANAPOLIS IN	1+		25	2127
6/25	08:46A	ANDERSON IN	1+		17	1033
6/28	10:05A	GREER SC	1+		64	3776
6/29	02:12P	NOBLESVILLE IN	1+		24	1416
6/29	04:17P	GREER SC	1+		7	2413
7/2	11:01A	INDIANAPOLIS IN	1+		275	16225
7/3	08:51A	GREER SC	1+		8	2256
7/3	08:54A	GENEVA FLA NY	1+		273	15107
7/4	07:54A	FISHERS IN	1+		212	12506
7/4	07:33P	INDIANAPOLIS IN	1+		31	1829
7/5	09:19A	NOBLESVILLE IN	1+		193	11287
7/5	01:24P	FISHERS IN	1+		28	1594
7/5	01:25P	NOBLESVILLE IN	1+		2	2413
7/5	01:28P	INDIANAPOLIS IN	1+		7	2413
7/5	01:47P	INDIANAPOLIS IN	1+		3	2177
7/6	11:54A	NASHVILLE IN	1+		15	2885
7/9	09:13D	NOBLESVILLE IN	1+		43	2537
7/12	07:50P	INDIANAPOLIS IN	1+		3	2177
7/12	07:52P	INDIANAPOLIS IN	1+		3	2177
7/12	07:58P	INDIANAPOLIS IN	1+		11	2649
7/12	07:54P	NOBLESVILLE IN	1+		5	2354
7/13	06:08P	INDIANAPOLIS IN	1+		13	2767
Totals For					362.1	21.36

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 # [REDACTED]

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.

Sincerely,



Robert D. Morrow

EXHIBIT 2 C

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01819	Entry Date:	7/31/2007	Closed Date:		Contact Type:	Hotline
Name:	Kerns, Cindy			Utility:	ACCXX Communications, LLC		
Address:	2133 Jackson Rd. Eminence, KY 40019			Utility Nbr:	5162300	Location:	Residence
County:	Henry			Utility Type:	Long Distance		
Home:	[REDACTED]			Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:				Complaint referred by:			
Cell:							
Contacted Utility?	<input type="checkbox"/>			Spoke with:			
				Cust Relations:	None		
Utility Contact:	Robert Fulmer			Contact's	(800) 245-7353		
Preliminary Description:	Slamming			Other Contacts:			
Processor:	MATT.RHODY						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** MATT.RHODY**Date:** 7/31/2007 9:57:31 AM

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

EXHIBIT 3

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01828	Entry Date:	7/31/2007	Closed Date:		Contact Type:	E-Mail
Name:	Harrington, Kent			Utility:	ACCXX Communications, LLC		
Address:	901 Walston Almo, KY 42020			Utility Nbr:	5162300	Location:	Residence
County:	Calloway			Utility Type:	Long Distance		
Home:	[REDACTED]	Work:		Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input checked="" type="checkbox"/>	Spoke with:	Customer service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:	Robert Fulmer			Contact's	(800) 245-7353		
Preliminary Description:	Slamming			Other Contacts:			
Processor:	MATT.RHODY						
See File	<input checked="" type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input checked="" type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: MATT.RHODY

Date: 7/31/2007 2:37:00 PM

(Customer's email to PSC)

I have attempted to reach you to discuss a number of issues, but have
 > been unable to contact you via phone. I've spent hours on hold, only
 > to be dumped out of the hold queue. I have left messages on "after-hours"
 > voicemail boxes, but none have been returned. I have sent emails, but
 > received no replies. I tried a facsimile multiple times without success.
 > This last attempt is via email, and will be copied to the Kentucky
 > Public Service Commission.
 >
 > Issue: I received a bill today of \$27.07 for calls made from
 > 931-363-0306. I do not have a phone number [REDACTED] I did not
 > make those calls. This shall serve as my official:
 >
 >
 > 1. written notice to cancel services per tariffed operating
 > procedure (TOP) 2.5.4
 > 2. written objection to the billed charges above per TOP 2.10.3
 > 3. denial of any presumed "collection costs" per TOP 2.11
 > 4. denial of any presumed late charges per TOP 2.13
 >
 >

EXHIBIT 4

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01892	Entry Date:	8/7/2007	Closed Date:		Contact Type:	Hotline
Name:	Partin, Ira by Vicki Hayes			Utility:	ACCXX Communications, LLC		
Address:	436 Wolf Creek Rd. Orlando, KY 40460			Utility Nbr:	5162300	Location:	Residence
County:	Rockcastle			Utility Type:	Long Distance		
Home:	[REDACTED]			Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:				Complaint referred by:			
Cell:							
Contacted Utility?	<input type="checkbox"/>			Spoke with:			
	Cust Relations: Not accessible						
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	slamming			Other Contacts:			
Processor:	JOHNR.GEOGHEGAN						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** JOHNR.GEOGHEGAN**Date:** 8/7/2007 4:11:03 PM

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

8/27/2007

Complaint:	2007-01919	Entry Date:	8/9/2007	Closed Date:		Contact Type:	Hotline
Name:	Bruce, James	Utility:	ACCXX Communications, LLC				
Address:	1406 Community Way Louisville, KY 40222	Utility Nbr:	5162300	Location:	Residence		
County:	Jefferson	Utility Type:	Long Distance				
Home:	██████████	Work:					
Fax:		CBR Nbr:					
Cell:		Email:					
Contacted Utility?	<input checked="" type="checkbox"/>	Spoke with:					
		Cust Relations:	None				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	slamming			Other Contacts:			
Processor:	JOHNR.GEOGHEGAN						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** JOHNR.GEOGHEGAN**Date:** 8/9/2007 11:35:33 AM

Customer says his service was switched to ACCXX without proper authorization. He has gotten the service switched back. Customer was instructed not to pay the bill.

EXHIBIT 6

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01923	Entry Date:	8/9/2007	Closed Date:		Contact Type:	Hotline
Name:	Smith, Dewey & Maddi			Utility:	ACCXX Communications, LLC		
Address:	406 Medlock Lane Annville, KY 40402			Utility Nbr:	5162300	Location:	Residence
County:	Jackson			Utility Type:	Long Distance		
Home:	[REDACTED]			Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:				Complaint referred by:			
Cell:							
Contacted Utility?	<input type="checkbox"/>			Spoke with:	customer service		
				Cust Relations:	Not accessible		
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	service switched without authorization			Other Contacts:			
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** CAROLJ.CUMMINS**Date:** 8/9/2007 1:06:26 PM

Customer's preferred carrier is PowerNet Global and has been since 1/6/04. Today she received a bill from ACCXX for calls between 6/5 and 6/19 totaling \$7.09. She tried calling ACCXX but she cannot reach anyone. She has contacted her preferred carrier and been switched back. Please cancel the account, credit all charges, and provide proof of authorization.

EXHIBIT 7

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01936	Entry Date:	8/10/2007	Closed Date:		Contact Type:	Hotline
Name:	Greb, Thomas			Utility:	ACCXX Communications, LLC		
Address:	51 Wilson Drive Columbia, KY 42728			Utility Nbr:	5162300	Location:	Residence
County:	Adair			Utility Type:	Long Distance		
Home:	[REDACTED]	Work:		Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:	customer service				
Cust Relations: Failed To Correct Problem							
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	service switched without permission			Other Contacts:			
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

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 # : [REDACTED] N. THOMAS GREB
CTRL DATE : 11/12/98 PREV TEL/ACCT # :

TRAIT NAME	STAT	TRAIT VALUE	EFFECTIVE DATE
BCYC	A	10	11/12/98
DIRM-ADDR-ID	R		06/09/07
DIRM-ADDR-ID	A	SAD1	04/14/07
INTER-SEL-PIC	A	432 L2050901	09/02/05
INTER-SEL-PIC	A	444 L2030903	09/03/03
INTER-SEL-PIC	A	652 C2030423	04/23/03
INTER-SEL-PIC	A	652 C2021224	12/24/02
INTER-SEL-PIC	A	288 C2020608	06/08/02
INTRA-SEL-PIC	A	432 L050901	09/02/05
INTRA-SEL-PIC	A	444 L030903	09/03/03
INTRA-SEL-PIC	A	652 C030423	04/23/03
INTRA-SEL-PIC	A	652 C021224	12/24/02
INTRA-SEL-PIC	A	288 A020608	06/08/02

432=Qwest/LCI
444=Global Crossing
652=ALLTEL
288=AT&T

EXHIBIT 8

PSC Consumer Inquiry System

8/27/2007

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

PSC Narratives:**Investigator:** CAROLJ.CUMMINS**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



5336 LITTLE ROAD - NEW PORT RICHEY, FL 34854-8415

Return Service Requested

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

436000340 PRESTO MAIL #1 C16 402
3540 5 18 8.310

|||||
JOE HARRISON CARTER ELEMENTARY SCHOOL
4092 EDMONTON ROAD
TOMPKINSVILLE, KY 42167-9408

Remittance Section

Customer Name **JOE HARRISON CARTER ELEMENTARY SCHOOL**
Account Number [REDACTED]
Past Due Amount .00
Current Charges 45.41
Statement Date 7/14/07
Due Date 8/13/07
Total Amount Due: \$45.41
Amount 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

Please detach and return above portion with your payment.

Summary of Account

Telephone Service	45.41
Total Current Charges	45.41
Previous Bill	.00
Payment Received	.00
Adjustments	.00
Past Due Amount	.00
Current Charges	45.41
Total Amount Due	45.41
Due Date	8/13/07

Detail of Payments and Adjustments



Account Number: [REDACTED]
Statement Date: 7/14/07

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!

Ally
7/30/07

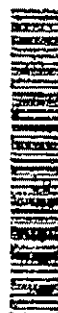


EXHIBIT 9 B



If you have any questions about your bill,
please call Customer Service at 1-800-APR-2020

Call Detail

Date	Time	Called Location	Type	Called Number	Minutes	Amount
5218 (continued)						
5/11	11:03A	FRANK CONDUCTOR	1A			
5/11	11:03A	FRANK CONDUCTOR	1A			
5/11	11:03A	FRANK CONDUCTOR	1A			
5/11	11:03A	PAVO GA	1A		.8	.0220
5/11	11:04A	MOULTRIE GA	1A		.4	.0220
Totals For 5218					4.6	.27
Totals For					62.8	3.74

CALLS FOR

07	01-11-82	EDMONTON AB	1	182
08	01-11-82	EDMONTON AB	2	22
09	01-11-82	EDMONTON AB	3	22
10	01-11-82	EDMONTON AB	4	22
11	01-11-82	EDMONTON AB	5	22
12	01-11-82	EDMONTON AB	6	22
13	01-11-82	EDMONTON AB	7	22
14	01-11-82	EDMONTON AB	8	22
15	01-11-82	EDMONTON AB	9	22
16	01-11-82	EDMONTON AB	10	22
17	01-11-82	EDMONTON AB	11	22
18	01-11-82	EDMONTON AB	12	22
19	01-11-82	EDMONTON AB	13	22
20	01-11-82	EDMONTON AB	14	22
21	01-11-82	EDMONTON AB	15	22
22	01-11-82	EDMONTON AB	16	22
23	01-11-82	EDMONTON AB	17	22
24	01-11-82	EDMONTON AB	18	22
25	01-11-82	EDMONTON AB	19	22
26	01-11-82	EDMONTON AB	20	22
27	01-11-82	EDMONTON AB	21	22
28	01-11-82	EDMONTON AB	22	22
29	01-11-82	EDMONTON AB	23	22
30	01-11-82	EDMONTON AB	24	22
31	01-11-82	EDMONTON AB	25	22
32	01-11-82	EDMONTON AB	26	22
33	01-11-82	EDMONTON AB	27	22
34	01-11-82	EDMONTON AB	28	22
35	01-11-82	EDMONTON AB	29	22
36	01-11-82	EDMONTON AB	30	22
37	01-11-82	EDMONTON AB	31	22
38	01-11-82	EDMONTON AB	32	22
39	01-11-82	EDMONTON AB	33	22
40	01-11-82	EDMONTON AB	34	22
41	01-11-82	EDMONTON AB	35	22
42	01-11-82	EDMONTON AB	36	22
43	01-11-82	EDMONTON AB	37	22
44	01-11-82	EDMONTON AB	38	22
45	01-11-82	EDMONTON AB	39	22
46	01-11-82	EDMONTON AB	40	22
47	01-11-82	EDMONTON AB	41	22
48	01-11-82	EDMONTON AB	42	22
49	01-11-82	EDMONTON AB	43	22
50	01-11-82	EDMONTON AB	44	22
51	01-11-82	EDMONTON AB	45	22
52	01-11-82	EDMONTON AB	46	22
53	01-11-82	EDMONTON AB	47	22
54	01-11-82	EDMONTON AB	48	22
55	01-11-82	EDMONTON AB	49	22
56	01-11-82	EDMONTON AB	50	22
57	01-11-82	EDMONTON AB	51	22
58	01-11-82	EDMONTON AB	52	22
59	01-11-82	EDMONTON AB	53	22
60	01-11-82	EDMONTON AB	54	22
61	01-11-82	EDMONTON AB	55	22
62	01-11-82	EDMONTON AB	56	22
63	01-11-82	EDMONTON AB	57	22
64	01-11-82	EDMONTON AB	58	22
65	01-11-82	EDMONTON AB	59	22
66	01-11-82	EDMONTON AB	60	22
67	01-11-82	EDMONTON AB	61	22
68	01-11-82	EDMONTON AB	62	22
69	01-11-82	EDMONTON AB	63	22
70	01-11-82	EDMONTON AB	64	22
71	01-11-82	EDMONTON AB	65	22
72	01-11-82	EDMONTON AB	66	22
73	01-11-82	EDMONTON AB	67	22
74	01-11-82	EDMONTON AB	68	22
75	01-11-82	EDMONTON AB	69	22
76	01-11-82	EDMONTON AB	70	22
77	01-11-82	EDMONTON AB	71	22
78	01-11-82	EDMONTON AB	72	22
79	01-11-82	EDMONTON AB	73	22
80	01-11-82	EDMONTON AB	74	22
81	01-11-82	EDMONTON AB	75	22
82	01-11-82	EDMONTON AB	76	22
83	01-11-82	EDMONTON AB	77	22
84	01-11-82	EDMONTON AB	78	22
85	01-11-82	EDMONTON AB	79	22
86	01-11-82	EDMONTON AB	80	22
87	01-11-82	EDMONTON AB	81	22
88	01-11-82	EDMONTON AB	82	22
89	01-11-82	EDMONTON AB	83	22
90	01-11-82	EDMONTON AB	84	22
91	01-11-82	EDMONTON AB	85	22
92	01-11-82	EDMONTON AB	86	22
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95	01-11-82	EDMONTON AB	89	22
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112	01-11-82	EDMONTON AB	106	22
113	01-11-82	EDMONTON AB	107	22
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115	01-11-82	EDMONTON AB	109	22
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185	01-11-82	EDMONTON AB	179	22
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231	01-11-82	EDMONTON AB	225	22
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233	01-11-82	EDMONTON AB	227	22
234	01-11-82	EDMONTON AB	228	22
235	01-11-82	EDMONTON AB	229	22
236	01-11-82	EDMONTON AB	230	22
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246	01-11-82	EDMONTON AB	240	22
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250	01-11-82	EDMONTON AB	244	22
251	01-11-82	EDMONTON AB	245	22
252	01-11-82	EDMONTON AB	246	22
253	01-11-82	EDMONTON AB	247	22
254	01-11-82	EDMONTON AB	248	22
255	01-11-82	EDMONTON AB	249	22
256	01-11-82	EDMONTON AB	250	22
257	01-11-82	EDMONTON AB	251	22
258	01-11-82	EDMONTON AB		

CALLS FOR

07	07-001	BOWLING GREEN KY	1	0.778
07	07-004	CLASGOW KY	1	0.766
07	07-014	BOWLING GREEN KY	1	0.757
07	07-034	BOWLING GREEN KY	1	0.747
07	12-004	BOWLING GREEN KY	1	5.1
07	12-430	CLASGOW KY	1	5.5
07	12-430	CLASGOW KY	1	7
07	12-430	CLASGOW KY	1	0.720
07	12-430	CLASGOW KY	1	0.715
07	12-430	CLASGOW KY	1	0.712
07	12-430	CLASGOW KY	1	0.708
07	12-430	CLASGOW KY	1	0.704
07	12-430	CLASGOW KY	1	0.700
07	12-430	CLASGOW KY	1	0.696
07	12-430	CLASGOW KY	1	0.692
07	12-430	CLASGOW KY	1	0.688
07	12-430	CLASGOW KY	1	0.684
07	12-430	CLASGOW KY	1	0.680
07	12-430	CLASGOW KY	1	0.676
07	12-430	CLASGOW KY	1	0.672
07	12-430	CLASGOW KY	1	0.668
07	12-430	CLASGOW KY	1	0.664
07	12-430	CLASGOW KY	1	0.660
07	12-430	CLASGOW KY	1	0.656
07	12-430	CLASGOW KY	1	0.652
07	12-430	CLASGOW KY	1	0.648
07	12-430	CLASGOW KY	1	0.644
07	12-430	CLASGOW KY	1	0.640
07	12-430	CLASGOW KY	1	0.636
07	12-430	CLASGOW KY	1	0.632
07	12-430	CLASGOW KY	1	0.628
07	12-430	CLASGOW KY	1	0.624
07	12-430	CLASGOW KY	1	0.620
07	12-430	CLASGOW KY	1	0.616
07	12-430	CLASGOW KY	1	0.612
07	12-430	CLASGOW KY	1	0.608
07	12-430	CLASGOW KY	1	0.604
07	12-430	CLASGOW KY	1	0.600
07	12-430	CLASGOW KY	1	0.596
07	12-430	CLASGOW KY	1	0.592
07	12-430	CLASGOW KY	1	0.588
07	12-430	CLASGOW KY	1	0.584
07	12-430	CLASGOW KY	1	0.580
07	12-430	CLASGOW KY	1	0.576
07	12-430	CLASGOW KY	1	0.572
07	12-430	CLASGOW KY	1	0.568
07	12-430	CLASGOW KY	1	0.564
07	12-430	CLASGOW KY	1	0.560
07	12-430	CLASGOW KY	1	0.556
07	12-430	CLASGOW KY	1	0.552
07	12-430	CLASGOW KY	1	0.548
07	12-430	CLASGOW KY	1	0.544
07	12-430	CLASGOW KY	1	0.540
07	12-430	CLASGOW KY	1	0.536
07	12-430	CLASGOW KY	1	0.532
07	12-430	CLASGOW KY	1	0.528
07	12-430	CLASGOW KY	1	0.524
07	12-430	CLASGOW KY	1	0.520
07	12-430	CLASGOW KY	1	0.516
07	12-430	CLASGOW KY	1	0.512
07	12-430	CLASGOW KY	1	0.508
07	12-430	CLASGOW KY	1	0.504
07	12-430	CLASGOW KY	1	0.500
07	12-430	CLASGOW KY	1	0.496
07	12-430	CLASGOW KY	1	0.492
07	12-430	CLASGOW KY	1	0.488
07	12-430	CLASGOW KY	1	0.484
07	12-430	CLASGOW KY	1	0.480
07	12-430	CLASGOW KY	1	0.476
07	12-430	CLASGOW KY	1	0.472
07	12-430	CLASGOW KY	1	0.468
07	12-430	CLASGOW KY	1	0.464
07	12-430	CLASGOW KY	1	0.460
07	12-430	CLASGOW KY	1	0.456
07	12-430	CLASGOW KY	1	0.452
07	12-430	CLASGOW KY	1	0.448
07	12-430	CLASGOW KY	1	0.444
07	12-430	CLASGOW KY	1	0.440
07	12-430	CLASGOW KY	1	0.436
07	12-430	CLASGOW KY	1	0.432
07	12-430	CLASGOW KY	1	0.428
07	12-430	CLASGOW KY	1	0.424
07	12-430	CLASGOW KY	1	0.420
07	12-430	CLASGOW KY	1	0.416
07	12-430	CLASGOW KY	1	0.412
07	12-430	CLASGOW KY	1	0.408
07	12-430	CLASGOW KY	1	0.404
07	12-430	CLASGOW KY	1	0.400
07	12-430	CLASGOW KY	1	0.396
07	12-430	CLASGOW KY	1	0.392
07	12-430	CLASGOW KY	1	0.388
07	12-430	CLASGOW KY	1	0.384
07	12-430	CLASGOW KY	1	0.380
07	12-430	CLASGOW KY	1	0.376
07	12-430	CLASGOW KY	1	0.372
07	12-430	CLASGOW KY	1	0.368
07	12-430	CLASGOW KY	1	0.364
07	12-430	CLASGOW KY	1	0.360
07	12-430	CLASGOW KY	1	0.356
07	12-430	CLASGOW KY	1	0.352
07	12-430	CLASGOW KY	1	0.348
07	12-430	CLASGOW KY	1	0.344
07	12-430	CLASGOW KY	1	0.340
07	12-430	CLASGOW KY	1	0.336
07	12-430	CLASGOW KY	1	0.332
07	12-430	CLASGOW KY	1	0.328
07	12-430	CLASGOW KY	1	0.324
07	12-430	CLASGOW KY	1	0.320
07	12-430	CLASGOW KY	1	0.316
07	12-430	CLASGOW KY	1	0.312
07	12-430	CLASGOW KY	1	0.308
07	12-430	CLASGOW KY	1	0.304
07	12-430	CLASGOW KY	1	0.300
07	12-430	CLASGOW KY	1	0.296
07	12-430	CLASGOW KY	1	0.292
07	12-430	CLASGOW KY	1	0.288
07	12-430	CLASGOW KY	1	0.284
07	12-430	CLASGOW KY	1	0.280
07	12-430	CLASGOW KY	1	0.276
07	12-430	CLASGOW KY	1	0.272
07	12-430	CLASGOW KY	1	0.268
07	12-430	CLASGOW KY	1	0.264
07	12-430	CLASGOW KY	1	0.260
07	12-430	CLASGOW KY	1	0.256
07	12-430	CLASGOW KY	1	0.252
07	12-430	CLASGOW KY	1	0.248
07	12-430	CLASGOW KY	1	0.244
07	12-430	CLASGOW KY	1	0.240
07	12-430	CLASGOW KY	1	0.236
07	12-430	CLASGOW KY	1	0.232
07	12-430	CLASGOW KY	1	0.228
07	12-430	CLASGOW KY	1	0.224
07	12-430	CLASGOW KY	1	0.220
07	12-430	CLASGOW KY	1	0.216
07	12-430	CLASGOW KY	1	0.212
07	12-430	CLASGOW KY	1	0.208
07	12-430	CLASGOW KY	1	0.204
07	12-430	CLASGOW KY	1	0.200
07	12-430	CLASGOW KY	1	0.196
07	12-430	CLASGOW KY	1	0.192
07	12-430	CLASGOW KY	1	0.188
07	12-430	CLASGOW KY	1	0.184
07	12-430	CLASGOW KY	1	0.180
07	12-430	CLASGOW KY	1	0.176
07	12-430	CLASGOW KY	1	0.172
07	12-430	CLASGOW KY	1	0.168
07	12-430	CLASGOW KY	1	0.164
07	12-430	CLASGOW KY	1	0.160
07	12-430	CLASGOW KY	1	0.156
07	12-430	CLASGOW KY	1	0.152
07	12-430	CLASGOW KY	1	0.148
07	12-430	CLASGOW KY	1	0.144
07	12-430	CLASGOW KY	1	0.140
07	12-430	CLASGOW KY	1	0.136
07	12-430	CLASGOW KY	1	0.132
07	12-430	CLASGOW KY	1	0.128
07	12-430	CLASGOW KY	1	0.124
07	12-430	CLASGOW KY	1	0.120
07	12-430	CLASGOW KY	1	0.116
07	12-430	CLASGOW KY	1	0.112
07	12-430	CLASGOW KY	1	0.108
07	12-430	CLASGOW KY	1	0.104
07	12-430	CLASGOW KY	1	0.100
07	12-430	CLASGOW KY	1	0.096
07	12-430	CLASGOW KY	1	0.092
07	12-430	CLASGOW KY	1	0.088
07	12-430	CLASGOW KY	1	0.084
07	12-430	CLASGOW KY	1	0.080
07	12-430	CLASGOW KY	1	0.076
07	12-430	CLASGOW KY	1	0.072
07	12-430	CLASGOW KY	1	0.068
07	12-430	CLASGOW KY	1	0.064
07	12-430	CLASGOW KY	1	0.060
07	12-430	CLASGOW KY	1	0.056
07	12-430	CLASGOW KY	1	0.052
07	12-430	CLASGOW KY	1	0.048
07	12-430	CLASGOW KY	1	0.044
07	12-430	CLASGOW KY	1	0.040
07	12-430	CLASGOW KY	1	0.036
07	12-430	CLASGOW KY	1	0.032
07	12-430	CLASGOW KY	1	0.028
07	12-430	CLASGOW KY	1	0.024
07	12-430	CLASGOW KY	1	0.020
07	12-430	CLASGOW KY	1	0.016
07	12-430	CLASGOW KY	1	0.012
07	12-430	CLASGOW KY	1	0.008
07	12-430	CLASGOW KY	1	0.004
07	12-430	CLASGOW KY	1	0.000

CALLS FOR

0701	0835A	GLASGOW KY	1	0.0176
0702	0837A	GLASGOW KY	1	0.0228
0703	0839A	GLASGOW KY	1	0.0280
0704	0839A	GLASGOW KY	1	0.0332
0705	0839A	GLASGOW KY	1	0.0384
0706	0839A	GLASGOW KY	1	0.0436
0707	0839A	GLASGOW KY	1	0.0488
0708	0839A	GLASGOW KY	1	0.0540
0709	0839A	GLASGOW KY	1	0.0592
0710	0839A	GLASGOW KY	1	0.0644
0711	0839A	GLASGOW KY	1	0.0696
0712	0839A	GLASGOW KY	1	0.0748
0713	0839A	GLASGOW KY	1	0.0800
0714	0839A	GLASGOW KY	1	0.0852
0715	0839A	GLASGOW KY	1	0.0904
0716	0839A	GLASGOW KY	1	0.0956
0717	0839A	GLASGOW KY	1	0.1008
0718	0839A	GLASGOW KY	1	0.1060
0719	0839A	GLASGOW KY	1	0.1112
0720	0839A	GLASGOW KY	1	0.1164
0721	0839A	GLASGOW KY	1	0.1216
0722	0839A	GLASGOW KY	1	0.1268
0723	0839A	GLASGOW KY	1	0.1320
0724	0839A	GLASGOW KY	1	0.1372
0725	0839A	GLASGOW KY	1	0.1424
0726	0839A	GLASGOW KY	1	0.1476
0727	0839A	GLASGOW KY	1	0.1528
0728	0839A	GLASGOW KY	1	0.1580
0729	0839A	GLASGOW KY	1	0.1632
0730	0839A	GLASGOW KY	1	0.1684
0731	0839A	GLASGOW KY	1	0.1736
0732	0839A	GLASGOW KY	1	0.1788
0733	0839A	GLASGOW KY	1	0.1840
0734	0839A	GLASGOW KY	1	0.1892
0735	0839A	GLASGOW KY	1	0.1944
0736	0839A	GLASGOW KY	1	0.1996
0737	0839A	GLASGOW KY	1	0.2048
0738	0839A	GLASGOW KY	1	0.2100
0739	0839A	GLASGOW KY	1	0.2152
0740	0839A	GLASGOW KY	1	0.2204
0741	0839A	GLASGOW KY	1	0.2256
0742	0839A	GLASGOW KY	1	0.2308
0743	0839A	GLASGOW KY	1	0.2360
0744	0839A	GLASGOW KY	1	0.2412
0745	0839A	GLASGOW KY	1	0.2464
0746	0839A	GLASGOW KY	1	0.2516
0747	0839A	GLASGOW KY	1	0.2568
0748	0839A	GLASGOW KY	1	0.2620
0749	0839A	GLASGOW KY	1	0.2672
0750	0839A	GLASGOW KY	1	0.2724
0751	0839A	GLASGOW KY	1	0.2776
0752	0839A	GLASGOW KY	1	0.2828
0753	0839A	GLASGOW KY	1	0.2880
0754	0839A	GLASGOW KY	1	0.2932
0755	0839A	GLASGOW KY	1	0.2984
0756	0839A	GLASGOW KY	1	0.3036
0757	0839A	GLASGOW KY	1	0.3088
0758	0839A	GLASGOW KY	1	0.3140
0759	0839A	GLASGOW KY	1	0.3192
0760	0839A	GLASGOW KY	1	0.3244
0761	0839A	GLASGOW KY	1	0.3296
0762	0839A	GLASGOW KY	1	0.3348
0763	0839A	GLASGOW KY	1	0.3400
0764	0839A	GLASGOW KY	1	0.3452
0765	0839A	GLASGOW KY	1	0.3504
0766	0839A	GLASGOW KY	1	0.3556
0767	0839A	GLASGOW KY	1	0.3608
0768	0839A	GLASGOW KY	1	0.3660
0769	0839A	GLASGOW KY	1	0.3712
0770	0839A	GLASGOW KY	1	0.3764
0771	0839A	GL		

Call Detail

Date	Time	Called Location	Type	Called Number	Minutes	Amount
CALLS FOR (continued)						
01/12	00:00	BOYLSVILLE KY	1+		1.3	2007
01/12	00:00	FRANKFORT KY	1+		2.3	2007
01/12	00:00	CAMPBELL KY	1+		0.7	0075
01/12	00:00	LOUISVILLE KY	1+		1.3	1420
01/12	11:00	GLASGOW KY	1+		2.3	2007
01/12	11:00	GLASGOW KY	1+		2.3	2007
01/12	11:00	FRANKFORT KY	1+		1.3	1420
01/12	11:00	GLASGOW KY	1+		2.3	2007
01/12	11:00	FRANKFORT KY	1+		2.3	2007
01/12	00:00	BOYLSVILLE KY	1+		4.8	0004
Totals For					43.7	8.30

CALLS FOR

[illegible]

CALLS FOR

STANDARD TOTAL PER	22	20
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CALLS FOR

[illegible]



Account Name
JOE HARRISON GARTER
ELEMENTARY SCHOOL

Account Number
137146

Bul Date
7/14/07

Current Charges Summary

Charges for Services			
For Jul 18, 2007 To Aug 14, 2007	<u>Qty</u>	<u>Rate</u>	<u>Amount</u>
Renewing Fee	1	1.97	1.97
Total Charges for Services			1.97
Total Current Charges Summary			1.97

Current Charges Summary for

Charges for Services			
	Calls	Minutes	Amount
1+ Calling			
Intrastate 1+	0	41.6	2.46
Intrastate 1+	110	202.5	33.49
Interstate 1+	44	60.3	3.58
Total 1+ Calling	172	384.4	39.53
Total Long Distance Usage	172	384.4	39.53

Taxes			
State Tax	2.48	Federal/Other Tax	1.48
Total Taxes			3.94

Total Current Charges Summary	43.47
for 270-487-8486	

Call Detail

[illegible][illegible]

CALLS FOR			
67	11-15A	1.0	1.0
68	11-15A	1.0	1.0
69	11-15A	1.0	1.0
70	11-15A	1.0	1.0
71	11-15A	1.0	1.0
72	11-15A	1.0	1.0
73	11-15A	1.0	1.0
74	11-15A	1.0	1.0
75	11-15A	1.0	1.0
76	11-15A	1.0	1.0
77	11-15A	1.0	1.0
78	11-15A	1.0	1.0
79	11-15A	1.0	1.0
80	11-15A	1.0	1.0
81	11-15A	1.0	1.0
82	11-15A	1.0	1.0
83	11-15A	1.0	1.0
84	11-15A	1.0	1.0
85	11-15A	1.0	1.0
86	11-15A	1.0	1.0
87	11-15A	1.0	1.0
88	11-15A	1.0	1.0
89	11-15A	1.0	1.0
90	11-15A	1.0	1.0
91	11-15A	1.0	1.0
92	11-15A	1.0	1.0
93	11-15A	1.0	1.0
94	11-15A	1.0	1.0
95	11-15A	1.0	1.0
96	11-15A	1.0	1.0
97	11-15A	1.0	1.0
98	11-15A	1.0	1.0
99	11-15A	1.0	1.0
100	11-15A	1.0	1.0
Totals For 270-457-2700		15.5	15.5

CALLS FOR [REDACTED]
 [REDACTED]
 Totals For 27D-457-4577

CALLS FOR			
BB1			
<hr/>			
TOTALS FOR BB1	3.7	1.8	

[illegible]

5218

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01950	Entry Date:	8/13/2007	Closed Date:		Contact Type:	Hotline
Name:	McGill, Dora			Utility:	ACCXX Communications, LLC		
Address:	200 Fairview Ave. Franklin, KY 42134			Utility Nbr:	5162300	Location:	Residence
County:	Simpson			Utility Type:	Long Distance		
Home:	██████████	Work:		Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input checked="" type="checkbox"/>	Spoke with:	Customer service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	Slamming			Other Contacts:			
Processor:	MATT.RHODY						
See File	<input checked="" type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input checked="" type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** MATT.RHODY**Date:** 8/13/2007 11:03:24 AM

Customer says that her long distance service was switched from AT&T to Accxx without her permission or knowledge. Customer wants all charges billed to be credited and for the account to be canceled immediately.

EXHIBIT 10

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01964	Entry Date:	8/14/2007	Closed Date:		Contact Type:	Letter
Name:	Sommers, David			Utility:	ACCXX Communications, LLC		
Address:	415 Cole Lane Harrodsburg, KY 40330			Utility Nbr:	5162300	Location:	Residence
County:	Mercer			Utility Type:	Long Distance		
Home:		Work:		Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:	customer service				
		Cust Relations:	Not accessible				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:				Other Contacts:			
Account Number	■■■■■						
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** CAROLJ.CUMMINS**Date:** 8/14/2007 8:44:49 AM

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.

EXHIBIT 11 A



**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

A handwritten signature in cursive script, appearing to read "Nancy A. Stevenson".

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

Handwritten initials "for" in cursive script.

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)9160003606 PRESORT MAAD P1 C1A
9606 1 MB 0-360SOMMERS; DAVID
415 COLE LN
HARRODSBURG, KY 40330-7714

Customer Name	SOMMERS; DAVID
Account Number	[REDACTED]
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)

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

Please detach and return above portion with your payment.

Summary of Account

Telephone Service	28.35
Total Current Charges	28.35
Previous Bill	.00
Payment Received	.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 AdjustmentsAccount Number: [REDACTED]
Statement Date: 7/14/07**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 11 CIf you have any questions about your bill,
please call Customer Service at 1-866-464-3640

Current Charges Summary

Charges for Services			
For Jul 15, 2007 To Aug 14, 2007	Qty	Rate	Amount
Rendering Fee	1	1.97	1.97
Total Charges for Services			1.97
Total Current Charges Summary			1.97

Current Charges Summary for

Charges for Services			
1+ Calling	Calls	Minutes	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 Distance Usage			
	58	565.8	22.56
Taxes			
State Tax	1.49	Federal/Other Tax	2.33
Total Taxes			3.82
Total Current Charges Summary			26.38
for 859-865-2105			

Call Detail

Date	Time	Called Location	Type	Called Number	Minutes	Amount
CALLS FOR						
8/5	08:08A	SPARTA TN	1+		0.2	0.07
8/5	08:17A	WSEVENTH OH	1+		2.2	0.67
8/5	01:24P	FLEMINGSBG KY	1+		3.0	0.67
8/5	01:30P	FRANKFORT KY	1+		3.6	1.43
8/5	01:36P	WSEVENTH OH	1+		5.4	2.15
8/5	01:42P	SIMPSONVL KY	1+		.9	0.35
8/5	02:07P	FRANKFORT WV	1+		2.0	0.78
8/5	02:08P	LEWISBURG WV	1+		1.9	0.67
8/7	06:54A	BLAIN CITY OH	1+		0.7	0.28
8/8	02:43P	DOYLE TN	1+		.2	0.07
8/8	02:44P	DOYLE TN	1+		.1	0.03
8/8	04:02P	LEXINGTON KY	1+		1.5	0.59
8/8	04:45P	FRANKFORT WV	1+		2.7	1.07
8/8	10:36P	KIRKSVILLE TN	1+		2.1	0.83
8/8	10:38P	MUSCATINE IA	1+		2.4	0.97
8/9	06:47A	FRANKFORT WV	1+		8.7	3.47
8/9	04:43P	DOYLE TN	1+		45.6	1.87
8/9	10:01P	BEERSHEBA TN	1+		68.7	3.59
8/10	02:25P	LEBANON PA	1+		2.0	0.78
8/11	08:05A	LAWRENCEBG KY	1+		.2	0.07
8/11	08:10A	LAWRENCEBG KY	1+		1.3	0.50
8/11	08:12A	LAWRENCEBG KY	1+		.7	0.27
8/11	08:48A	COCKEVILLE TN	1+		4.1	1.63
8/11	08:51A	COCKEVILLE TN	1+		9.0	3.59
8/11	08:14A	LAWRENCEBG KY	1+		1.1	0.43
8/11	08:15A	LAWRENCEBG KY	1+		.9	0.35
8/11	08:41A	LAWRENCEBG KY	1+		1.3	0.50
8/11	10:54A	FLEMINGSBG KY	1+		8.4	3.35
8/11	01:30P	LEXINGTON KY	1+		2.2	0.87
8/11	01:45P	FLEMINGSBG KY	1+		.5	0.19
8/11	01:46P	FLEMINGSBG KY	1+		2.4	0.96
8/11	01:47P	SIMPSONVL KY	1+		1.7	0.67
8/11	02:43P	LEXINGTON TN	1+		1.7	0.67
8/12	09:09A	SPARTA TN	1+		15.3	6.10
8/12	09:26A	SPARTA TN	1+		.9	0.35
8/12	09:28A	CINCINNATI IA	1+		1.8	0.71
8/12	09:30A	CINCINNATI IA	1+		1.2	0.48
8/12	09:23P	SPARTA TN	1+		7.5	3.03
8/12	09:48P	STANFORD KY	1+		10.3	4.06
8/12	04:08P	SPARTA TN	1+		24.7	9.84
8/12	04:33P	LIBERTY KY	1+		1.8	0.71
8/13	08:17A	CAMPTON KY	1+		12.4	4.94
8/13	10:43A	WACO KY	1+		1.5	0.59
8/13	06:31P	DOYLE TN	1+		2.5	1.00
8/14	02:25A	DANVILLE KY	1+		1.3	0.50
8/14	10:03A	DANVILLE KY	1+		5.0	1.94
8/14	10:11A	DANVILLE KY	1+		2.1	0.83
8/14	10:27A	DANVILLE KY	1+		6.6	2.63
8/14	10:47A	SPARTA TN	1+		1.1	0.43
8/14	01:28P	SPARTA TN	1+		1.1	0.43
8/14	04:42P	SPARTA TN	1+		2.0	0.78
8/14	07:28P	SHELBYVILLE TN	1+		1.3	0.51
8/14	08:50P	COCKEVILLE TN	1+		12.6	5.02
8/15	03:38P	SHELBYVILLE TN	1+		1.4	0.55
8/15	03:39P	WHEELERS KY	1+		1.6	0.63
8/15	03:42P	MUSCATINE IA	1+		1.6	0.63
8/15	08:38P	WILLISBURG KY	1+		.7	0.27
Totals For					665.8	22.57



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

Return Service Requested

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

5915002256 PRESORT MAAD P1 CLR
2256 1 MB 0.360

SOMMERS; DAVID
415 COLE LN
HARRODSBURG, KY 40330-7714

DAVID SOMMERS
Remittance Section

Customer Name	SOMMERS; DAVID
Account Number	
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)

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

Please 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.



Account Number: [REDACTED]
Statement Date: 8/14/07

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!

Att. Tiffany

EXHIBIT 11 D



If you have any questions about your bill, please call Customer Service at 1-888-454-3540

Current Charges Summary

Charges for Services	Qty	Rate	Amount
For Aug 15, 2007 To Sep 14, 2007			
Rendering Fee	1	1.97	1.97
Total Charges for Services			1.97
Total Current Charges Summary			1.97

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-01996	Entry Date:	8/16/2007	Closed Date:		Contact Type:	Hotline
Name:	Lawson, Merv			Utility:	ACCXX Communications, LLC		
Address:	HCR 75, Box 4445 (old) 11542 Highway 1274 (new) Wellington, KY 40387			Utility Nbr:	5162300	Location:	Residence
County:	Menifee			Utility Type:	Long Distance		
Home:		Work:		Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:	customer service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:				Other Contacts:			
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** CAROLJ.CUMMINS**Date:** 8/16/2007 1:47:18 PM

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.

EXHIBIT 12 A



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

Return Service Requested

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

0402016692 PRESORT MAIL PZ C66 <9>
36692 3 PP 0.373

MERV LAWSON
HCR 75 BOX 4445
WELLINGTON, KY 40387

11572 Highway 1274

PIC 0432

WUPA

Remittance Section

Customer Name	MERV LAWSON
Account Number	[REDACTED]
Past Due Amount	.00
Current Charges	12.90
Statement Date	7/28/07
Due Date	8/24/07
Total Amount Due:	\$12.90
Amount 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

Please detach and return above portion with your payment.

Summary of Account

Telephone Service	12.90
Total Current Charges	12.90
Previous Bill	.00
Payment Received	.00
Adjustments	.00
Past Due Amount	.00
Current Charges	12.90
Total Amount Due	12.90
Due Date	8/24/07

Detail of Payments and Adjustments



Account Number: [REDACTED]
Statement Date: 7/28/07

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!

MRS SMITH, HERE IS THE BILL YOU REQUESTED
THE PIC CODE AT PHONE COMPANY 0432
THE ADDRESS LISTED FOR ME IS ^{my} OLD ADDRESS
THE NEW 911 ADDRESSES WENT INTO EFFECT IN JANUARY
THANK YOU FOR YOUR TIME.

Merv Lawson

CBR* is

EXHIBIT 12 B







If you have any questions about your bill,
please call Customer Service at 1.800.555.5555

Have you moved or changed your phone number?

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request.

Effective Date: _____ Account Name: _____
 New Address: _____ City: _____ State: _____ Zip: _____
 Contact Name: _____ Phone Number: _____
 Work Number: _____ Signature: _____

We accept the following credit cards for payment: ☐  ☐  ☐  ☐ Please choose one: ☐ Monthly Recurring ☐ One-Time only

Card Number: _____ Expiration Date: _____
 Billing Address: _____ City: _____ State: _____ Zip: _____
 Amount Authorized: \$ _____ Signature: _____

Automatic Withdrawal from Checking (IMPORTANT: - Please enclose a copy of a voided check.)

☐ Please use automatic withdrawal from checking for all future charges ☐ Please use automatic withdrawal from checking this time only
 Amount Authorized \$ _____ Signature: _____

L526-CEP-888-888
 0468-695-605
 JSC

How to Read Your Invoice

Remittance Section

Customer Name	BILL SAMPLE
Account Number	012345
Past Due Amount	245.00
Current Charges	245.72
Statement Date	7/28/07
Due Date	7/28/07
Total Amount Due	\$490.72
Amount Paid	\$

Please make checks payable to: ACCXX COMMUNICATIONS, INC.

☐ Check here for credit; all payments from account for details

BILL SAMPLE
 123 MAIN STREET
 ANYTOWN, USA 12345

072607 012345 # 000048572 0 6

Summary of Account

Telephone Service	Amount
Total Current Charges	245.72
Previous Bill	245.72
Payments Received	245.72
Adjustments	245.72
Past Due Amount	245.72
Current Charges	245.72
Total Amount Due	\$490.72
Due Date	7/28/07

Detail of Payments and Adjustments

Date	Description	Adjustment	Payments
08/16/07	Payment-Thank You	490.72	490.72
Total			490.72

Important Messages

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

Account Number - Your account number. It will be helpful to have this number when calling customer service.

Due Date - Bill must be paid before the Due Date to avoid a late fee charge.

Amount Paid - Please indicate the payment amount included with your remittance.

Credit Card Payment - If you would prefer to pay by credit card fill out the credit card payment section on the back of this invoice.

Remittance Address - Send your payment to this address with your remittance slip for proper credit to your account.

Summary of Account - Information pertaining to your invoice.

Previous Bill - Balance left over from previous month.

Payment Received - Payments received on your account up to the Billing Date.

Past Due Amount - Balance left over from previous month.

Current Charges - The total of this month's current activity.

Total Amount Due - Current charges plus any remaining prior bill charges.

Important Messages - Watch this space for important information concerning your account or service.

If you have any questions about your bill, please call Customer Service at 1-800-456-1234

Current Charges Summary

Charges for Services			
For Jul 14, 2007 To Jul 28, 2007	<u>Qty</u>	<u>Rate</u>	<u>Amount</u>
Pro-Rated: Rendering Fee	1	.92	.92
Subtotal			.92
For Jul 28, 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

Charges for Services			
1+ Calling	Calls	Minutes	Amount
Intrastate 1+	11	46.8	2.78
Interstate 1+	27	100.2	5.91
Total 1+ Calling	38	147.0	8.67
Total Long Distance Usage	38	147.0	8.67
Taxes			
State Tax	.57	Federal/Other Tax	.77
Total Taxes			1.34
Total Current Charges Summary			10.01

Call Detail

Date	Time	Called Location	Type	Called Number	Minutes	Amount
CALLS FOR						
B/1	07:00P	MEMPHIS MS	1+		.3	.0177
B/2	07:00P	MEMPHIS MS	1+		.3	.0177
B/3	07:15P	MEMPHIS MS	1+		.3	.0177
B/4	07:17P	MEMPHIS MS	1+		.3	.0177
B/5	07:20P	MEMPHIS MS	1+		.3	.0177
B/6	12:42A	SAN DIEGO CA	1+		.8	.0354
B/7	07:50P	DUBLIN OH	1+		.3	.0177
B/8	07:50P	DUBLIN OH	1+		.3	.0177
B/9	08:50P	NEW PHEL MS	1+		.3	.0177
B/10	08:14P	GRANDPRARI TX	1+		.5	.0241
B/11	08:21P	GRANDPRARI TX	1+		.2	.1288
B/12	10:35A	DUBLIN OH	1+		.3	.0177
B/13	08:24P	DUBLIN OH	1+		.3	.0177
B/14	08:24P	DUBLIN OH	1+		.3	.0177
B/15	08:38P	DUBLIN OH	1+		.3	.0177
B/16	08:41P	DUBLIN OH	1+		.3	.0177
B/17	07:54A	MOREHEAD KY	1+		.3	.0177
B/18	07:55A	MOREHEAD KY	1+		B.0	.4720
B/19	08:10P	MOREHEAD KY	1+		.3	.0177
B/20	08:10P	MOREHEAD KY	1+		.3	.0177
B/21	08:11P	MOREHEAD KY	1+		.3	.0177
B/22	11:02P	DUBLIN OH	1+		.3	.0177
B/23	02:18P	MEMPHIS MS	1+		.3	.0177
B/24	08:43A	MEMPHIS MS	1+		1.1	.0840
B/25	08:43P	MEMPHIS MS	1+		.3	.0177
B/26	08:50P	MEMPHIS MS	1+		.3	.0177
B/27	08:50P	MEMPHIS MS	1+		.3	.0177
B/28	08:50P	MEMPHIS MS	1+		.3	.0177
B/29	08:20P	MEMPHIS MS	1+		2.8	.1524
B/30	08:23P	RICHMOND KY	1+		16.9	.8871
B/31	08:18P	RICHMOND KY	1+		.3	.0177
B/32	08:18P	RICHMOND KY	1+		.3	.0177
B/33	08:21P	RICHMOND KY	1+		.3	.0177
B/34	08:21P	RICHMOND KY	1+		.3	.0177
B/35	12:15P	MEMPHIS MS	1+		3.9	.5841
B/36	08:27P	RICHMOND KY	1+		.3	.0177
B/37	08:28P	RICHMOND KY	1+		13.2	.7847
B/38	08:28P	RICHMOND KY	1+		.3	.0177
B/39	08:28P	RICHMOND KY	1+		.3	.0177
B/40	08:28P	RICHMOND KY	1+		.3	.0177
B/41	08:28P	RICHMOND KY	1+		.3	.0177
B/42	08:28P	RICHMOND KY	1+		.3	.0177
B/43	08:28P	RICHMOND KY	1+		.3	.0177
B/44	08:28P	RICHMOND KY	1+		.3	.0177
B/45	08:28P	RICHMOND KY	1+		.3	.0177
B/46	08:28P	RICHMOND KY	1+		.3	.0177
B/47	08:28P	RICHMOND KY	1+		.3	.0177
B/48	08:28P	RICHMOND KY	1+		.3	.0177
B/49	08:28P	RICHMOND KY	1+		.3	.0177
B/50	08:28P	RICHMOND KY	1+		.3	.0177
B/51	08:28P	RICHMOND KY	1+		.3	.0177
B/52	08:28P	RICHMOND KY	1+		.3	.0177
B/53	08:28P	RICHMOND KY	1+		.3	.0177
B/54	08:28P	RICHMOND KY	1+		.3	.0177
B/55	08:28P	RICHMOND KY	1+		.3	.0177
B/56	08:28P	RICHMOND KY	1+		.3	.0177
B/57	08:28P	RICHMOND KY	1+		.3	.0177
B/58	08:28P	RICHMOND KY	1+		.3	.0177
B/59	08:28P	RICHMOND KY	1+		.3	.0177
B/60	08:28P	RICHMOND KY	1+		.3	.

PSC Consumer Inquiry System

8/27/2007

Complaint:	2007-02039	Entry Date:	8/22/2007	Closed Date:		Contact Type:	Letter
Name:	Secrest, Albert			Utility:	ACCXX Communications, LLC		
Address:	277 Lake Point Drive Corbin, KY 40701			Utility Nbr:	5162300	Location:	Residence
County:	Whitley			Utility Type:	Long Distance		
Home:		Work:	■■■■■	Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:	Attorney General		
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:	customer service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	service switched without authorization			Other Contacts:			
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** CAROLJ.CUMMINS**Date:** 8/22/2007 7:38:39 AM

The Attorney General forwarded customer's letter. Customer received a bill from ACCXX for \$29.06. Customer 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

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

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EXHIBIT 13 B





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

Return Service Requested

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

9160003634 PRESORT MAAD P1 C18
3634 1 MB 0-360



SECRET; ALBERT
277 LAKE POINTE DR
CORBIN, KY 40701-4246

Remittance Section

Customer Name	SECRET; ALBERT
Account Number	
Past Due Amount	.00
Current Charges	29.06
Statement Date	7/14/07
Due Date	8/13/07
Total Amount Due:	\$29.06
Amount 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

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 Received	.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



Account Number: [REDACTED]
Statement Date: 7/14/07

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



If you have any questions about your bill,

PSC Consumer Inquiry System

8/28/2007

Complaint:	2007-02077	Entry Date:	8/28/2007	Closed Date:		Contact Type:	Letter
Name:	Dechman, Carolyn			Utility:	ACCXX Communications, LLC		
Address:	Contact: Mike Dechman 6450 Cherry Lane Utica, KY 42376			Utility Nbr:	5162300	Location:	Residence
County:	Davies			Utility Type:	Long Distance		
Home:		Work:	Mike	Reason:	Slamming (Carrier Selection/Assignment) (none) (none)		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:	customer service				
		Cust Relations:	Failed To Correct Problem				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	service switched without authorization			Other Contacts:			
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:

Investigator: CAROLJ.CUMMINS

Date: 8/28/2007 7:41:11 AM

The FCC forwarded customer's complaint. Mike Dechman wrote on behalf of his mother, Carolyn. She received a bill from ACCXX. She never authorized ACCXX to be her carrier. No phone number is listed for her on the bill, but an Account Number was provided (). Please cancel the account, credit all charges, and provide proof of authorization.

EXHIBIT 14 A



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

Return Service Requested

☐ Check here for change of address (see reverse for details)0602007905 PRESORT AADC P1 C34
7905 1 AB 0.341DECHMAN: CAROLYN
8450 CHERRY LANE
UTICA, KY 42376-9541

Customer Name DECHMAN; CAROLYN
 Account Number [REDACTED]
 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 payments (see reverse for details)ACCXX COMMUNICATIONS
3111 W. DR. MLK JR. BLVD. - SUITE 100
TAMPA, FL 33607-6232

Please detach and return above portion with your payment.

Summary of Account

Telephone Service	12.33
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	Qty	Rate	Amount
Pro-Rated: Rendering Fee	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 270-729-2175

Charges for Services			
1+ Calling	Calls	Minutes	Amount
Intralata 1+	6	64.9	3.83
Interstate 1+	10	75.6	4.46
Total 1+ Calling	16	140.5	8.29
Total Long Distance Usage	16	140.5	8.29

Taxes	
State Tax .53	Federal/Other Tax .62
Total Taxes	1.15

Total Current Charges Summary for 270-729-2175	9.44
---	-------------

Account Number: [REDACTED]
Statement Date: 7/28/07**Call Detail**

Date	Time	Called Location	Type	Called Number	Minutes	Amount
CALLS FOR [REDACTED]						
6/6	08:48A	BATTLE CRK MI	1+	[REDACTED]	.5	.0285
6/6	08:52A	ISLAND KY	1+	[REDACTED]	.6	.0354
6/6	11:05A	JACKSON TN	1+	[REDACTED]	2.5	.1475
6/6	01:58P	LITCHFIELD IL	1+	[REDACTED]	11.4	.6726
6/6	02:14P	LITCHFIELD IL	1+	[REDACTED]	17.0	1.0030
6/7	10:17A	BATTLE CRK MI	1+	[REDACTED]	.8	.0472
6/7	11:01A	BATTLE CRK MI	1+	[REDACTED]	5.6	.3422
6/7	04:28P	ISLAND KY	1+	[REDACTED]	.8	.0354
6/8	04:56P	ISLAND KY	1+	[REDACTED]	1.3	.0767
6/8	05:48P	ISLAND KY	1+	[REDACTED]	.8	.0472
6/8	07:10P	ISLAND KY	1+	[REDACTED]	34.3	2.0237
6/10	02:47P	BATTLE CRK MI	1+	[REDACTED]	.8	.0472
6/10	03:16P	BATTLE CRK MI	1+	[REDACTED]	4.0	.2360
6/10	04:23P	ISLAND KY	1+	[REDACTED]	27.3	1.6107
6/11	11:13A	BATTLE CRK MI	1+	[REDACTED]	18.8	1.1741
6/11	01:35P	BATTLE CRK MI	1+	[REDACTED]	12.9	.7611
Totals For [REDACTED]					140.5	8.29

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

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

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

EXHIBIT 14 C

PSC Consumer Inquiry System

9/4/2007

Complaint: 2007-02118	Entry Date: 8/31/2007	Closed Date:	Contact Type: Hotline
Name: Miller, Harlan		Utility: ACCXX Communications, LLC	
Address: 1733 Pleasant Grove Rd. Crofton, KY 42217		Utility Nbr: 5162300	Location: Residence
County: Christian		Utility Type: Long Distance	
Home: [REDACTED]	Work:	Reason: Slamming (Carrier Selection/Assignment) (none) (none)	
Fax:	CBR Nbr:	Complaint referred by:	
Cell:	Email:		
Contacted Utility? <input checked="" type="checkbox"/>	Spoke with: Customer service		
	Cust Relations: Failed To Correct Problem		
Utility Contact: Michael Conway, CEO	Contact's (813) 441-9775		
Preliminary Description: Slamming	Other Contacts:		
Processor: MATT.RHODY			
See File <input checked="" type="checkbox"/>	Case Related <input type="checkbox"/>	Staff Referral <input checked="" type="checkbox"/>	Confidential <input type="checkbox"/>
Info Only <input type="checkbox"/>	Formal Forms <input type="checkbox"/>	Ref to Util <input checked="" type="checkbox"/>	Customer Satisfied Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** MATT.RHODY**Date:** 8/31/2007 2:01:50 PM

Customer says that his long distance service was switched from Touch Tone Communications to ACCXX without his knowledge or permission. Customer wants all charges to be credited and for the account to be canceled immediately.

EXHIBIT 15

PSC Consumer Inquiry System

9/18/2007

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 P.O. Box 217 Horse Cave, KY 42749			Utility Nbr:	5162300	Location:	Residence
County:	Hart			Utility Type:	Long Distance		
Home:		Work:	██████████	Reason:	Slamming (Carrier Selection/Assignment) (none) ((none))		
Fax:		CBR Nbr:		Complaint referred by:			
Cell:		Email:					
Contacted Utility?	<input type="checkbox"/>	Spoke with:	customer service				
		Cust Relations:	None				
Utility Contact:	Michael Conway, CEO			Contact's	(813) 441-9775		
Preliminary Description:	service switched without authorization			Other Contacts:			
Processor:	CAROLJ.CUMMINS						
See File	<input type="checkbox"/>	Case Related	<input type="checkbox"/>	Staff Referral	<input type="checkbox"/>	Confidential	<input type="checkbox"/>
Info Only	<input type="checkbox"/>	Formal Forms	<input type="checkbox"/>	Ref to Util	<input checked="" type="checkbox"/>	Customer Satisfied	Yes <input type="radio"/> No <input type="radio"/>

PSC Narratives:**Investigator:** CAROLJ.CUMMINS**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.

EXHIBIT 16