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**TO: Commonwealth of Kentucky  
Public Service Commission**

**FROM: Amy Letke**

**FAX: 502-564-3460**

**SUBJECT: Case#2010-00071**

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**REMARKS**

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Hello,

Attached please find:

- a) A copy of the certified letter sent to AT&T
- b) Details of issues and trouble tickets assigned

There has not been any resolution from AT&T on our issues, and today we again do not have phone service. So another trouble ticket has been issued and we are waiting.

We are a small business and cannot afford to continue to operate without a reliable phone provider!

Your assistance is greatly appreciated.

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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.

A handwritten signature in cursive script, appearing to read "Amy N. Letke".

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

Integrily HR

AT T Service/Equipment Problems

<u>Date</u>	<u>Ticket#</u>	<u>Issue</u>
5/8/2009	3600663	Call center ringing into wrong agent
7/10/2009		Static. Can hear other people when calling in for messages
7/24/2009	3605708	753-0987 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.
10/21/2009		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.
11/23/2009		Robert Canon holding conference call w/other managers. Problem with MAC D order.
		Sales released MAC D order.
		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.
11/30/2009		Phone cutting off on calls.
12/1/2009	3665598	Tech installed 3 new patches.
12/2/2009	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.
12/8/2009		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	119033238	Outgoing calls not working.
12/19/2009	119033238	Engineer rebooted router remotely.
12/22/2009	119033238	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