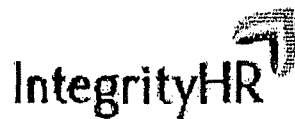


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FEB 10 2010

**PUBLIC SERVICE
COMMISSION**



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

DATE: 2/10/10

NO. PAGES: 3

**TO: Kentucky Public Service
Commission**

FROM: Amy Letke

FAX: (502) 564-3460

**SUBJECT: Right to cancel w/AT&T
Per complaint filed 2/5/10**

2010-00071

REMARKS:

Please find the attached service cancellation request for cause for AT&T service.

Your written response to our request within 5 business days is appreciated.

Amy Newbanks Letke, SPHR
Founder & CEO
502.753.0970 x 102



2013 Frankfort Avenue
Louisville, Kentucky 40206
Phone 502.753.0970
Fax 502.895.1858
www.integrityhr.com

February 10, 2010

RE: AT&T Account Numbers

502 753-0970 972 0486
502 895-1858 580 0481
502 897-0342 001 0489
831-000-1561 831
831-000-1576 009
001-4575200-001 (AT&T Capital Equipment Lease)

TO WHOM IT MAY CONCERN:

This letter is to notify AT&T of unacceptable performance our firm has endured for well in excess of 30 days and are regrettably are exercising our right to cancel service for material breach by AT&T.

I am respectfully requesting that Integrity HR be released from all contracts, including equipment lease, as a result of failing to perform, for cause I'm attaching a spreadsheet outlining trouble tickets that have been reported since we signed an agreement with AT&T in May of 2009. We continue to have outages, equipment problems, & technical problems. To highlight our case, please note the following:

- *Since our service started, we have reported over 30 trouble tickets*
- *We have experienced over 20 outages of service*
- *We have had over 40 hours of "no service" which caused serious business interruption*
- *We receive over 5 AT&T phone bills each month; consolidation was promised 8/2009 and has not happened*
- *We have had over 10 customers call us to complain and ask if we were "still in business" because our phone service was not working*
- *The equipment leased does not forward to alternative phone numbers, and we have requested technical assistance from AT&T, which was unable to get equipment to perform.*

Please see the attached schedule which documents AT&T's failure to fulfill service to our firm. I have notified the Kentucky Public Service Commission and filed a complaint on 2/5/2010 requesting full release from our contracts with AT&T, and will pursue this complaint to the fullest extent. I am requesting the following:

1. That AT&T release Integrity HR and its agents from all lines of service at no penalty cost
2. That AT&T assign one individual to coordinate a transition to a new carrier; to ensure a smooth transition
3. That AT&T release Integrity HR from its lease of equipment at no penalty cost to Integrity HR since the lease was part of the phone sale process and entire package

Your written response to this request within 5 business days is appreciated.

Sincerely yours,
Integrity HR, Inc.

Amy N. Letke, Founder & CEO
Phone: 502.753 0970 x 102; Fax: 502.895.1858
Email: amy@integrityhr.com

Cc. AT&T KY Market President; KY Public Service Commission

Integrity HR

AT T Service/Equipment Problems

| <u>Date</u> | <u>Ticket#</u> | <u>Issue</u> |
|-----------------|----------------|--|
| 5/5/2009 | 3600653 | Call center ringing into wrong agent |
| 7/10/2009 | | Static. Can hear other people when calling in for messages |
| 7/24/2009 | 3605708 | 753-0967 ringing directly to 753-0980. |
| 10/19/2009 | 3646457 | Main line testing busy |
| 10/20/2009 | | No service - Kevin Keese (in Atlanta) w/equipment called to trouble shoot. |
| 10/20/2009 | | No service - Spoke w/Robert Canon (Scotty Boswell's mgr) regarding incorrect porting request. Will take 1-2 days to cancel pending (incorrect) Then 10-12 days to issue new porting order. |
| 10/20/2009 | | Received call from Beth Coughlin, Escalation Manager and will be single point of contact. |
| 10/21/2009 | | AT&T showed up to install a line for 502-897-0342, which we knew nothing about. |
| 10/27/2009 | | Called Beth. She is working/checking on the forward problem. |
| 10/30/2009 | 3652170 | Tech forwarded the 0970 to 0980 |
| 11/2 - 11/20/09 | | Repeated attempts to reach Beth Coughlin, Robert Cannon |
| 11/4/2009 | 3654056 | No phone, no internet. No lights on Smart Jack |
| 11/4/2009 | | Request to get other two numbers ported over asap. |
| 11/4/2009 | | Still in provisioning. Therefore, maintenance can not see. |
| | | Robert Canon holding conference call w/other managers. Problem with MAC D order. |
| | | Sales released MAC D order. |
| 11/23/2009 | | No service outgoing/incoming - Called Kevin Keese because I couldn't get a trouble ticket assigned. In provisioning and maintenance does not see us. |
| | | Ending up rebooting router. |
| | | Phone cutting off on calls. |
| 11/30/2009 | 3665598 | Tech installed 3 new patches. |
| 12/1/2009 | 3666540 | Incoming calls, cut off on outgoing calls. |
| 12/2/2009 | 118552927 | Phone cutting off/dropping on calls. |
| 12/4/2009 | | Ongoing issues. Called Beth - on leave of absence. |
| 12/6/2009 | | Outgoing calls. Could hear other party, but they could not hear us. |
| 12/10/2009 | | No caller voice. Then went to off-hook tone. |
| 12/14/2009 | 118552927 | No caller voice. |
| 12/15/2009 | | Called Allen Guam regarding invoices. He will contact for someone to call me back. No one did. |
| 12/16/2009 | 118552927 | No caller voice. Then went to off-hook tone. |
| 12/18/2009 | 119033336 | Outgoing calls not working |
| 12/19/2009 | 119033336 | Engineer rebooted router remotely. |
| 12/22/2009 | 119033336 | No free lines avail. |
| 12/22/2009 | 3674708 | Initiated a service ticket to Equipment |
| 1/25/2010 | 3688094 | Unable to forward phone. |
| 2/3/2010 | 120332324 | No outgoing/incoming calls. I had to turn off router. |

8/28/2009 Per call w/Jeff Craft. He will set us up for Business Direct today. Will be able to log in and check data, usage, charts, etc