

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED⁴

JAN 05 2004

Name: Rickey Oaks
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: BROADWING Communications
Respondent

COMPLAINT

Complainant resides at 5700 Co. Rd. 3810

(address of complainant)

West Plains, MO. 65775

1. Respondent, BROADWING COMMUNICATIONS, LLC
(company name)
of P.O. Box 790036, St. Louis, MO. 63179-0036, is a public utility under the
(location of company)
jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

Broadwing has been trying to ignore my billing disputes.

They have been charging me for phone calls that I did not make, and created these charges from phone numbers that I had previously used in the past. Which would make them hard to spot on the bills.

Would there be some way to match up the phone calls billed through Broadwing, with my local phone company computer, "Peace Valley Phone Company"? This would clear up any questions.

(See attached sheets, 48 total.)

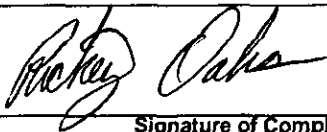
3. The Complainant has taken the following steps to present this complaint to the Respondent:

01-2002	called Broadwing.
02-2002	Mailed Broadwing a letter.
04-2002	Mailed Broadwing a letter.
05-2002	Mailed Broadwing a letter.
06-2002	Mailed Broadwing a letter.
09-2002	Mailed Broadwing a letter.
09-2002	Mailed Broadwing a letter.
12-2002	Called Broadwing.
12-2002	Faxed Broadwing.
12-2002	Mailed Broadwing a letter.
12-2002	Called Broadwing.
1-2003	Mailed Broadwing a letter.
(See copies of letters sent)	

WHEREFORE, Complainant now requests the following relief:

Credit disputed calls against the total bill of \$320.26. I will be glad to pay Broadwing the rest of the amount owed them.

12-27-03
Date


Signature of Complainant

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

TIME LINE- Page 1

- 2001 Started to notice that the phone bill was high, but I recognized most all of the phone numbers. So nothing was done at first.
- 12-2001 Started to keep records of all phone calls made from my residence. (Time, date, and phone number).
- 01-2002 Called Broadwing Customer Service, explaining the problem with the billing. The person at Broadwing was very rude with my wife, with no results on the dispute.
- 02-2002 Mailed letter to Broadwing, disputing the bills.
- 04-2002 Mailed letter to Broadwing, disputing the bills.
- 05-2002 Mailed letter to Broadwing, disputing the bills.
- 06-2002 Mailed letter to Broadwing, disputing the bills.
- 09-2002 Mailed letter to Broadwing, disputing the bills.
- 09-2002 Mailed letter to Broadwing, disputing the bills.
- 12-2002 I called "Jamaal" in Customer Service, Jamaal asked me to fax him the billing dispute information.
- 12-2002 Jamaal called me, said that he has not received the fax yet.
- 12-2002 Faxed Jamaal 14 pages of information on the billing dispute.
- 12-2002 Mailed letter to Broadwing, disputing the bills.
- 12-2002 Called Broadwing and canceled phone service.
- 01-2003 Received very first letter from Broadwing, informed me that if I had a billing dispute, that I had 30 days to respond. (What do they think I have been doing all this time, how many days do they have to respond to a dispute)?
- 01-2003 Mailed letter to Broadwing, disputing the bills.

TIME LINE- Page 2

01-2003 Faxed letter to Jamaal in Customer Service, stating that I have not had a response to the billing disputes, and to remove any late charges. Also sent him the most current disputed phone bill.

01-2003 Mailed letter to Broadwing, disputing the bills.

02-2003 Mailed letter to Broadwing, disputing the bills. Also asked them why were they still adding charges to the bill, when their service had been stopped?

04-2003 Mailed letter to Broadwing, disputing the bills.

05-2003 Broadwing started calling me approximately once a week asking for payment over the phone. I told them that the bill is in dispute, but they continue calling.

07-2003 Mailed letter to Broadwing, disputing the bills. Also asked them why was I still being charged for services, when service has been canceled. And to inform them that the bill has been inflated from \$218.13 dollars to \$320.26 dollars.

Note: After calling Broadwing's Customer Service Dept. and talking to Jamaal. He called me back after a couple of days asking for me to send him the fax. I have never heard back from Jamaal, except for the letter. That was the first and last time that Broadwing had called me about the dispute. I have personally called Broadwing numerous times with no help at all.

In all this time, I have only received one letter from Broadwing on the dispute, received 01-2003.

Every month, I have received a bill from Broadwing. Never mentioning the dispute. Also, they have been adding charges to the bill when I have no phone service with them and the bill is in dispute.

I have recently been receiving a lot of phone calls asking for payment which I consider harassment. I ask them about the billing dispute, they tell me that they know nothing about it. I believe that they will soon turn this bill over to a collection agency and try to mess up my credit rating with the credit services! What options do I have?

To: Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
5700 CO. RD. 3810
West Plains, MO. 65775

Account Number: 8015974
Invoice Date: 5/19/03

July 7, 2003

Dear Sirs,

Why are you still charging to my bill the Common Carrier Subscription charge and taxes? I had called your company back in December of 2002 closing my account and stopping all phone service. The last invoice date of 12/17/02 for the amount of \$218.13 should be the correct amount, minus the amount that I am disputing on the previous billings. Your company has inflated this bill from \$218.13 to \$320.26 dollars.

I have not had any correspondence from your company in response to my billing dispute. When can I expect to here from you?

Sincerely, Rickey Oaks



www.broadwing.com

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name	Account Number	Group Number	Billing Period	Bill Date	Page
RICKEY OAKS	8015974		04/18/03 - 05/17/03	05/19/03	1 of 3

Broadwing can offer you a technically superior network for all your communication needs- internet, voice, data and beyond.

This nationwide network, built from the ground up, was engineered to support growing businesses, expansive technologies and provide one complete communications solution.

Please contact our Customer Care Department for more information on Broadwing's full line of products and services:
Phone (800) 364-2828

If you dispute any portion of this invoice, please call Customer Service at 1-800-422-1199 immediately. Invoices not disputed within 30 days may not be subject to dispute thereafter.

Account Summary	Amount	Total
PREVIOUS BALANCE		317.53
PAYMENTS RECEIVED		0.00
ADJUSTMENTS		0.00

Balance Forward	317.53
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Summary of New Charges		
NEW USAGE CHARGES		0.00
RECURRING CHARGES		0.00
NON-RECURRING CHARGES		0.00
OTHER CHARGES AND CREDITS		2.54
SERVICE CHARGES		0.00
TAXES		0.19

Total New Charges Due	06/16/03	2.73
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Total Amount Due	320.26
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Please detach and return bottom portion with payment- do not fold. THANK YOU!

EC01A



1122 Capital of Texas Hwy S
Austin, TX 78746

Bill Close Date	Due
05/17/03	06/16/03
Account/Group #	Total Amount Due
8015974	320.26

To avoid a 1.5% late payment charge, payment must be received by Payment Due Date

PLEASE MAKE CHECK PAYABLE TO:



RICKEY OAKS
5700 CO. RD. 3810
WEST PLAINS, MO 65775

17r-10z-N0-6957

BROADWING TELECOMMUNICATIONS, INC
PO BOX 790036
ST LOUIS, MO 63179-0036

21701000080159748200305170000320268



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name	Account Number	Group Number	Billing Period	Bill Date	Page
RICKEY OAKS	8015974		04/18/03 - 05/17/03	05/19/03	2 of 3

CURRENT ACCOUNT ACTIVITY

OTHER CHARGES AND CREDITS:

SURCHARGES:

COMMON CARRIER SUBSCRIPTION

2.54

TOTAL SURCHARGES:

2.54

TOTAL OTHER CHARGES AND CREDITS:

2.54

TAXES:

FEDERAL EXCISE TAX

0.08

STATE SALES TAX

0.11

TOTAL TAXES:

0.19

TOTAL CURRENT CHARGES

2.73

EC01B 7.3.98

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits.	A. Signature ☐ Agent ☐ Addressee B. Received by (Printed Name) C. Date of Delivery D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below ☐ No
1. Article Addressed to: BROADWING Telecommunications Inc. P.O. Box 790036 St. Louis, MO. 63179-0036	3. Service Type ☒ Certified Mail ☐ Express Mail ☐ Registered ☒ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D.
2. Article Number (Transfer from service label)	4. Restricted Delivery? (Extra Fee) ☐ Yes
7003 0500 0003 6493 0679	
PS Form 3811, August 2001 Domestic Return Receipt 2ACPRI-03-P-4081	

679 0500 0003 6493 0007

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage	\$	\$0.37
Certified Fee		\$2.50
Return Receipt Fee (Endorsement Required)		\$1.75
Restricted Delivery Fee (Endorsement Required)		\$0.00
Total Postage & Fees	\$	\$4.62

Sent To: BROADWING Telecommunications INC.

Street, Apt. No., or PO Box No.: PO Box 790036

City, State, ZIP+4: ST. LOUIS, MO. 63179-0036

0440
03
Postmark
Here

07/07/2003

PS Form 3800, June 2002 See Reverse for Instructions

To: Broadwing
Legal Department
1122 Capital of Texas Hwy S
Austin, Texas 78746

From: Rickey Oaks
5700 CO. RD. 3810
West Plains, MO. 65775

Account Number: 8015974

April 27, 2003

Dear Sirs,

Do you have a customer service department that handles billing disputes? I have had a billing dispute with your company for over a year. And nothing has been done to correct this problem. On the bill, it says for me to mail you my dispute within 30 days, and this I have done. After mailing your company my billing dispute, no one contacts me and my bill has not been corrected. This has been going on with almost every bill. Also for your information, most of the dispute letters I have mailed were sent "certified mail" with a "return receipt". And I have tried calling your company with no results.

When we work out the dispute on the billing, I will be happy to pay you the remainder of the bill due! But until this is worked out, please do not send me any more bills. I am considering these bills harassment!

Any questions about the billing disputes please talk to your employee Jamaal in customer service, (ext. 3202) phone number 800-422-1199. After I faxed him the information he requested, nothing was done except a letter that I received from your company informing me that I had thirty days to mail in any disputes, which I have been doing all along.

By the scope of the billing dispute problems that I am having with your company, it makes me wonder if this is an ongoing problem that a possible class action law suit may correct? All I ever wanted from the very beginning was help with my billing disputes! Thank you for your time and help.

Sincerely, Rickey

SENDER: COMPLETE THIS SECTION	COMPLETE THIS SECTION ON DELIVERY
■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits.	A. Signature x Kristo Sides ☐ Agent ☐ Addressee B. Received by (Printed Name) KSides C. Date of Delivery D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below: ☐ No
1. Article Addressed to: BROADWING Legal Dept. 1122 Capital of Texas Hwy S Austin, Texas 78746	3. Service Type ☒ Certified Mail ☐ Registered ☐ Insured Mail ☐ Express Mail ☒ Return Receipt for Merchandise ☐ C.O.D. 4. Restricted Delivery? (Extra Fee) ☐ Yes
2. Article Number (Transfer from service label) 7003 0500 0003 6493 0686	
PS Form 3811, August 2001 Domestic Return Receipt 102595-01-M-0381	

7003 0500 0003 6493 0686

U.S. Postal Service™

CERTIFIED MAIL™ RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com

AUSTIN TX 78746
OFFICIAL USE

Postage	\$	\$0.37
Certified Fee		\$2.30
Return Receipt Fee (Endorsement Required)		\$1.75
Restricted Delivery Fee (Endorsement Required)		\$0.00
Total Postage & Fees	\$	\$4.42

0440
02

Postmark
Here

04/28/2003

Sent To: BROADWING - Legal Dept

Street, Apt. No., or PO Box No. 1122 Capital of TX - Hwy S.

City, State, ZIP+4 Austin Texas 78746

PS Form 3800, June 2002
See Reverse for Instructions

4/28/03

To: Broadwing Telecommunications, INC.
P.O. Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
#5700 Co. Rd. 3810
West Plains, MO. 65775
Phone: 417-277-5564

Account Number: 8015974

February 10, 2003

Sirs,

I am still waiting for a letter back from your company, in reference to the disputed portion of my bill? Payment will be held until this situation is resolved. Also, why is the following charges still being charged to the bill when I no longer have phone service with your company?

FUSF Recovery Surcharge Voice MRC, Non-Recurring Charge, Common Carrier Subscription, and Taxes totaling \$2.91 dollars.

Sincerely, Rickey



www.broadwing.com

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name	Account Number	Group Number	Billing Period	Bill Date	Page
RICKEY OAKS	8015974		12/18/02 - 01/17/03	01/21/03	1 of 3

Broadwing can offer you a technically superior network for all your communication needs- internet, voice, data and beyond.

This nationwide network, built from the ground up, was engineered to support growing businesses, expansive technologies and provide one complete communications solution.

Please contact our Customer Care Department for more information on Broadwing's full line of products and services:
Phone (800) 364-2828

Account Summary	Amount	Total
PREVIOUS BALANCE		305.58
PAYMENTS RECEIVED		0.00
ADJUSTMENTS		0.00

Balance Forward 305.58

Summary of New Charges		
NEW USAGE CHARGES		0.00
RECURRING CHARGES		0.00
NON-RECURRING CHARGES		0.25
OTHER CHARGES AND CREDITS		2.54
SERVICE CHARGES		0.00
TAXES		0.12

Total New Charges Due 02/16/03 2.91

Total Amount Due 308.49

If you dispute any portion of this invoice, please call Customer Service at 1-800-422-1199 immediately. Invoices not disputed within 30 days may not be subject to dispute thereafter.

Please detach and return bottom portion with payment. do not fold THANK YOU!!

PERIOD
INDICATED FOR TOLL FREE CALLS

\$ = PROMOTIONS

Location	Number Called	Minutes	Charges

Invoice Date 01/21/03 Page 3 of 3



PLEASE CALL 1-800-422-1199

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

12/18/02 -
01/17/03

01/21/03

3 of 3

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges

X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTL

I = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONE

EI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* - ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

To: Broadwing Communications
P.O. Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
#5700 CR 3810
West Plains, MO. 65775
Home Phone: 417-277-5564

Account No: 8015974

January 8, 2003

Dear Sirs,

This letter is in response to your letter dated 12/31/02. Every month for over one year I have been mailing Broadwing a letter, within the 30 days of the invoice date, stating which portion of the bill I dispute. And I was not once contacted by someone from Broadwing. I am also enclosing with this letter a copy of some of the "certified mail receipts" that had been sent to Broadwing and signing for.

The first time that my wife called your customer service department with the billing dispute, the person she talked to was very rude to her, so from then on all correspondence was done by mail.

I am also enclosing with this letter copies of the past disputed invoices and copies of some of the letters which had been sent to your company. I am missing a couple of the disputed invoices, I am currently working in Indiana and some of my papers are still at my residence in Missouri.

I hope that this has answered your questions about all of the billing disputes. Any questions, please feel free to contact me by mail.

Sincerely, Rickey

A handwritten signature in black ink, appearing to read "R. Oaks", is written below the typed name "Rickey".

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

BROADWing Communications
P.O. Box 790036
St. Louis, MO.
63179-0036

2. Article Number

(Transfer from service label)

7002 0860 0003 8911 4481

PS Form 3811, August 2001

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

Michael H. [Signature]

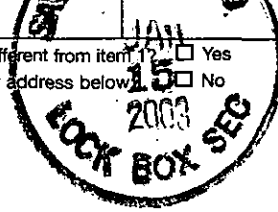
☐ Agent

☒ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? ☐ Yes
If YES, enter delivery address below ☒ No



3. Service Type

- ☒ Certified Mail ☐ Express Mail
- ☐ Registered ☒ Return Receipt for Merchandise
- ☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

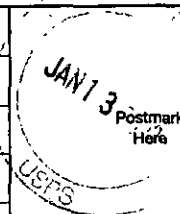
☐ Yes

**U.S. Postal Service
CERTIFIED MAIL RECEIPT**

(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage	\$
Certified Fee	
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$



Sent To BROADWing Communications

Street, Apt. No.,
or PO Box No. P.O. Box 790036

City, State, ZIP+4 St. Louis, Mo. 63179-0036

PS Form 3800, April 2002

See Reverse for Instructions

1/13/03

To: Jamaal (ext. 3202)
Customer Service Dept.
Broadwing
Fax: 877-481-4707

From: Rickey oaks
5700 CR 3810
West Plains, MO. 65775
Phone/ Fax: 417-277-5564
Work Phone: 812-438-5073

Account: #8015974

January 5, 2003

Dear Jamaal,

I have not had any reply from you since our last phone conversation on 11/30/02. Have you had time to look over the fourteen pages that I faxed to you on 12/03/02? I am also faxing the bill for 11/18/02 – 12/17/02 which lists the calls that we did not make and that I dispute. I also found the bill for 09/18/02 – 10/17/02, it also lists the calls that I dispute.

I am holding off on payment for invoice #8015974 for the amount of \$305.58 until this dispute is resolved. Can you please notify your billing department about the dispute? I am also sending a copy of this letter with the invoice to the billing dept. They need to hold the 1.5% late payment charge until this dispute is resolved.

Any questions please call.

Sincerely, Rickey

A handwritten signature in cursive script that reads "Rickey Oaks". The signature is written in dark ink and is positioned below the printed name "Rickey".



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

09/18/02 -
10/17/02

10/19/02

3 of 4

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
09/18/02	08:57 AM	D	WESTPLAINS MO	417 256-5000 <i>OK</i>	0.60	0.05
09/18/02	08:22 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	14.00	1.25
09/18/02	09:26 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	48.90	4.36
09/19/02	07:02 AM	D	RISING SUN IN	812 438-5073	4.10	0.37
09/19/02	08:53 AM	D	CINCINNATI OH	513 563-4321 <i>OK</i>	1.90	0.17
09/19/02	08:57 AM	D	CINCINNATI OH	513 563-4321 <i>OK</i>	1.40	0.13
09/19/02	08:59 AM	D	WESTPLAINS MO	417 256-5000 <i>OK</i>	3.60	0.30
09/19/02	09:04 AM	D	SPRINGFLD MO	417 888-7081	5.30	0.43
09/19/02	04:45 PM	D	WESTPLAINS MO	417 257-7421 <i>OK</i>	9.10	0.74
09/19/02	05:02 PM	D	WESTPLAINS MO	417 293-0691	0.60	0.05
09/19/02	08:38 PM	D	CABOOL MO	417 962-9414	7.90	0.64
09/19/02	08:52 PM	D	RISING SUN IN	812 438-5073	8.20	0.73
09/19/02	09:08 PM	D	HOUSTON MO	417 967-2480	6.70	0.55
09/19/02	09:15 PM	D	RISING SUN IN	812 438-5073	69.70	6.21
09/20/02	08:30 AM	D	HOUSTON MO	417 967-2480 <i>OK</i>	0.60	0.05
09/20/02	07:56 PM	D	MOUNTAINVW MO	417 934-2187 <i>OK</i>	1.50	0.13
09/20/02	07:59 PM	D	MOUNTAINVW MO	417 934-2623 <i>OK</i>	1.40	0.12
09/20/02	08:08 PM	D	WESTPLAINS MO	417 256-3273 <i>OK</i>	4.70	0.39
09/20/02	08:13 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	42.10	3.75
09/20/02	08:57 PM	D	WILLOWSPGS MO	417 469-2297 <i>OK</i>	1.00	0.09
09/20/02	08:59 PM	D	WESTPLAINS MO	417 256-2763	23.10	1.88
09/20/02	09:38 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	37.50	3.34
09/21/02	01:48 PM	D	WESTPLAINS MO	417 257-6072 <i>OK</i>	1.50	0.13
09/21/02	02:36 PM	D	WESTPLAINS MO	417 255-1111 <i>OK</i>	1.10	0.09
09/21/02	05:43 PM	D	WESTPLAINS MO	417 256-6033 <i>OK</i>	1.50	0.13
09/21/02	06:31 PM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	0.60	0.05
09/21/02	07:10 PM	D	WESTPLAINS MO	417 256-3766	6.00	0.49
09/21/02	07:44 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	29.20	2.60
09/21/02	08:14 PM	D	WESTPLAINS MO	417 256-3273 <i>OK</i>	2.10	0.18
09/21/02	10:20 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	59.40	5.29
09/22/02	12:31 AM	D	RISING SUN IN	812 438-5073	25.30	2.26
09/22/02	09:39 AM	D	WESTPLAINS MO	417 256-8782 <i>OK</i>	1.10	0.09
09/22/02	11:28 AM	D	RISING SUN IN	812 438-5073	0.40	0.04
09/23/02	08:12 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	21.90	1.95
09/23/02	08:36 PM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	2.00	0.17
09/24/02	01:19 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	16.90	1.51
09/24/02	08:46 AM	D	WESTPLAINS MO	417 256-3273 <i>OK</i>	1.80	0.15
09/24/02	10:19 AM	D	WILLOWSPGS MO	417 469-2297 <i>OK</i>	2.40	0.20
09/24/02	10:24 AM	D	WESTPLAINS MO	417 256-3273	1.40	0.12
09/24/02	08:16 PM	D	RISING SUN IN	812 438-5073	22.10	1.97
09/24/02	08:40 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.50	0.05
09/24/02	08:42 PM	D	WESTPLAINS MO	417 255-1111 <i>OK</i>	0.30	0.01
09/24/02	11:34 PM	M	RISING SUN IN	812 438-5073 <i>OK</i>	29.90	2.67
09/25/02	07:49 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	1.30	0.12
09/25/02	08:14 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	20.70	1.85
09/25/02	06:24 PM	D	WESTPLAINS MO	417 256-5209 <i>OK</i>	1.70	0.14
09/25/02	08:00 PM	D	RISING SUN IN	812 438-5073	28.60	2.55
09/25/02	09:56 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.90	0.08
09/26/02	04:06 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.40	0.04
09/26/02	07:27 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	16.30	1.46
09/26/02	11:06 AM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.10	0.01
09/26/02	08:22 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.30	0.03
09/26/02	08:23 PM	D	WESTPLAINS MO	417 255-1111 <i>OK</i>	2.60	0.22
09/26/02	10:12 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	4.70	0.39
09/26/02	10:30 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	1.60	0.15
09/26/02	10:39 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	40.50	3.61
09/26/02	11:21 PM	D	WESTPLAINS MO	417 293-1751	8.20	0.67
09/26/02	11:29 PM	D	RISING SUN IN	812 438-5073	6.00	0.54
09/26/02	11:36 PM	D	WESTPLAINS MO	417 293-1751	0.90	0.08

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
09/27/02	02:00 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.50	0.05
09/27/02	02:11 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.40	0.04
09/27/02	07:31 AM	D	RISING SUN IN	812 438-5073	16.90	1.51
09/27/02	08:15 AM	D	WESTPLAINS MO	417 257-6072 <i>OK</i>	0.10	0.01
09/27/02	08:16 AM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.50	0.05
09/27/02	09:09 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	25.50	2.27
09/27/02	08:25 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	49.80	4.44
09/27/02	09:15 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	1.10	0.09
09/28/02	07:59 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.20	0.02
09/28/02	08:51 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	88.00	7.84
09/29/02	07:28 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	17.10	1.53
09/29/02	12:46 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	1.50	0.13
09/29/02	07:32 PM	D	WESTPLAINS MO	417 256-5209 <i>OK</i>	2.20	0.18
09/29/02	07:34 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	2.70	0.22
09/29/02	08:09 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.10	0.01
09/29/02	08:10 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.30	0.03
09/29/02	08:51 PM	D	RISING SUN IN	812 438-5073	69.00	6.15
09/30/02	07:16 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.30	0.03
09/30/02	07:27 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	8.60	0.77
09/30/02	09:17 AM	D	WESTPLAINS MO	417 257-6721 <i>OK</i>	6.80	0.56
09/30/02	11:56 AM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	1.50	0.13
09/30/02	12:01 PM	D	CINCINNATI OH	513 563-4321 <i>OK</i>	0.40	0.04
09/30/02	08:51 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	20.90	1.87
09/30/02	10:16 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	30.90	2.76
10/01/02	10:10 AM	D	CINCINNATI OH	513 563-4321 <i>OK</i>	2.10	0.19
10/01/02	10:12 AM	D	CINCINNATI OH	513 563-4321	3.60	0.33
10/01/02	03:37 PM	D	CINCINNATI OH	513 563-4321	1.00	0.09
10/01/02	06:46 PM	D	WESTPLAINS MO	417 256-9111 <i>OK</i>	1.70	0.14
10/01/02	08:29 PM	D	RISING SUN IN	812 438-5073	45.30	4.04
10/01/02	09:40 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.50	0.05
10/01/02	11:37 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	0.30	0.03
10/02/02	12:03 AM	D	WESTPLAINS MO	417 256-9111	1.70	0.14
10/02/02	12:30 AM	D	RISING SUN IN	812 438-5073 <i>OK</i>	15.00	1.34
10/02/02	08:07 AM	D	RISING SUN IN	812 438-5073	3.00	0.27
10/02/02	09:30 AM	D	WESTPLAINS MO	417 256-2011 <i>OK</i>	5.20	0.43
10/02/02	09:35 AM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	2.60	0.22
10/02/02	12:53 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	4.30	0.35
10/02/02	12:58 PM	D	WESTPLAINS MO	417 293-0691	0.90	0.08
10/03/02	12:11 PM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	0.60	0.05
10/06/02	02:24 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.20	0.02
10/07/02	09:34 AM	D	WESTPLAINS MO	417 293-1751	0.50	0.05
10/07/02	09:35 AM	D	WESTPLAINS MO	417 256-5825 <i>OK</i>	1.60	0.13
10/09/02	12:06 PM	D	FRANKLIN AR	870 322-7202 <i>OK</i>	3.40	0.31
10/09/02	12:14 PM	D	WESTPLAINS MO	417 256-5825 <i>OK</i>	4.30	0.35
10/09/02	12:43 PM	D	WESTPLAINS MO	417 257-2430 <i>OK</i>	1.90	0.16
10/09/02	09:43 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	5.80	0.47
10/10/02	08:03 AM	D	CINCINNATI OH	513 563-4321 <i>OK</i>	3.70	0.33
10/10/02	08:26 AM	D	WESTPLAINS MO	417 256-7144 <i>OK</i>	1.80	0.15
10/11/02	12:26 PM	D	WESTPLAINS MO	417 256-6150 <i>OK</i>	0.60	0.05
10/13/02	12:29 PM	D	WESTPLAINS MO	417 257-6072 <i>OK</i>	0.50	0.05
10/13/02	01:46 PM	D	WESTPLAINS MO	417 257-6072 <i>OK</i>	0.30	0.03
10/13/02	01:46 PM	D	WESTPLAINS MO	417 293-1751 <i>OK</i>	0.20	0.02
10/13/02	03:48 PM	SI	BRAZIL	558 52902858	2.00	1.18
10/13/02	03:51 PM	D	WESTPLAINS MO	417 256-2111 <i>OK</i>	0.20	0.02
10/16/02	10:24 PM	D	SPRINGFLD MO	417 888-7224 <i>OK</i>	9.60	0.78
10/17/02	09:17 PM	D	WESTPLAINS MO	417 257-7421	3.60	0.30
10/17/02	09:43 PM	D	BRANSON MO	417 331-1616	0.10	0.01
10/17/02	09:45 PM	D	WESTPLAINS MO	417 293-2555	12.00	0.98
10/17/02	10:03 PM	D	WESTPLAINS MO	417 256-1121	26.80	2.18

X = ORIGINATING NUMBER UNAVAILABLE

E = EVENING

DI = DISCOUNT INTL

I = INTL ORIGINATION

N = NIGHT/WEEKEND

P = PAY PHONE

EI = ECONOMY INTL

M = MULTIPLE RATE PERIOD

* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

805974

11/18/02 -

12/19/02

3 of 4

12/17/02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
11/18/02	08:52 AM	D	RISING SUN IN	812 438-5073 OK	37.00	3.30
11/18/02	09:29 AM	D	WILLOWSPGS MO	417 469-2297 OK	12.60	1.03
11/18/02	10:01 AM	D	SPRINGFLD MO	417 885-6070 OK	1.20	0.10
11/18/02	10:03 AM	D	WILLOWSPGS MO	417 469-3134 OK	2.30	0.19
11/18/02	11:40 AM	D	WESTPLAINS MO	417 256-4101 OK	2.20	0.18
11/18/02	11:46 AM	D	WESTPLAINS MO	417 255-1490	1.00	0.09
11/18/02	01:08 PM	D	WESTPLAINS MO	417 256-0083	0.30	0.03
11/18/02	01:09 PM	D	WESTPLAINS MO	417 256-7141	0.20	0.02
11/18/02	01:10 PM	D	WESTPLAINS MO	417 256-6121	0.90	0.08
11/18/02	01:14 PM	D	WESTPLAINS MO	417 256-7141	0.20	0.02
11/18/02	01:15 PM	D	WESTPLAINS MO	417 256-4101	4.90	0.40
11/18/02	03:26 PM	D	RISING SUN IN	812 438-5073	72.40	6.45
11/18/02	04:42 PM	D	WESTPLAINS MO	417 255-1111	2.40	0.20
11/18/02	06:15 PM	D	RISING SUN IN	812 438-5073	0.20	0.02
11/19/02	08:35 AM	D	WESTPLAINS MO	417 256-7144	1.60	0.13
11/19/02	09:49 AM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
11/19/02	10:05 AM	D	RISING SUN IN	812 438-5073 OK	20.70	1.85
11/19/02	10:29 AM	D	BRANSON MO	417 331-8608 OK	0.80	0.07
11/19/02	10:37 AM	D	ATLANTA NE GA	770 935-7425	0.60	0.06
11/19/02	05:18 PM	D	RISING SUN IN	812 438-5073	33.50	2.99
11/19/02	07:02 PM	D	RISING SUN IN	812 438-5073 OK	20.00	1.78
11/19/02	10:07 PM	D	WESTPLAINS MO	417 257-6072 OK	1.60	0.13
11/20/02	10:45 AM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
11/20/02	11:31 AM	D	RISING SUN IN	812 438-5073	13.40	1.20
11/20/02	11:59 AM	D	WESTPLAINS MO	417 256-2763	15.70	1.28
11/20/02	01:40 PM	D	RISING SUN IN	812 438-5073	27.00	2.41
11/20/02	05:34 PM	D	RISING SUN IN	812 438-5073	16.20	1.45
11/20/02	06:58 PM	D	RISING SUN IN	812 438-5073	2.50	0.23
11/20/02	07:48 PM	D	RISING SUN IN	812 438-5073	1.00	0.09
11/20/02	09:40 PM	D	MORGANTON AR	501 654-2742 OK	5.20	0.47
11/21/02	05:31 PM	D	WESTPLAINS MO	417 256-4594	0.50	0.05
11/22/02	10:07 AM	D	JONESBORO AR	870 935-7425 OK	0.20	0.02
11/22/02	10:08 AM	D	WESTPLAINS MO	417 256-9600 OK	2.00	0.17
11/22/02	10:11 AM	D	WESTPLAINS MO	417 256-8245	2.00	0.17
11/22/02	10:18 AM	D	WESTPLAINS MO	417 256-2040 OK	0.90	0.08
11/23/02	05:13 PM	D	WESTPLAINS MO	417 256-6033	4.90	0.40
11/23/02	05:32 PM	D	WESTPLAINS MO	417 293-0691	0.80	0.07
11/24/02	06:00 PM	D	WESTPLAINS MO	417 293-0691	0.10	0.01
11/24/02	06:04 PM	DI	BRAZIL	558 54894404	28.80	17.00
11/25/02	03:01 PM	D	WESTPLAINS MO	417 257-6072 OK	6.80	0.56
11/26/02	09:09 AM	D	WESTPLAINS MO	417 256-3136	0.80	0.07
11/26/02	02:02 PM	D	FRANKLIN AR	870 322-7202	0.50	0.05
11/26/02	02:28 PM	D	SPRINGFLD MO	417 885-6070 OK	1.00	0.09
11/26/02	02:29 PM	D	CINCINNATI OH	513 563-4321 OK	1.20	0.11
11/26/02	03:00 PM	D	WESTPLAINS MO	417 256-2131	2.80	0.23
11/26/02	06:39 PM	D	WESTPLAINS MO	417 256-3848 OK	6.70	0.55
11/26/02	07:13 PM	D	WESTPLAINS MO	417 256-7660 OK	3.10	0.26
11/27/02	04:13 PM	D	WILLOWSPGS MO	417 469-2297 OK	1.70	0.14
11/27/02	05:21 PM	D	WESTPLAINS MO	417 257-7421 OK	0.80	0.07
11/27/02	05:22 PM	D	WESTPLAINS MO	417 256-0372	4.20	0.35
11/28/02	09:14 AM	D	RISING SUN IN	812 438-5073 OK	41.60	3.71
11/28/02	10:57 AM	D	WESTPLAINS MO	417 257-6072 OK	1.30	0.11
11/28/02	05:40 PM	D	RISING SUN IN	812 438-5073 OK	0.50	0.05
11/28/02	06:40 PM	D	RISING SUN IN	812 438-5073 OK	40.20	3.58
11/29/02	08:55 AM	D	RISING SUN IN	812 438-5073 OK	0.20	0.02
11/29/02	09:41 AM	D	FRANKLIN AR	870 322-7104 OK	0.80	0.08
11/29/02	10:03 AM	D	RISING SUN IN	812 438-5073 OK	13.80	1.23
11/29/02	04:31 PM	D	RISING SUN IN	812 438-5073 OK	0.20	0.02
11/30/02	08:56 AM	D	RISING SUN IN	812 438-5073 OK	48.30	4.30

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
11/30/02	01:48 PM	D	WESTPLAINS MO	417 257-6072 OK	3.50	0.29
11/30/02	01:52 PM	D	RISING SUN IN	812 438-5073 OK	27.30	2.43
12/01/02	10:13 AM	D	RISING SUN IN	812 438-5073 OK	47.40	4.22
12/01/02	11:20 AM	D	RISING SUN IN	812 438-5073 OK	7.10	0.64
12/01/02	07:08 PM	D	RISING SUN IN	812 438-5073 OK	24.10	2.15
12/01/02	07:44 PM	D	BRANSON MO	417 331-8608	5.20	0.43
12/01/02	09:14 PM	D	WESTPLAINS MO	417 257-6072 OK	0.70	0.06
12/02/02	07:16 AM	D	FRANKLIN AR	870 322-7202 OK	0.50	0.05
12/02/02	07:17 AM	D	FRANKLIN AR	870 322-7104 OK	0.80	0.08
12/02/02	07:25 AM	D	FRANKLIN AR	870 322-7202	1.40	0.13
12/02/02	08:19 AM	D	WESTPLAINS MO	417 256-5000 OK	0.50	0.05
12/02/02	08:30 AM	D	RISING SUN IN	812 438-5073	49.40	4.40
TOTAL FOR (417) 277-5564						
			CALLS:	71	682.80	74.79
TOTAL FOR SERVICE						
			CALLS:	71	682.80	74.79

DAY
STANDARD INTLX = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTLI = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONEEI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

MODE = MEMORY TRANSMISSION

START=JAN-06 04:34

END=JAN-06 04:36

FILE NO.= 116

STN NO.	COM	ABBR NO.	STATION NAME/TEL.NO.	PAGES	DURATION
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001	OK	s	918774814707	003/003	00:01'43"
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-GRAND VICTORIA CASINO -

***** -

- ***** 812 438 5084- *****

*Faxed 3 pages to
Jamaal.
1/6/03*

To: Jamaal (ext. 3202)
Customer Service Dept.
Broadwing
Fax: 877-481-4707

From: Rickey oaks
5700 CR 3810
West Plains, MO. 65775
Phone/ Fax: 417-277-5564
Work Phone: 812-438-5073

Account: #8015974

January 5, 2003

Dear Jamaal,

I have not had any reply from you since our last phone conversation on 11/30/02. Have you had time to look over the fourteen pages that I faxed to you on 12/03/02? I am also faxing the bill for 11/18/02 - 12/17/02 which lists the calls that we did not make and that I dispute. I also found the bill for 09/18/02 - 10/17/02, it also lists the calls that I dispute.

I am holding off on payment for invoice #8015974 for the amount of \$305.58 until this dispute is resolved. Can you please notify your billing department about the dispute? I am also sending a copy of this letter with the invoice to the billing dept. They need to hold the 1.5% late payment charge until this dispute is resolved.

Any questions please call.

Sincerely, Rickey

Rickey Oaks



www.broadwing.com

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name	Account Number	Group Number	Billing Period	Bill Date	Page
RICKEY OAKS	8015974		11/18/02 - 12/17/02	12/19/02	1 of 4

Broadwing can offer you a technically superior network for all your communication needs- internet, voice, data and beyond.

This nationwide network, built from the ground up, was engineered to support growing businesses, expansive technologies and provide one complete communications solution.

Please contact our Customer Care Department for more information on Broadwing's full line of products and services:
Phone (800) 364-2828

*LAST Bill!
We did not pay yet.
Waiting on the dispute
being resolved - 1-5-03
Sent a letter and a copy of
the bill to the address
below. Certified 1-5-03
mailed.*

If you dispute any portion of this invoice, please call Customer Service at 1-800-422-1199 immediately. Invoices not disputed within 30 days may not be subject to dispute thereafter.

Account Summary	Amount	Total
PREVIOUS BALANCE		218.13
PAYMENTS RECEIVED		0.00
ADJUSTMENTS		0.00

Balance Forward	218.13
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Summary of New Charges

NEW USAGE CHARGES	74.79
RECURRING CHARGES	0.00
NON-RECURRING CHARGES	0.25
OTHER CHARGES AND CREDITS	9.14
SERVICE CHARGES	0.00
TAXES	3.27

Total New Charges Due	01/16/03	87.45
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Total Amount Due	305.58
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Please detach and return bottom portion with payment- do not fold. THANK YOU!

EC01A 09/03/02



1122 Capital of Texas Hwy S
Austin, TX 78746

Bill Close Date

12/17/02

Due

01/16/03

Account/Group #

8015974

Total Amount Due

305.58

To avoid a 1.5% late payment charge, payment must be received by Payment Due Date

PLEASE MAKE CHECK PAYABLE TO:



RICKEY OAKS
5700 CO. RD. 3810
WEST PLAINS, MO 65775

17r-1oz-NQ-6823

BROADWING TELECOMMUNICATIONS, INC
PO BOX 790036
ST LOUIS, MO 63179-0036

21701000080159748200212170000305584

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. - Print your name and address on the reverse so that we can return the card to you. - Attach this card to the back of the mailpiece, or on the front if space permits.		A. Signature X HARLAND M. HORN ☐ Agent ☐ Addressee B. Received by (Printed Name) <i>Harland M. Horn</i> ☐ Restricted Delivery Jan 11 2003 D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below: ☐ No	
1. Article Addressed to: <i>BROADWING Telecommunications</i> <i>P.O. Box 790036</i> <i>St. Louis, MO.</i> <i>63179-0036</i>		3. Service Type ☒ Certified Mail ☐ Express Mail ☐ Registered ☒ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D.	
2. Article Number (Transfer from service label) <i>7002 0.860 0006 3986 0120</i>		4. Restricted Delivery? (Extra Fee) ☐ Yes	
PS Form 3811, August 2001		Domestic Return Receipt 102595-02-M-1540	

U.S. Postal Service CERTIFIED MAIL RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)	
OFFICIAL USE SAINT LOUIS MO 63179	
Postage	\$ 0.37
Certified Fee	\$2.30
Return Receipt Fee (Endorsement Required)	\$1.75
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$ 4.42
0440 02 Postmark Here 01/06/2003	
Sent To <i>BROADWING Telecommunications INC.</i> Street, Apt. No., or PO Box No. <i>P.O. Box 790036</i> City, State, ZIP+4 <i>ST. LOUIS, MO. 63179-0036</i>	
PS Form 3800, April 2002 See Reverse for Instructions	

1/06/03



DECEMBER 31, 2002

RICKEY OAKS
5700 CO. RD. 3810

WEST PLAINS, MO 65775

Account No.: 8015974
Amount Due : \$218.13

Dear Valued Customer:

Broadwing Communications appreciates the opportunity to provide you with quality communication services. As of DECEMBER 31, 2002, your account with us has a past due balance. If you have any disputes pertaining to your invoice, please submit in writing within thirty (30) days from date of your invoice. If there are no disputes, please submit payment in full within ten (10) days from date of this letter to:

Broadwing Communications
PO BOX 790036
St. Louis, MO 63179-0036

To ensure timely credit to your account, please include your account number on your check.

If you have any questions concerning your account, please contact our Financial Management Department at (866)241-7575 on Monday and Tuesday between the hours of 7 a.m. to 9 p.m. on Wednesday and Thursday between the hours of 7 a.m. to 4 p.m. and Friday between the hours of 7 a.m. to 11 a.m. (CST). If payment has recently been made, please contact the Financial Management Department with payment information, including the date the check was mailed.

Respectfully,

Financial Management Department
Broadwing Communications

To: Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
#5700 CR 3810
West Plains, MO. 65775
Phone: 417-277-5564
Work Phone: 812-438-5073

Account # 8015974

December 4, 2002 .

Dear Sir,

I am writing you this letter to inform you that there is a dispute with my Broadwing billing. Mr. Jamaal at extension 3202, phone 800-422-1199 is handling the dispute. So until this dispute is resolved, the payment of \$218.13 for the 11/17/02 billing will be held back until this issue is resolved. I hope that this has explained everything. Any questions feel free to call.

Sincerely, Rickey



1122 Capital of Texas Hwy S
Austin, TX 78746

Bill Close Date	Due
11/17/02	12/17/02
Account/Group #	Total Amount Due
8015974	218.13

To avoid a 1.5% late payment charge, payment must be received by Payment Due Date

PLEASE MAKE CHECK PAYABLE TO:



RICKEY OAKS
5700 CO. RD. 3810
WEST PLAINS, MO 65775

17r-10z-NO-7930

BROADWING TELECOMMUNICATIONS, INC
PO BOX 790036
ST LOUIS, MO 63179-0036

21701000080159748200211170000218135

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mail piece or on the front if space permits.

1. Article Addressed to:

BROADWING Telecommunications
P.O. Box 790036
St. Louis, MO.

63179-0036

2. Article Number

(Transfer from service label)

7002 0860 0003 8911 4757

PS Form 3811, August 2001

Domestic Return Receipt

102595-01-M-038

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Agent☐ Addressee

B. Received by (Printed Name)

J. P. TOMISER

C. Date of Delivery

Is delivery address different from item 1? ☐ YesIf YES, enter delivery address below: ☐ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☒ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

U.S. Postal Service

CERTIFIED MAIL RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

OFFICIAL USE

Postage
SAINT LOUIS MO \$631.79

Certified Fee \$0.37

Return Receipt Fee
(Endorsement Required) \$2.30Restricted Delivery Fee
(Endorsement Required) \$1.75

Total Postage & Fees \$

0440
05Postmark
Here

Sent To

BROADWING Telecommunications INC.

Street, Apt. No.,
or PO Box No. P.O. Box 790036City, State, ZIP+4
St. Louis, MO 63179-0036

PS Form 3800, April 2002

See Reverse for Instructions

Attn: Jamaal (ext. 3202)
Broadwing
Fax: 877-481-4707

From: Rickey Oaks
#5700 Co. Rd. 3810
West Plains, MO. 65775
Phone: 417-277-5564
Fax: 417-277-5564
Work: 812-438-5073

Account # 8015974

December 3, 2002

Dear Jamaal,

Per our phone conversation on 11-30-02 at @15:30hrs. I am faxing you copies of the phone bills that have phone calls that we did not make and that I dispute. I am also sending copies of the certified mail receipts for previous dispute letters that was sent to Broadwing. I could not find the 9-18-02 to 10-17-02; 8-18-02 to 9-17-02; 5-18-02 to 6-17-02; and the 1-18-02 to 2-17-02 phone bills. Can you please send me copies of these bills. I will then mark the calls that we made with "ok", and the rest of the phone calls will be calls that we did not make. We keep a record of all of the phone calls that were made from our house.

This problem with disputed calls that we did not make has been going on for a long time. I hope that you will be able to help us with this problem.

Sincerely, Rickey





FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

06/18/02

07/19/02

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07/17/02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
06/18/02	05:58 PM	M	BRAZIL	558 52907955	OK 23.10	13.63
06/20/02	01:42 PM	D	WESTPLAINS MO	417 257-7421	OK 13.40	1.09
06/24/02	02:18 PM	D	WESTPLAINS MO	417 256-8211	OK 4.60	0.38
06/24/02	06:43 PM	DI	BRAZIL	558 52907955	OK 2.40	1.42
06/24/02	10:24 PM	D	WESTPLAINS MO	417 293-1482	OK 5.30	0.43
06/25/02	07:47 AM	D	WESTPLAINS MO	417 256-7144	OK 0.60	0.05
06/25/02	07:50 AM	D	WESTPLAINS MO	417 256-9111	OK 1.10	0.09
06/25/02	09:47 AM	D	WESTPLAINS MO	417 256-9111	OK 4.90	0.40
06/25/02	09:54 AM	D	WESTPLAINS MO	417 256-7144	OK 2.70	0.22
06/25/02	11:47 AM	D	WESTPLAINS MO	417 256-9111	OK 0.80	0.07
06/25/02	06:04 PM	D	WESTPLAINS MO	417 256-3550	OK 2.10	0.18
06/25/02	08:33 PM	D	WESTPLAINS MO	417 256-8887	OK 0.40	0.04
06/25/02	09:14 PM	D	WESTPLAINS MO	417 256-8887	OK 0.40	0.04
06/25/02	10:50 PM	D	WESTPLAINS MO	417 293-1482	OK 2.10	0.18
06/26/02	09:38 AM	D	CINCINNATI OH	513 563-3131	OK 0.90	0.09
06/26/02	01:24 PM	D	WESTPLAINS MO	417 256-2050	OK 0.70	0.06
06/26/02	02:23 PM	D	CINCINNATI OH	513 563-4321	OK 1.80	0.17
06/26/02	05:49 PM	D	RISING SUN IN	812 438-5073	OK 1.20	0.11
06/26/02	07:39 PM	D	RISING SUN IN	812 438-5073	OK 15.50	1.38
06/26/02	07:55 PM	D	WESTPLAINS MO	417 293-1482	OK 1.00	0.09
06/26/02	10:08 PM	D	RISING SUN IN	812 438-5073	OK 73.30	6.53
06/27/02	09:09 AM	D	WESTPLAINS MO	417 256-8171	OK 3.20	0.26
06/27/02	10:03 AM	D	WESTPLAINS MO	417 293-1482	OK 1.10	0.09
06/27/02	02:57 PM	D	CINCINNATI OH	513 563-4321	OK 6.70	0.60
06/27/02	03:39 PM	D	WESTPLAINS MO	417 256-8171	OK 2.70	0.22
06/27/02	09:05 PM	D	WESTPLAINS MO	417 256-9411	OK 4.10	0.34
06/27/02	09:28 PM	D	RISING SUN IN	812 438-5073	OK 62.00	5.52
06/28/02	08:58 AM	D	CINCINNATI OH	513 563-3131	OK 0.80	0.08
06/28/02	09:10 AM	D	WESTPLAINS MO	417 256-6150	OK 1.60	0.13
06/28/02	09:13 AM	D	CINCINNATI OH	513 563-4321	OK 2.60	0.24
06/28/02	09:52 AM	D	RISING SUN IN	812 438-5073	OK 0.10	0.01
06/28/02	11:23 AM	D	CINCINNATI OH	513 563-4321	OK 5.60	0.50
06/28/02	12:12 PM	D	WILLOWSPGS MO	417 469-2277	OK 0.40	0.04
06/28/02	01:47 PM	D	WESTPLAINS MO	417 256-1121	OK 0.10	0.01
06/28/02	02:00 PM	D	SPRINGFLD MO	417 882-0740	OK 0.70	0.06
06/28/02	02:01 PM	D	CAULFIELD MO	417 284-3592	OK 5.90	0.48
06/28/02	02:22 PM	D	SPRINGFLD MO	417 882-0740	OK 2.80	0.23
06/28/02	08:40 PM	D	RISING SUN IN	812 438-5073	OK 0.40	0.04
06/28/02	10:24 PM	D	RISING SUN IN	812 438-5073	OK 38.20	3.40
06/29/02	09:43 AM	D	WESTPLAINS MO	417 293-1482	OK 0.80	0.07
06/29/02	10:24 AM	D	CAULFIELD MO	417 284-3592	OK 0.10	0.01
06/29/02	10:25 AM	D	CAULFIELD MO	417 284-3443	OK 1.50	0.13
06/29/02	09:00 PM	D	RISING SUN IN	812 438-5073	OK 0.20	0.02
06/29/02	11:35 PM	M	RISING SUN IN	812 438-5073	OK 56.80	5.06
06/30/02	12:31 PM	D	WESTPLAINS MO	417 293-1482	OK 0.80	0.07
06/30/02	05:02 PM	D	WESTPLAINS MO	417 293-1482	OK 0.80	0.07
06/30/02	08:22 PM	D	WESTPLAINS MO	417 256-9741	OK 2.60	0.22
06/30/02	08:44 PM	D	RISING SUN IN	812 438-5073	OK 67.80	6.04
06/30/02	10:24 PM	D	WESTPLAINS MO	417 293-1482	OK 1.70	0.14
07/01/02	07:31 AM	D	RISING SUN IN	812 438-5073	OK 3.20	0.29
07/01/02	12:33 PM	D	WESTPLAINS MO	417 256-7144	OK 1.10	0.09
07/01/02	03:59 PM	D	WILLOWSPGS MO	417 469-2297	OK 21.30	1.73
07/01/02	09:17 PM	D	RISING SUN IN	812 438-5073	OK 56.80	5.06
07/02/02	04:52 PM	D	WESTPLAINS MO	417 293-1482	OK 0.80	0.07
07/02/02	08:58 PM	D	RISING SUN IN	812 438-5073	OK 92.90	8.27
07/03/02	12:57 PM	D	WESTPLAINS MO	417 256-1612	OK 1.40	0.12
07/03/02	12:59 PM	D	WESTPLAINS MO	417 256-2443	OK 1.60	0.13
07/03/02	01:01 PM	D	AVA	417 683-5347	OK 0.90	0.08
07/03/02	01:13 PM	D	WESTPLAINS MO	417 256-5215	OK 0.40	0.04

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
07/03/02	01:17 PM	D	WESTPLAINS MO	417 256-7600	OK 3.20	0.26
07/03/02	01:25 PM	D	WESTPLAINS MO	417 257-0889	OK 3.30	0.27
07/03/02	09:28 PM	D	WESTPLAINS MO	417 256-1153	OK 0.90	0.08
07/04/02	09:23 AM	D	RISING SUN IN	812 438-5073	OK 20.60	1.84
07/04/02	09:45 AM	D	WESTPLAINS MO	417 293-1482	OK 0.50	0.05
07/04/02	11:29 AM	D	WESTPLAINS MO	417 256-1121	OK 19.00	1.54
07/04/02	03:02 PM	D	RISING SUN IN	812 438-5073	OK 63.20	5.63
07/04/02	06:26 PM	D	RISING SUN IN	812 438-5073	OK 33.40	2.98
07/04/02	10:14 PM	D	WESTPLAINS MO	417 257-6745	OK 1.50	0.13
07/04/02	10:36 PM	D	WESTPLAINS MO	417 293-1482	OK 1.00	0.09
07/05/02	09:43 AM	D	RISING SUN IN	812 438-5073	OK 47.10	4.20
07/05/02	04:56 PM	D	WESTPLAINS MO	417 293-1482	OK 0.20	0.02
07/05/02	05:56 PM	D	WESTPLAINS MO	417 293-1482	OK 0.80	0.07
07/05/02	07:08 PM	D	RISING SUN IN	812 438-5073	OK 16.20	1.45
07/05/02	07:25 PM	D	WESTPLAINS MO	417 293-1482	OK 1.00	0.09
07/05/02	07:26 PM	D	WESTPLAINS MO	417 256-7624	OK 0.70	0.06
07/05/02	07:27 PM	D	RISING SUN IN	812 438-5073	OK 2.20	0.20
07/05/02	09:20 PM	D	WESTPLAINS MO	417 293-1482	OK 0.90	0.08
07/06/02	09:09 AM	D	RISING SUN IN	812 438-5073	OK 28.50	2.54
07/06/02	01:42 PM	D	RISING SUN IN	812 438-5073	OK 0.30	0.03
07/06/02	01:46 PM	D	NORFOLK VA	757 463-5882	OK 29.90	2.67
07/06/02	02:32 PM	D	RISING SUN IN	812 438-5073	OK 0.50	0.05
07/06/02	03:42 PM	D	RISING SUN IN	812 438-5073	OK 60.80	5.42
07/06/02	08:11 PM	D	RISING SUN IN	812 438-5073	OK 8.10	0.73
07/07/02	10:12 AM	D	RISING SUN IN	812 438-5073	OK 10.70	0.96
07/07/02	05:08 PM	D	RISING SUN IN	812 438-5073	OK 33.00	2.94
07/08/02	10:38 AM	D	RISING SUN IN	812 438-5073	OK 31.80	2.84
07/08/02	04:06 PM	D	RISING SUN IN	812 438-5073	OK 40.30	3.59
07/09/02	09:53 AM	D	RISING SUN IN	812 438-5073	OK 30.40	2.71
07/09/02	01:21 PM	D	CINCINNATI OH	513 563-4321	OK 7.50	0.67
07/09/02	01:40 PM	D	RISING SUN IN	812 438-5073	OK 11.40	1.02
07/09/02	02:39 PM	D	SPRINGFLD MO	417 887-4400	OK 3.30	0.27
07/09/02	04:32 PM	D	RISING SUN IN	812 438-5073	OK 34.30	3.06
07/10/02	09:01 AM	D	RISING SUN IN	812 438-5073	OK 0.20	0.02
07/10/02	10:13 AM	D	RISING SUN IN	812 438-5073	OK 0.30	0.03
07/10/02	12:06 PM	D	RISING SUN IN	812 438-5073	OK 37.40	3.33
07/10/02	04:44 PM	D	WESTPLAINS MO	417 256-7644	OK 8.80	0.72
07/10/02	04:54 PM	D	RISING SUN IN	812 438-5073	OK 11.90	1.06
07/11/02	11:18 AM	D	WESTPLAINS MO	417 293-1482	OK 0.80	0.07
07/11/02	04:52 PM	D	WESTPLAINS MO	417 293-1482	OK 0.70	0.06
07/11/02	06:24 PM	D	WESTPLAINS MO	417 293-1482	OK 0.50	0.05
07/12/02	08:10 AM	D	WESTPLAINS MO	417 256-7144	OK 0.90	0.08
07/12/02	08:12 AM	D	WESTPLAINS MO	417 256-9111	OK 0.30	0.03
07/12/02	08:16 AM	D	CAULFIELD MO	417 284-3592	OK 0.10	0.01
07/12/02	02:22 PM	D	WESTPLAINS MO	417 256-3261	OK 2.80	0.23
07/12/02	03:14 PM	D	WESTPLAINS MO	417 257-6740	OK 3.30	0.27
07/12/02	03:26 PM	D	WESTPLAINS MO	417 256-7144	OK 1.70	0.14
07/12/02	03:33 PM	D	WESTPLAINS MO	417 256-7144	OK 0.30	0.03
07/12/02	03:48 PM	D	WESTPLAINS MO	417 256-1480	OK 0.40	0.04
07/12/02	04:21 PM	D	WESTPLAINS MO	417 257-9202	OK 3.70	0.30
07/12/02	06:08 PM	D	WESTPLAINS MO	417 256-2131	OK 1.10	0.09
07/12/02	06:39 PM	D	WESTPLAINS MO	417 293-1482	OK 0.20	0.02
07/13/02	03:58 PM	D	CABOOL MO	417 962-4623	OK 0.20	0.02
07/13/02	04:09 PM	D	FAIRDEALNG MO	573 857-3091	OK 4.30	0.35
07/13/02	06:14 PM	D	WESTPLAINS MO	417 293-1482	OK 2.30	0.19
07/14/02	10:26 AM	D	CAULFIELD MO	417 284-3592	OK 2.00	0.17
07/14/02	10:33 AM	D	WESTPLAINS MO	417 293-1482	OK 0.20	0.02
07/14/02	01:14 PM	D	CABOOL MO	417 962-4623	OK 0.60	0.05
07/14/02	02:44 PM	D	WESTPLAINS MO	417 256-6033	OK 3.90	0.32
07/14/02	08:44 PM	D	WESTPLAINS MO	417 257-7421	OK 1.70	0.14

D = DAY
SI = STANDARD INTL
T = TRAVEL

X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTL

I = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONE

EI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

RICKEY OAKS

Account Number

Group Number

Billing Period**Invoice Date**

Pay-

06/18/02 -
07/17/02

07/19/02

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges	
07/15/02	09:20 AM	D	WESTPLAINS MO	417 256-7600 <i>OK</i>	4.40	0.36	
07/15/02	09:35 AM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	2.20	0.18	
07/15/02	08:45 PM	D	WESTPLAINS MO	417 256-4233	5.50	0.45	
07/16/02	04:05 PM	D	MOUNTAINVW MO	417 934-2257	1.80	0.15	
07/16/02	04:10 PM	D	MOUNTAINVW MO	417 934-2257 <i>OK</i>	2.00	0.17	
07/16/02	04:20 PM	D	WESTPLAINS MO	417 293-1482 <i>OK</i>	0.60	0.05	
07/16/02	04:51 PM	D	MOUNTAINVW MO	417 934-5130 <i>OK</i>	1.20	0.10	
07/17/02	12:05 PM	D	WESTPLAINS MO	417 256-8171 <i>OK</i>	2.60	0.22	
07/17/02	01:58 PM	D	WESTPLAINS MO	417 256-3042 <i>OK</i>	1.70	0.14	
07/17/02	08:27 PM	D	WESTPLAINS MO	417 293-1482 <i>OK</i>	1.70	0.14	
07/17/02	08:54 PM	D	WESTPLAINS MO	417 256-6033 <i>OK</i>	0.80	0.07	
TOTAL FOR (417) 277-5564					CALLS: 130	1272.40	125.02
TOTAL FOR SERVICE					CALLS: 130	1272.40	125.02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
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7 = DAY
SI = STANDARD INTL
I = TRAVEL

X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTL

I = INTL ORIGATION
N = NIGHT/WEEKEND
P = PAY PHONE

EI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

2122

ECL002 5.20.9



877-481-4707

ATTN: Jumaal

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

10/18/02 -
11/17/02

11/19/02

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
10/18/02	08:39 AM	D	WESTPLAINS MO	417 256-6150 OK	0.40	0.04
10/18/02	08:43 AM	D	SPRINGFLD MO	417 885-6070	1.30	0.11
10/18/02	09:33 AM	D	WESTPLAINS MO	417 256-3848	4.80	0.39
10/18/02	10:10 AM	D	WESTPLAINS MO	417 256-7547 OK	1.90	0.16
10/18/02	10:14 AM	D	CAULFIELD MO	417 284-3086 OK	5.90	0.48
10/18/02	10:30 AM	D	GRANTSBURG WI	715 463-5882 OK	1.00	0.09
10/18/02	10:32 AM	D	GRANTSBURG WI	715 463-5882 OK	0.10	0.01
10/18/02	10:34 AM	D	GRANTSBURG WI	715 463-5882 OK	0.10	0.01
10/18/02	10:35 AM	D	NORFOLK VA	757 463-5882 OK	0.70	0.07
10/18/02	11:09 AM	D	SPRINGFLD MO	417 888-7115 OK	9.50	0.77
10/18/02	12:24 PM	D	WESTPLAINS MO	417 293-6033	1.50	0.13
10/18/02	01:11 PM	D	WESTPLAINS MO	417 256-3766	11.60	0.94
10/18/02	01:53 PM	D	WESTPLAINS MO	417 293-0691	3.10	0.26
10/18/02	02:11 PM	D	WESTPLAINS MO	417 256-4800	0.70	0.06
10/18/02	02:12 PM	D	DONIPHAN MO	573 996-5492	0.80	0.07
10/18/02	02:20 PM	D	WESTPLAINS MO	417 256-0678	1.40	0.12
10/18/02	02:29 PM	D	WESTPLAINS MO	417 293-0691	1.80	0.15
10/18/02	03:46 PM	D	WESTPLAINS MO	417 256-6033	2.40	0.20
10/18/02	06:05 PM	D	WESTPLAINS MO	417 256-1121 OK	0.90	0.08
10/18/02	06:18 PM	D	WESTPLAINS MO	417 256-9411 OK	24.10	1.96
10/18/02	09:45 PM	D	RISING SUN IN	812 438-5073 OK	30.70	2.74
10/18/02	10:18 PM	D	WESTPLAINS MO	417 257-6072 OK	1.30	0.11
10/18/02	10:27 PM	D	SPRINGFLD MO	417 885-5484 OK	1.80	0.15
10/18/02	11:15 PM	D	RISING SUN IN	812 438-5073	16.80	1.50
10/19/02	07:55 AM	D	RISING SUN IN	812 438-5073 OK	18.90	1.69
10/19/02	12:51 PM	D	NORFOLK VA	757 463-5882 OK	21.40	1.91
10/19/02	02:07 PM	D	BRANSON MO	417 331-1616 OK	3.60	0.30
10/19/02	04:21 PM	D	WESTPLAINS MO	417 256-3766	10.50	0.86
10/19/02	06:23 PM	D	WESTPLAINS MO	417 256-2152 OK	17.80	1.45
10/19/02	06:42 PM	D	WILLOWSPGS MO	417 469-2297	0.30	0.03
10/19/02	06:53 PM	D	WESTPLAINS MO	417 256-2763 OK	1.00	0.09
10/19/02	08:53 PM	D	RISING SUN IN	812 438-5073 OK	82.90	7.38
10/20/02	09:39 AM	D	WESTPLAINS MO	417 256-5209 OK	12.50	1.02
10/20/02	10:53 AM	D	WILLOWSPGS MO	417 469-1669 OK	2.90	0.24
10/20/02	07:45 PM	D	WESTPLAINS MO	417 293-0691 OK	2.60	0.22
10/20/02	09:27 PM	D	WESTPLAINS MO	417 293-0691	0.90	0.08
10/20/02	09:35 PM	D	RISING SUN IN	812 438-5073 OK	76.40	6.80
10/21/02	12:06 AM	D	RISING SUN IN	812 438-5073	7.00	0.63
10/21/02	09:19 AM	D	WESTPLAINS MO	417 255-1111 OK	0.40	0.04
10/21/02	09:37 AM	D	WILLOWSPGS MO	417 469-3121 OK	3.80	0.31
10/21/02	09:43 AM	D	WESTPLAINS MO	417 293-2555 OK	1.00	0.09
10/21/02	09:52 AM	D	WESTPLAINS MO	417 256-7144	1.00	0.09
10/21/02	10:21 AM	D	WESTPLAINS MO	417 293-0691 OK	1.50	0.13
10/21/02	11:17 AM	D	WESTPLAINS MO	417 256-3766	0.20	0.02
10/21/02	12:54 PM	D	WESTPLAINS MO	417 255-1111 OK	1.70	0.14
10/21/02	12:57 PM	D	WESTPLAINS MO	417 256-6865 OK	0.80	0.07
10/21/02	01:02 PM	D	WESTPLAINS MO	417 257-0778	0.40	0.04
10/21/02	01:32 PM	D	FRANKLIN AR	870 322-7202	2.80	0.25
10/21/02	03:59 PM	D	WILLOWSPGS MO	417 469-1669 OK	0.80	0.07
10/21/02	10:25 PM	D	BRANSON MO	417 331-1616	0.10	0.01
10/21/02	11:04 PM	D	RISING SUN IN	812 438-5073 OK	2.70	0.25
10/21/02	11:30 PM	D	RISING SUN IN	812 438-5073 OK	24.50	2.19
10/22/02	08:44 AM	D	WILLOWSPGS MO	417 469-1669 OK	3.30	0.27
10/22/02	08:50 AM	D	WESTPLAINS MO	417 256-2011 OK	3.80	0.31
10/22/02	09:15 AM	D	WESTPLAINS MO	417 256-7155	1.20	0.43
10/22/02	09:28 AM	D	WILLOWSPGS MO	417 469-1669	1.70	0.14
10/22/02	09:38 AM	D	WESTPLAINS MO	417 256-3766	0.10	0.01
10/22/02	09:42 AM	D	WESTPLAINS MO	417 256-6150	1.40	0.12
10/22/02	09:44 AM	D	WESTPLAINS MO	417 255-9091	0.20	0.02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
10/22/02	09:45 AM	D	WESTPLAINS MO	417 256-2763	4.10	0.34
10/22/02	09:53 AM	D	WESTPLAINS MO	417 257-7421 OK	0.10	0.01
10/22/02	09:55 AM	D	WESTPLAINS MO	417 256-6150	4.20	0.35
10/22/02	10:21 AM	D	WESTPLAINS MO	417 255-1111	1.80	0.15
10/22/02	01:37 PM	D	WILLOWSPGS MO	417 469-3121 OK	1.70	0.14
10/22/02	02:51 PM	D	WESTPLAINS MO	417 256-2011	5.20	0.43
10/22/02	02:58 PM	D	WESTPLAINS MO	417 256-1309 OK	3.30	0.27
10/22/02	05:35 PM	D	WESTPLAINS MO	417 255-1490	6.90	0.56
10/22/02	05:44 PM	D	WESTPLAINS MO	417 256-1121	30.60	2.48
10/22/02	09:40 PM	D	RISING SUN IN	812 438-5073	29.80	2.66
10/23/02	06:58 AM	D	RISING SUN IN	812 438-5073 OK	0.40	0.04
10/23/02	07:25 AM	D	RISING SUN IN	812 438-5073 OK	4.50	0.41
10/23/02	07:30 AM	D	RISING SUN IN	812 438-5073 OK	1.00	0.09
10/23/02	10:02 AM	D	CINCINNATI OH	513 563-3131 OK	0.90	0.09
10/23/02	10:11 AM	D	WESTPLAINS MO	417 256-8211	2.90	0.24
10/23/02	10:55 AM	D	CINCINNATI OH	513 563-3131	0.80	0.08
10/23/02	11:07 AM	D	WESTPLAINS MO	417 256-6150	2.40	0.20
10/23/02	12:31 PM	D	WESTPLAINS MO	417 256-8211	0.60	0.05
10/23/02	05:10 PM	D	WESTPLAINS MO	417 256-3766	1.70	0.14
10/23/02	05:27 PM	D	WESTPLAINS MO	417 257-7889 OK	7.80	0.64
10/23/02	05:35 PM	D	WESTPLAINS MO	417 255-1641 OK	0.30	0.03
10/23/02	05:44 PM	D	WESTPLAINS MO	417 256-8340	0.30	0.03
10/23/02	06:21 PM	D	WESTPLAINS MO	417 256-8547	0.40	0.04
10/23/02	06:22 PM	D	WILLOWSPGS MO	417 469-1171	1.50	0.13
10/23/02	06:24 PM	D	WESTPLAINS MO	417 256-8340	0.30	0.03
10/23/02	07:49 PM	D	RISING SUN IN	812 438-5073 OK	35.30	3.15
10/23/02	10:12 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
10/23/02	10:50 PM	D	RISING SUN IN	812 438-5073	28.20	2.51
10/24/02	09:28 AM	D	SPRINGFLD MO	417 885-6070 OK	1.70	0.14
10/24/02	08:07 PM	D	RISING SUN IN	812 438-5073 OK	28.20	2.51
10/24/02	11:35 PM	D	RISING SUN IN	812 438-5073	0.40	0.04
10/24/02	11:38 PM	M	RISING SUN IN	812 438-5073	97.70	8.70
10/25/02	07:17 PM	D	WILLOWSPGS MO	417 469-2297 OK	45.90	3.72
10/25/02	09:47 PM	D	NORFOLK VA	757 463-5882 OK	22.30	1.99
10/26/02	12:07 AM	D	RISING SUN IN	812 438-5073	29.50	2.63
10/26/02	03:12 PM	D	WESTPLAINS MO	417 293-6033	0.40	0.04
10/26/02	03:13 PM	D	WESTPLAINS MO	417 256-6033 OK	11.30	0.92
10/26/02	06:23 PM	D	WESTPLAINS MO	417 256-3766 OK	0.20	0.02
10/26/02	09:02 PM	D	RISING SUN IN	812 438-5073 OK	61.70	5.50
10/27/02	06:54 PM	D	WILLOWSPGS MO	417 469-1669 OK	1.10	0.09
10/27/02	07:43 PM	D	WESTPLAINS MO	417 257-0728	0.30	0.03
10/27/02	08:27 PM	D	RISING SUN IN	812 438-5073 OK	75.10	6.69
10/28/02	11:05 AM	D	WESTPLAINS MO	417 255-1111 OK	0.80	0.07
10/28/02	08:00 PM	D	RISING SUN IN	812 438-5073 OK	26.60	2.37
10/28/02	09:58 PM	D	RISING SUN IN	812 438-5073 OK	50.40	4.49
10/28/02	11:05 PM	D	WESTPLAINS MO	417 256-9111 OK	0.40	0.04
10/29/02	09:37 PM	D	WESTPLAINS MO	417 257-6072 OK	2.80	0.23
10/29/02	09:47 PM	D	RISING SUN IN	812 438-5073	26.80	2.39
10/29/02	11:13 PM	D	RISING SUN IN	812 438-5073 OK	19.50	1.74
10/30/02	07:22 AM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
10/30/02	08:07 AM	D	RISING SUN IN	812 438-5073	0.40	0.04
10/30/02	08:26 AM	D	WILLOWSPGS MO	417 469-4364 OK	3.30	0.27
10/30/02	11:05 AM	D	WILLOWSPGS MO	417 469-4364 OK	1.30	0.11
10/30/02	11:37 PM	D	WILLOWSPGS MO	417 469-1669 OK	0.50	0.05
10/31/02	11:40 PM	D	WILLOWSPGS MO	417 469-5918	0.40	0.04
10/31/02	11:42 PM	D	WESTPLAINS MO	417 256-9111 OK	2.30	0.19
11/01/02	12:35 AM	D	WILLOWSPGS MO	417 469-1669	2.50	0.21
11/01/02	12:38 AM	D	WILLOWSPGS MO	417 469-5918	1.40	0.12
11/02/02	09:38 AM	D	WESTPLAINS MO	417 257-7685	1.40	0.12
11/02/02	04:52 PM	D	WILLOWSPGS MO	417 469-1669	0.30	0.03

D = DAY
SI = STANDARD INTL
T = TRAVELX = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTLI = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONEEI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS



Customer Name

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Account Number

Group Number

Billing Period

Invoice Date

Page

RISKEY BAKS

8015074

10/18/02 -
11/17/02

11/19/02

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
11/02/02	05:21 PM	D	WILLOWSPGS MO	417 469-1669	9.70	0.79
11/02/02	08:42 PM	D	WESTPLAINS MO	417 256-9111	0.50	0.05
11/02/02	08:46 PM	D	WESTPLAINS MO	417 293-0691	0.60	0.05
11/02/02	09:52 PM	D	WESTPLAINS MO	417 293-2555	0.70	0.06
11/03/02	04:55 PM	D	WESTPLAINS MO	417 256-2763	0.40	0.04
11/03/02	06:05 PM	D	BRANSON MO	417 331-1616	0.80	0.07
11/03/02	06:07 PM	D	BRANSON MO	417 331-1616	0.70	0.06
11/03/02	08:51 PM	D	WESTPLAINS MO	417 256-2763	17.10	1.39
11/04/02	11:48 AM	D	WILLOWSPGS MO	417 469-1669	3.80	0.31
11/04/02	11:59 AM	D	WILLOWSPGS MO	417 469-1669	1.50	0.13
11/04/02	07:03 PM	D	WESTPLAINS MO	417 257-6072 OK	8.20	0.67
11/04/02	10:39 PM	D	WESTPLAINS MO	417 256-3766	0.40	0.04
11/05/02	11:02 PM	D	BRANSON MO	417 331-1616	2.00	0.17
11/06/02	01:40 AM	D	WILLOWSPGS MO	417 469-1669	1.40	0.12
11/06/02	04:55 AM	D	WILLOWSPGS MO	417 469-1669	1.00	0.09
11/06/02	08:27 AM	D	WESTPLAINS MO	417 256-7144 OK	0.70	0.06
11/06/02	08:38 AM	D	WESTPLAINS MO	417 256-4144 OK	1.40	0.12
11/06/02	08:41 AM	D	WESTPLAINS MO	417 256-4101	0.50	0.05
11/06/02	09:18 AM	D	WESTPLAINS MO	417 256-4101 OK	2.10	0.18
11/06/02	12:06 PM	D	WESTPLAINS MO	417 256-5109	0.40	0.04
11/06/02	12:07 PM	D	WESTPLAINS MO	417 256-5109	1.80	0.15
11/06/02	01:04 PM	D	CINCINNATI OH	513 563-4321 OK	1.10	0.10
11/06/02	01:06 PM	D	BETHANY OH	513 755-9047 OK	0.50	0.05
11/07/02	12:19 AM	D	WESTPLAINS MO	417 257-6072	1.10	0.09
11/07/02	09:30 AM	D	RISING SUN IN	812 438-5073	16.10	1.44
11/07/02	09:48 AM	D	RISING SUN IN	812 438-5073	6.30	0.57
11/07/02	11:53 AM	D	BETHANY OH	513 755-9047 OK	2.50	0.23
11/07/02	01:37 PM	D	WESTPLAINS MO	417 256-5109	1.00	0.09
11/07/02	02:10 PM	D	RISING SUN IN	812 438-5073 OK	14.10	1.26
11/07/02	06:33 PM	D	RISING SUN IN	812 438-5073 OK	19.60	1.75
11/07/02	10:48 PM	D	BRANSON MO	417 331-1616	2.50	0.21
11/08/02	10:18 AM	D	RISING SUN IN	812 438-5073 OK	35.80	3.19
11/09/02	08:56 AM	D	RISING SUN IN	812 438-5073 OK	60.30	5.37
11/09/02	09:57 AM	D	RISING SUN IN	812 438-5073 OK	0.50	0.05
11/09/02	09:58 AM	D	RISING SUN IN	812 438-5084 OK	1.30	0.12
11/09/02	12:10 PM	D	WESTPLAINS MO	417 256-2763 OK	24.80	2.01
11/09/02	01:36 PM	D	WESTPLAINS MO	417 256-3766	0.50	0.05
11/09/02	04:09 PM	D	RISING SUN IN	812 438-5073 OK	8.30	0.74
11/09/02	05:05 PM	D	RISING SUN IN	812 438-5073	58.40	5.20
11/09/02	09:24 PM	D	WILLOWSPGS MO	417 469-1669	2.80	0.23
11/10/02	08:27 AM	D	RISING SUN IN	812 438-5073 OK	25.90	2.31
11/10/02	12:21 PM	D	BRANSON MO	417 331-1616	4.50	0.37
11/10/02	05:28 PM	D	RISING SUN IN	812 438-5073 OK	33.50	2.99
11/10/02	08:45 PM	D	CINCINNATI OH	513 563-3131 OK	0.80	0.08
11/11/02	08:09 AM	D	WESTPLAINS MO	417 256-4144 OK	6.10	0.50
11/11/02	08:26 AM	D	RISING SUN IN	812 438-5073	0.40	0.04
11/11/02	08:56 AM	D	WESTPLAINS MO	417 256-6150 OK	0.70	0.06
11/11/02	09:08 AM	D	NORWOOD MO	417 746-4242 OK	3.00	0.25
11/11/02	09:36 AM	D	WESTPLAINS MO	417 256-5740 OK	0.30	0.03
11/11/02	09:56 AM	D	SPRINGFLD MO	417 862-4222	2.00	0.17
11/11/02	10:08 AM	D	WESTPLAINS MO	417 256-2152 OK	4.30	0.35
11/11/02	10:18 AM	D	WESTPLAINS MO	417 257-7975 OK	0.60	0.05
11/11/02	10:25 AM	D	WESTPLAINS MO	417 293-0691	1.00	0.09
11/11/02	10:44 AM	D	CINCINNATI OH	513 563-4321	1.40	0.13
11/11/02	10:47 AM	D	WESTPLAINS MO	417 293-0691	0.80	0.07
11/11/02	10:52 AM	D	WESTPLAINS MO	417 256-5669 OK	3.50	0.29
11/11/02	12:06 PM	D	RISING SUN IN	812 438-5073 OK	15.70	1.40
11/11/02	12:22 PM	D	SPRINGFLD MO	417 885-6070 OK	1.50	0.13
11/11/02	12:32 PM	D	RISING SUN IN	812 438-5073	4.50	0.41
11/11/02	12:41 PM	D	RISING SUN IN	812 438-5073	1.20	0.11

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
11/11/02	12:42 PM	D	RISING SUN IN	812 438-5073	14.60	1.30
11/11/02	01:36 PM	D	RISING SUN IN	812 438-5073	20.10	1.79
11/11/02	01:56 PM	D	WILLOWSPGS MO	417 469-1669	0.40	0.04
11/11/02	02:59 PM	D	WILLOWSPGS MO	417 469-1669	0.90	0.08
11/12/02	08:31 AM	D	RISING SUN IN	812 438-5073 OK	40.90	3.65
11/12/02	09:45 AM	D	WESTPLAINS MO	417 256-8211 OK	0.40	0.04
11/12/02	09:47 AM	D	CINCINNATI OH	513 563-4321 OK	3.10	0.28
11/12/02	10:24 AM	D	RISING SUN IN	812 438-5073	0.30	0.03
11/12/02	10:44 AM	D	RISING SUN IN	812 438-5073	0.80	0.08
11/12/02	10:45 AM	D	WESTPLAINS MO	417 257-6072	0.50	0.05
11/13/02	08:33 AM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
11/13/02	08:50 AM	D	RISING SUN IN	812 438-5073	46.90	4.18
11/13/02	01:01 PM	D	RISING SUN IN	812 438-5073	0.40	0.04
11/13/02	01:58 PM	D	RISING SUN IN	812 438-5073	0.50	0.05
11/13/02	02:14 PM	D	RISING SUN IN	812 438-5073	24.20	2.16
11/13/02	05:50 PM	D	RISING SUN IN	812 438-5073	29.40	2.62
11/13/02	06:30 PM	D	RISING SUN IN	812 438-5073	0.20	0.02
11/14/02	03:26 AM	D	WILLOWSPGS MO	417 469-1669	1.10	0.09
11/14/02	08:41 AM	D	RISING SUN IN	812 438-5073	50.40	4.49
11/14/02	11:09 AM	D	SPRINGFLD MO	417 862-4222 OK	3.40	0.28
11/14/02	02:09 PM	D	RISING SUN IN	812 438-5084 OK	0.40	0.04
11/14/02	02:10 PM	D	RISING SUN IN	812 438-5084 OK	1.90	0.17
11/14/02	04:46 PM	D	BRANSON MO	417 331-8608 OK	2.60	0.22
11/14/02	04:49 PM	D	RISING SUN IN	812 438-5073	22.80	2.03
11/14/02	06:04 PM	D	RISING SUN IN	812 438-5073	0.20	0.02
11/14/02	06:26 PM	D	RISING SUN IN	812 438-5073 OK	1.20	0.11
11/14/02	09:06 PM	D	WESTPLAINS MO	417 256-7660	0.90	0.08
11/14/02	10:42 PM	D	WESTPLAINS MO	417 256-7660	0.20	0.02
11/14/02	11:05 PM	D	WESTPLAINS MO	417 257-6072	8.50	0.69
11/15/02	08:12 AM	D	BRANSON MO	417 331-8608	0.80	0.07
11/15/02	09:00 AM	D	RISING SUN IN	812 438-5073 OK	0.20	0.02
11/15/02	09:09 AM	D	SPRINGFLD MO	417 885-6070	0.80	0.07
11/15/02	09:14 AM	D	WESTPLAINS MO	417 256-8740	0.20	0.02
11/15/02	11:04 AM	D	RISING SUN IN	812 438-5073 OK	29.00	2.59
11/15/02	02:24 PM	D	WESTPLAINS MO	417 257-6072 OK	0.30	0.03
11/15/02	02:25 PM	D	RISING SUN IN	812 438-5073	73.80	6.57
11/15/02	06:07 PM	D	WESTPLAINS MO	417 256-7660 OK	23.80	1.93
11/15/02	06:32 PM	D	WESTPLAINS MO	417 256-3848 OK	1.40	0.12
11/16/02	10:04 AM	D	RISING SUN IN	812 438-5073 OK	33.60	3.00
11/16/02	01:40 PM	D	WESTPLAINS MO	417 257-6072	5.30	0.43
11/16/02	03:05 PM	D	WILLOWSPGS MO	417 469-3121 OK	0.70	0.06
11/16/02	04:46 PM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
11/16/02	05:12 PM	D	RISING SUN IN	812 438-5073 OK	73.40	6.54
11/16/02	06:28 PM	D	WESTPLAINS MO	417 257-6072 OK	0.50	0.05
11/17/02	09:15 AM	D	RISING SUN IN	812 438-5073 OK	59.00	5.26
11/17/02	02:04 PM	D	WESTPLAINS MO	417 257-6072 OK	3.60	0.30
11/17/02	02:08 PM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
11/17/02	02:12 PM	D	RISING SUN IN	812 438-5073	40.60	3.62

TOTAL FOR (417) 277-5564

CALLS: 227 2182.20 191.58

TOTAL FOR SERVICE

CALLS: 227 2182.20 191.58

D = DAY
SI = STANDARD INTL
T = TRAVELX = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTLI = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONEEI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

MODE = MEMORY TRANSMISSION

START=DEC-03 15:33

END=DEC-03 15:39

FILE NO. = 057

STN NO.	COM	ABBR NO.	STATION NAME/TEL.NO.	PAGES	DURATION
001	OK	S	918774814707	014/014	00:06'18"

-GRAND VICTORIA CASINO -

***** -

- ***** - 812 438 5084- *****

→ Faxed -
Sent 14 pages to
Jamaal in Customer Service
12/3/2002

Attn: Jamaal (ext. 3202)
Broadwing
Fax: 877-481-4707

From: Rickey Oaks
#5700 Co. Rd. 3810
West Plains, MO. 65775
Phone: 417-277-5564
Fax: 417-277-5564
Work: 812-438-5073

Account # 8015974

December 3, 2002

Dear Jamaal,

Per our phone conversation on 11-30-02 at @15:30hrs. I am faxing you copies of the phone bills that have phone calls that we did not make and that I dispute. I am also sending copies of the certified mail receipts for previous dispute letters that was sent to Broadwing. I could not find the 9-18-02 to 10-17-02; 8-18-02 to 9-17-02; 5-18-02 to 6-17-02; and the 1-18-02 to 2-17-02 phone bills. Can you please send me copies of these bills. I will then mark the calls that we made with "ok", and the rest of the phone calls will be calls that we did not make. We keep a record of all of the phone calls that were made from our house.

This problem with disputed calls that we did not make has been going on for a long time. I hope that you will be able to help us with this problem.

Sincerely, Rickey



To: Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
5700 CO. RD. 3810
West Plains, MO. 65775

Account Number: 8015974
Invoice Date: 9/19/02

September 30, 2002

Dear Sirs,

I would like to dispute my phone bill dated 9/19/02. There are calls on this bill that I did not make. If you have any questions, please call.

A handwritten signature in cursive script, appearing to read "Rickey Oaks", written in dark ink.

Sincerely, Rickey Oaks



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

08/18/02 -

09/19/02

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09/17/02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
08/18/02	08:10 AM	D	RISING SUN IN	812 438-5073OK	39.20	3.49
08/18/02	06:36 PM	D	RISING SUN IN	812 438-5073OK	23.00	2.05
08/18/02	07:18 PM	D	RISING SUN IN	812 438-5073OK	12.70	1.14
08/19/02	01:22 PM	D	WESTPLAINS MO	417 256-7155OK	2.70	0.22
08/19/02	06:39 PM	D	RISING SUN IN	812 438-5073OK	8.80	0.79
08/19/02	06:55 PM	D	RISING SUN IN	812 438-5084OK	3.10	0.28
08/19/02	06:58 PM	D	RISING SUN IN	812 438-5084OK	2.30	0.21
08/19/02	08:41 PM	D	WESTPLAINS MO	417 257-6072OK	1.70	0.14
08/20/02	09:21 AM	D	RISING SUN IN	812 438-5073OK	10.20	0.91
08/20/02	01:16 PM	D	RISING SUN IN	812 438-5073OK	17.60	1.57
08/20/02	02:10 PM	D	WESTPLAINS MO	417 257-1257OK	2.40	0.20
08/20/02	02:14 PM	D	WESTPLAINS MO	417 256-2425OK	2.20	0.18
08/20/02	03:18 PM	D	WESTPLAINS MO	417 256-3138OK	2.70	0.22
08/21/02	10:53 AM	D	RISING SUN IN	812 438-5073OK	4.70	0.42
08/21/02	11:50 AM	D	WESTPLAINS MO	417 255-1111OK	0.40	0.04
08/21/02	07:13 PM	D	RISING SUN IN	812 438-5073OK	6.10	0.55
08/21/02	08:40 PM	D	WESTPLAINS MO	417 256-4233OK	6.70	0.55
08/21/02	09:42 PM	D	WESTPLAINS MO	417 256-6033OK	15.00	1.22
08/21/02	09:58 PM	D	WESTPLAINS MO	417 256-9111OK	5.70	0.47
08/22/02	09:23 AM	D	WESTPLAINS MO	417 256-3042OK	1.90	0.16
08/22/02	09:26 AM	D	RISING SUN IN	812 438-5073OK	14.30	1.28
08/22/02	09:44 AM	D	WESTPLAINS MO	417 256-7176OK	2.00	0.17
08/22/02	03:48 PM	D	WESTPLAINS MO	417 256-7170OK	5.40	0.44
08/22/02	06:18 PM	D	RISING SUN IN	812 438-5073OK	48.70	4.34
08/22/02	09:06 PM	D	WESTPLAINS MO	417 255-0252OK	1.40	0.12
08/22/02	09:35 PM	D	WESTPLAINS MO	417 257-6072OK	3.80	0.31
08/23/02	10:00 AM	D	WESTPLAINS MO	417 256-8211OK	0.60	0.05
08/23/02	10:01 AM	D	RISING SUN IN	812 438-5073OK	4.50	0.41
08/23/02	11:17 AM	D	RISING SUN IN	812 438-5073OK	41.30	3.68
08/23/02	07:01 PM	D	RISING SUN IN	812 438-5073OK	39.00	3.48
08/24/02	05:53 PM	D	WESTPLAINS MO	417 257-6072OK	0.30	0.03
08/25/02	10:43 AM	D	WESTPLAINS MO	417 257-6072OK	0.90	0.08
08/25/02	07:46 PM	D	WESTPLAINS MO	417 256-6565OK	0.70	0.06
08/25/02	08:08 PM	D	WESTPLAINS MO	417 256-3789OK	0.50	0.05
08/25/02	08:09 PM	D	WESTPLAINS MO	417 256-6565OK	3.40	0.28
08/25/02	08:14 PM	D	WESTPLAINS MO	417 256-8970OK	0.10	0.01
08/26/02	10:31 AM	D	WESTPLAINS MO	417 256-7144OK	1.60	0.13
08/26/02	08:43 PM	D	WESTPLAINS MO	417 256-9111OK	2.30	0.19
08/27/02	09:01 AM	D	WESTPLAINS MO	417 257-2740OK	0.90	0.08
08/27/02	09:03 AM	D	WESTPLAINS MO	417 256-3645OK	0.70	0.06
08/27/02	09:41 AM	D	WESTPLAINS MO	417 293-0691OK	0.40	0.04
08/27/02	09:50 AM	D	WESTPLAINS MO	417 256-3042OK	3.00	0.25
08/27/02	10:43 AM	D	WESTPLAINS MO	417 256-3042OK	0.60	0.05
08/28/02	10:40 AM	D	WESTPLAINS MO	417 293-0691OK	0.80	0.07
08/28/02	01:35 PM	D	WESTPLAINS MO	417 257-6072OK	0.40	0.04
08/28/02	04:38 PM	D	WESTPLAINS MO	417 257-2733OK	4.80	0.39
08/28/02	06:48 PM	D	WESTPLAINS MO	417 256-6033OK	14.40	1.17
08/28/02	09:12 PM	D	WESTPLAINS MO	417 257-6072OK	0.40	0.04
08/28/02	09:15 PM	D	WESTPLAINS MO	417 255-1111OK	0.10	0.01
08/28/02	09:53 PM	D	WESTPLAINS MO	417 257-6072OK	0.70	0.06
08/29/02	07:45 AM	D	MOUNTAINVW MO	417 934-5458OK	0.60	0.05
08/29/02	08:12 AM	D	WESTPLAINS MO	417 293-0691OK	1.90	0.16
08/29/02	08:44 AM	D	WESTPLAINS MO	417 293-0691OK	1.50	0.13
08/29/02	08:35 AM	D	WESTPLAINS MO	417 256-6617OK	0.56	0.05
08/29/02	01:20 PM	D	WESTPLAINS MO	417 256-2131OK	4.20	0.35
08/30/02	08:21 AM	D	MOUNTAINVW MO	417 934-5458OK	0.10	0.01
08/30/02	11:21 AM	D	WESTPLAINS MO	417 256-3042OK	10.10	0.82
08/30/02	11:44 AM	D	WESTPLAINS MO	417 256-3042OK	1.60	0.13
08/30/02	12:47 PM	D	WESTPLAINS MO	417 256-2131OK	2.70	0.22

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
08/30/02	12:52 PM	D	WESTPLAINS MO	417 256-7155OK	1.50	0.13
08/30/02	12:58 PM	D	WESTPLAINS MO	417 256-2195OK	0.50	0.05
08/30/02	12:59 PM	D	WILLOWSPGS MO	417 469-3444OK	0.70	0.06
08/30/02	01:01 PM	D	WESTPLAINS MO	417 256-2195OK	2.40	0.20
08/30/02	01:15 PM	D	JONESBORO AR	870 935-7425OK	0.20	0.02
08/30/02	06:15 PM	D	WESTPLAINS MO	417 257-6072OK	0.60	0.05
08/30/02	06:16 PM	D	WESTPLAINS MO	417 257-6072OK	0.70	0.06
08/30/02	06:25 PM	D	WESTPLAINS MO	417 257-0793OK	2.40	0.20
08/30/02	09:08 PM	D	WESTPLAINS MO	417 256-9262OK	21.90	1.78
08/30/02	09:31 PM	D	MOUNTAINVW MO	417 934-5458OK	3.40	0.28
08/31/02	11:24 AM	D	WESTPLAINS MO	417 257-6072OK	0.60	0.05
09/01/02	08:54 AM	D	WESTPLAINS MO	417 256-7985OK	9.50	0.77
09/01/02	09:17 AM	D	WILLOWSPGS MO	417 469-2297OK	4.00	0.33
09/01/02	02:08 PM	D	WESTPLAINS MO	417 256-7985OK	0.60	0.05
09/01/02	08:14 PM	D	WESTPLAINS MO	417 257-6072OK	1.10	0.09
09/02/02	10:21 AM	D	WESTPLAINS MO	417 257-6072OK	2.20	0.18
09/02/02	03:20 PM	D	WESTPLAINS MO	417 256-2131OK	0.20	0.02
09/03/02	06:18 PM	D	CAULFIELD MO	417 284-3592OK	0.70	0.06
09/03/02	07:43 PM	D	WESTPLAINS MO	417 257-6072OK	0.60	0.05
09/03/02	07:48 PM	D	WESTPLAINS MO	417 257-0728OK	2.70	0.22
09/06/02	01:17 PM	D	WESTPLAINS MO	417 256-3042OK	1.50	0.13
09/06/02	05:56 PM	D	WESTPLAINS MO	417 256-6033OK	1.60	0.13
09/06/02	09:45 PM	D	WESTPLAINS MO	417 256-6033OK	4.60	0.38
09/07/02	07:41 AM	D	WESTPLAINS MO	417 293-0691OK	0.70	0.06
09/07/02	08:04 PM	D	WESTPLAINS MO	417 257-6072OK	0.80	0.07
09/08/02	09:15 AM	D	WILLOWSPGS MO	417 469-2297OK	3.90	0.32
09/10/02	05:43 PM	D	WESTPLAINS MO	417 256-5209OK	3.30	0.27
09/10/02	05:47 PM	D	WESTPLAINS MO	417 293-1751OK	1.20	0.10
09/10/02	08:25 PM	D	SPRINGFLD MO	417 865-9719OK	0.50	0.05
09/10/02	08:33 PM	D	MOUNTAINVW MO	417 934-2105OK	0.10	0.01
09/11/02	09:06 AM	D	WESTPLAINS MO	417 256-4215OK	5.50	0.45
09/11/02	09:12 AM	D	MOUNTAINVW MO	417 934-2105OK	0.70	0.06
09/11/02	09:15 AM	D	WESTPLAINS MO	417 257-7451OK	2.40	0.20
09/11/02	09:33 AM	D	WESTPLAINS MO	417 256-9111OK	1.60	0.13
09/11/02	09:41 AM	D	WESTPLAINS MO	417 256-7144OK	1.70	0.14
09/11/02	04:20 PM	D	WESTPLAINS MO	417 257-7451OK	5.10	0.42
09/11/02	04:51 PM	D	WESTPLAINS MO	417 293-1751OK	1.30	0.11
09/11/02	06:25 PM	D	WESTPLAINS MO	417 293-1751OK	0.60	0.05
09/11/02	07:46 PM	D	RISING SUN IN	812 438-5073OK	6.70	0.60
09/11/02	07:54 PM	D	MOUNTAINVW MO	417 934-2105OK	6.30	0.52
09/11/02	09:47 PM	D	RISING SUN IN	812 438-5073OK	42.00	3.74
09/11/02	10:30 PM	D	WESTPLAINS MO	417 256-9111OK	3.70	0.30
09/12/02	07:43 AM	D	WESTPLAINS MO	417 256-2131OK	3.40	0.28
09/12/02	07:48 AM	D	MOUNTAINVW MO	417 934-2105OK	1.20	0.10
09/12/02	08:24 AM	D	WESTPLAINS MO	417 256-2131OK	3.10	0.26
09/12/02	10:24 AM	D	WESTPLAINS MO	417 256-7144OK	6.70	0.55
09/12/02	12:01 PM	D	SPRINGFLD MO	417 865-9719OK	1.70	0.14
09/12/02	08:08 PM	D	RISING SUN IN	812 438-5073OK	47.40	4.22
09/12/02	11:50 PM	D	RISING SUN IN	812 438-5073OK	0.80	0.08
09/13/02	07:51 AM	D	RISING SUN IN	812 438-5073OK	16.30	1.46
09/13/02	08:10 AM	D	WESTPLAINS MO	417 257-6072OK	5.50	0.45
09/13/02	08:21 PM	D	RISING SUN IN	812 438-5073OK	43.50	3.88
09/13/02	11:22 PM	D	RISING SUN IN	812 438-5073OK	35.10	3.13
09/14/02	04:48 PM	D	WESTPLAINS MO	417 256-5441OK	0.60	0.05
09/14/02	08:04 PM	D	WESTPLAINS MO	417 293-1751OK	0.60	0.05
09/14/02	08:09 PM	D	WESTPLAINS MO	417 293-0691OK	0.70	0.06
09/14/02	09:46 PM	D	RISING SUN IN	812 438-5073OK	43.70	3.89
09/15/02	12:38 AM	D	RISING SUN IN	812 438-5073OK	38.40	3.42
09/15/02	04:52 PM	D	WESTPLAINS MO	417 293-1751OK	0.50	0.05
09/15/02	06:33 PM	D	WESTPLAINS MO	417 257-6072OK	7.60	0.62

D - DAY
SI - STANDARD INTL
T - TRAVEL

X - ORIGINATING NUMBER UNAVAILABLE
E - EVENING
DI - DISCOUNT INTL

I - INTL ORIGINATION
N - NIGHT/WEEKEND
P - PAY PHONE

EI - ECONOMY INTL
M - MULTIPLE RATE PERIOD

S - PROMOTIONS

* - ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

08/18/02 -

09/19/02

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09/17/02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
09/15/02	08:34 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	63.10	5.62
09/15/02	11:24 PM	D	RISING SUN IN	812 438-5073	9.60	0.86
09/16/02	09:37 AM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	0.80	0.07
09/16/02	05:56 PM	D	WESTPLAINS MO	417 293-0691 <i>OK</i>	1.20	0.10
09/16/02	06:13 PM	D	WESTPLAINS MO	417 293-0691	0.60	0.05
09/16/02	06:14 PM	D	WESTPLAINS MO	417 256-0372	1.30	0.11
09/16/02	06:15 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
09/16/02	08:00 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	30.30	2.70
09/16/02	08:33 PM	D	SPRINGFLD MO	417 888-7081	3.20	0.26
09/16/02	08:37 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	51.60	4.60
09/16/02	09:53 PM	D	NORFOLK VA	757 463-5882 <i>OK</i>	18.60	1.66
09/17/02	12:36 AM	D	RISING SUN IN	812 438-5073	48.50	4.32
09/17/02	08:58 AM	D	SPRINGFLD MO	417 888-7081 <i>OK</i>	5.30	0.43
09/17/02	09:08 AM	D	WESTPLAINS MO	417 256-0372 <i>OK</i>	13.00	1.06
09/17/02	09:22 AM	D	WILLOWSPGS MO	417 469-3598 <i>OK</i>	2.00	0.17
09/17/02	07:20 PM	D	SPRINGFLD MO	417 888-7081 <i>OK</i>	3.20	0.26
09/17/02	07:27 PM	D	WESTPLAINS MO	417 256-9262 <i>OK</i>	5.30	0.43
09/17/02	07:38 PM	D	WESTPLAINS MO	417 257-0774	31.10	2.52
09/17/02	09:05 PM	D	RISING SUN IN	812 438-5073 <i>OK</i>	80.40	7.16

TOTAL FOR (417) 277-5564

CALLS: 138 1168.80 102.09

TOTAL FOR SERVICE

CALLS: 138 1168.80 102.09

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
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IMPORTANT UPDATE
Broadwing assesses a Federal Universal Service Fund fee of 9.9% on
recurring and nonrecurring charges for voice telecommunication
services.

D - DAY
SI - STANDARD INTL
T - TRAVEL

X - ORIGINATING NUMBER UNAVAILABLE
E - EVENING
DI - DISCOUNT INTL

I - INTL ORIGINATION
N - NIGHT/WEEKEND
P - PAY PHONE

EI - ECONOMY INTL
M - MULTIPLE RATE PERIOD
* - ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S - PROMOTIONS

To: Customer Service Dept.
Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
5700 CO. RD. 3810
West Plains, MO. 65775

Account Number: 8015974
Invoice Date: 8/19/02

September 1, 2002

Sirs,

I would like to dispute this phone bill. There are calls that we did not make. Also, I have not had a reply back on my previous billing disputes. If you have any questions, please feel free to call.

Sincerely, Rickey Oaks

Customer Name

RICKEY OAKS

FOR CUSTOMER SERVICE INQUIRIES

Account Number

8015974

PLEASE CALL 1-800-422-1199

Group Number

Billing Period

07/18/02 -
08/17/02

Invoice Date

08/19/02

Page

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
07/18/02	10:03 AM	D	WESTPLAINS MO	417 256-8211	0.70	0.06
07/18/02	11:19 AM	D	SPRINGFLD MO	417 869-9654	1.20	0.10
07/18/02	11:59 AM	D	WESTPLAINS MO	417 256-9111	1.00	0.09
07/18/02	12:00 PM	D	SPRINGFLD MO	417 869-9654	2.20	0.18
07/18/02	12:06 PM	D	RISING SUN IN	812 438-5073	17.90	1.60
07/18/02	12:24 PM	D	WESTPLAINS MO	417 256-9111	1.90	0.16
07/18/02	12:27 PM	D	SPRINGFLD MO	417 869-9654	2.30	0.19
07/18/02	02:01 PM	D	CABOOL MO	417 962-4623	3.00	0.25
07/18/02	02:08 PM	D	WESTPLAINS MO	417 257-1872	0.10	0.01
07/18/02	02:08 PM	D	WESTPLAINS MO	417 257-2667	0.10	0.01
07/18/02	03:15 PM	D	WESTPLAINS MO	417 293-1482	0.10	0.01
07/18/02	03:54 PM	D	WESTPLAINS MO	417 293-1482	0.10	0.01
07/18/02	04:25 PM	D	WESTPLAINS MO	417 256-9111	0.90	0.08
07/18/02	04:27 PM	D	WESTPLAINS MO	417 257-1872	0.10	0.01
07/18/02	04:48 PM	D	RISING SUN IN	812 438-5073	9.50	0.85
07/18/02	05:04 PM	D	WESTPLAINS MO	417 256-7144	0.70	0.06
07/18/02	05:05 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
07/18/02	05:09 PM	D	RISING SUN IN	812 438-5073	31.00	2.76
07/18/02	06:24 PM	D	WESTPLAINS MO	417 293-1482	0.10	0.01
07/18/02	06:37 PM	D	WESTPLAINS MO	417 293-1482	1.00	0.09
07/18/02	07:46 PM	D	RISING SUN IN	812 438-5073	1.10	0.10
07/18/02	07:48 PM	D	RISING SUN IN	812 438-5084	0.80	0.08
07/19/02	10:04 AM	D	WESTPLAINS MO	417 256-5269	0.70	0.06
07/19/02	10:19 AM	D	WESTPLAINS MO	417 256-8577	0.60	0.05
07/19/02	10:20 AM	D	WESTPLAINS MO	417 256-9087	0.10	0.01
07/19/02	12:41 PM	D	WESTPLAINS MO	417 256-8171	1.20	0.10
07/19/02	12:52 PM	D	WESTPLAINS MO	417 256-1612	0.90	0.08
07/19/02	12:55 PM	D	WESTPLAINS MO	417 256-8577	0.60	0.05
07/19/02	12:59 PM	D	RISING SUN IN	812 438-5073	28.10	2.51
07/19/02	03:13 PM	D	WESTPLAINS MO	417 256-4623	1.50	0.13
07/19/02	03:34 PM	D	SPRINGFLD MO	417 869-4719	2.80	0.23
07/19/02	03:38 PM	D	SPRINGFLD MO	417 869-9654	5.40	0.44
07/19/02	03:44 PM	D	SPRINGFLD MO	417 869-4719	1.20	0.10
07/19/02	05:11 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
07/19/02	06:42 PM	D	RISING SUN IN	812 438-5073	43.70	3.89
07/20/02	10:01 AM	D	RISING SUN IN	812 438-5073	4.80	0.43
07/20/02	01:08 PM	D	RISING SUN IN	812 438-5073	24.20	2.16
07/20/02	01:45 PM	D	WESTPLAINS MO	417 256-5779	0.20	0.02
07/20/02	01:46 PM	D	WESTPLAINS MO	417 256-8686	0.80	0.07
07/20/02	01:52 PM	D	WILLOWS PGS MO	417 469-2488	0.40	0.04
07/20/02	05:01 PM	SI	BRAZIL	558 52907955	25.70	15.17
07/20/02	05:32 PM	D	RISING SUN IN	812 438-5073	25.10	2.24
07/20/02	08:05 PM	D	RISING SUN IN	812 438-5073	35.40	3.16
07/20/02	10:14 PM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
07/21/02	11:05 AM	D	RISING SUN IN	812 438-5073	42.20	3.76
07/21/02	05:37 PM	D	RISING SUN IN	812 438-5073	11.80	1.06
07/21/02	07:23 PM	D	RISING SUN IN	812 438-5073	31.40	2.80
07/21/02	07:55 PM	D	WESTPLAINS MO	417 256-5209	0.40	0.04
07/21/02	07:59 PM	DI	BRAZIL	558 52908677	24.90	14.70
07/22/02	10:20 AM	D	SPRINGFLD MO	417 869-4719	0.90	0.08
07/22/02	10:26 AM	D	RISING SUN IN	812 438-5073	41.50	3.70
07/22/02	11:24 AM	D	WESTPLAINS MO	417 256-7144	1.30	0.11
07/22/02	11:26 AM	D	SPRINGFLD MO	417 869-4719	2.30	0.19
07/22/02	12:06 PM	D	CAULFIELD MO	417 284-3592	2.30	0.19
07/22/02	12:29 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
07/22/02	12:30 PM	D	WESTPLAINS MO	417 256-4623	0.10	0.01
07/22/02	12:47 PM	D	JEFFRSN CY MO	573 751-0681	1.40	0.12
07/22/02	12:53 PM	D	SPRINGFLD MO	417 869-9654	0.40	0.04
07/22/02	01:11 PM	D	WESTPLAINS MO	417 256-4623	3.20	0.26

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
07/22/02	01:15 PM	D	RISING SUN IN	812 438-5073	19.70	1.76
07/22/02	01:35 PM	D	WESTPLAINS MO	417 256-4623	0.40	0.04
07/22/02	01:36 PM	D	SPRINGFLD MO	417 869-9654	4.00	0.33
07/22/02	06:14 PM	D	RISING SUN IN	812 438-5073	22.50	2.01
07/22/02	06:42 PM	D	RISING SUN IN	812 438-5073	19.00	1.70
07/23/02	02:49 AM	D	WESTPLAINS MO	417 256-2131	0.50	0.05
07/23/02	08:05 AM	D	SPRINGFLD MO	417 869-4719	1.70	0.14
07/23/02	09:25 AM	D	WESTPLAINS MO	417 256-3261	1.00	0.09
07/23/02	12:08 PM	D	RISING SUN IN	812 438-5073	18.90	1.69
07/23/02	12:36 PM	D	RISING SUN IN	812 438-5073	4.70	0.42
07/23/02	02:01 PM	D	SPRINGFLD MO	417 882-0740	5.30	0.43
07/23/02	02:09 PM	D	SPRINGFLD MO	417 882-0740	1.30	0.11
07/23/02	02:29 PM	D	JEFFRSN CY MO	573 751-0681	2.40	0.20
07/23/02	02:33 PM	D	WESTPLAINS MO	417 256-9111	0.80	0.07
07/23/02	02:45 PM	D	WESTPLAINS MO	417 256-9111	0.50	0.05
07/23/02	03:06 PM	D	WESTPLAINS MO	417 256-8171	1.10	0.09
07/23/02	03:37 PM	D	WESTPLAINS MO	417 256-9111	0.80	0.07
07/23/02	05:42 PM	D	RISING SUN IN	812 438-5073	0.20	0.02
07/23/02	09:14 PM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
07/24/02	08:41 AM	D	RISING SUN IN	812 438-5073	32.40	2.89
07/24/02	09:55 AM	D	RISING SUN IN	812 438-5073	3.20	0.29
07/24/02	02:33 PM	D	WESTPLAINS MO	417 256-9111	1.00	0.09
07/24/02	05:05 PM	D	MOUNTAINVW MO	417 934-5130	0.20	0.02
07/24/02	05:17 PM	D	RISING SUN IN	812 438-5073	20.60	1.84
07/24/02	05:44 PM	D	WESTPLAINS MO	417 256-3154	0.40	0.04
07/24/02	07:44 PM	D	RISING SUN IN	812 438-5073	9.40	0.84
07/25/02	10:29 AM	D	RISING SUN IN	812 438-5073	19.30	1.72
07/25/02	12:17 PM	D	WESTPLAINS MO	417 293-8679	4.00	0.33
07/25/02	01:26 PM	D	MOUNTAINVW MO	417 934-5130	14.30	1.16
07/25/02	02:09 PM	D	WESTPLAINS MO	417 256-7600	0.50	0.05
07/25/02	02:56 PM	D	WESTPLAINS MO	417 257-1872	0.80	0.07
07/25/02	02:57 PM	D	WESTPLAINS MO	417 257-1872	0.10	0.01
07/25/02	02:58 PM	D	WESTPLAINS MO	417 257-2667	0.10	0.01
07/25/02	04:37 PM	D	WESTPLAINS MO	417 293-0691	0.90	0.08
07/25/02	04:42 PM	D	RISING SUN IN	812 438-5073	8.70	0.78
07/25/02	04:51 PM	D	WILLOWS PGS MO	417 469-2297	2.70	0.22
07/25/02	04:54 PM	D	RISING SUN IN	812 438-5073	52.00	4.63
07/25/02	08:28 PM	D	WESTPLAINS MO	417 293-0691	0.20	0.02
07/25/02	10:21 PM	D	WESTPLAINS MO	417 293-0691	0.10	0.01
07/25/02	10:24 PM	D	WESTPLAINS MO	417 256-6033	1.00	0.09
07/26/02	11:10 AM	D	RISING SUN IN	812 438-5073	16.90	1.51
07/26/02	01:15 PM	D	RISING SUN IN	812 438-5073	5.00	0.45
07/26/02	01:23 PM	D	CINCINNATI OH	513 563-4321	1.40	0.13
07/26/02	06:06 PM	D	RISING SUN IN	812 438-5073	0.40	0.04
07/26/02	07:06 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
07/26/02	07:34 PM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
07/26/02	07:58 PM	D	RISING SUN IN	812 438-5073	33.10	2.95
07/27/02	10:45 AM	D	RISING SUN IN	812 438-5073	46.40	4.13
07/27/02	02:01 PM	D	RISING SUN IN	812 438-5073	16.10	1.44
07/27/02	02:17 PM	D	WESTPLAINS MO	417 293-0691	0.40	0.04
07/27/02	02:50 PM	D	RISING SUN IN	812 438-5073	23.00	2.05
07/27/02	06:06 PM	D	RISING SUN IN	812 438-5073	0.20	0.02
07/27/02	06:08 PM	D	RISING SUN IN	812 438-5073	42.00	3.74
07/28/02	01:18 PM	D	RISING SUN IN	812 438-5073	62.50	5.57
07/28/02	03:01 PM	D	WESTPLAINS MO	417 293-1482	0.50	0.05
07/28/02	07:03 PM	D	RISING SUN IN	812 438-5073	0.40	0.04
07/28/02	07:52 PM	D	RISING SUN IN	812 438-5073	15.30	1.37
07/29/02	08:49 AM	D	RISING SUN IN	812 438-5073	39.80	3.55
07/29/02	04:11 PM	D	WESTPLAINS MO	417 256-7144	1.70	0.14
07/29/02	04:54 PM	D	RISING SUN IN	812 438-5073	0.30	0.03

D = DAY
SI = STAND INTL
T = TRM

X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTL

I = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONE

EI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

07/18/02 -
08/17/02

08/19/02

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
07/29/02	04:59 PM	D	RISING SUN IN	812 438-5073	27.80	2.48
07/29/02	08:10 PM	D	WILLOWSPGS MO	417 469-2488	0.30	0.03
07/29/02	08:11 PM	D	RISING SUN IN	812 438-5073	27.50	2.45
07/29/02	08:52 PM	D	RISING SUN IN	812 438-5084 OK	1.40	0.13
07/30/02	10:26 AM	D	RISING SUN IN	812 438-5073	21.20	1.89
07/30/02	10:51 AM	D	WESTPLAINS MO	417 255-2798 OK	2.10	0.18
07/30/02	10:58 AM	D	FRANKLIN AR	870 322-7202 OK	1.50	0.14
07/30/02	11:15 AM	D	WESTPLAINS MO	417 256-8171	0.80	0.07
07/30/02	11:19 AM	D	WESTPLAINS MO	417 256-5034	0.10	0.01
07/30/02	11:20 AM	D	WESTPLAINS MO	417 256-1848 OK	0.50	0.05
07/30/02	04:59 PM	D	WESTPLAINS MO	417 256-7161 OK	0.40	0.04
07/30/02	05:15 PM	D	RISING SUN IN	812 438-5073 OK	11.90	1.06
07/30/02	07:31 PM	D	RISING SUN IN	812 438-5073 OK	0.40	0.04
07/30/02	08:51 PM	D	RISING SUN IN	812 438-5073	29.60	2.64
07/30/02	09:29 PM	D	WESTPLAINS MO	417 257-5680 OK	0.50	0.05
07/30/02	09:38 PM	D	WESTPLAINS MO	417 256-7624	0.70	0.06
07/31/02	09:12 AM	D	WESTPLAINS MO	417 256-8171	7.40	0.60
07/31/02	10:24 AM	D	RISING SUN IN	812 438-5073 OK	17.90	1.60
07/31/02	10:48 AM	D	WESTPLAINS MO	417 256-7161	3.00	0.25
07/31/02	02:35 PM	D	WESTPLAINS MO	417 256-3336	3.30	0.27
07/31/02	05:32 PM	D	RISING SUN IN	812 438-5073	2.40	0.22
07/31/02	06:51 PM	D	WESTPLAINS MO	417 293-1482	0.30	0.03
08/01/02	10:32 PM	D	WESTPLAINS MO	417 293-1482 OK	2.40	0.20
08/02/02	11:05 AM	D	WESTPLAINS MO	417 255-7979	5.80	0.47
08/02/02	01:25 PM	D	MOUNTAINVW MO	417 934-5130	1.70	0.14
08/02/02	06:18 PM	D	MALLARD PT AR	870 492-6829 OK	0.90	0.09
08/02/02	06:19 PM	D	WESTPLAINS MO	417 256-6376 OK	0.70	0.06
08/02/02	06:20 PM	D	WESTPLAINS MO	417 256-5969 OK	0.70	0.06
08/04/02	06:23 AM	D	WESTPLAINS MO	417 293-0691	1.10	0.09
08/04/02	09:53 AM	D	CABOOL MO	417 962-5957	0.20	0.02
08/04/02	09:56 AM	D	MORGANTON AR	501 654-2742	26.90	2.40
08/04/02	03:22 PM	D	WESTPLAINS MO	417 256-0372	4.90	0.40
08/05/02	08:42 AM	D	WESTPLAINS MO	417 256-5215 OK	0.60	0.05
08/05/02	09:51 AM	D	WESTPLAINS MO	417 256-3042	9.10	0.74
08/05/02	10:01 AM	D	CABOOL MO	417 962-5957	0.20	0.02
08/05/02	01:01 PM	D	FRANKLIN AR	870 322-7202 OK	5.60	0.50
08/05/02	01:08 PM	D	WILLOWSPGS MO	417 469-2297 OK	1.30	0.11
08/05/02	01:29 PM	D	WILLOWSPGS MO	417 469-2297 OK	10.00	0.81
08/05/02	02:38 PM	D	WESTPLAINS MO	417 256-9111	0.40	0.04
08/05/02	02:44 PM	D	WESTPLAINS MO	417 256-5792 OK	3.70	0.30
08/05/02	08:43 PM	D	WESTPLAINS MO	417 256-5209	2.70	0.22
08/05/02	09:22 PM	D	WESTPLAINS MO	417 256-2194	7.60	0.62
08/06/02	02:49 PM	D	WESTPLAINS MO	417 256-7161 OK	3.10	0.26
08/06/02	03:04 PM	D	FRANKLIN AR	870 322-7202 OK	9.10	0.81
08/06/02	03:20 PM	D	WESTPLAINS MO	417 255-2798 OK	0.70	0.06
08/07/02	01:17 PM	D	WESTPLAINS MO	417 257-0778 OK	0.20	0.02
08/07/02	01:31 PM	D	WESTPLAINS MO	417 257-0778	0.10	0.01
08/07/02	05:51 PM	D	WESTPLAINS MO	417 256-0372	0.70	0.06
08/08/02	09:28 AM	D	WESTPLAINS MO	417 255-7255	0.50	0.05
08/08/02	11:09 AM	D	WESTPLAINS MO	417 256-7144 OK	4.20	0.35
08/08/02	11:26 AM	D	WESTPLAINS MO	417 293-0691 OK	0.50	0.05
08/08/02	03:10 PM	D	WESTPLAINS MO	417 255-0877 OK	1.00	0.09
08/08/02	07:11 PM	D	WESTPLAINS MO	417 257-2335	0.60	0.05
08/09/02	11:18 AM	D	WESTPLAINS MO	417 256-7183 OK	2.30	0.19
08/09/02	11:21 AM	D	WESTPLAINS MO	417 256-2147 OK	1.40	0.12
08/09/02	11:36 AM	D	WESTPLAINS MO	417 256-6350 OK	0.30	0.03
08/09/02	11:40 AM	D	WESTPLAINS MO	417 256-0580	0.50	0.05
08/09/02	08:48 PM	D	WESTPLAINS MO	417 256-4233 OK	19.60	1.59
08/10/02	08:56 AM	D	RISING SUN IN	812 438-5073 OK	31.00	2.76
08/10/02	09:29 AM	D	WESTPLAINS MO	417 256-3591	1.20	0.10

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
08/10/02	09:32 AM	D	WESTPLAINS MO	417 255-9555 OK	1.30	0.11
08/10/02	10:09 AM	D	RISING SUN IN	812 438-5073 OK	20.40	1.82
08/10/02	02:35 PM	D	ALTON MO	417 778-7716 OK	1.10	0.09
08/10/02	02:37 PM	D	THOMASVL MO	417 764-3012 OK	0.30	0.03
08/10/02	02:49 PM	D	RISING SUN IN	812 438-5073 OK	26.60	2.37
08/10/02	05:32 PM	D	RISING SUN IN	812 438-5073	22.60	2.02
08/10/02	08:22 PM	D	WESTPLAINS MO	417 256-8782 OK	0.20	0.02
08/11/02	12:25 PM	D	CAULFIELD MO	417 284-3592 OK	4.20	0.35
08/11/02	12:32 PM	D	RISING SUN IN	812 438-5073 OK	42.90	3.82
08/11/02	01:20 PM	D	WESTPLAINS MO	417 255-1111 OK	12.30	1.00
08/11/02	02:37 PM	D	WESTPLAINS MO	417 257-5911	1.10	0.09
08/11/02	04:26 PM	SI	BRAZIL	558 52907955 OK	13.10	7.73
08/11/02	07:13 PM	D	RISING SUN IN	812 438-5073	15.10	1.35
08/12/02	10:49 AM	D	RISING SUN IN	812 438-5073 OK	18.10	1.62
08/12/02	04:52 PM	D	RISING SUN IN	812 438-5073 OK	1.00	0.09
08/12/02	06:41 PM	D	RISING SUN IN	812 438-5073 OK	30.00	2.67
08/13/02	10:18 AM	D	RISING SUN IN	812 438-5073 OK	7.50	0.67
08/13/02	04:52 PM	D	RISING SUN IN	812 438-5073 OK	36.50	3.25
08/13/02	05:38 PM	D	ELIZABETH IN	812 969-3454	6.90	0.62
08/13/02	07:10 PM	D	WESTPLAINS MO	417 256-5209 OK	2.30	0.19
08/14/02	12:00 PM	D	RISING SUN IN	812 438-5073 OK	3.40	0.31
08/14/02	12:08 PM	D	RISING SUN IN	812 438-5073 OK	4.60	0.41
08/14/02	12:15 PM	D	RISING SUN IN	812 438-5084	0.80	0.08
08/14/02	12:56 PM	D	ST LOUIS MO	314 754-6113 OK	1.30	0.11
08/14/02	02:43 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
08/14/02	03:55 PM	D	RISING SUN IN	812 438-5073	0.40	0.04
08/14/02	03:59 PM	D	RISING SUN IN	812 438-5084	1.50	0.14
08/14/02	05:39 PM	D	WESTPLAINS MO	417 256-3400 OK	0.30	0.03
08/14/02	05:41 PM	D	WESTPLAINS MO	417 256-8686 OK	0.70	0.06
08/14/02	05:50 PM	D	RISING SUN IN	812 438-5073 OK	31.40	2.80
08/14/02	08:23 PM	D	BRANSON MO	417 331-2959	4.90	0.40
08/15/02	09:16 AM	D	RISING SUN IN	812 438-5073 OK	0.30	0.03
08/15/02	09:56 AM	D	RISING SUN IN	812 438-5073 OK	33.40	2.98
08/15/02	10:58 AM	D	WESTPLAINS MO	417 255-2798	1.40	0.12
08/15/02	02:15 PM	D	RISING SUN IN	812 438-5073	5.90	0.53
08/15/02	03:40 PM	D	WESTPLAINS MO	417 255-1111	1.70	0.14
08/15/02	06:06 PM	D	RISING SUN IN	812 438-5073	69.70	6.21
08/16/02	08:29 AM	D	WESTPLAINS MO	417 255-0042 OK	0.60	0.05
08/16/02	08:31 AM	D	WESTPLAINS MO	417 256-6824 OK	0.60	0.05
08/16/02	09:15 AM	D	WESTPLAINS MO	417 256-2202 OK	0.30	0.03
08/16/02	09:17 AM	D	WESTPLAINS MO	417 256-3470 OK	0.30	0.03
08/16/02	09:18 AM	D	RISING SUN IN	812 438-5073 OK	42.00	3.74
08/16/02	12:34 PM	D	RISING SUN IN	812 438-5073 OK	42.80	3.81
08/16/02	01:24 PM	D	WESTPLAINS MO	417 256-3042 OK	0.80	0.07
08/16/02	01:25 PM	D	WESTPLAINS MO	417 256-7144 OK	4.40	0.36
08/16/02	02:40 PM	D	WESTPLAINS MO	417 256-7144 OK	1.00	0.09
08/16/02	02:42 PM	D	WESTPLAINS MO	417 256-7144 OK	2.60	0.22
08/16/02	02:46 PM	D	WESTPLAINS MO	417 256-3042 OK	0.90	0.08
08/16/02	03:00 PM	D	WESTPLAINS MO	417 256-3042	4.90	0.40
08/16/02	05:26 PM	D	RISING SUN IN	812 438-5073	27.70	2.47
08/16/02	05:56 PM	D	RISING SUN IN	812 438-5084	4.50	0.41
08/17/02	09:23 AM	D	RISING SUN IN	812 438-5073 OK	49.60	4.42
08/17/02	05:32 PM	D	RISING SUN IN	812 438-5073 OK	27.30	2.43
08/17/02	07:05 PM	D	RISING SUN IN	812 438-5073 OK	27.90	2.49
TOTAL FOR (417) 277-5564				CALLS: 233	2016.90	210.48
TOTAL FOR SERVICE				CALLS: 233	2016.90	210.48

D = DAY
SI = STANDARD INTL
T = TRAVELX = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTLI = INTL ORIGINATION
N = NIGHT/WEEKEND
P = PAY PHONEEI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

To: Customer Service Dept.
Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
5700 CO. RD. 3810
West Plains, MO. 65775

Account Number: 8015974
Invoice Date: 6/19/02

June 26. 2002

Dear Sirs,

I would like to dispute my phone bill. There are calls on the bill that we did not make. If you have any questions, please feel free to call.

Sincerely, Rickey Oaks

Broadwing

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

05/18/02 -
06/17/02

06/19/02

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
05/18/02	08:44 AM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
05/19/02	10:47 AM	D	WESTPLAINS MO	417 293-1482	1.10	0.09
05/19/02	01:14 PM	D	WESTPLAINS MO	417 293-1482	1.60	0.13
05/19/02	03:00 PM	D	WESTPLAINS MO	417 293-2555	4.30	0.35
05/19/02	03:47 PM	D	WESTPLAINS MO	417 256-8686	1.00	0.09
05/20/02	07:23 AM	D	WESTPLAINS MO	417 256-5209	1.00	0.09
05/20/02	08:42 PM	D	WESTPLAINS MO	417 293-1482	1.10	0.09
05/20/02	08:43 PM	D	WESTPLAINS MO	417 293-1482	0.90	0.08
05/21/02	07:21 AM	D	CINCINNATI OH	513 563-4321	1.40	0.13
05/21/02	08:08 AM	D	CINCINNATI OH	513 563-4321	1.10	0.10
05/21/02	08:10 AM	D	CINCINNATI OH	513 404-3680	2.00	0.18
05/21/02	09:49 AM	D	WESTPLAINS MO	417 256-8211	2.00	0.17
05/21/02	01:06 PM	D	WESTPLAINS MO	417 293-1482	1.30	0.11
05/21/02	02:24 PM	D	WESTPLAINS MO	417 256-5191	1.90	0.16
05/21/02	02:29 PM	D	WESTPLAINS MO	417 256-9400	0.80	0.07
05/21/02	02:37 PM	D	WESTPLAINS MO	417 256-3138	2.20	0.18
05/22/02	09:02 AM	D	WESTPLAINS MO	417 256-7144	0.80	0.07
05/22/02	01:57 PM	D	WESTPLAINS MO	417 256-8211	0.40	0.04
05/23/02	08:08 AM	D	SPRINGFLD MO	417 889-1980	4.40	0.36
05/24/02	10:29 AM	D	WESTPLAINS MO	417 256-7600	4.20	0.35
05/24/02	11:01 AM	D	SPRINGFLD MO	417 889-1980	3.40	0.28
05/24/02	11:09 AM	D	WESTPLAINS MO	417 256-3136	2.00	0.17
05/24/02	11:13 AM	D	WESTPLAINS MO	417 256-3138	3.60	0.30
05/24/02	11:48 AM	D	FRANKLIN AR	870 322-7201	6.10	0.55
05/24/02	11:56 AM	D	FRANKLIN AR	870 322-7201	1.00	0.09
05/24/02	11:58 AM	D	WESTPLAINS MO	417 256-3136	3.90	0.32
05/24/02	12:13 PM	D	WILLOWSPGS MO	417 469-5292	2.70	0.22
05/24/02	08:29 PM	DI	BRAZIL	558 54894404	37.10	21.89
05/24/02	09:17 PM	DI	BRAZIL	551 138225243	33.70	19.89
05/25/02	02:54 PM	D	WESTPLAINS MO	417 257-9202	1.60	0.13
05/26/02	01:24 PM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
05/26/02	06:34 PM	D	WESTPLAINS MO	417 293-0691	0.60	0.05
05/27/02	10:25 AM	D	WESTPLAINS MO	417 256-6033	1.10	0.09
05/27/02	01:23 PM	D	WESTPLAINS MO	417 255-1111	0.40	0.04
05/27/02	01:49 PM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
05/27/02	06:37 PM	D	WESTPLAINS MO	417 256-3400	0.50	0.05
05/27/02	06:38 PM	D	WESTPLAINS MO	417 256-6868	0.20	0.02
05/27/02	06:39 PM	D	WESTPLAINS MO	417 256-8686	0.90	0.08
05/28/02	10:03 AM	D	WESTPLAINS MO	417 256-2229	0.20	0.02
05/28/02	10:03 AM	D	WESTPLAINS MO	417 256-2229	5.00	0.41
05/28/02	12:18 PM	D	FRANKLIN AR	870 322-7201	0.70	0.07
05/28/02	12:24 PM	D	WESTPLAINS MO	417 256-3136	2.80	0.23
05/28/02	08:41 PM	D	WESTPLAINS MO	417 293-1482	0.60	0.05
05/29/02	08:04 AM	SI	BRAZIL	558 54894404	0.70	0.42
05/30/02	08:52 PM	D	WESTPLAINS MO	417 293-1482	0.50	0.05
06/02/02	03:30 PM	D	WESTPLAINS MO	417 256-8311	1.50	0.13
06/02/02	03:32 PM	D	BRANSON MO	417 331-1616	0.70	0.06
06/02/02	03:36 PM	D	WESTPLAINS MO	417 256-8311	2.50	0.21
06/02/02	05:22 PM	D	WESTPLAINS MO	417 256-8311	0.20	0.02
06/03/02	05:44 PM	SI	BRAZIL	558 52907955	1.00	0.59
06/04/02	06:52 PM	D	WESTPLAINS MO	417 256-5209	2.70	0.22
06/07/02	09:28 PM	D	WILLOWSPGS MO	417 469-3617	0.90	0.08
06/07/02	09:30 PM	D	WILLOWSPGS MO	417 469-3411	15.20	1.24
06/07/02	10:25 PM	D	WESTPLAINS MO	417 256-6711	0.20	0.02
06/07/02	10:33 PM	D	WESTPLAINS MO	417 255-1962	1.90	0.16
06/07/02	10:35 PM	D	WILLOWSPGS MO	417 469-1829	23.40	1.90
06/08/02	12:00 AM	D	WESTPLAINS MO	417 293-1482	1.10	0.09
06/09/02	02:33 PM	D	WESTPLAINS MO	417 293-1482	1.20	0.10
06/10/02	06:36 PM	D	WESTPLAINS MO	417 256-9318	1.00	0.09

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
06/15/02	05:42 PM	M	BRAZIL	558 52907955	21.80	12.87
06/17/02	08:42 PM	D	CAULFIELD MO	417 284-3592	5.40	0.44
TOTAL FOR (417) 277-5564				CALLS: 61	225.60	66.66
TOTAL FOR SERVICE				CALLS: 61	225.60	66.66

D = DAY
SI = STANDARD INTL
T = TRAVEL

X = ORIGINATING NUMBER UNAVAILABLE
E = EVENING
DI = DISCOUNT INTL

I = INTL ORIGATION
N = NIGHT/WEEKEND
P = PAY PHONE

EI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

To: Customer Service Dept.
Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
#5700 Co. Rd. 3810
West Plains, MO. 65775

Account # 8015974
Bill Closing Dates: 5/20/02 and 4/19/02.
Phone Number: 417-277-5564

May 28, 2002

Sirs,

I would like to dispute a portion of my last two phone bills. There are calls on the bill that we did not make. We are keeping a record of all of the calls made from my residence and there are extra known numbers being plugged into my bill. I have also disputed the two bills before these and I have not received a refund as of yet, nor any word what so ever from your company. Is there a problem? If you have any questions, please feel free to call. Thank you for your help.

Disputed Calls:

Invoice date 4/19/02

3/19/02	West Plains	417-255-2265	.04
3/19/02	West Plains	417-256-7655	.03
3/21/02	West Plains	417-257-1515	.06
3/21/02	West Plains	417-257-1515	.92
3/26/02	West Plains	417-256-5209	.06
3/26/02	West Plains	417-256-8686	.10
3/26/02	West Plains	417-256-8686	.09
3/26/02	West Plains	417-256-3400	.07
3/27/02	West Plains	417-257-1976	.05
3/27/02	West Plains	417-257-0778	.08
3/27/02	Willow Springs	417-469-5292	3.80
3/27/02	West Plains	417-256-9202	.02
3/27/02	West Plains	417-257-9202	.79

3/30/02	Branson	417-331-1616	.07
4/02/02	Willow Springs	417-469-1473	.73
4/03/02	West Plains	417-257-1515	.94
4/03/02	West Plains	417-257-1515	1.92
4/03/02	West Plains	417-256-9918	.04
4/03/02	Rising Sun	812-438-5084	.03
4/03/02	Rising Sun	812-438-5084	.20
4/03/02	Rising Sun	812-438-5084	.05
4/03/02	Rising Sun	812-438-5084	2.68
4/04/02	Cincinnati	513-563-3131	.12
4/04/02	West Plains	417-256-7155	.17
4/04/02	West Plains	417-256-7624	.11
4/05/02	West Plains	417-257-1515	2.04
4/05/02	Rising Sun	812-438-5073	.04
4/08/02	Willow Springs	417-469-1473	4.69
4/08/02	Willow Springs	417-469-1473	.27
4/08/02	West Plains	417-256-0778	.06
4/09/02	Willow Springs	417-469-1473	.13
4/09/02	West Plains	417-257-0778	.05
4/09/02	Rising Sun	812-438-5073	3.43
4/10/02	Willow Springs	417-469-1473	.04
4/10/02	West Plains	417-255-9819	.03
4/10/02	West Plains	417-257-2318	.02
4/10/02	West Plains	417-256-2647	.31
4/10/02	West Plains	417-256-6150	.18
4/10/02	Rising Sun	812-438-5073	4.15
4/10/02	Rising Sun	812-438-5073	1.75
4/11/02	West Plains	417-257-1515	5.80
4/11/02	West Plains	417-255-0320	.20
4/11/02	West Plains	417-256-4253	.33
4/12/02	West Plains	417-256-5826	.02
4/12/02	West Plains	417-256-4050	.47
4/12/02	Rising Sun	812-438-5073	4.74
4/14/02	West Plains	417-293-0691	.12
4/14/02	Rising Sun	812-438-5073	.04
4/15/02	Rising Sun	812-438-5084	.14
4/15/02	Rising Sun	812-438-5084	.11
4/16/02	Alton	417-778-7241	.05
4/16/02	Alton	417-778-7411	.18
4/16/02	West Plains	417-256-7624	.01

4/16/02	West Plains	417-293-0691	.09
4/17/02	West Plains	417-256-0372	.01
4/17/02	West Plains	417-257-0778	.18
4/17/02	West Plains	812-438-5073	5.23

Invoice date: 5/20/02:

4/18/02	West Plains	417-293-0691	.18
4/18/02	West Plains	417-255-1111	.12
4/19/02	West Plains	417-293-2555	.07
4/19/02	West Plains	417-293-0691	.09
4/20/02	West Plains	417-256-1121	.01
4/20/02	West Plains	417-256-1121	1.31
4/21/02	West Plains	417-256-6094	.14
4/21/02	Rising Sun	812-438-5073	1.45
4/22/02	West Plains	417-256-2838	.43
4/23/02	Rising Sun	812-438-5073	2.02
4/23/02	Springfield	417-269-6000	.26
4/24/02	Mt. View	417-934-6805	.09
4/24/02	Rising Sun	812-438-5073	2.01
4/24/02	Rising Sun	812-438-5073	.03
4/26/02	Rising Sun	812-438-5073	.69
4/26/02	West Plains	417-256-7660	.05
4/26/02	West Plains	417-256-7660	.06
4/26/02	West Plains	417-256-7660	.19
5/03/02	West Plains	417-293-0691	.04
5/04/02	West Plains	417-256-6000	.09
5/04/02	Branson	417-331-2959	.07
5/05/02	Springfield	417-889-0117	.07
5/06/02	Franklin	870-322-7201	.09
5/07/02	West Plains	417-257-2800	0.43
5/07/02	Mt. View	417-934-6000	0.52
5/08/02	West Plains	417-256-9202	.03
5/09/02	West Plains	417-256-4265	.08
5/14/02	West Plains	417-256-4265	.09
5/17/02	West Plains	417-256-8686	.08

Thank You, Rickey

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Customer Service Dept.
Broadwing Telecommunications Inc.
P.O. Box 990036
St. Louis, MO.
63179-0036

2. Article Number

(Transfer from service label)

7002 0510 0000 2814 9438

PS Form 3811, August 2001

Domestic Return Receipt

102595-02-M-1035

COMPLETE THIS SECTION ON DELIVERY

A. Signature

☐ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

JUN 3 2002

D. Is delivery address different from item 1?

☐ Yes

If YES, enter delivery address below:

☐ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☒ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

U.S. Postal Service

CERTIFIED MAIL RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

SAINT LOUIS MO 63179

Postage \$0.34

Certified Fee \$2.10

Return Receipt Fee
(Endorsement Required) \$1.50Restricted Delivery Fee
(Endorsement Required) \$0.00

Total Postage & Fees \$3.94

0786

02

Postmark
Here

05/30/2002

Sent To

Customer Service

Broadwing Telecommunications Inc.

Street, Apt. No.,

or PO Box No.

P.O. Box 990036

City, State, ZIP+4

St. Louis, Mo. 63179-0036

PS Form 3800, January 2001

See Reverse for Instructions

5/30/02

To: Customer Service Dept.
Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
5700 Co. Rd. 3810
West Plains, MO. 65775

Account # 8015974
Invoice Date: 02/19/02 and 03/19/02
Phone Number: 417-277-5564

March 29, 2002

Sirs,

I would like to dispute a portion of my last two phone bills, and any previous bill that is not correct. We noticed that our bills seemed to have way to many calls on them, and calls when no one was at home. So on 01/31/02 we started to keep a record of every phone call out, including time, date, phone number called, and the length of time.

After comparing our log with the phone bills, we have found that there are a lot of phone calls that have been plugged into our phone bill! I am also requesting that your company go through our previous phone bills and credit us for any incorrect plugged phone calls.

Also, is this a wide spread problem within your company that a class action lawsuit needs to be looked at?

Included with this letter are copies of the two mentioned phone bills. Your prompt reply would be greatly appreciated. If you have any questions, please feel free to call.

*On invoice 02/19/02, the phone calls highlighted are ours, the rest are not which totals \$ 58.65 plus taxes overcharged. This total does not include the calls between 1-18-02 through 1-30-02 that needs to be looked at by your company to determine which ones we should be credited for.

*On invoice 03/19/02, the phone calls highlighted are ours, the rest are not which totals \$ 27.77 plus taxes overcharged.

*Credit from previous phone bills prior to 1-18-02, on calls that have been overcharged to my account. \$??

A handwritten signature in black ink, appearing to read "Rickey", written in a cursive style.

Sincerely, Rickey

Customer Name

FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

01/18/02 -
02/17/02

02/19/02

4 of 4

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
01/28/02	08:25 AM	D	RISING SUN IN	812 438-5073	15.20	1.36
01/28/02	11:47 AM	D	WESTPLAINS MO	417 256-4265	0.80	0.07
01/28/02	11:48 AM	D	RISING SUN IN	812 438-5073	0.40	0.04
01/28/02	11:49 AM	D	WESTPLAINS MO	417 293-0691	1.70	0.14
01/28/02	03:45 PM	D	WESTPLAINS MO	417 293-0691	0.40	0.04
01/28/02	03:48 PM	D	RISING SUN IN	812 438-5084	0.80	0.08
01/28/02	03:49 PM	D	RISING SUN IN	812 438-5073	0.60	0.06
01/28/02	11:08 PM	D	WILLOWSPGS MO	417 469-1998	22.10	1.80
01/29/02	11:04 AM	D	RISING SUN IN	812 438-5073	72.60	6.47
01/29/02	02:28 PM	D	WESTPLAINS MO	417 293-0691	0.40	0.04
01/29/02	07:17 PM	D	CAULFIELD MO	417 284-3592	1.50	0.13
01/30/02	08:15 AM	D	RISING SUN IN	812 438-5073	39.00	3.48
01/30/02	08:55 AM	D	CINCINNATI OH	513 563-3131	1.30	0.12
01/30/02	08:56 AM	D	CINCINNATI OH	513 563-3131	1.60	0.15
01/30/02	08:59 AM	D	CINCINNATI OH	513 563-4321	2.90	0.26
01/30/02	10:12 AM	D	RISING SUN IN	812 438-5073	0.40	0.04
01/30/02	11:58 AM	D	CAULFIELD MO	417 284-3592	0.30	0.03
01/30/02	12:36 PM	D	RISING SUN IN	812 438-5073	0.30	0.03
01/30/02	01:10 PM	D	WESTPLAINS MO	417 293-0838	2.00	0.17
01/30/02	03:28 PM	D	CINCINNATI OH	513 563-4321	10.60	0.95
01/30/02	03:40 PM	D	RISING SUN IN	812 438-5073	21.90	1.95
01/30/02	08:21 PM	D	WESTPLAINS MO	417 293-6541	1.30	0.11
01/31/02	08:46 AM	D	RISING SUN IN	812 438-5073	65.60	5.84
01/31/02	11:01 AM	D	CAULFIELD MO	417 284-7641	6.50	0.53
01/31/02	12:32 PM	D	WILLOWSPGS MO	417 469-2297	46.60	3.78
01/31/02	06:09 PM	D	WESTPLAINS MO	417 293-1482	1.00	0.09
01/31/02	06:32 PM	D	BRANSON MO	417 464-5433	0.10	0.01
01/31/02	07:47 PM	D	IRVINE CA	949 724-9885	0.10	0.01
01/31/02	07:56 PM	D	BRANSON MO	417 464-5433	0.20	0.02
01/31/02	07:56 PM	D	BRANSON MO	417 464-5433	0.20	0.02
01/31/02	08:33 PM	D	WILLOWSPGS MO	417 469-4941	0.10	0.01
02/01/02	12:31 PM	D	RISING SUN IN	812 438-5084	1.40	0.13
02/01/02	02:38 PM	D	FRANKLIN AR	870 322-7201	2.80	0.25
02/02/02	01:11 PM	D	WILLOWSPGS MO	417 469-1998	0.30	0.03
02/02/02	02:36 PM	D	WILLOWSPGS MO	417 469-1998	6.90	0.56
02/02/02	05:36 PM	D	WILLOWSPGS MO	417 469-1998	4.40	0.36
02/02/02	06:24 PM	D	RISING SUN IN	812 438-5084	1.00	0.09
02/02/02	06:34 PM	D	WESTPLAINS MO	417 293-1482	0.10	0.01
02/03/02	08:50 AM	D	RISING SUN IN	812 438-5073	34.60	3.08
02/03/02	07:37 PM	D	RISING SUN IN	812 438-5084	0.80	0.08
02/03/02	10:55 PM	M	WESTPLAINS MO	417 255-9091	124.20	10.07
02/04/02	01:00 AM	D	WESTPLAINS MO	417 255-9091	74.10	6.01
02/04/02	02:14 AM	D	WESTPLAINS MO	417 255-9091	40.20	3.26
02/04/02	07:42 AM	D	WESTPLAINS MO	417 293-0838	74.10	6.01
02/04/02	08:57 AM	D	WESTPLAINS MO	417 293-0838	5.70	0.47
02/04/02	09:03 AM	D	WESTPLAINS MO	417 255-9091	26.60	2.16
02/04/02	09:44 AM	D	WESTPLAINS MO	417 255-9091	3.20	0.26
02/04/02	09:56 AM	D	CINCINNATI OH	513 563-4321	2.60	0.24
02/04/02	10:19 AM	D	RISING SUN IN	812 438-5073	0.30	0.03
02/04/02	07:49 PM	D	WESTPLAINS MO	417 256-9918	0.30	0.03
02/05/02	10:45 AM	D	RISING SUN IN	812 438-5073	39.50	3.52
02/05/02	11:26 AM	D	WESTPLAINS MO	417 293-0691	0.70	0.06
02/05/02	02:46 PM	D	RISING SUN IN	812 438-5073	5.10	0.46
02/05/02	04:41 PM	D	WESTPLAINS MO	417 256-9918	0.20	0.02
02/05/02	10:54 PM	D	WESTPLAINS MO	417 255-9091	20.90	1.70
02/05/02	11:17 PM	D	WESTPLAINS MO	417 256-1131	37.00	3.00
02/05/02	11:54 PM	D	WESTPLAINS MO	417 255-9091	1.10	0.09
02/06/02	09:32 AM	D	RISING SUN IN	812 438-5073	0.50	0.05
02/06/02	04:11 PM	D	RISING SUN IN	812 438-5073	2.30	0.21
02/06/02	04:49 PM	D	WESTPLAINS MO	417 256-5669	6.80	0.56

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
02/07/02	01:23 AM	D	WESTPLAINS MO	417 255-9091	114.90	9.31
02/07/02	03:19 AM	D	WESTPLAINS MO	417 255-9091	15.40	1.25
02/07/02	03:34 AM	D	WESTPLAINS MO	417 255-9091	3.30	0.27
02/08/02	02:51 PM	D	WESTPLAINS MO	417 293-0691	1.20	0.10
02/08/02	04:51 PM	D	WESTPLAINS MO	417 256-3400	0.40	0.04
02/09/02	08:40 AM	D	WESTPLAINS MO	417 256-9918	0.30	0.03
02/09/02	03:38 PM	D	WESTPLAINS MO	417 293-1482	0.90	0.08
02/09/02	04:53 PM	D	WILLOWSPGS MO	417 469-2297	0.50	0.05
02/09/02	05:10 PM	D	WILLOWSPGS MO	417 469-1998	4.20	0.35
02/09/02	05:15 PM	D	WILLOWSPGS MO	417 469-3460	5.60	0.46
02/09/02	05:44 PM	D	WESTPLAINS MO	417 256-2500	4.70	0.39
02/09/02	05:53 PM	D	WESTPLAINS MO	417 293-0838	1.30	0.11
02/09/02	06:01 PM	D	WESTPLAINS MO	417 293-0838	2.10	0.18
02/10/02	04:06 PM	D	WESTPLAINS MO	417 257-2870	6.50	0.53
02/10/02	05:26 PM	D	WILLOWSPGS MO	417 469-3460	0.30	0.03
02/10/02	05:26 PM	D	WILLOWSPGS MO	417 469-1998	5.40	0.44
02/10/02	08:54 PM	D	CAULFIELD MO	417 284-3592	5.40	0.44
02/10/02	09:59 PM	D	GRAVETTE AR	501 787-6052	1.10	0.10
02/11/02	08:38 AM	D	WILLOWSPGS MO	417 469-3116	1.10	0.09
02/11/02	12:59 PM	D	WESTPLAINS MO	417 256-6209	1.00	0.09
02/12/02	01:02 AM	D	WESTPLAINS MO	417 257-1515	21.40	1.74
02/12/02	01:25 AM	D	WESTPLAINS MO	417 257-1515	4.20	0.35
02/12/02	06:56 AM	D	CAULFIELD MO	417 284-3592	2.50	0.21
02/12/02	03:30 PM	D	FRANKLIN AR	870 322-7201	1.90	0.17
02/12/02	05:36 PM	D	WESTPLAINS MO	417 256-6094	4.00	0.33
02/13/02	04:15 AM	D	WESTPLAINS MO	417 257-9202	0.40	0.04
02/13/02	11:22 AM	D	WESTPLAINS MO	417 256-7144	1.00	0.09
02/13/02	11:31 AM	D	GRAVETTE AR	501 787-5784	10.50	0.94
02/13/02	11:51 AM	D	GRAVETTE AR	501 787-6052	2.70	0.25
02/13/02	12:43 PM	D	WESTPLAINS MO	417 256-9571	3.10	0.26
02/13/02	08:14 PM	D	CAULFIELD MO	417 284-3592	0.10	0.01
02/13/02	10:02 PM	D	CAULFIELD MO	417 284-3592	3.40	0.28
02/13/02	11:12 PM	D	WESTPLAINS MO	417 293-1482	0.70	0.06
02/14/02	10:03 PM	D	RISING SUN IN	812 438-5084	1.30	0.12
02/15/02	09:06 AM	D	RISING SUN IN	812 438-5073	0.20	0.02
02/15/02	08:29 PM	D	RISING SUN IN	812 438-5073	38.10	3.40
02/15/02	11:01 PM	D	RISING SUN IN	812 438-5073	8.80	0.79
02/16/02	09:30 PM	D	WESTPLAINS MO	417 293-1482	1.30	0.11
02/16/02	09:31 PM	D	WESTPLAINS MO	417 255-9091	4.60	0.38
02/16/02	09:36 PM	D	WESTPLAINS MO	417 293-0838	1.10	0.09
02/17/02	08:30 PM	D	RISING SUN IN	812 438-5073	33.20	2.96
02/17/02	10:43 PM	D	RISING SUN IN	812 438-5073	23.50	2.10

TOTAL FOR (417) 277-5564

LLS: 221 1843.90 157.04

TOTAL FOR SERVICE

LLS: 221 1843.90 157.04

#58.60
overcharge
+TAXES.

This does not include the
charges between 1-18-02 to
1-30-02 that is not ours?

D. DAY
SI STANDARD INTL
I. TRAVEL

X. ORIGINATING NUMBER UNAVAILABLE
F. EVENING
DI. DISCOUNT INTL

I. INTL ORIGINATION
N. NIGHT/WEEKEND
P. PAY PERIOD

FI - ECONOMY INTL
M. MULTIPLE RATE PERIOD
* ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S - PROMOTIONS

FBI/DOJ

Customer Name

RICKEY OAKS

FOR CUSTOMER SERVICE INQUIRIES

Account Number

8015974

PLEASE CALL 1-800-422-1199

Group Number

Billing Period

01/18/02 -
02/17/02

Invoice Date

02/19/02

Page

3 of 4

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
01/18/02	09:23 AM	D	RISING SUN	IN 812 438-5073	0.30	0.03
01/18/02	10:29 AM	D	FRANKLIN	AR 870 322-7201	0.80	0.08
01/18/02	10:43 AM	D	RISING SUN	IN 812 438-5073	0.20	0.02
01/18/02	11:25 AM	D	RISING SUN	IN 812 438-5073	18.80	1.68
01/18/02	03:13 PM	D	WESTPLAINS	MO 417 255-0655	9.00	0.73
01/18/02	03:22 PM	D	BOISE	ID 208 323-2551	0.50	0.05
01/18/02	03:23 PM	D	WESTPLAINS	MO 417 255-0655	6.90	0.56
01/18/02	03:30 PM	D	WESTPLAINS	MO 417 255-0655	56.50	4.58
01/18/02	04:36 PM	D	RISING SUN	IN 812 438-5073	0.40	0.04
01/18/02	06:12 PM	D	WILLOWSPGS	MO 417 469-2488	0.50	0.05
01/18/02	06:16 PM	D	RISING SUN	IN 812 438-5073	40.40	3.60
01/18/02	10:35 PM	D	BRANSON	MO 417 330-7069	0.10	0.01
01/19/02	08:51 AM	D	RISING SUN	IN 812 438-5073	44.20	3.94
01/19/02	01:54 PM	D	RISING SUN	IN 812 438-5073	6.60	0.59
01/19/02	02:07 PM	D	RISING SUN	IN 812 438-5084	2.50	0.23
01/19/02	04:13 PM	D	RISING SUN	IN 812 438-5073	81.30	7.24
01/19/02	05:37 PM	D	WESTPLAINS	MO 417 256-9918	0.10	0.01
01/20/02	04:20 AM	D	WESTPLAINS	MO 417 257-1515	6.90	0.56
01/20/02	08:46 AM	D	RISING SUN	IN 812 438-5073	0.20	0.02
01/20/02	12:29 PM	D	WILLOWSPGS	MO 417 469-2297	0.20	0.02
01/20/02	01:44 PM	D	WILLOWSPGS	MO 417 469-2642	4.50	0.37
01/20/02	02:41 PM	D	WESTPLAINS	MO 417 256-2500	0.60	0.05
01/20/02	03:48 PM	D	BRANSON	MO 417 331-1616	2.30	0.19
01/20/02	03:51 PM	D	WILLOWSPGS	MO 417 469-2642	3.10	0.26
01/20/02	03:54 PM	D	WESTPLAINS	MO 417 257-1515	8.40	0.69
01/21/02	09:40 AM	D	WESTPLAINS	MO 417 255-0655	17.40	1.41
01/21/02	10:04 AM	D	RISING SUN	IN 812 438-5073	0.20	0.02
01/21/02	11:48 AM	D	WESTPLAINS	MO 417 256-6550	0.10	0.01
01/21/02	11:49 AM	D	WESTPLAINS	MO 417 256-6150	1.60	0.13
01/21/02	11:56 AM	D	FRANKLIN	AR 870 322-7201	3.00	0.27
01/21/02	12:01 PM	D	WESTPLAINS	MO 417 255-0655	5.30	0.43
01/21/02	12:08 PM	D	WESTPLAINS	MO 417 255-0655	1.20	0.10
01/21/02	12:10 PM	D	WESTPLAINS	MO 417 255-0655	7.70	0.63
01/21/02	12:30 PM	D	BOISE	ID 208 323-2551	1.30	0.12
01/21/02	12:32 PM	D	WESTPLAINS	MO 417 255-0655	6.50	0.53
01/21/02	12:39 PM	D	WESTPLAINS	MO 417 255-0655	5.00	0.41
01/21/02	12:48 PM	D	WESTPLAINS	MO 417 255-0655	1.80	0.15
01/21/02	05:53 PM	D	WESTPLAINS	MO 417 255-0655	1.30	0.11
01/21/02	05:55 PM	D	WESTPLAINS	MO 417 255-0655	0.90	0.08
01/21/02	05:56 PM	D	WESTPLAINS	MO 417 255-0655	7.50	0.61
01/21/02	06:05 PM	D	WESTPLAINS	MO 417 255-0655	0.50	0.05
01/21/02	06:06 PM	D	WESTPLAINS	MO 417 255-0655	0.50	0.05
01/21/02	06:10 PM	D	WESTPLAINS	MO 417 255-0655	0.50	0.05
01/21/02	06:23 PM	D	WESTPLAINS	MO 417 255-0655	0.50	0.05
01/21/02	06:24 PM	D	WESTPLAINS	MO 417 255-0655	1.20	0.10
01/21/02	06:30 PM	D	WESTPLAINS	MO 417 255-0655	0.50	0.05
01/21/02	10:18 PM	D	WILLOWSPGS	MO 417 469-2642	0.30	0.03
01/21/02	10:19 PM	D	WILLOWSPGS	MO 417 469-2642	0.40	0.04
01/22/02	08:29 AM	D	RISING SUN	IN 812 438-5073	12.10	1.08
01/22/02	10:36 AM	D	RISING SUN	IN 812 438-5073	3.10	0.28
01/22/02	02:13 PM	D	RISING SUN	IN 812 438-5073	5.30	0.48
01/22/02	03:11 PM	D	RISING SUN	IN 812 438-5073	12.20	1.09
01/22/02	03:24 PM	D	WILLOWSPGS	MO 417 469-2598	0.50	0.05
01/22/02	03:24 PM	D	FRANKLIN	AR 870 322-7201	3.90	0.35
01/22/02	05:13 PM	D	RISING SUN	IN 812 438-5073	0.30	0.03
01/22/02	06:40 PM	D	RISING SUN	IN 812 438-5084	1.30	0.12
01/22/02	07:09 PM	D	RISING SUN	IN 812 438-5084	2.40	0.22
01/22/02	10:41 PM	D	WESTPLAINS	MO 417 257-1515	15.40	1.25
01/22/02	11:20 PM	D	WILLOWSPGS	MO 417 469-1998	1.60	0.13

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
01/22/02	11:57 PM	M	WESTPLAINS	MO 417 293-0838	14.40	1.17
01/23/02	07:58 AM	D	WESTPLAINS	MO 417 257-1515	1.00	0.09
01/23/02	07:59 AM	D	WESTPLAINS	MO 417 257-1515	3.10	0.26
01/23/02	10:15 AM	D	RISING SUN	IN 812 438-5073	23.40	2.09
01/23/02	11:49 AM	D	RISING SUN	IN 812 438-5073	11.10	0.99
01/23/02	02:25 PM	D	RISING SUN	IN 812 438-5073	0.20	0.02
01/23/02	04:44 PM	D	WESTPLAINS	MO 417 293-1482	0.10	0.01
01/23/02	04:45 PM	D	WESTPLAINS	MO 417 255-1111	0.20	0.02
01/23/02	05:34 PM	D	RISING SUN	IN 812 438-5073	2.00	0.18
01/23/02	11:14 PM	D	WESTPLAINS	MO 417 293-1482	0.40	0.04
01/24/02	07:49 AM	D	CINCINNATI	OH 513 563-4321	5.20	0.47
01/24/02	08:21 AM	D	WESTPLAINS	MO 417 256-6150	0.50	0.05
01/24/02	09:55 AM	D	WESTPLAINS	MO 417 255-0441	1.00	0.09
01/24/02	10:00 AM	D	WESTPLAINS	MO 417 256-9111	1.30	0.11
01/24/02	10:23 AM	D	WESTPLAINS	MO 417 255-0441	3.20	0.26
01/24/02	01:42 PM	D	FRANKLIN	AR 870 322-7201	1.60	0.15
01/24/02	05:37 PM	D	WESTPLAINS	MO 417 293-0691	0.10	0.01
01/24/02	05:37 PM	D	WESTPLAINS	MO 417 293-0691	0.50	0.05
01/24/02	05:52 PM	D	WESTPLAINS	MO 417 256-9918	0.30	0.03
01/24/02	06:58 PM	D	WESTPLAINS	MO 417 293-0690	0.10	0.01
01/24/02	07:18 PM	D	WESTPLAINS	MO 417 293-0691	0.10	0.01
01/24/02	09:34 PM	D	CAULFIELD	MO 417 284-3592	3.00	0.25
01/25/02	12:32 AM	D	WILLOWSPGS	MO 417 469-1998	1.20	0.10
01/25/02	01:21 AM	D	WESTPLAINS	MO 417 293-1482	1.20	0.10
01/25/02	09:38 AM	D	WESTPLAINS	MO 417 256-5000	1.60	0.13
01/25/02	11:42 AM	D	RISING SUN	IN 812 438-5073	0.40	0.04
01/25/02	12:07 PM	D	RISING SUN	IN 812 438-5073	7.70	0.69
01/25/02	03:09 PM	D	CINCINNATI	OH 513 563-4321	2.60	0.24
01/25/02	03:15 PM	D	CINCINNATI	OH 513 563-4321	1.20	0.11
01/25/02	03:46 PM	D	RISING SUN	IN 812 438-5073	33.20	2.96
01/25/02	04:20 PM	D	WESTPLAINS	MO 417 255-1111	0.20	0.02
01/25/02	06:06 PM	D	WESTPLAINS	MO 417 293-1482	0.40	0.04
01/25/02	06:17 PM	D	WESTPLAINS	MO 417 255-0655	0.70	0.06
01/25/02	06:18 PM	D	WESTPLAINS	MO 417 255-0655	0.70	0.06
01/25/02	07:29 PM	D	WESTPLAINS	MO 417 256-9918	0.10	0.01
01/25/02	07:30 PM	D	WESTPLAINS	MO 417 257-9202	0.40	0.04
01/25/02	08:03 PM	D	WESTPLAINS	MO 417 257-1515	3.00	0.25
01/25/02	08:07 PM	D	WESTPLAINS	MO 417 257-1515	7.50	0.61
01/26/02	09:11 AM	D	RISING SUN	IN 812 438-5073	5.60	0.50
01/26/02	03:34 PM	D	RISING SUN	IN 812 438-5073	0.40	0.04
01/26/02	08:44 PM	D	WESTPLAINS	MO 417 293-1482	1.40	0.12
01/26/02	10:43 PM	D	WESTPLAINS	MO 417 293-0691	0.10	0.01
01/26/02	10:49 PM	D	WESTPLAINS	MO 417 256-9918	0.40	0.04
01/26/02	11:34 PM	D	WESTPLAINS	MO 417 293-0691	0.90	0.08
01/27/02	09:45 AM	D	RISING SUN	IN 812 438-5073	0.50	0.05
01/27/02	10:29 AM	D	WESTPLAINS	MO 417 256-9918	3.50	0.29
01/27/02	11:16 AM	D	WESTPLAINS	MO 417 293-1482	1.40	0.12
01/27/02	11:18 AM	D	WILLOWSPGS	MO 417 469-1998	1.70	0.14
01/27/02	12:29 PM	D	RISING SUN	IN 812 438-5073	24.60	2.19
01/27/02	12:53 PM	D	RISING SUN	IN 812 438-5073	11.80	1.06
01/27/02	01:07 PM	D	RISING SUN	IN 812 438-5084	2.20	0.20
01/27/02	01:09 PM	D	RISING SUN	IN 812 438-5084	1.50	0.14
01/27/02	01:35 PM	D	WILLOWSPGS	MO 417 469-1998	3.30	0.27
01/27/02	02:47 PM	D	WESTPLAINS	MO 417 257-1515	16.50	1.34
01/27/02	03:04 PM	D	WESTPLAINS	MO 417 257-1515	10.40	0.85
01/27/02	08:46 PM	D	CAULFIELD	MO 417 284-3592	9.00	0.73
01/27/02	08:56 PM	D	CAULFIELD	MO 417 284-3592	2.30	0.19
01/27/02	10:17 PM	D	WESTPLAINS	MO 417 257-1515	10.40	0.85
01/27/02	10:30 PM	D	WESTPLAINS	MO 417 293-1482	1.80	0.15
01/28/02	08:13 AM	D	WILLOWSPGS	MO 417 469-3116	0.90	0.08

D - DAY

SI - STANDARD INTL

T - TRAVEL

X - ORIGINATING NUMBER UNAVAILABLE

E - EVENING

DI - DISCOUNT INTL

I - INTL ORIGINATION

N - NIGHT/WEEKEND

P - PAY PHONE

EI - ECONOMY INTL

M - MULTIPLE RATE PERIOD

* - ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S - PROMOTIONS



FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

02/18/02 -

03/19/02

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03/17/02

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
TELEPHONE NUMBER: (417) 277-5564						
02/19/02	03:50 PM	D	CAULFIELD MO	417 284-7641	0.10	0.01
02/19/02	08:45 PM	D	RISING SUN IN	812 438-5073	72.60	6.47OK
02/20/02	09:32 AM	D	WESTPLAINS MO	417 256-7819	0.40	0.04
02/20/02	07:01 PM	D	WESTPLAINS MO	417 257-0626	38.40	3.12
02/20/02	08:08 PM	D	WESTPLAINS MO	417 257-0626	9.80	0.80
02/20/02	08:41 PM	D	WESTPLAINS MO	417 256-7624	1.80	0.15OK
02/21/02	09:19 AM	D	RISING SUN IN	812 438-5073	51.60	4.60OK
02/21/02	10:39 AM	D	RISING SUN IN	812 438-5073	25.70	2.29OK
02/21/02	12:37 PM	D	RISING SUN IN	812 438-5073	20.90	1.87OK
02/21/02	06:54 PM	D	RISING SUN IN	812 438-5073	33.40	2.98OK
02/22/02	01:17 PM	D	RISING SUN IN	812 438-5073	70.80	6.31
02/22/02	05:00 PM	D	RISING SUN IN	812 438-5073	11.10	0.99
02/22/02	05:12 PM	D	CAULFIELD MO	417 284-7641	0.30	0.03OK
02/22/02	05:14 PM	D	CAULFIELD MO	417 284-7641	0.40	0.04
02/22/02	05:45 PM	D	WESTPLAINS MO	417 257-0626	5.10	0.42OK
02/22/02	05:51 PM	D	RISING SUN IN	812 438-5073	26.80	2.39OK
02/22/02	07:07 PM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
02/22/02	07:08 PM	D	WESTPLAINS MO	417 256-7624	4.50	0.37
02/22/02	07:21 PM	D	RISING SUN IN	812 438-5073	18.10	1.62OK
02/22/02	09:41 PM	D	WESTPLAINS MO	417 293-1482	0.50	0.05OK
02/23/02	09:09 AM	D	RISING SUN IN	812 438-5073	49.70	4.43OK
02/23/02	05:00 PM	D	CAULFIELD MO	417 284-7641	0.70	0.06
02/23/02	09:24 PM	D	WESTPLAINS MO	417 255-0418	2.30	0.19
02/24/02	10:04 AM	D	RISING SUN IN	812 438-5073	30.00	2.67OK
02/24/02	05:15 PM	D	RISING SUN IN	812 438-5073	11.10	0.99OK
02/24/02	07:00 PM	D	RISING SUN IN	812 438-5073	35.70	3.18OK
02/24/02	09:52 PM	D	WILLOWSPGS MO	417 469-1473	7.60	0.62
02/25/02	09:28 AM	D	RISING SUN IN	812 438-5073	47.70	4.25OK
02/25/02	12:10 PM	D	RISING SUN IN	812 438-5073	26.70	2.38OK
02/25/02	02:40 PM	D	CINCINNATI OH	513 563-4321	3.00	0.27OK
02/25/02	02:44 PM	D	CINCINNATI OH	513 563-3131	1.10	0.10OK
02/25/02	03:35 PM	D	WESTPLAINS MO	417 257-0778	0.60	0.05OK
02/25/02	05:06 PM	D	RISING SUN IN	812 438-5073	29.70	2.65OK
02/25/02	07:36 PM	D	RISING SUN IN	812 438-5073	0.50	0.05OK
02/26/02	09:25 AM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
02/26/02	12:17 PM	D	RISING SUN IN	812 438-5073	64.80	5.77OK
02/26/02	02:35 PM	D	CHICAGO IL	312 596-0000	1.30	0.12
02/26/02	02:37 PM	D	RISING SUN IN	812 438-5073	0.40	0.04OK
02/26/02	08:58 PM	D	WESTPLAINS MO	417 256-9918	0.30	0.03
02/27/02	09:19 AM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
02/27/02	09:59 AM	D	RISING SUN IN	812 438-5073	21.30	1.90OK
02/27/02	10:33 AM	D	CINCINNATI OH	513 563-4321	1.80	0.17OK
02/27/02	03:17 PM	D	RISING SUN IN	812 438-5073	24.00	2.14OK
02/27/02	04:40 PM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
02/28/02	07:07 AM	D	CAULFIELD MO	417 284-3592	2.60	0.22
02/28/02	07:21 AM	D	WESTPLAINS MO	417 256-9111	1.70	0.14
02/28/02	07:23 AM	D	WESTPLAINS MO	417 256-6150	0.90	0.08
02/28/02	11:21 AM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
02/28/02	10:21 PM	D	WESTPLAINS MO	417 256-9918	25.40	2.06OK
03/01/02	08:56 AM	D	RISING SUN IN	812 438-5073	51.70	4.61OK
03/01/02	12:22 PM	D	RISING SUN IN	812 438-5073	13.80	1.23OK
03/01/02	06:03 PM	D	RISING SUN IN	812 438-5084	1.90	0.17OK
03/01/02	06:13 PM	D	WESTPLAINS MO	417 256-5669	0.20	0.02
03/01/02	06:44 PM	D	WESTPLAINS MO	417 257-9202	3.80	0.31
03/02/02	01:18 PM	D	RISING SUN IN	812 438-5073	1.10	0.10OK
03/02/02	01:43 PM	D	WESTPLAINS MO	417 256-1482	0.20	0.02
03/02/02	01:44 PM	D	WESTPLAINS MO	417 293-1482	0.30	0.03
03/02/02	03:20 PM	D	RISING SUN IN	812 438-5073	22.50	2.01OK
03/03/02	09:12 AM	D	RISING SUN IN	812 438-5073	25.00	2.23OK

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
03/03/02	07:09 PM	D	RISING SUN IN	812 438-5073	11.00	0.98
03/03/02	09:47 PM	D	WESTPLAINS MO	417 257-6742	1.10	0.09
03/03/02	09:54 PM	D	WILLOWSPGS MO	417 469-4998	1.70	0.14OK
03/03/02	09:56 PM	D	CAULFIELD MO	417 284-3592	1.90	0.16OK
03/03/02	09:58 PM	D	WESTPLAINS MO	417 256-7323	1.00	0.09OK
03/03/02	10:00 PM	D	WESTPLAINS MO	417 256-9918	8.80	0.72OK
03/03/02	10:11 PM	D	WESTPLAINS MO	417 256-9918	4.90	0.40
03/04/02	08:52 AM	D	RISING SUN IN	812 438-5073	48.30	4.30OK
03/04/02	02:26 PM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
03/05/02	08:39 AM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
03/05/02	09:13 AM	D	CINCINNATI OH	513 563-3131	1.00	0.09OK
03/05/02	10:35 PM	M	SUMMERSVL MO	417 932-5584	88.50	7.17
03/06/02	08:19 AM	D	RISING SUN IN	812 438-5073	16.70	1.49OK
03/06/02	12:40 PM	D	RISING SUN IN	812 438-5073	40.30	3.59OK
03/06/02	10:08 PM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
03/07/02	09:40 AM	D	RISING SUN IN	812 438-5073	46.40	4.13OK
03/07/02	10:43 AM	D	CINCINNATI OH	513 569-4321	1.40	0.13OK
03/07/02	10:45 AM	D	CINCINNATI OH	513 563-4321	1.60	0.15
03/07/02	10:49 AM	D	WESTPLAINS MO	417 256-0372	0.10	0.01OK
03/07/02	10:50 AM	D	WESTPLAINS MO	417 256-7624	0.50	0.05OK
03/07/02	05:00 PM	D	RISING SUN IN	812 438-5073	9.10	0.81OK
03/07/02	05:09 PM	D	RISING SUN IN	812 438-5073	0.20	0.02OK
03/07/02	05:10 PM	D	RISING SUN IN	812 438-5084	0.80	0.08OK
03/07/02	07:10 PM	D	WESTPLAINS MO	417 256-5209	0.70	0.06OK
03/08/02	08:39 AM	D	RISING SUN IN	812 438-5073	31.80	2.84OK
03/09/02	08:19 AM	D	RISING SUN IN	812 438-5073	5.30	0.48OK
03/09/02	02:14 PM	D	RISING SUN IN	812 438-5073	21.60	1.93OK
03/09/02	06:03 PM	D	WESTPLAINS MO	417 256-9111	2.00	0.17OK
03/09/02	06:06 PM	D	WESTPLAINS MO	417 256-3766	0.60	0.05OK
03/09/02	06:09 PM	D	WESTPLAINS MO	417 256-1121	28.70	2.33OK
03/09/02	06:40 PM	D	WILLOWSPGS MO	417 469-1473	1.10	0.09OK
03/09/02	06:42 PM	D	BRANSON MO	417 331-1616	0.90	0.08OK
03/09/02	06:44 PM	D	WESTPLAINS MO	417 255-9091	3.70	0.30OK
03/09/02	07:39 PM	D	BRANSON MO	417 331-1616	1.70	0.14
03/09/02	07:42 PM	D	WESTPLAINS MO	417 293-1482	1.80	0.15
03/09/02	07:45 PM	D	WILLOWSPGS MO	417 469-1473	0.80	0.07
03/10/02	08:20 AM	D	RISING SUN IN	812 438-5073	36.80	3.28OK
03/10/02	01:00 PM	D	RISING SUN IN	812 438-5073	32.50	2.90OK
03/10/02	03:30 PM	D	WESTPLAINS MO	417 256-7644	28.40	2.31OK
03/10/02	07:23 PM	D	RISING SUN IN	812 438-5073	17.70	1.58OK
03/10/02	07:40 PM	D	WESTPLAINS MO	417 256-9111	0.40	0.04OK
03/10/02	07:41 PM	D	WESTPLAINS MO	417 293-0691	0.80	0.07OK
03/10/02	07:42 PM	D	RISING SUN IN	812 438-5073	5.10	0.46
03/10/02	08:25 PM	D	WESTPLAINS MO	417 293-0691	1.40	0.12OK
03/11/02	08:39 AM	D	RISING SUN IN	812 438-5073	0.60	0.06OK
03/11/02	08:50 PM	D	SUMMERSVL MO	417 932-5585	37.00	3.00
03/12/02	02:55 PM	D	RISING SUN IN	812 438-5073	17.20	1.54OK
03/13/02	08:40 AM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
03/13/02	10:40 AM	D	CAULFIELD MO	417 284-3592	0.10	0.01
03/13/02	10:49 AM	D	WESTPLAINS MO	417 256-9111	1.30	0.11OK
03/13/02	10:51 AM	D	WESTPLAINS MO	417 257-2387	0.40	0.04OK
03/13/02	11:07 AM	D	WESTPLAINS MO	417 255-9819	2.10	0.18
03/13/02	12:06 PM	D	RISING SUN IN	812 438-5073	0.50	0.05
03/13/02	12:08 PM	D	WESTPLAINS MO	417 256-4265	0.40	0.04
03/13/02	04:37 PM	D	WESTPLAINS MO	417 255-1111	0.70	0.06
03/13/02	07:48 PM	D	RISING SUN IN	812 438-5073	1.70	0.16
03/14/02	08:07 AM	D	RISING SUN IN	812 438-5073	0.30	0.03OK
03/14/02	10:03 AM	D	RISING SUN IN	812 438-5073	0.20	0.02OK
03/14/02	10:16 AM	D	WESTPLAINS MO	417 256-0017	0.80	0.07OK
03/14/02	10:17 AM	D	RISING SUN IN	812 438-5073	40.50	3.61OK

D = DAY
SI = STANDARD INTL
T = TRAVEL

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FOR CUSTOMER SERVICE INQUIRIES

PLEASE CALL 1-800-422-1199

Customer Name

Account Number

Group Number

Billing Period

Invoice Date

Page

RICKEY OAKS

8015974

02/18/02 -
03/17/02

03/19/02

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Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
03/14/02	12:12 PM	D	WESTPLAINS MO	417 255-1111	1.90	0.16
03/14/02	12:14 PM	D	WESTPLAINS MO	417 256-7191	1.80	0.15
03/14/02	03:26 PM	D	RISING SUN IN	812 438-5073	0.50	0.05
03/14/02	07:14 PM	D	RISING SUN IN	812 438-5073	22.50	2.01 OK
03/15/02	09:07 AM	D	RISING SUN IN	812 438-5073	2.30	0.21 OK
03/15/02	09:16 AM	D	WESTPLAINS MO	417 293-1482	0.50	0.05
03/15/02	01:32 PM	D	CINCINNATI OH	513 563-4321	4.90	0.44 OK
03/15/02	03:03 PM	D	WESTPLAINS MO	417 256-8211	1.40	0.12
03/16/02	07:50 AM	D	RISING SUN IN	812 438-5073	2.60	0.24 OK
03/16/02	09:25 AM	D	WESTPLAINS MO	417 293-0691	0.10	0.01 OK
03/16/02	09:25 AM	D	WESTPLAINS MO	417 293-0691	1.10	0.09
03/16/02	10:40 AM	D	WESTPLAINS MO	417 293-0838	1.70	0.14
03/16/02	05:27 PM	D	WESTPLAINS MO	417 256-2131	0.40	0.04
03/17/02	09:37 AM	D	RISING SUN IN	812 438-5073	25.90	2.31 OK
03/17/02	11:57 AM	D	WESTPLAINS MO	417 256-3766	4.10	0.34
03/17/02	06:42 PM	D	RISING SUN IN	812 438-5073	53.50	4.77 OK
TOTAL FOR (417) 277-5564				LLS: 135	1644.50	144.27
TOTAL FOR SERVICE				LLS: 135	1644.50	144.27

Date	Time	Rate	Call Destination	Number Called	Minutes	Charges
IMPORTANT UPDATE Due to the increasing demand for new phone lines in Singapore, the Info-communications Development Authority will switch from a 7-digit to 8-digit dialing plan on Friday, March 1, 2002. Singapore's fixed-telephone and facsimile numbers will add the digit '6' at the beginning of existing 7-digit numbers. The new structure for the national number for overseas calls will be the Singapore country code (65) + 6 + 7-digit number. In some cases, overseas calls to Singapore will have parallel access through August 2002. After this date, overseas calls will receive an International Change Announcement, informing callers to dial the new 8-digit number. Numbers not affected include: - Pager and mobile phone numbers. - 3-digit, 4-digit and 11-digit telephone numbers such as 999, 1711 and 1.800 or 1.900 numbers.						

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P = PAY PHONE

EI = ECONOMY INTL
M = MULTIPLE RATE PERIOD
* = ORIGINATING NUMBER INDICATED FOR TOLL FREE CALLS

S = PROMOTIONS

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. - Print your name and address on the reverse so that we can return the card to you. - Attach this card to the back of the mailpiece, or on the front if space permits.		A. Signature MIKE STOLL ☒ Agent ☐ Addressee	
1. Article Addressed to: Customer Service Dept Broadway Telecommunications Inc. P.O. Box 790036 St. Louis, MO 63179-0036		B. Received by (Printed Name) Mike Stoll C. Date of Delivery APR 6 2002	
2. Article Number (Transfer from Service Receipt) 7001 1140 0003 5114 7203		D. Is delivery address different from sender? If YES, enter delivery address below: ☐ Yes ☒ No	
		3. Service Type ☒ Certified Mail ☐ Express Mail ☐ Registered ☐ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D.	
		4. Restricted Delivery? (Extra Fee) ☐ Yes	
PS Form 3811, August 2001 Domestic Return Receipt 102595-01-M-2509			

U.S. Postal Service CERTIFIED MAIL RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)	
SAINT LOUIS MO 63179	
Postage	\$ 0.34
Certified Fee	\$2.10
Return Receipt Fee (Endorsement Required)	\$1.50
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$ 3.94
WEST PLAINS MO APR 03 2002 USPS 85715	
Sent To: Customer Service Dept. Broadway Telecommunications Street, Apt. No., or PO Box No. P.O. Box 790036 City, State, ZIP+4 St. Louis, MO 63179-0036	
PS Form 3800, January 2001 See Reverse for Instructions	

4/03/02

To: Customer Service Dept.
Broadwing Telecommunications Inc.
PO Box 790036
St. Louis, MO. 63179-0036

From: Rickey Oaks
5700 Co. Rd. 3810
West Plains, MO. 65775

Account # 8015974
Bill Close Date: 01/17/02
Phone Number: 417-277-5564

February 16, 2002

Sirs,

I would like to dispute a portion of my last phone bill. I do not think that these calls were made from my residence. My wife had called your 1-800-422-1199 and did not receive the help that she was looking for. So I am now writing you this letter. If you have any questions, please feel free to call. Thank you for your help.

Disputed Calls:

12/18/01	Irvine, CA	949-724-9885	.25
12/22/01	Branson, MO	417-464-5433	.21
12/22/01	Branson, MO	417-331-1616	.50
12/23/01	Branson, MO	417-464-5433	.06
12/23/01	Irvine, CA	949-724-9885	.07
12/24/01	Irvine, CA	949-724-9885	.06
12/24/01	Newpt News, VA	757-223-1111	1.99
12/27/01	Irvine, CA	949-724-9885	.17
01/01/02	Branson, MO	417-331-1616	.19
01/07/02	Newpt News, VA	757-223-1111	2.11
01/08/02	Thayer, MO	417-264-2754	.02

Sincerely, Rickey

★ (Duplicate) Green card paid for ★

SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
■ Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. ■ Print your name and address on the reverse so that we can return the card to you. ■ Attach this card to the back of the mailpiece, or on the front if space permits.		A. Signature FEB 28 2002 ☒ Agent ☒ Addressee X HARLAND M. HORN B. Received by (Printed Name) <i>Harland M. Horn</i> Date of Delivery <i>2/28/02</i> D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below: ☐ No	
1. Article Addressed to: <i>Cust. Svc. Dept.</i> <i>Broadwing Telecommunications INC.</i> <i>P.O. Box 790036</i> <i>St. Louis, Mo. 63179</i>		3. Service Type ☐ Certified Mail ☐ Express Mail ☐ Registered ☐ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D. 4. Restricted Delivery? (Extra Fee) ☐ Yes	
2. Article Number (Transfer from service label) <i>7001.2510.0007.4910.1161</i>			
PS Form 3811, August 2001		Domestic Return Receipt 102595-01-M-2509	

U.S. Postal Service CERTIFIED MAIL RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)	
SAINT LOUIS MO 63179 OFFICIAL USE	
Postage	\$ 40.34
Certified Fee	\$2.10
Return Receipt Fee (Endorsement Required)	\$1.50
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$ 43.94
0440 02 Postmark Here 02/26/2002	
Sent To <i>Broadwing Telecommunications INC.</i> Street, Apt. No., or PO Box No. <i>P.O. Box 790036</i> City, State, ZIP+4 <i>St. Louis, MO. 63179-0036</i>	
PS Form 3800, January 2001 See Reverse for Instructions	

2/26/02