

Randa, Johna A

From: Phillips, Mattie
To: dreinig@att.com
Cc: Clayton, Victoria; Robertson, Jacqueline; Strawter, Rodney
Subject: LNP ORDER CONCERNS

Hi Donna,

I know you are aware of the problem, but I wanted to make sure you are able to address some immediate concerns. BellSouth has received approximately 30 orders for LNP in Kentucky. The BAN/OCN is incorrect on these orders, yet the numbers have been taken from NPAC. This presents several issues: BellSouth is not able to provision the disconnect orders, the end users are currently being double billed, the end user may or may not receive all of their calls. Can you let me know when the problem will be resolved? Also how to go about fixing the orders BellSouth currently have received? Thanks again for your help.

Mattie Gail Phillips

BellSouth Interconnection Services

770-492-7783

Randa, Johna A

From: mmichaux@att.com
To: Flint, Jan
Subject: Incorrect Continued Billing for Ported AT&T/Insight Broadband Customers



ATT_InsightCust.xls

June 15, 2001

**Re: Continued Billing on AT&T/Insight Ported Customers &
\$15.00 Disconnect Fee**

Dear Jan,

The purpose of this letter is request that BellSouth provide to AT&T a root cause analysis on the continued billing of the AT&T/Insight Broadband customers in Kentucky.

We have received notification from the attached list of customers who have continued to receive local service billing charges from BellSouth after their services were ported over to AT&T/Insight Broadband. Additionally, several of these customers have been billed a disconnect service fee in the amount of \$15.00.

These customers have contacted the BellSouth billing department to discuss this issues and were referred by BellSouth to contact AT&T/Insight Broadband for corrections. Several of these customers have been threatened by BellSouth to have their "past due billing" submitted to a collection agency with a negative credit reporting.

We are requesting that these customers be credited properly on their accounts from the date their services were ported to AT&T/Insight Broadband. The credits to their billing account should also include the \$15.00 disconnect fees that they were billed.

The AT&T representatives located in the Denver provisioning center has prepared the BellSouth Billing Adjustment Request Forms for each of our identified customers and forwarded the information to the appropriate BellSouth escalation person.

Your immediate attention is required and if you should require further information, please feel free to contact me.

Sincerely,
Mellony Michaux
Manager- <<ATT_InsightCust.xls>>

AT&T
404-810-4274 Ofc.
404-810-3131 Fax
800-414-1343 Pgr.

