

FILED<sup>3</sup>

JUL 22 2003

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

Missouri Public  
Service Commission

Name: R. Arthur Gentry )  
d/b/a Excelsior Professional Services, Inc )  
d/b/a Excel Computer Store )  
d/b/a Gentry and Associates )  
d/b/a epsi.net )  
Complainant )  
vs. ) Case No.  
Company Name: Southwestern Bell Corporation )  
Respondent )

**COMPLAINT**

**Complainant** resides at 405 S. Thompson Ave, Excelsior Springs, MO 64024

1. **Respondent**, Southwestern Bell Corporation of St. Louis, MO, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.
2. **As the basis of this complaint, Complainant states the following facts:**

**Issue No. 1:** Re: Circuit ID: 314-A73-2046-046-0 (Formerly known as HXGK.531356..SW)

On April 15, 1998 I contracted for Frame Relay Service from Southwestern Bell and received a document signed by Cynthia Luckett, a duly authorized representative of SBC, stating my monthly rate would be \$164.08 plus applicable taxes. SWB has been billing me \$299.00 for this service. They state the rate was quoted incorrectly. This is the fourth major billing problem I have had with SBC since 1996. I offer the following as evidence of ongoing billing abuse by SBC:

- **Issue #2:** Re: Circuit ID: 816-630-4183-051-0
- In 1995 I was running a free bulletin board service for the unix community. This service had 8 POTS lines being billed at \$60.75/mo. In January of 1996, I was informed by SBC that a billing error had been discovered and my new rate would be \$84.45/mo/line. As this was a non-revenue generating service I was providing, I was forced to drastically reduce the number of lines of service I was providing in order to not suffer the rate increase.
- **Issue #3:** Re: Circuit ID: 816-502-2902-936-8 & 816-502-2106-612-4
- In 1996 I ordered ISDN service at a rate of 261.37/mo. In January of 1997 I was informed a "billing error" was discovered and my new rate would be \$306.17. As this service was required to operate my business, I had no choice but to pay the new rate until the service was no longer required in September, 2001.
- **Issue #4:** Re: Circuit ID: 816-776-6181-710-3, 816-776-7028-081-8, 120-182-3482 aka 314-A73-2046-046-0 & 417-104-3843-843
- In December of 1999 we replaced our POTS lines with PRI service. As part of our agreement with SBC at the time of cutover, they would route all calls coming in on 816-776-6181 to our new number 816-776-7028 at no additional charge. In March of 2001, SBC disconnected the 6181 number and reassigned it to a commercial customer in Richmond, MO. This customer was flooded with calls from our customers attempting to access our internet service. Our customers were reaching the commercial customer for a short while, then the service went to busy, and finally went to reorder with an announcement that the service had been disconnected. This caused several of our customers to switch service to other ISPs, as they assumed we were out of business. It took several lengthy discussions with SBC to get them to PARTIALLY restore our service via

Telebranch Service. This was still causing numerous busy signals to our customers as all lines were not restored and SBC began billing us over \$450.00 additional for the Telebranch Product. Many more lengthy calls to SBC finally got them to admit they had made an error and completely restored our service per the original agreement. However, the damage had been done as we lost approximately 12 customers due solely to the fact they assumed we were out of business.

I used to believe this was nothing more than billing incompetence by representatives of SBC, but with the number of issues documented above, and the fact that SBC and myself are direct competitors in the Internet Service Provision business; I now believe this is a concerted effort by SBC to drive me out of business and capture the market I have built up. As further evidence of this, on several occasions where my customers have had issues sending and/or receiving emails or accessing web hosting services provided by either myself or SBC, my customers have been told if they would switch their service to SBC they wouldn't have any problems; rather than addressing the real problems.

**3. The Complainant has taken the following steps to present this complaint to the Respondent:**

**On issue #1**, we have attempted to negotiate with SWB to bring our rates back to the original quotes. We have paid, each month, the originally quoted rates plus our good faith estimate of taxes and fees. Considering all the billing abuses we have suffered, SWB's offer of \$164.00 for 3 years and then \$299.00 from that point on, was not acceptable.

**On issue #2**, we reduced our level of service.

**On issue #3**, we felt we had no choice but to pay the newly quoted rates. At the time, we were unaware of complaint procedures available through the Commission.

**On issue #4**, as documented above, it took several hours on the phone to get SBC to admit their error and restore 100% service.

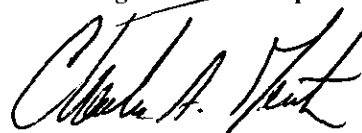
**WHEREFORE, Complainant now requests the following relief:**

We request a recalculation of our bill back to the service installation date at the quoted \$164.00/mo rate and continued billing at that rate. We also request the respondent pay all legal costs and court fees. We further request the respondent credit the service in issue #4 the amount of \$650.00 to reimburse the personnel costs (10 hours at \$65.00/hr) of correcting this issue plus \$6,703.20 (12 customers at \$19.95/mo for 28 months) for for loss of business to date directly related to this issue.

16 July, 2003  
Date

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

  
Signature of Complainant

 Mo. BAR #  
40388  
CARSON & COLE, P.C.  
515 E. HIGH ST.  
JEFFERSON CITY, MO 65101  
(573) 636-2177  
(573) 636-7119 (F)  
ATTORNEYS FOR COMPLAINANT  
EXCELSIOR PROFESSIONAL SERVICES, INC.



April 15, 1998

R. Arthur Gentry  
% EPSI Net  
PO Box 38  
Excelsior Springs, Mo. 64024

Mr. Gentry,

The following order has been issued at your request for Frame Relay service:

Location 1: 42428 Business Highway 10, Ray County, Mo.

DLCI: 217

CIR: 384K

Circuit ID: 82.HXGK.531356..SW

Order Number: C000499

Due Date: April 20, 1998

Billing Number: 120 182-3482

Existing Host: Internet Direct

DLCI: 995

Service: 384K Frame Relay

Term Agreement: 36 Months

\*Monthly Rate: \$164.08

\*Non Recurring Charge: \$14.00

All additional non recurring charges have been waived based on your agreement to retain service for 36 months.

\*Applicable taxes will be billed

If you have any additional questions please call 816 275-9232.

Sincerely,

A handwritten signature in cursive script that reads "Cynthia Luckett".  
Cynthia Luckett

**Excelsior Professional Services, Inc**  
**Excel Computer Store**  
**epsi.net**

405 S. Thompson Ave -- Excelsior Springs, MO -- 64024

**FACSIMILE COVER PAGE**

To: Marylynn

Fax #: 1-573-526-1500

Company: MO PSC

From: Art Gentry

Fax #: 816-630-3413

Tel #: 816-630-3444

Subject: Rate Disput

Sent: 6/10/03 at 10:51:28

Pages: **26**(including cover)

**MESSAGE:**

Marylynn,

Attached is all the documentation I was able to find in our files. The page with a copy of all the post-it notes are the various folks I have talked to over the years. Unfortunately, the one doc I have been unable to locate is the original formal complaint request filed sometime in early 2000. Please call with any questions.

As I remember stating in the original formal complaint request, I am prepared to take this issue all the way through the court system if necessary. As you can see from some of the docs, there has been a pattern of abuse from SWB for several years.

Thank you for your immediate attention to this.

Art Gentry, President  
epsi.net  
816-630-3444



April 15, 1998

R. Arthur Gentry  
 & EPSI Net  
 PO Box 38  
 Excelsior Springs, Mo. 64024

Mr. Gentry,

The following order has been issued at your request for Frame Relay service:

Location 1: 42428 Business Highway 10, Ray County, Mo.  
 DLCI: 217  
 CIR: 384K  
 Circuit ID: 82.HXGK.531356..SW  
 Order Number: C000499  
 Due Date: April 20, 1998  
 Billing Number: 120 182-3482

Existing Host: Internet Direct  
 DLCI: 995

Service: 384K Frame Relay

Term Agreement: 36 Months

\*Monthly Rate: \$164.00

\*Non Recurring Charge: \$14.00

All additional non recurring charges have been waived based on your agreement to retain service for 36 months.

\*Applicable taxes will be billed

If you have any additional questions please call 816 275-9232.

Sincerely,

*Cynthia Lockett*  
 Cynthia Lockett

|  |                      |                |
|--|----------------------|----------------|
| Post-It™ brand fax transmittal memo 7671 |                      | # of pages > 1 |
| To                                       | MARY LOU LONG        |                |
| From                                     | ARCT GENTRY          |                |
| Co.                                      | PSC                  |                |
| Co.                                      | EPSI.NET             |                |
| Dept.                                    | Phone # 816-630-2444 |                |
| Fax #                                    | Fax # 816-630-3413   |                |



\*\*\*TERMINATION NOTICE\*\*\*

December 30, 1998

R Arthur Gentry  
%EPSI, Net  
PO Box 38  
Exclsr Sprgs, Mo 64024

Dear Sirs:

We value you as a customer and understand that unusual circumstances may cause a delayed payment. Our records indicate that your account, 120 182 3482 011, in the amount of \$2,351.92 is past-due. Payment of this amount or the negotiation of satisfactory payment arrangements by January 29, 1999 will avoid termination of your service. If payment is not received or satisfactory payment arrangements have not been made by that date, your service will be subject to discontinuance on or after February 1, 1999. In the event of disconnection, all charges, including termination charges, will become due. There may be charges to reconnect the service, and security may be required prior to reconnection. You should also be aware that interruption of access services may result in impairment of related general exchange services.

Please contact your service representative on 210 377-6090 to discuss this notice or any disputed charges.

If payment has been made, please accept our thanks and disregard this notice.

Sincerely,

Pat Sawyer  
Manager-ICSC

Certified No. Z 435 406 129

|  |                |                |
|--|----------------|----------------|
| Post-It™ brand fax transmittal memo 7671 |                | # of pages ▶ / |
| To                                       | Mary Lou LONG  |                |
| From                                     | PAM/ARE        |                |
| Co.                                      | Mo Pub         |                |
| Dept.                                    | Excel Computer |                |
| Phone #                                  | 816-630-3444   |                |
| Fax #                                    | 816-630-3413   |                |

314-207-8001 X 223

\*\*\*TERMINATION NOTICE\*\*\*

March 8, 2000

R Arthur Gentry  
%EPSI, Net  
PO Box 38  
Excelsor Sprgs, Mo 64024

|  |                             |                     |
|--|-----------------------------|---------------------|
| Post-It™ brand fax transmittal memo 7671 |                             | # of pages <b>1</b> |
| To <b>BARB</b>                           | From <b>ART GENTRY</b>      |                     |
| Co.                                      | Co. <b>EPSI.NET</b>         |                     |
| Dept.                                    | Phone # <b>816-630-3444</b> |                     |
| Fax # <b>573-751-6562</b>                | Fax # <b>816-630-3413</b>   |                     |

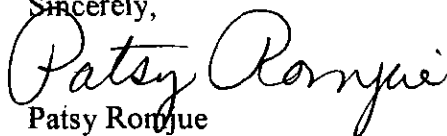
Dear Customer:

We value you as a customer and understand that unusual circumstances may cause a delayed payment. Our records indicate that your account, 120 182-3482 011, in the amount of \$6,144.60 is past-due. Payment of this amount or the negotiation of satisfactory payment arrangements by April 7, 2000 will avoid termination of your service. If payment is not received or satisfactory payment arrangements have not been made by that date, your service will be subject to discontinuance on or after April 10, 2000. In the event of disconnection, all charges, including termination charges, will become due. There may be charges to reconnect the service, and security may be required prior to reconnection. You should also be aware that interruption of access services may result in impairment of related general exchange services.

Please contact your service representative on 210 377-6090 to discuss this notice or any disputed charges.

If payment has been made, please accept our thanks and disregard this notice.

Sincerely,

  
Patsy Romjue  
Manager-ICSC

Certified No. Z 278 431 345

82 HXGK530415

TA077A00A  
800 273 1089

# Excelsior Professional Services, Inc

epsi.net

Your net to the Internet

P.O. Box 38

405 S. Thompson Ave

Excelsior Springs, MO 64024

800-769-2441

816-630-3444

816-630-3413 (fax)



March 15, 2000

Southwestern Bell Telephone  
Patsy Romjue, Manager-ICSC  
7159 San Pedro, Room 202  
San Antonio, TX 78216

Re: Termination Notice, Account 120 182-3482 011

Dear Ms. Romjue;

Please be advised that I have contacted both the PSC and Public Council, this date, to dispute this charge, as we can't seem to resolve this between us. As stated many times in the past, I have a contract, signed by an authorized SWB representative, stating my monthly charge on the Richmond portion of this circuit to be \$164.08; yet you continue to charge me \$299.00/mo. I have paid, every month, the undisputed portion of this bill, plus the estimated taxes on the undisputed portion.

Sincerely,

R. Arthur Gentry, President

Cc: Barb, Public Council

BARB  
573-751-5562-F  
573-751-5567-R  
PUBLIC COUNCIL







April 2000

R ARTHUR GENTRY  
EPSI,NET  
PO BOX 38  
EXCLSOR SPRGS,MO 64024

**Current Billing Number: 1201823482011    New Billing Number: 430013842842**

Dear Customer:

As you may already know, on October 8, 1999, the Federal Communications Commission (FCC) approved the merger of SBC Communications Inc. with Ameritech Corporation. As part of the Order approving the merger, the FCC required SBC and Ameritech to offer certain data services through affiliated companies other than their telephone company subsidiaries.

Effective March 13, 2000, these data services which were provided to you by Southwestern Bell Telephone Company will be provided to you by SBC Advanced Solutions, Inc. (SBC-ASI), the subsidiary of SBC recently established for this purpose. Concurrent with the conversion of these data services to SBC-ASI, your Circuit ID Numbers have changed. Attached is a list of the converted circuits showing the old and new Circuit ID Numbers. These new Circuit ID Numbers will be referenced on future bills and you are asked to use these numbers when discussing your service with SBC.

You can be assured we will continue to provide you with the best value available in data services. Should you have any questions, please contact your Account Team Member.

**Excelsior Professional Services, Inc**  
**Excel Computer Store**  
**epsi.net**

405 S. Thompson Ave -- Excelsior Springs, MO -- 64024

**FACSIMILE COVER PAGE**

To: Public Service Commission

Fax #: 573-526-1500

Company:

From: Art Gentry

Fax #: 816-630-3413

Tel #: 816-630-3444

Subject: FORMAL Complaint - Southwestern Bell Telephone Co.

Sent: 04/03/2001 at 14:09:10

Pages: 10 (including cover)

**MESSAGE:**

Your complaint form has the executive summary version, here are additional details.

I am an ISP. On or about 12/9/99 we replaced our multiline POTS service with a single PRI. Part of the service, and it had been working that way since cutover date, was the permnant forwarding of the old service (816-776-6181) to the new service (816-776-7028) so we would not have to have all our customers change thier dialing information. On or about 3/2/01 SWB disconnected the 6181 service and assigned it to a new commercial customer in Richmond. Our customers were flooding this person with calls attempting to connect to our internet access server. For awhile, they were getting this individual, then they were getting busy signals and finally started getting intercept to a "service disconnected" message. This caused serveral of our customers to change thier service to other ISPs, including SWB, as they thought we were out of business. SWB, after lengthy discussions, finally re-established PARTIAL service by installing telebranch on 5 of our 24 lines. Many of our customers are still getting busy indications, even though we have 15-19 idle lines. And, they have started charging us MEASURED telebranch service to the tune of \$450.00+ per month!

This is the second formal complaint I have filed against SWB for billing practices at this location, the first filed well over a year ago re: Frac T1 contract pricing vs actual billing, and is still not resolved.

I used to think this was just billing incompetency on the part of SWB, but with this being the 4th instance of significant, unresolved billing problems (1 resulted in disconntinued service, 1 I am still paying as it is required service and didn't realize at the time I had the option to formally complain, the other 2 have resulted in formal complaints); I now believe this is uncompetitive practices.

I desire and require immediate relief from the PSC before SWB succeeds in driving me completely out of business and capturing the market I have built up.

Please call for additional details if needed.  
Art Gentry, President

**PSC - CONSUMER SERVICES ■ FORMAL COMPLAINT FORM**

Name: ART GENTRY

Address: 405 S. THOMPSON

City: EXCELSIOR SPRINGS State: MO Zip Code: 64024

County: RAY & CLAY

Telephone Number: (include area code)

Office: 816-630-3444 Home: 816-630-4182

Email Address: RA6@EPSI.NET

Name of Utility: SWB

Account No: 816-776-7028 & 816-776-6181

Best Time to reach you: 8A-6P MON-FRI

Briefly describe problem: \_\_\_\_\_

ON OR ABOUT 12/9/99 WE REPLACED 12 POTS  
CIRCUITS WITH 1 PRI. PART OF THE AGREEMENT  
WAS THE PERMANENT FORWARDING OF THE OLD  
NUMBER TO THE NEW AT NO ADDITIONAL CHARGE.

ON OR ABOUT 3/2/01 SWB DISCONNECTED THE  
OLD SERVICE & REASSIGNED IT TO A NEW CUSTOMER.

THE PARTIALLY RESTORED OUR SERVICE AND STARTED  
You must include a copy of your bill. BILLING US AT \$450+/MO,

Please mail to: P. O. Box 360, Jefferson City, MO 65102

FAX NO. 573-526-1500

Account Number  
816-776-7028-081-8  
March 09, 2001



Southwestern Bell

Page 1 of 4

Monthly Statement

Previous Charges and Credits

|                     |          |
|---------------------|----------|
| Amount of Last Bill | 1791.98  |
| Payments Applied:   | 593.53cr |
| 02-15-01            | 594.40cr |
| 02-26-01            | 604.05cr |
| 03-08-01            |          |
| Thank You           | .00      |

Summary of Current Charges

|                               |        |
|-------------------------------|--------|
| SWBell Telephone (See Page 3) | 537.76 |
| Taxes                         |        |
| Total Federal Tax             | 16.13  |
| Total State and Local Taxes   | 30.79  |
| Current Charges Due by Apr 06 | 584.68 |
| Total Amount Due              | 584.68 |

Important Information

- ESSENTIAL CHARGES \$584.68 (See Page 2 for explanation)
- A 1.5% late payment charge will apply to charges carried over to your next bill.
- On your main line your Long Distance provider is NONE.
- Your Local Toll provider is Southwestern Bell.
- If your providers have changed since your last bill, check Other Charges Section for information.

Please detach and mail this  
portion with your payment

Account Number  
816-776-7028-081-8



Southwestern Bell

"Keep"  
"Send"

Mail Payment To:

PO BOX 940012  
DALLAS TX 75394-0012



|            |        |
|------------|--------|
| Amount Due | 584.68 |
| Due Date   | Apr 06 |

Bill Date  
Mar 09, 2001

6688.7243.59903 1 At 0.267  
ESPI NET  
ATTN ART GENTRY  
405 S THOMPSON AV  
EXCLSOR SPRGS MO 64024-2129



Make Checks  
Payable To:  
Southwestern Bell

Recyclable Paper

See Back of Page 1

Started svc 12-09-1999

### EXPLANATION OF TERMS AND SERVICES

**Important Information** - You are responsible for payment of all charges on your bill. If you do not pay any portion of your bill, collection action may result. Your dial tone may be disconnected if you do not pay your **ESSENTIAL CHARGES** which are tariffed telephone services. Examples of **ESSENTIAL CHARGES** are services such as your telephone line, surcharges and fees, long distance, and The WORKS. If you do not pay other charges, such as voice mail, Inline, Wireless, and Internet, those services may be disconnected.

When paying in person, please bring any page of your bill.

When paying by mail, please return the lower portion of the first page with your payment.

#### (\*) Rate Codes For Long Distance Calls

| FIRST POSITION<br>Customer Dial Rate   | SECOND POSITION<br>Service Charge   | THIRD POSITION<br>(If Applicable)   |
|--|---|---|
| D = Day<br>E = Evening<br>N = Night/Weekend<br><br>OVERSEAS<br>D = Standard<br>E = Discount<br>N = Economy | C = Calling Card<br>S = O+Dialing to a Number<br>P = Person<br>X = Conference | M = Multiple Rate Period<br>B = Mobile Follow-Me Call<br><br>H = Multiple Rate<br>Period Mobile<br>Follow-Me Call |

(-) Time and Charges Quoted

(#) State Taxable

Account Number  
816-776-7028-081-8  
March 09, 2001



**Southwestern Bell**

Page **3** of 4

**Whom to Call**

|                         |  |                       |
|-------------------------|--|-----------------------|
| <b>SWBell Telephone</b> | <b>For Billing Questions</b> .....                     | <b>1-800-559-7928</b> |
|                         | <b>For Payment Arrangements or Late Payments</b> ..... | <b>1-800-924-1743</b> |
|                         | <b>To Place an Order or Change Service</b> .....       | <b>1-800-499-7928</b> |
|                         | <b>For Repair Services</b> .....                       | <b>1-800-286-8313</b> |

For questions about the charges of other companies, refer to each company's page.  
OnLine Help: [www.swbell.com](http://www.swbell.com)

**Billing For:**

**SWBell Telephone**

► **Monthly Charges - Mar 09 thru Apr 08**

|  |               |               |
|--|---------------|---------------|
| Basic Local Service Charges and Fees ..... |               | <b>536.76</b> |
| - Basic Local Service .....                | <b>450.00</b> |               |
| Federal End User Common Line Charge .....  | <b>34.25</b>  |               |
| Number Portability Service Charge .....    | <b>1.65</b>   |               |
| Federal Universal Service Fee .....        | <b>1.85</b>   |               |
| Federal End User Port Charge .....         | <b>49.01</b>  |               |
| Optional Features .....                    |               | <b>1.00</b>   |

► **SWBell Telephone Current Charges (before taxes) .....** **537.76**

**SWBell Telephone**

**Billing Questions:**

**1-800-559-7928**

|                             |              |              |
|-----------------------------|--------------|--------------|
| <b>Taxes</b> .....          |              | <b>46.92</b> |
| Federal Tax .....           | <b>16.13</b> |              |
| State and Local Taxes ..... | <b>30.79</b> |              |

**For Your Information**

New local toll prices on intraLATA interstate calls will be effective on 4/3/01, pending FCC approval. The new per minute rates are \$.30 for daytime calls, \$.20 for evening, night or weekend calls. These rates apply to state-to-state calls within your local toll calling region.



**This page is intentionally left blank.**

Account Number  
816-776-6181-380-9  
March 09, 2001



Southwestern Bell

Page 1 of 4

Monthly Statement

Previous Charges and Credits

Thank You

.00

Summary of Current Charges

SWBell Telephone (See Page 3) 458.37

Taxes

Total Federal Tax 13.75

Total State and Local Taxes 30.36

Current Charges Due by Apr 06 502.48

Total Amount Due 502.48

Important Information

ESSENTIAL CHARGES \$502.48 (See Page 2 for explanation)

On your main line your Long Distance provider is NONE.

Your Local Toll provider is NONE.

If your providers have changed since your last bill, check Other Charges Section for information.

Whom to Call

SWBell Telephone For Billing Questions 1-800-559-7928

For Payment Arrangements or Late Payments 1-800-924-1743

To Place an Order or Change Service 1-800-499-7928

For Repair Services 1-800-286-8313

For questions about the charges of other companies, refer to each company's page.  
OnLine Help: [www.swbell.com](http://www.swbell.com)

"Keep"

"Send"

Please detach and mail this  
portion with your payment

Account Number  
816-776-6181-380-9

Southwestern Bell

Mail Payment To:

PO BOX 940012  
DALLAS TX 75394-0012



|            |        |
|------------|--------|
| Amount Due | 502.48 |
| Due Date   | Apr 06 |

Bill Date  
Mar 09, 2001

6688.7243.59904 1 AT 0.267  
ESPI NET  
ATTN: ART GENTRY  
405 S THOMPSON AV  
EXCLSOR SPRGS MO 64024-2129



Make Checks  
Payable To:  
Southwestern Bell

9711 8167766181 3809

0409 7710000000000 000050248 00

Recyclable Paper

See Back of Page 1



### EXPLANATION OF TERMS AND SERVICES

**Important Information** - You are responsible for payment of all charges on your bill. If you do not pay any portion of your bill, collection action may result. Your dial tone may be disconnected if you do not pay your **ESSENTIAL CHARGES** which are tariffed telephone services. Examples of **ESSENTIAL CHARGES** are services such as your telephone line, surcharges and fees, long distance, and The WORKS. If you do not pay other charges, such as voice mail, Inline, Wireless, and Internet, those services may be disconnected.

When paying in person, please bring any page of your bill.

When paying by mail, please return the lower portion of the first page with your payment.

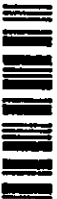
#### (\*) Rate Codes For Long Distance Calls

| FIRST POSITION<br>Customer Dial Rate   | SECOND POSITION<br>Service Charge   | THIRD POSITION<br>(If Applicable)   |
|--|---|---|
| D = Day<br>E = Evening<br>N = Night/Weekend<br><br>OVERSEAS<br>D = Standard<br>E = Discount<br>N = Economy | C = Calling Card<br>S = 0+Dialing to a Number<br>P = Person<br>X = Conference | M = Multiple Rate Period<br><br>B = Mobile Follow-Me Call<br><br>H = Multiple Rate<br>Period Mobile<br>Follow-Me Call |

(-) Time and Charges Quoted

(#) State Taxable

|        |  |
|--------|--|
| 86.502 |  |
| 02 17A |  |





**Billing For:**

SWBell Telephone

**Monthly Charges - Mar 09 thru Apr 08**

|                                      |        |
|--------------------------------------|--------|
| Basic Local Service Charges and Fees | 23.09  |
| Basic Local Service                  | 17.50  |
| Special Municipal Charge             | 5.59   |
| Optional Features                    | 70.00  |
| Other Charges (See Item 1)           | 20.41  |
| Special Municipal Charge             | 1.30   |
| Telebranch Usage (See Items 2 and 3) | 343.57 |

**SWBell Telephone Current Charges (before taxes) 458.37**

SWBell Telephone

Billing Questions:

1-800-559-7928

|                       |       |
|-----------------------|-------|
| Taxes                 | 44.11 |
| Federal Tax           | 13.75 |
| State and Local Taxes | 30.36 |

| Other Charges | Item | Explanation   | Amount       |
|---------------|------|---|--------------|
|               |      | Order # N512380, placed by ART GENTRY 816 776-7028                      |              |
|               |      | 816-776-6181  |              |
|               |      | Service added on Mar 02   |              |
|               |      | - 1 Telebranch <sup>SM</sup> Local Measured - First Path (816-776-6181) | 17.50        |
|               |      | - 4 Telebranch - Additional Path  | 70.00        |
|               |      | Monthly Rate  | 87.50        |
|               |      | Charge for service from Mar 02 thru Mar 08                              | 20.41        |
|               |      | <b>SWBell Telephone Total Other Charges (before taxes)</b>              | <b>20.41</b> |

| Telebranch Usage Summary | Item | Calling Area   | Day Rate     | Evening Rate  | Night Rate    | Amount        |
|--------------------------|------|--|--------------|---------------|---------------|---------------|
|                          | 2    | Band A Calls   | 241 at .04   | 308 at .032   | 362 at .026   | 28.91         |
|                          | 3    | Add'l Minutes  | 12873 at .01 | 10728 at .008 | 15402 at .006 | 314.66        |
|                          |      | <b>Southwestern Bell Total Telebranch Usage (before taxes)</b> |              |               |               | <b>343.57</b> |

**For Your Information**

**Customer Rights Information**

Your bill may include charges for 900 and/or information services which are essentially non-communications services. You may withhold payment if you dispute these charges within 60 days. Action to collect disputed amounts will be suspended pending investigation of the dispute. Neither local nor long-distance services can be disconnected for non-payment, although other action may be taken to collect amounts unpaid but not disputed. You may request 900 number blocking from Southwestern Bell. In addition, failure to pay legitimate charges for these services may lead to involuntary blocking of calls to a 900 number. You are not to be billed for Pay-Per-Call services which do not comply with Federal laws and regulations.

We are pleased to have you as a customer and hope you will enjoy using your telephone service.

To assist you in establishing and protecting a good credit record, we would like to take this opportunity to explain our billing policy in brief:

This first bill includes charges for service from the date of connection to the date of this bill as well as a charge for one month's current service.

Your regular monthly bill is dated the 9th of each month and is considered past



For Your Information  
(Continued)

due if payment is not received by the "Due By" date printed on your bill. Payment of your bill by the "Due By" date will eliminate the need for us to call you or send a notice advising suspension. Should service be suspended, payment of the past due amount and a restoral charge will apply. Also, an additional deposit may be required.

A detailed explanation of our billing, collection and deposit policy can be found in the customer guide section of your telephone directory.

Should you have problems with your telephone service, please refer to the repair section of the call guide pages in your telephone directory. There you will find information on how to determine the source of the problem and what to do to get your service restored.

We will share certain information about your account with other telecommunications service providers with whom you may do business.

We welcome you as a customer. Should you have any questions concerning your account, call the business office on 1-800-559-7928.

Thank You,  
Your Service Representative

New local toll prices on IntraLATA interstate calls will be effective on 4/3/01, pending FCC approval. The new per minute rates are \$.30 for daytime calls, \$.20 for evening, night or weekend calls. These rates apply to state-to-state calls within your local toll calling region.

SWBell Telephone  
Billing Questions:  
1-800-559-7928



Recyclable Paper

See Back of Page 1

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**Missouri public service commission**

815 charter commons drive  
suite 100b  
chesterfield, missouri 63017

telephone: (314) 207-8001  
fax: (314) 207-8010

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date:... 4/4/00

to:..... Art Gentry 816-630-3413

re:..... Southwestern Bell

from:.... Mary Lou Long

phone:.... <sup>636</sup>314-207-8001 ext 223 (OR) 1-800-392-4211

fax:..... <sup>636</sup>314-207-8010

e/mail.... mlong01@mail.state.mo.us

remarks:

Letter attached

2 pages

815 CHARTER COMMONS DRIVE  
SUITE 100B  
CHESTERFIELD, MISSOURI 63017

MISSOURI PUBLIC SERVICE COMMISSION

April 4, 2000

Art Gentry  
Excelsior Professional Services, Inc.  
405 S. Thompson  
Excelsior Springs, Mo. 64024

Dear Mr. Gentry:

I have been in touch with Southwestern Bell after receiving a fax from the Office of Public Counsel on March 27, 2000. I sent SWB a copy of the letter you provided dated April 15, 1998. They state that within a day or two of the letter, they called you and advised the rate quoted was incorrect and not in accordance with their tariff. They offered a 6-month adjustment for the difference in the rates. SWB also states they gave you the opportunity to dissolve the contract with no penalties. They state you declined both options. They have asked me for a copy of the contract that you stated you signed and referred to in your original complaint. Can you please fax me a copy of the contract?

I have asked them to take this to their legal department and suggested they allow you to pay the \$164 per month until the 36-month agreement expires, which would be April 2001. At that time, you would be required to pay the rate defined in the tariff, if you continued the service.

When I contacted them last week, they placed a hold on the account and your service is not in jeopardy of disconnection. If they again deny my request and expect you to pay the rate stated in the tariff, your recourse at that time will be to file a formal complaint or refer this to your attorney. Again, please fax me a copy of the contract you have stated you signed for the Frame Relay service. My fax number is 636-207-8010. I will let you know when I hear from SWB regarding my request.

Mary Lou Long  
Consumer Service Specialist  
Cc: Office of Public Counsel

FAxed  
4/4/00  
12:18

Southwestern Bell Telephone Company  
4111 Marconi Ave, Rm 215  
Sacramento, CA 95821



August 25, 2001

ESPI NET  
ATTN ART GENTRY  
405 S THOMPSON AV.  
EXCLSOR SPRGS, MO 64024

### SERVICE INTERRUPTION NOTICE

Dear Customer:

The final bill for your previous number 816-776-6181 CC 3809, in the amount of \$3,329.52, is still unpaid. Out of this total amount, \$3,329.52 are essential charges.

Your current number, 816-776-7028 CC 0818, will be subject to interruption without further notice if we do not receive payment of the essential charges from the final bill by September 5, 2001. If service is interrupted, a reconnection charge will apply and a deposit may be required. Suspended accounts not paid within ten days will be completely disconnected and a final bill rendered.

The total amount due may consist of essential and other optional charges. Telephone service will not be interrupted for failure to pay or make arrangements to pay the other optional charges portion of the overdue balance. However, failure to pay these charges will result in termination of these other optional services, and further collection action. If your other optional services are interrupted, reconnection fees applicable to those services may apply.

Please remit payment to:

Southwestern Bell Telephone Company  
P.O. Box 930170  
Dallas, Texas 75393-0170

Additional information can be obtained in the front of the Southwestern Bell Telephone directory white pages regarding payment of your bill and your rights as a consumer.

If you have any questions, please call the Business Office at 1-877-342-9991.

Sincerely,

MRS. HANDS  
CREDIT AND COLLECTIONS

SERVICE WILL NOT BE  
DISCONNECTED PER ~~DIANE~~  
@ PUC 573-751-4256  
DANA PRIDGEN  
LEO BUB-SWB ATTORNEY

Adager: The Adapter/Manager for IMAGE/3000 Databases

CAROLYN W/SWB  
275-3883

Sun Valley, Idaho 83353-0030 U.S.A. Telephone +1(208) 726-9100

Adager: The Adapter/Manager for IMAGE/3000 Databases

314  
207  
8010  
Mary Lou

Sun Valley, Idaho 83353-0030 U.S.A. Telephone +1(208) 726-9100

Sun Valley, Idaho 83353-0030 U.S.A. Telephone +1(208) 726-9100

Mary Lou  
Mo Pub Serv.

phone co. doesn't  
show disconnect

Adager: The Adapter/Manager for IMAGE/3000 Databases



Adager: The Adapter/Manager for IMAGE/3000 Databases

ARNETA PERKINS  
316-383-3410

Sun Valley, Idaho 83353-0030 U.S.A. Telephone +1(208) 726-9100

Account Number  
314-A73-2046-046-0  
May 25, 2003



Page 1 of 4

Monthly Statement

|   |          |
|---|----------|
| ▶ Previous Charges and Credits                  |          |
| Amount of Last Consolidated Bill .....          | 10726.89 |
| Past Due Amount (Payment Due Immediately) ..... | 10726.89 |
| ▶ Summary of Current Charges                    |          |
| Current Charges (before taxes) .....            | 890.11   |
| Taxes   |          |
| Total Federal Tax .....                         | 5.36     |
| Total State and Local Taxes .....               | 65.65    |
| Current Charges Due by Jun 24 .....             | 961.12   |
| ▶ Total Amount Due .....                        | 11688.01 |

Important Information

On your main line your Long Distance provider is NONE.

Your Local Toll provider is NONE.

If your providers have changed since your last bill, check  
Other Charges Section for Information.

- ▶ A 1.5% late payment charge will apply to charges carried over to your next bill.
- ▶ Receipt of the full amount of your bill by the due by date is appreciated. Thank you for choosing SBC Southwestern Bell.

**AVOID DISCONNECTION:** All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$3188.03.

(See Page 2 for explanation)

“Keep”  
“Send”

Please detach and mail this  
portion with your payment



Account Number  
314-A73-2046-046-0

Mail Payment To:

P.O. BOX 650661  
DALLAS, TX 75265-0661



|            |          |
|------------|----------|
| Amount Due | 11688.01 |
| Due Date   | Jun 24   |

Bill Date  
May 25, 2003

9263.8.295.63101.1 AT 0.292  
R ARTHUR GENTRY  
%EPSI,NET  
PO BOX 38  
EXCLSOR SPRGS MO 64024-0038



Make Checks  
Payable To:  
SBC

9750 314A732046 0460

0626 7710001072689 001168801 08





## EXPLANATION OF TERMS AND SERVICES

**Important Information** - You are responsible for payment of all charges on your bill. If you do not pay any portion of your bill, collection action may result. Your dial tone may be disconnected if you do not pay for basic services such as your telephone line, surcharges and fees, long distance, and The WORKS. If you do not pay other charges, such as voice mail, InLine, Wireless, and Internet, those services may be disconnected.

When paying in person, please bring any page of your bill.

When paying by mail, please return the lower portion of the first page with your payment.

### (\*) Rate Codes For Long Distance Calls

| FIRST POSITION<br>Customer Dial Rate   | SECOND POSITION<br>Service Charge   | THIRD POSITION<br>(If Applicable)   |
|--|---|---|
| D = Day<br>E = Evening<br>N = Night/Weekend<br><br>OVERSEAS<br>D = Standard<br>E = Discount<br>N = Economy | C = Calling Card<br>S = 0+Dialing to a Number<br>P = Person<br>X = Conference | M = Multiple Rate Period<br><br>B = Mobile Follow-Me Call<br><br>H = Multiple Rate<br>Period Mobile<br>Follow-Me Call |

(-) Time and Charges Quoted

(#) State Taxable



|                     |                           |  |                       |
|---------------------|---------------------------|--|-----------------------|
| <b>Whom to Call</b> | <b>SBC Local Services</b> | <b>For Billing Questions</b> .....                     | <b>1-800-770-2260</b> |
|                     |                           | <b>For Payment Arrangements or Late Payments</b> ..... | <b>1-800-924-1743</b> |
|                     |                           | <b>To Place an Order or Change Service</b> .....       | <b>1-800-231-7928</b> |
|                     |                           | <b>For Repair Services</b> .....                       | <b>1-800-286-8313</b> |

**SBC Website:** [www.sbc.com](http://www.sbc.com)

**CONSOLIDATED SUMMARY OF CURRENT CHARGES**

| <b>Account Number</b>        | <b>Recurring<br/>Charges</b> | <b>Other<br/>Charges</b>                        | <b>Itemized<br/>Calls</b> | <b>Taxes</b> | <b>Total<br/>Charges</b> |
|------------------------------|------------------------------|---|---------------------------|--------------|--------------------------|
| 314-A73-2046-046             |                              | 178.78  |                           | 17.61        | 196.39                   |
| 417-104-3842-842             | 402.25                       |   |                           | 31.07        | 433.32                   |
|                              |                              | Service Provider Account Number: (043-001-3842) |                           |              |                          |
| 417-104-3843-843             | 309.08                       |   |                           | 22.33        | 331.41                   |
|                              |                              | Service Provider Account Number: (043-001-3843) |                           |              |                          |
| <b>Total Current Charges</b> | <b>711.33</b>                | <b>178.78</b>                                   |                           | <b>71.01</b> | <b>961.12</b>            |

**Billing For:**  
**SBC Local Services**

|   |        |
|---|--------|
| <b>► MONTHLY CHARGES - May 25 thru Jun 24</b> |        |
| Basic Local Service Charges and Fees .....    | .00    |
| Other Charges (See Item 1) .....              | 160.90 |
| Special Municipal Charge .....                | 17.88  |

**► SBC Local Services Current Charges (before taxes) 178.78**

|                           |                                    |       |
|---------------------------|------------------------------------|-------|
| <b>SBC Local Services</b> | <b>Taxes</b>                       |       |
| <b>Billing Questions:</b> | <b>Federal Tax</b> .....           | 5.36  |
| <b>1-800-770-2260</b>     | <b>State and Local Taxes</b> ..... | 12.25 |

| <b>Other Charges</b> | <b>Item</b>  | <b>Explanation</b>                                    | <b>Amount</b> |
|----------------------|--|---|---------------|
|                      | 1  | Late payment charge: 1.50% on 10726.89 past due ..... | 160.90        |
|                      | <b>► SBC Local Services Total Other Charges (before taxes)</b> |   | <b>160.90</b> |

**For Your Information** The Southwestern Bell Telephone business office is open for business customers from 8:00 A.M. until 5:00 P.M., Monday through Friday, except holidays. The best days to call are Tuesday through Friday.

Effective 7/10/03, Direct Dialed Local Directory Assistance (DA) will change from \$0.59 to \$0.63 per listing request. Alternately Billed Local DA (such as billing to a calling card) will change from \$1.20 to \$1.29 per listing request. Local DA call allowances (calls made to DA at no charge) are 30 for residential customers and 10 for business customers, if the requested numbers are not listed in the White Page Directory (WPD). Busy Line Verify will change from \$1.50 to \$1.62. Busy Line Interrupt will change from \$2.31 to \$2.49. Non-Listed (WPD) service will change from \$1.50 to \$1.62 per listing. Non-Published WPD service will change from \$1.99 to \$2.14. If you have questions, please call the SBC toll free number located on your bill.

1-800-444-2000

1954