

RECEIVED
REGGERS ADJUSTMENT

02 AUG 21 AM 11:04

STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Ritzville Warehouse Co.
Odessa Trading Company

Agritel Internet
a division of Ritzville Warehouse Company
PO Box 171
Ritzville, WA 99169

August 20, 2002

The Secretary
Washington Utilities & Transportation Commission
1399 S Evergreen Park Dr SW
PO Box 47250
Olympia, WA 98504-7250

To Whom It May Concern:

Enclosed please find twenty copies of a formal complaint per WAC 480-09-120 (1) (b). I am filing this on behalf of Ritzville Warehouse Company against Sprint Communications Company.

Per WAC 480-09-120 (2) (f):

I hereby certify that I have this day served this document upon all parties of record in this proceeding, by U.S. Mail.

Dated at 10:00AM this 20th day of AUGUST, 2002.

Signature Howard D. Bourne

Sincerely,



Howard D. Bourne
Practical Solutions
3515 21st Place
Coeur d'Alene, ID 83815
(208) 661-2160
hbourne@icehouse.net

cc: John Anderson, Ritzville Warehouse Company

Before the Washington Utilities and Transportation Commission

In the Matter of the complaint of
Ritzville Warehouse Company for return
of funds paid and cancellation of
outstanding balance.

Complaint

1. Complaining party

Ritzville Warehouse Company
201 E First Ave
Ritzville, WA 99169

2. Applicable rules and statutes

This complaint references the following statutes:

RCW 80.36.080 Rates, service, and facilities.

All rates, tolls, contracts and charges, rules and regulations of telecommunications companies, for messages, conversations, services rendered and equipment and facilities supplied, whether such message, conversation or service to be performed be over one company or line or over or by two or more companies or lines, shall be fair, just, reasonable and sufficient, and the service so to be rendered any person, firm or corporation by any telecommunications company shall be rendered and performed in a prompt, expeditious and efficient manner and the facilities, instrumentalities and equipment furnished by it shall be safe, kept in good condition and repair, and its appliances, instrumentalities and service shall be modern, adequate, sufficient and efficient.

[1985 c 450 § 22; 1961 c 14 § 80.36.080. Prior: 1911 c 117 § 35, part; RRS § 10371, part.]

RCW 80.36.300 Policy declaration.

The legislature declares it is the policy of the state to:

- (1) Preserve affordable universal telecommunications service;
- (2) Maintain and advance the efficiency and availability of telecommunications service;
- (3) Ensure that customers pay only reasonable charges for telecommunications service;
- (4) Ensure that rates for noncompetitive telecommunications services do not subsidize the competitive ventures of regulated telecommunications companies;
- (5) Promote diversity in the supply of telecommunications services and products in telecommunications markets throughout the state; and
- (6) Permit flexible regulation of competitive telecommunications companies and services.

[1985 c 450 § 1.]

RECEIVED
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STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION
COMMISSION

3. Statement of facts

Ritzville Warehouse Company (RWC) provides Internet access to the communities of Ritzville, Lind, Benge, and Washtucna, including many farmers in the area, via a division of their company called Agritel. This service has been available to the area since early 1999. Warehouse personnel managed the service with the assistance of an outside consultant up until September of 2000 when a major management restructuring began, including the management of Agritel. Details of this complaint have had to be constructed using emails and documentation from the files of previous management.

In early February of 2000, the Ritzville Warehouse Company requested pricing (exhibit 1) for a T1 data circuit from Sprint Communications Company and an order was placed in early March. The circuit id assigned was 76.HCGS404979.PN. Since Agritel is small Internet Service Provider they rely on the services of a tier 1 or tier 2-service provider to be their portal to the Internet. This circuit was to be their connection to this "upstream" service provider.

Exhibit 2 explains some of the installation process and states that the install was scheduled for April 11, 2000. Exhibit 3 is a memo date 3/29/00 from a Technical Applications Consultant for Sprint detailing the procedures necessary to implement the circuit. It talks about RWC's responsibility during the install, when things are scheduled to happen relative to the implementation date, and explains that, and I quote, "*Sprint will initiate billing if the access has been accepted and the site is not ready for service on the Sprint service installation date*". I find no record of any conversation stating that the site was not ready on the scheduled implementation date. I also find no record of any correspondence stating that the circuit is ready for use or that RWC accepted the circuit as complete.

Sprint maintains that Ritzville Warehouse Company did not follow correct procedures for technical support or cancellation of the service. Also referring to exhibit 3, mention is made of what to do if the company has a service problem "*after installation has been completed*". It is the position of RWC that this circuit was never completed and, since RWC was never able to connect to the circuit to pass data, RWC could not submit a trouble repair request nor cancel the circuit. There was not a valid, functional circuit to cancel.

On June 21, 2000, RWC received the first billing and I can find nothing more in the file until August 8 (exhibit 4) when RWC was notified that Sprint wanted to turn off the circuit for non-payment. Also in this email, Sprint admits to a problem with the local phone company. On August 16, Sprint sent a mail informing RWC that a credit was being issued for charges up to the first of August. It was also suggested that the company pay the bill, which they did on check number 61435 dated August 16, and the Sprint rep would submit credits to be taken off future billings (exhibit 5). Also in this exhibit, the Sprint rep states that he has submitted the paperwork and that he was hoping to get the bill copy from Wendy who, at the time, was the assistant manager for Ritzville Warehouse.

In the documentation that RWC received from the original collection agency (exhibit 6), it is clearly documented that Sprint was aware of problems on the circuit. Sprints collections personnel were working within their company to get the problems resolved or the bill paid. The collections department was being told by the sales representative that the circuit wasn't working and sales was trying to resolve the problems.

4. Explanation of exhibits

Exhibits 1 through 6 are copies of emails that were involved in this transaction. Throughout these exhibits, references are made to Wendy Brodahl, Beau Duff, and Phil Craig. They are the principles that were involved with the decision to order this circuit and were also responsible for the functionality of the circuit. Wendy was the assistant manager for Ritzville Warehouse Company and Beau operations manager for Agritel. Both have left the employment of Ritzville Warehouse. Phil Craig is a consultant and was under contract to provide technical support. His contract was terminated in March of 2002. With the exception of exhibit 7, these mails are the results of multiple mails being involved and need to be read in reverse order; that is, the first mail of the sequence will actually be the last mail in the exhibit.

5. Results of informal complaint #WUTC 73332

Exhibit 7 is the running dialogue of our informal complaint #WUTC 73332. To summarize this document, Regulatory Analyst Tani Thurston ruled that, while RWC did not follow all of the proper steps, RWC acted in good faith and trusted their contacts at Sprint to act as they had promised. I believe that a thorough review of all documents will show that RWC did act in good faith, that Sprint made some substantial promises that were not kept, and that the billing is for a service that was never functional. RWC has had no correspondence with Sprint since this ruling was issued on May 8, 2002 and was quite shocked when a notice from a second collection agency was received on Monday, July 29, 2002.

6. Qualifications of the author

My name is Howard Bourne from Practical Solutions in Coeur d'Alene, ID. Ritzville Warehouse Company contracted with me to handle the day-to-day management of Agritel and I began this engagement in February of 2002. Prior to opening my own consulting business, I was employed by a large forest products firm serving the last 3 years as wide area network administrator. In that position, I had the opportunity to deal with some of the largest telecommunications providers in the United States, Canada, and Ireland. Because of my background, I feel that I am uniquely qualified to address an issue such as this one.

7. Summary

To facilitate a change to a new circuit like would require some extensive planning and scheduling as there are a number of changes required in the network to connect to the new circuit and disconnect from the old. These changes would require detailed coordination of technical staff and forewarning of the customer base informing them of the impending change. This would require the network to be out of service for some time and would generally be scheduled for a night or weekend. There is not documentation that even hints at a scheduled conversion date, which would lead a reasonably prudent person to believe that the circuit was never completed to the stage of usage. RWC feels that the correspondence shown in the exhibits clearly document the fact that RWC was consistent in their position, acted in good faith in their dealings with Sprint, and even went so far as to make a couple of good faith payments knowing full well that the circuit was not functioning. RWC can find no documentation showing that Sprint did anything to resolve the problems or follow through with their promises to provide credits for the first couple of months.

RCW 80.36.080 mentioned above in paragraph 2 says that, and I paraphrase, all rates, tolls, and charges of telecommunications companies shall be fair, just, reasonable and sufficient and the service to be rendered shall be rendered and performed in a prompt, expeditious and efficient manner. Sprint communications did not meet either of these criteria in this matter.

RCW 80.36.300 item number 3 states the following:

The legislature's declares that it is the policy of the state to:

(3) Ensure that customers pay only reasonable charges for telecommunications service.

Ritzville Warehouse felt that the charges quoted by Sprint for this circuit was reasonable and was willing to pay those charges IF the communications circuit performed to the level advertised. The circuit was never completed and thus Ritzville Warehouse was unable to use the service.

8. Request for relief

Ritzville Warehouse Company is asking the commission to grant relief in the following manner:

- Order Sprint Communications to stop collection proceedings on any outstanding receivables balance related to the above mentioned telecommunications circuit.
- Order Sprint Communications to immediately issue credit to Ritzville Warehouse Company in the amount of \$16,657.11.
- Order Sprint Communications to refund to Ritzville Warehouse Company the amount of \$2,658.00. This represents the amount of the two checks (#61435 and 65336) that RWC wrote to Sprint on August 16, 2000 and December 22, 2000, respectively.

Respectfully submitted for:

Ritzville Warehouse Company
201 E First Ave
Ritzville, WA 99169
(509) 659-0130

by:

Howard D. Bourne
Practical Solutions
3515 21st Place
Coeur d'Alene, ID 83815
208-661-2160
hbourne@icehouse.net

I affirm that the information contained herein is true and correct to the best of my belief.

Howard D. Bourne

Date: August 20, 2002

Exhibit 1

From: "Wendy Brodahl" <wendyb@agritel.net>
To: <pacraig@westriver.net>
Subject: Fw: Sprint Pricing
Date: Wed, 9 Feb 2000 07:24:44 -0800
X-Priority: 3
Status:

Here's the quote from Sprint. Let me know what you think.

Wendy

----- Original Message -----
From: david a snell <david.a.snell@mail.sprint.com>
To: <wendyb@agritel.net>
Sent: Tuesday, February 08, 2000 1:57 PM
Subject: Sprint Pricing

> Wendy,
>
> Thanks for your time today. Please find attached preliminary pricing
> information on a T1 connection to the internet. I have also listed
> below
> Pricing for a T1 point to point connection. If you have any questions
> feel free to give me a call anytime. Feel free to visit the Sprint web
> site for more detailed network info. www.sprint.com

>
> Point to Point connection:
>
> Total Cost:
>
> Two year term: \$1,288.00 (per month)

>
>
> David Snell
> Data Account Specialist / Sprint
> Phone: 877-620-4355 (Toll Free)
> Fax: 888-560-4128
> E-mail: david.a.snell@mail.sprint.com

> From: David A. Snell
>
> Sent: Tuesday , February 8, 2000
>
> To: Wendy Brodahl
>

> Subject: Sprint Contact Info and Quote
>
>
> Thank you for your time. Here is the contact and pricing info we
> discussed.
>
> A full T1 in your area would run \$1,400.00 per month based on a two
> year term that allows us to waive your installation and setup fees.
Here
> is the breakdown:
>
> Local Loop: (T1): \$ 400.00 (per month)
> Port Charge (T1): \$ 1,000.00 (per month)
>
> Total Local Loop/Port Charge: \$1,400.00 (per month)
>
>
> Realize that this connection is a private line from your router to
> Sprint's Internet Platform. It is not frame relay, nor is it shared.
> It includes secondary DNS Services as well as the IP addresses you
need
> to run your business at no extra charge.
>
>
> Please call or email if you have any additional questions.
>
> David Snell
>
> Sprint Data Account Specialist
>
> Ph:1-877-620-4353
>
> Email: david.a.snell@mail.sprint.com
>
>
>
>
>
>
>

Exhibit 2

From: "Wendy Brodahl" <wendyb@agritel.net>
To: "Phil Craig" <pacraig@agritel.net>
Subject: Fw: Ritzville / Conf Letter
Date: Mon, 6 Mar 2000 16:18:21 -0800
X-Priority: 3
Status:

----- Original Message -----

From: Elston Kirk <Elston.Kirk@mail.sprint.com>
To: <wendyb@agritel.net>
Cc: <elston.kirk@openmail.mail.sprint.com>;
<david.a.snell@openmail.mail.sprint.com>
Sent: Monday, March 06, 2000 4:12 PM
Subject: Ritzville / Conf Letter

>

>

> [PICTURE]

>

> Organization

Integrated Services

>

> Circle

3100 Cumberland

>

> 5940

Atlanta, GA 30339-

>

>

>

> 3/6/00

>

>

>

> Wendy Brodahl

> Ritzville Warehouse Co

> 201 E First Avenue

> Ritzville, WA 99169

>

> Dear Wendy:

>

> Thank you for your recent Sprint order for IP service. Sprint greatly
> appreciates the opportunity to support your data requirements. It is
> our objective to meet your expectations and provide the highest
quality

> of service. As the project manager assigned to Ritzville Warehouse
Co,

> I will make every effort to ensure the implementation of your service
is

> transparent to you and your customers. In order to provide you with a
> smooth transition, I will be contacting you in the next few weeks to
> discuss the implementation plan for this service.

>

> The local access provider for your location is Tel Utilities of WA,
> according to their standard interval table, 25 business days are
> currently required to provide local service. The installation date for
> your IP service will be 4/11/00.

>

> Thank you for choosing Sprint. If you have any questions or concerns,
> please feel free to contact me at 877-311-8154.

>

>

> Sincerely,
>
>
> Elston Kirk
> ISO/Technical Applications Consultant
> 404-649-8154 (Local)
> 877-311-8154 (Toll Free)
> 877-778-3539 (Fax)
> Elston.Kirk@mail.sprint.com
> [PICTURE]
>
>

Exhibit 3

From: "Wendy Brodahl" <wendyb@agritel.net>
To: "Phil Craig" <pacraig@agritel.net>
Subject: Fw: Ritzville/Install Letter
Date: Wed, 29 Mar 2000 09:52:49 -0800
X-Priority: 3
Status:

----- Original Message -----

From: Elston Kirk <Elston.Kirk@mail.sprint.com>
To: <wendyb@agritel.net>
Cc: <elston.kirk@openmail.mail.sprint.com>;
<david.a.snell@openmail.mail.sprint.com>
Sent: Wednesday, March 29, 2000 8:37 AM
Subject: Ritzville/Install Letter

> [PICTURE]

>

Integrated Services

Organization

>

3100 Cumberland

Circle

>

Atlanta, GA 30339-

5940

>

>

>

> 3/29/2000

>

>

> Wendy Brodahl

> Ritzville Warehouse Company

> 201 E First Avenue

> Ritzville, WA 99169

>

> Dear Wendy:

>

> Sprint's objective is to meet our customers' IP service expectations
> by

> providing the highest quality of service delivery. In order to meet

> this objective, Sprint would like to provide you the opportunity to

> review and confirm the service order information provided to Sprint.

> Enclosed for your review is the Customer Communication Package (CCP)

> which includes information regarding the implementation of your
service

> and the trouble reporting procedures that should be referenced after
> your service is implemented:

>

> . Customer Implementation Requirements - details your
> responsibilities during the implementation of your service. Please
> ensure that the primary and alternate contacts for each location
> receive a copy in order to eliminate delays and rework.

>

> . Site Information- Any changes or corrections made to the Site
at

> a later date could result in a delay in the delivery of your
service.

> Please contact us immediately if there are any changes.

>

> . Customer Trouble Reporting Guidelines - if you experience a
> service problem after installation has been completed, follow these

> procedures and report the trouble to the Sprint Service Management
> Center (SMC) as soon as possible (1-800-877-5045).
>
> I will be updating you on this order as it is processed. If changes
are
> required, please contact me as soon as possible. Please feel free to
> call me at 877-311-8154 if you have any questions.
>
> Your FOC (Firm Order Confirmation) date has been scheduled for
04/14/00,
> this is the date your local loop (T1) will be delivered by Century
> Telephone. Please have someone available at the site on this day. Your
> private line number is 338651, used to obtain IP Addresses and
activate
> service with SprintLink Implementation at 800-232-3458 opt 2.
>
> Sincerely,
> Elston Kirk
> ISO/Technical Applications Consultant
> 404-649-8154 (Local)
> 877-311-8154 (Toll Free)
> 877-778-3539 (Fax)
> Elston.Kirk@mail.sprint.com
> [PICTURE]

> [PICTURE]

> [PICTURE]

CUSTOMER IMPLEMENTATION

REQUIREMENTS

>
>
>
> For Sprint to effectively manage the implementation of your service,
> please review the following checklist and distribute to each
applicable
> site. Remember--good planning eliminates delays and rework!

>
> . The Sprint Technical Applications Consultant will call to
confirm
> that the site is ready to accept service approximately five
business
> days prior to installation.

>
> Please contact Sprint immediately if there are any changes to your
site
> which may impact the installation of the access or the Sprint service
on
> the agreed-upon dates

>
> . Your access provider will deliver the access approximately four
> business days prior to the Sprint service installation date.
Please

> ensure that someone at the site is prepared to work with the access

> completed, report it to the
> Sprint Service Management Center (SMC) as soon as possible.

> 1-800-877-5045

> To report service issues, 24 hours a day, 7 days a week, simply follow
> these steps:

> 1. Call the Sprint Service Management Center at 800-877-5045 and
> follow the recorded instructions to reach the Customer Support Team
> for the Sprint service you are reporting. A summary of the menu
> prompts is attached.

> 2. If the support representative assisting you cannot resolve the
> issue during your initial call, the representative will open a
> trouble ticket and provide you with a ticket number. Provide this
> ticket number when communicating with the SMC representative
relating
> to this issue.

> 3. Your SMC Representative will keep you apprised of the status of
> your trouble on a regular basis. If resolution of your problem is
not
> progressing in an acceptable manner, the representative will
escalate
> your ticket according to established guidelines (attached) based on
> the severity of your trouble. Please refer to the attached status
and
> escalation guidelines for specific details.

> When reporting a problem, be prepared to provide the following
> information:

> Data Services

- > . Your name, telephone number
- > . Host & site after-hour contacts, and access hours
- > . Host & site network address (if applicable)
- > . Local Access Number (if applicable)
- > . Nature of problem (not operating, slow response, busy,
> ring-no-answer)
- > . Can intrusive testing be done at this time?

> Additional information that may be requested for IP

- > . Specific description of the problem (Down hard, slow response,
> can't route to or ping specific IP address)
- > . When can the router/access facility be taken for testing?
- > . Any special instructions or requirements
- > . Has anything been changed in the router hardware or software
> configuration?
- > . What is the distant end IP address?

Messaging

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> 1, 3, 4

>

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>

CP

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> 1, 3, 5

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Security, Firewalls, Emergency Call

Trace

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> 1, 3, 6

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FONCAR

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> 1, 4, 1

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Dial Access

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> 1, 4, 2

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>

General

Info

>

> 1, 4

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>

In

Touch

>

> 1, 4, 3

>

>

Direct Extension

Access

>

> 2, 4-Digit Extension

>

>

>

Exhibit 4

From: "Wendy Brodahl" <wendyb@agritel.net>
To: "Phil Craig" <pacraig@agritel.net>
Subject: Fw: Cancellation of Circuit
Date: Tue, 8 Aug 2000 08:49:22 -0700
X-Priority: 1
Status:

----- Original Message -----

From: "david a snell" <david.a.snell@mail.sprint.com>
To: <wendyb@agritel.net>
Sent: Tuesday, August 08, 2000 8:26 AM
Subject: Cancellation of Circuit

> Wendy,
>
> Please call me when you get a chance to discuss the status of your
> T1....I have not heard back from Phil Craig and I am trying to find
> out
> exactly what is going on. My people say there was some trouble on our
> end and with the router on your end...As well as the local phone
> company. The bottom line is that we need to get this resolved one way
> or
> the other....Sprint wants to turn the circuit off for non payment. And
> I
> would appreciate your help in getting Phil to contact me to get this
> resolved. I would like to keep your circuit up!!!!
>
>
>
> David Snell
> Data Account Specialist / Sprint
> Phone: 877-620-4355 (Toll Free)
> Fax: 888-560-4128
> E-mail: david.a.snell@mail.sprint.com
>
> Sprint Info: www.sprint.com www.sprintbiz.com
>
>
> Sprint Multicasting Info: www.sprint.net/multicastfaq.html
>
>
>
>
>

Exhibit 5

From: david a snell <david.a.snell@mail.sprint.com>
X-OpenMail-Hops: 1
Date: Mon, 21 Aug 2000 14:28:02 -0500
Subject: RE: Need documentation....
TO: phil.craig@cleardata.net

Phil,

Have submitted paperwork..I was hoping to get bill copy from Wendy..but haven't heard back from her..wanted to confirm credit amount....Should hear any day now...I will let you know as soon as I hear something....

David Snell
Data Account Specialist / Sprint
Phone: 877-620-4355 (Toll Free)
Fax: 888-560-4128
E-mail: david.a.snell@mail.sprint.com
<mailto:david.a.snell@mail.sprint.com>

Sprint Info: www.sprint.com <<http://www.sprint.com>>
www.sprintbiz.com <<http://www.sprintbiz.com>>

Sprint Multicasting Info: www.sprint.net/multicastfaq.html
<<http://www.sprint.net/multicastfaq.html>>

-----Original Message-----

From: phil.craig [mailto:phil.craig@cleardata.net]
Sent: Monday, August 21, 2000 2:25 PM
To: phil.craig; David A. Snell
Subject: Re: Need documentation....

Do you have a resolution to what "they" said at this point David?

--

Phil Craig Jr. •
Network Engineer

ClearData.Net, Inc.
Network Operations

ValleyNet Services, Inc.
AKA "ATNET CONNECTIONS"
Moses Lake, WA Operations

> From: david a snell <david.a.snell@mail.sprint.com>
> Date: Thu, 17 Aug 2000 07:39:03 -0500
> To: phil.craig@cleardata.net
> Subject: RE: Need documentation....
>
> Thanks Phil...I will review and submit credit..I will let you know
what
> they say....
>

>
>
> David Snell
> Data Account Specialist / Sprint
> Phone: 877-620-4355 (Toll Free)
> Fax: 888-560-4128
> E-mail: david.a.snell@mail.sprint.com
> <mailto:david.a.snell@mail.sprint.com>
>
> Sprint Info: www.sprint.com <http://www.sprint.com>
> www.sprintbiz.com <http://www.sprintbiz.com>
>
>
> Sprint Multicasting Info: www.sprint.net/multicastfaq.html
> <http://www.sprint.net/multicastfaq.html>
>
>
>
> -----Original Message-----
> From: phil.craig [mailto:phil.craig@cleardata.net]
> Sent: Wednesday, August 16, 2000 8:23 PM
> To: David A. Snell
> Subject: Re: Need documentation....
>
>
> I told them to pay the August bill today that you were working the
> credit
> issue on your end. Emails are following.
>
> --
> Phil Craig Jr. •
> Network Engineer
>
> ClearData.Net, Inc.
> Network Operations
>
> ValleyNet Services, Inc.
> AKA "ATNET CONNECTIONS"
> Moses Lake, WA Operations
>
>
>> From: david a snell <david.a.snell@mail.sprint.com>
>> Date: Wed, 16 Aug 2000 10:05:08 -0500
>> To: pacraig@westriver.net
>> Subject: Need documentation....
>>
>> Phil,
>>
>> I haven't received those e-mails yet....I know your busy but if you
> get
>> a chance please forward those to me so we can avert the disconnection
> of
>> the line....I am submitting a credit up until August 1st....but I
need
>> your help...You might want to tell Ritzville Warehouse to just pay
the
>> bill and I will submit the credit and will be taken off future
>> bills....it's up to you....let me know as soon as you can..Thanks....
>>
>>

>>
>>
>> David Snell
>> Data Account Specialist / Sprint
>> Phone: 877-620-4355 (Toll Free)
>> Fax: 888-560-4128
>> E-mail: david.a.snell@mail.sprint.com
>>
>> Sprint Info: www.sprint.com www.sprintbiz.com
>>
>>
>> Sprint Multicasting Info: www.sprint.net/multicastfaq.html
>>
>>
>>
>>
>
>
>

Exhibit 6

CUSTOMER DETAIL

COMPANY: 01

RITZVILLE WAREHOUSE CO

P.O. BOX 171

201 E FIRST AVE

RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509)

659-0130

CONTACT:

CREDIT ANALYST: 99

COLL MGR: 99

SALESPERSON: D02

REVIEW DATE:

TOTAL DUE	ITEM NUMBER	ITEM DATE	ITEM AMOUNT	AG CD	TR DAYS	PO/XREF STA NUMBER
16,657.11	000002648938	05/05/00	1,956.03	6	0551	IAI
PENDING CREDITS	000002677732	07/08/00	1,329.00	6	0487	IAI
.00	000002708326	09/08/00	1,329.00	6	0425	IAI
	000002723631	10/08/00	1,329.00	6	0395	IAI
TOTAL PAST DUE	000002739129	11/08/00	1,329.00	6	0364	IAI
16,657.11	000002772160	01/08/01	1,329.00	6	0303	IAI
	000002788993	02/08/01	1,329.00	6	0272	IAI
	000002805593	03/08/01	1,329.00	6	0244	IAI
CREDIT LIMIT	000002822857	04/08/01	1,329.00	6	0213	IAI
	000002840450	05/07/01	1,356.36	6	0184	IAI
EXCEEDED AMOUNT						

MORE . . .

NEXT ITEM REFERENCE NUMBER: _____

ITEMS SEQUENCED BY ITEM REFERENCE NUMBER

RESEQUENCE BY: _____

QUEST: _ 1=CRIT ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _____

CUSTOMER DETAIL

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US WA 99169

CUST: 013101190-0100 TEL: (509) 659-0130 CONTACT:

CREDIT ANALYST: 99 COLL MGR: 99 SALESPERSON: D02 REVIEW DATE:

TOTAL DUE	ITEM	ITEM	ITEM	AG	TR	PO/XREF
16,657.11	NUMBER	DATE	AMOUNT	CD	DAYS	CD STA NUMBER
PENDING CREDITS	000002858271	06/07/01	1,356.36	6	0153	IAI
.00	000002877109	07/08/01	1,356.36	5	0122	IAI

TOTAL PAST DUE
16,657.11

CREDIT LIMIT

EXCEEDED AMOUNT

* * * END OF LIST * * *

NEXT ITEM REFERENCE NUMBER: _____

ITEMS SEQUENCED BY ITEM REFERENCE NUMBER RESEQUENCE BY: _____

REQUEST: _ 1=CRIT ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
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US

WA 99169

CUST: C13101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 11082001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: ISA GADSON

PHONE : (913)-315-6839

I SPOKE TO BO DUFF HE SAID THEY ARE NOT RESPONSIBLE FOR THE BALANCE. HE SAID THE T1 LINES WERE NOT ACTIVATED EVENTHOU CUSTOMER SERVICE IS STATING THERE WAS TRAFFIC ON THE LINES. HE SAID HE WAS TOLD BY SPRINT SUP TED ROGERS 800-618-3909 HE WOULD RSCH AND CALL HIM BACK. BO SAID SINCE THEN HE AS LEFT SEVERAL MESSAGES FOR TED WITH NO RESPONSE BACK. I WILL FOLLOW UP WITH TED ROGERS.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

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RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 11062001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: ISA GADSON

PHONE : (913)-315-6839

I LEFT A MESS FOR AP RE: PAST DUE BALANCE.

FOLLOWUP CREATED BY ISA GADSON, PHONE 9133156839

ARID: 013101190-0100, ACCOUNT NAME: RITZVILLE WAREHOUSE CO

FOLLOWUP CREATION DATE: 11/6/01 3:43:07 PM, FOLLOWUP REASON CODE: LEFT MESSAGE
CALL (LMTC)

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _

CREDIT NOTES

COMPANY: 01

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201 E FIRST AVE

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US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 09042001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

DEBI WILLIAMS (DW1) IS ASSIGNING ARID: 013101190-0100 FOR FINAL DEMAND COLLEC
N TO ISA GADSON ON 09/04/2001. DEBI WILLIAMS (DW1) MAY BE REACHED AT 913-315
40.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST
ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08282001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

FOLLOWUP DELETED ON 8/28/01 9:55:18 AM BY HEATHER GARMESON , PHONE 8777873966

ARID: 013101190-0100, ACCOUNT NAME: RITZVILLE WAREHOUSE CO

FOLLOWUP CREATION DATE: 8/14/01, FOLLOWUP REASON CODE:

CREATED BY: HEATHER GARMESON

PHONE : (877)-787-3966

SENDING ACCOUNT TO FINAL DEMAND & PLACING BALANCE IN DOUBTFUL
RESERVES. ACCOUNT HAS STOPPED BILLING; CUSTOMER IS DENIED
CREDIT FROM SVC BECAUSE SERVICE WAS ACTIVE; SALES WILL NOT BE
ISSUING CREDITS/NEW SERVICE DUE TO CUSTOMER HISTORY.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O.BOX171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 653-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08282001 PAGE: 02 ADD PAGE: __ REVIEW DATE: N PURGE THIS PAGE: __

PLACING \$16,657.11 INTO DOUBTFUL ACCOUNT RESERVE.

ARID: 013101190-0100

CURRENT DATE: 08/28/2001

FROM USER: HEATHER GARMESON (HG1) 8777873966

REQUEST: __ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: __

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08172001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: HEATHER GARMESON

PHONE : (877)-787-3966

RECEIVED VMAIL FROM TED ROGERS, SALES SUPE. FOR SAM VOYLES, HE
REQ ANY INFO WE HAD ON THE CUST SO THEY CAN TRY TO MAKE SOME
KIND OF DECISION REGARDING RE-SELLING SERVICES & CREDITING P/D
BALANCES. LEFT DETAILED VM FOR HIM OF SITUATION.

CREATED BY: HEATHER GARMESON

PHONE : (877)-787-3966

SEE ACCNT #013098631-0100 // SAME PERSON (PHIL CRAIG) LISTED
ON LOTUS PROFILE FOR THESE TWO CUSTOMERS. ACCOUNTS ARE

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST
ACTION: _____

Page: 9 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08172001 PAGE: 02 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

LOCATED IN DIFFERENT CITIES BUT DISPUTES ON BOTH ACCOUNTS ARE EXACTLY THE SAME- CUST STATES CIRCUITS WERE NEVER ACTIVE, SERVICE DENIES CREDIT BECAUSE TRAFFIC WAS FOUND TO HAVE PASSED THROUGH THE LINES, CUSTOMER REFUSES TO PAY. OTHER ACCOUNT IS ABOUT TO GO TO DISCO AND CUSTOMER IS ATTEMPTING TO SET UP NEW SERVICES WITH SALES. LVM WITH SALES SUPE TED ROGERS GIVING HIM THIS UPDATED INFO.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _

ge: 10 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O.BOX171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08162001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: HEATHER GARMESON

PHONE : (877)-787-3966

S/W BO DUFF, ADDED HIM TO CONTACTS. CUSTOMER STATED THEY STILL MAINTAIN THAT THEY SENT NO TRAFFIC OVER CIRCUITS AND DO NOT WANT TO PAY FOR SVC THEY DID NOT RECEIVE. ADV CUST CLAIM WAS DENIED SAYING THAT THE CIRCUIT HAD PASSED TRAFFIC (PER LOTUS NOTES DISPUTE). CUSTOMER STATED IS WORKING WITH SALES REP SAM VOYLES TO HAVE AMOUNT CREDITED & SERVICE TURNED ON. CUSTOMER WAS NOT AWARE THAT ACCOUNT WAS BUSIED OUT & CANCELLED PRIOR. SENT EMAIL TO SALES REP STATING THAT UNLESS THERE ARE

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _

Page: 11 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08152001 PAGE: 02 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

GOING TO BE CREDITS PROCESSED WE WILL HAVE TO PURSUE AMOUNTS &
TO PLEASE CONTACT ME WITH ANY INFORMATION.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST
ACTION: _____

ge: 12 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O.BOX171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08142001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

THE FINAL DEMAND LETTER 2 CORRESPONDENCE WILL BE SENT TO THE FOLLOWING RECIPIENT (ARID: 013101190-0100NT--LOGO VISIBLE).

FROM USER: HG1 HEATHER GARMESON 8777873966

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CJST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08142001 PAGE: 02 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

\$\$/L. POTTER/07 800 603-5743 REVIEWED ACCT-DISCONNECT COMPLETE. HAS STOPPED BILLING

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 559-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08062001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: HEATHER GARMESON

PHONE : (877)-787-3966

PER PREV NOTES, REQ TO CANCEL SENT 5/01 BUT ACCOUNT DID BILL
7/01 INVOICE. WILL FU TO SEE IF 08/01 POSTS. CREDITS FOR
CUSTOMER S DISPUTE WERE DENIED. WILL FU TO RE-SEND
CANCELLATION REQUEST IF ACCOUNT BILLS AGAIN, OR TO SEND TO
FINAL DEMAND IF IT DOES NOT.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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201 E FIRST AVE

P.O.BOX171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 07172001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: KYLA OLIVER

PHONE : (303)-313-6343

OB CALL TO PHIL. TT RECPTNST GAVE HIM MY NAME AND NUMBER.SAYS
WILL FWD MY MESSAGE..WILL MONITOR

07/24/01-PER EMAIL FROM PMC/IP TELECENTER ADVISING THIS CIRCUIT HAS PASSED TR
FFIC, HAS HISTORY OF TROUBLE TICKETS WHICH WERE CLOSED AFTER CONFIRMATION FROM
CUSTOMER THAT CIRCUIT WAS UP AND ACTIVE. CIRCUIT HAS BEEN DISCONNECTED AS RE
UESTED BY CUSTOMER, VERIFIED IN DCP STOP DATE AS OF 08/01/01. NO FURTHER CHA
GES SHOULD GENERATE. SINCE CIRCUIT HAS PASSED TRAFFIC, NO CREDITS CAN BE GIVE
N/JUSTIFIED....CLAIM TO BE CLOSED....GABRIEL/ISO/888-888-2111

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 07102001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: KYLA OLIVER

PHONE : (303)-313-6343

OB TO PATRICIA TT RECEPTIONIST SHE SAYS PATRICIA N/A WILL FWD
MESSAGE TO HER

CREATED BY: KYLA OLIVER

PHONE : (303)-313-6343

RECEIVED I/B CALL FROM PATRICIA...SHE SAYS CORRECT PERSON TO
SPEAK WITH IS PHIL CRAIG..

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 06252001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: KIMBERLEY TOFT

PHONE : (303)-297-5423

WAITING FOR ZERO BILLING.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

ge: 18 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O.BOX171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

FAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 06132001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

\$\$/L.POTTER/07 800-603-5743 PER REQUEST FROM K.TOFT SUBMITTED COMPLETE DATA
DISCONNECT TO DATA OE.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
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RITZVILLE

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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 05232001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: KIMBERLEY TOFT

PHONE : (303)-297-5423

SENT E-MAIL TO LINDA POTTER TO CANCEL SERVICE. SVC WAS BUSIED
OUT ON 5/8--NO RESPONSE.

CREATED BY: KIMBERLEY TOFT

PHONE : (303)-297-5423

WILL SET FOR F/U FOR WHEN ACCT FINAL BILLS. THERE IS A
DISPUTE IN PROGRESS IN LOTUS NOTES FOR \$7272.03, HOWEVER,
CUSTOMER STATES PER PREV NOTES THAT THEY WILL NOT PAY BECAUSE
SVC IS NOT WITH SPRINT.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST
ACTION: _____

CREDIT NOTES

COMPANY: ca

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
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US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 05212001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: KIMBERLEY TOFT

PHONE : (303)-297-5423

WILL WAIT FOR RESPONSE FROM MANDI. WILL F/U IF NO RESPONSE BY WED.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
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RITZVILLE

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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 05082001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: KIMBERLEY TOFT
PHONE : (303)-297-5423

PER NOTES ON ACCT, CUST IS REFUSING TO PAY BAL. INT TO DISC
LTR WAS SENT BY PREV COLL ON 4/17. SENT REQ TO LINDA POTTER
TO BUSY OUT SVC. IF NO RESPONSE IN 10 DAYS, WILL REQ
CANCELLATION. NEED BAL IN FULL ON ACCT.

\$\$/L. POTTER/07 800 603-5743 PER REQUEST FROM K. TOFT ENTERED TT #4619498
TO ADMIN DOWN PL #338651

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST
ACTION: _____

e: 24 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO

P.O. BOX 171

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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 04172001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

THE INTENT TO DISCONNECT CORRESPONDENCE WILL BE SENT TO THE FOLLOWING RECIPIEN
ARID: 013101190-0100T--LOGO VISIBLE).

FROM USER: MD1 MICHAEL DAVIS

PER ISO REP LIZ CUST REFUSED TO PAY SENT 1ST LTR TO DISC

QUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 04132001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: JENNIFER NELSON

PHONE : (303)-297-5145

RECEIVED MSSG FROM LIZ IN CUST SRVC ADV THAT THIS CUST IS REFUSING TO MAKE PMT AND WHAT THE PROCEDURES ARE FOR GETTING A CUST DISCONNECTED. I ADV THAT MICHAEL DAVIS IS THE COLLECTION REP. AND THAT WE WOULD HAVE TO SEND THE CUST LETTERS ADV OF DISCONNECT AND THEN ADV OF BEING SENT TO OCA. ADV I WOULD HAVE MICHAEL SEND THE CUSTOMER AN O/N ON MONDAY 4/16/01.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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WA 99169

CUST: 013101190-0100 TEL: (509) 659-0130 CONTACT:

PAST DUE EXEMPT: N CREDIT EXCEEDED EXEMPT: N

DATE: 04122001 PAGE: 02 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

NON-PYMT. THE # LIZ LEFT ME TO CONTACT HER AT WITH ANY
QUESTIONS WAS 678-581-4379...I CALLED LIZ AND TOLD HER I WAS
NOT THE COLLECTOR ON THE ACCT AND WILL REFER TO THE COLLECTOR
FOR FOLLOW UP

CREATED BY LIZ MCMAHON/ISO/888-888-2111 4-12-01

CONTACTED ANA MAE/PMC/RESTON 703-464-2859 AT SPRINT LINK/SHE STATED BASED ON
HISTORY OF X TICKETS THEY HAVE OUR CIRCUIT, THEY DID USE IT/SENT VIA E-MAIL
SNAPSHOTS OF 2 TICKETS DATED 3-5-01 AND 7-11-00//LIZ MCMAHON/ISO/888-888-2111

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE
CUST: 013101190-0100
PAST DUE EXEMPT: N

P.O. BOX 171
RITZVILLE
TEL: (509) 659-0130
CONTACT:
CREDIT EXCEEDED EXEMPT: N

US WA 99169

DATE: 04022001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: JENNIFER NELSON
PHONE : (303)-297-5145

TT PATRICIA CUST ADV HER OF THE ACCT. AND THE BAL DUE AND SHE
STATED SHE WAS UNAWARE THEY HAVE SPRINT FOR ANYTHING. SHE
STATED THEY USE A CO. CALLED UNIVANCE FOR THEIR DATA SRVC S.
SHE ADV SHE WOULD RESEARCH AND C/B AND I SENT E-MAIL TO DAVID
SNELL THE SALES REP TO SEE IF HE KNEW ANYTHING ABOUT A
DISCONNECT ON THIS ACCT.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST
ACTION: _____

CREDIT NOTES

COMPANY: 01

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201 E FIRST AVE

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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 03282001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: JENNIFER NELSON

PHONE : (303)-297-5145

REVIEWED ACCT. AND NO C/B FROM A/P, SENT E-MAIL TO DAVID SNELL
SALES REP TO SEE THAT ALL THE CR S WERE ISSUED AFTER REVIEWING
THE ACCT. NOTES FROM 8/00.// ALSO SENT PHIL CRAIG AN E-MAIL
THE CUST NOTED IN THE 8/00 NOTES TO SEE IF HE STILL HANDLES
THE A/P ISSUE ON THE ACCT.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO

P.O.BOX171

201 E FIRST AVE

RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 03222001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: JENNIFER NELSON

PHONE : (303)-297-5145

O/B CALL LFT MSSG FOR A/P W/ ALLISSA CUST TO C/B REGARDING
OPEN INV S ON THE ACCT.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

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201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 03152001 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

CREATED BY: JENNIFER NELSON

PHONE : (303)-297-5145

REVIEWED ACCT AND FOUND CR ENTERED ON ACCT. FOR 1329.00 BACK
IN 10/00 AND WASN T APPLIED TO AN INV., ENTERED A REAPP-ON
ACCT. TO CLOSE THE 6/00 INV. AND W/ THE RCC PND THAT WILL
LEAVE COLLECTABLE BAL. AT ZERO.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

age: 31 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
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WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08212000 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

8/21/00 1:54:43 PM BY KAREN KELLY (800)559-3363

CHECK NOTES , UPDATE F/U QUEUE PEND DATE 08/23/2000 SEND INTENT
LTR

I CLLD AND LEFT MSGG FOR PHIL CRAIG ON CEL# OF 5095315940 INFORM
I HAVE NOT HEARD FRM SALES OR ANYONE ON ANY UPDATES WITH THE ACCT
NEED INFO SO SERV IS NOT DISC. WILL ALSO SEND E-MAIL TO SALES
INFORM THAT INTENT TO DISC LTR WILL GO OUT ON 8/23 WITHOUT UPDATE

8/21/00 2:06:37 PM BY KAREN KELLY (800)559-3363

CHECK NOTES

I/C FRM PHIL HE SAID THAT HE HAS BEEN SPKING AND E-MAILING DAVID

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO P.O. BOX 171
201 E FIRST AVE RITZVILLE US WA 99169
CUST: 013101190-0100 TEL: (509) 659-0130 CONTACT:
PAST DUE EXEMPT: N CREDIT EXCEEDED EXEMPT: N

DATE: 08212000 PAGE: 02 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

SNELL AND THAT LAST UPDATE FRM DAVID WAS TODAY AND THAT HE HAS SUBMITTED PAPER WORK TO HAVE CRDTS GIVEN. . CRAIG SAID THAT THE CIRCUIT IS STILL NOT UP AND WRKING COMPLETELY BUT THEY MADE A GOOD FAITH PYMT OF 1,329.00 FOR THE 8/00 INV / THIS WAS SENT LAST WK 8/18. CRAIG HAS NO IDEA HOW MUCH THE CREDIT WILL BE BUT THAT DAVID TOLD HIM HE WOULD KEEP HIM POSTED. PER NEW PROCEDURES I WILL SEND A RCC TO ISO GROUP INFORM OF ISSUE AND CREDITS THAT NEED TO BE ISSUED. I HAVE E-MAILED DAVID WITH INFO AS WELL THAT INTENT LTR WILL NOT GO OUT BUT FORWARDED RCC.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST ACTION: _____

age: 33 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O.BOX171
RITZVILLE

US

WA 99159

CUST: 013101190-0100

TEL: (509) 659-0130

CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08212000 PAGE: 03 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

8/21/00 2:20:57 PM BY KAREN KELLY (800)559-3363

CHECK NOTES

PHIL E-MAIL ADDRESS IS PACRAIG@AGRITEL.NET

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE

P.O. BOX 171
RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130 CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 08022000 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

8/2/00 9:18:34 AM BY KAREN KELLY (800)559-3363

CHECK NOTES , UPDATE F/U QUEUE PEND DATE 08/21/2000 F/U WITH SALES

E-MAILED SALES REP DAVID SNELL. NEED UPDATE ON ACCT. IS ANY CRDT GOING TO BE GIVEN OR DOES CUST OWE. EITHER WAY IF NOT RESOLVED SERV TO BE DISC FOR NON-PYMT IF NOT RESOLVED SOON

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE
CUST: 013101190-0100
PAST DUE EXEMPT: N

P.O. BOX 171
RITZVILLE

US

WA 99169

TEL: (509) 659-0130 CONTACT:
CREDIT EXCEEDED EXEMPT: N

DATE: 07192000 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

7/19/00 2:37:07 PM BY KAREN KELLY (800)559-3363

CHECK NOTES , UPDATE F/U QUEUE PEND DATE 07/31/2000 F/U WITH SALES.

I/C FROM PHIL CRAIG. CEL# OF 509-531-5940...HE SAID THAT CO HAS NOT PAID DUE TO ONLY 1/2 THE CIRCUIT IS UP AND THAT HE WAS TOLD THAT WE WOULD NOT START BILLING UNTIL EVERYTHING WAS UP AND WRKING. HE WAS NOT IN OFFICE SO DID NOT HAVE INFO ON WHO HE HAS BEEN WRKING WITH AT SPRINT. . PER DOC INFO SALES REP IS DAVID SNELL. THE BRANCH CODE IS TM SO SERVICED CUT OF ISO GROUP. UNABLE TO DO A RCC. I CLLD AND S/W DAVID. HE WILL CALL PHIL TO SEE WHAT

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

File: 36 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO
201 E FIRST AVE
CUST: 013101190-0100
PAST DUE EXEMPT: N

P.O. BOX 171
RITZVILLE
TEL: (509) 659-0130
CONTACT:
CREDIT EXCEEDED EXEMPT: N

US

WA 99169

DATE: 07192000 PAGE: 02 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

THE PROBLEM IS AND GET BACK TO ME ON IF THE CUST IS RESPONSIBLE FOR BILLING OR NOT.

7/19/00 2:54:08 PM BY KAREN KELLY (800)559-3363

CHECK NOTES

I/C FROM DAVID SNELL, SALES REP. HE JUST SPOKE TO PHIL CRAIG AND IS GOING TO FOLLOW UP ON ISSUE CUST HAS ON BILLING AND CIRCUIT NOT UP AND WRKING AND THEY ARE BEING BILLED. HE WILL GET BACK TO ME LATER THIS WK OR NEXT WITH UPDATE.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

je: 37 Document Name: untitled

CREDIT NOTES

COMPANY: 01

RITZVILLE WAREHOUSE CO

P.O. BOX 171

201 E FIRST AVE

RITZVILLE

US

WA 99169

CUST: 013101190-0100

TEL: (509) 659-0130 CONTACT:

PAST DUE EXEMPT: N

CREDIT EXCEEDED EXEMPT: N

DATE: 07182000 PAGE: 01 ADD PAGE: _ REVIEW DATE: N PURGE THIS PAGE: _

7/18/00 5:30:09 PM BY KAREN KELLY (800)559-3363

CHECK NOTES

CLLD KELLY TO VERIFY SHE RCVD FAX OF INV. AND NEED PTP. KELLY WAS NOT IN. LMTC WITH CRYSTAL.

REQUEST: _ 1=CRITERIA ENTRY, 2=LIST, 3=DETAIL, 4=NOTES, 5=NEXT CUST

ACTION: _____

Exhibit 7

Here is the complaint text with Sprint/United Telephone Company.

Sincerely,

Tani Thurston
Regulatory Analyst
WUTC Consumer Affairs
PO Box 42750
Olympia, WA 98504-7250
1-800-562-6150, 360-664-1110
fax: 360-664-4291
email: tthursto@wutc.wa.gov

----- Forwarded by Tani Thurston/WUTC on 07/30/02 02:17 PM -----
Washington UTC Complaint 73332

Company: United Telephone Company of the Northwest

Customer: Account# 013101190-0100

Ritzville Warehouse Company
Contact: Howard Bourne
201 E 1st Ave
Ritzville, WA 99169
Phone: (509) 659-0872

Complaint: 73332 Serviced by: Tani Thurston
Opened on: 12/07/2001 Grouped by: Disputed Bill
Closed on: 06/28/2002 Disposition: Consumer upheld

Description:

Re: T1 line Circuit # NA

Summer 2000 - customer ordered T1.

5-01 - customer cancelled T1 because there were many problems and customer did not have any use of it. Customer continually tried to get company to get the T1 to work. It never did work right. Customer's technician could not get this to work or could not get company to work with him on this.

7-10 - Company cancelled T1.

Customer now has T1 with another company and it is working fine.

Company has charged customer total amount 16,657.11. Customer paid 2 payments 1329.00 on 12-22-00 and 8-16-00. Customer made these payments thinking the company was going to fix the problems. Customer is refusing to pay because they never received any use from it.

Customer wants refund of the 2658.00 and the balance owing adjusted off.

Account went to collections.

Customer is not sure if company is the local company or the long distance company.

12-7 (130) passed complaint to Sprint United

Results:

Customer provided email records showing there was communication to the company that there were problems with the T1 and requested cancellation.

There was no usage on the T1. Company acknowledged the customer's emails.

During complaint process, company maintained the customer did not go through the correct process to report problems and cancellation as directed in the initial service letter to the customer.

I am upholding the customer because, although there was a paragraph in the letter detailing how to report problems, company emails show the company reps were working with the customer on the service problems. At no time did the reps refer the customer to the correct service department to lodge the complaints. Customer was under the impression he was going through correct procedures and believed the reps when they stated they would take care of the situation and provide refunds. The service was cancelled but the company did not adjust off the charges or provide any credits as indicated in the emails.

Activity:

*** 12/07/2001 01:59 PM Email: Tani Thurston << postmaster
This is an automatically generated Message Disposition Notification message.
It is to inform you the recipient of your message has performed an action upon it.

- C.DTF

*** 12/07/2001 02:10 PM Email: Tani Thurston << execservices
Sprint Long Distance - Please review this complaint and respond to Ms. Thurston at the Washington Utilities and Transportation Commission.
This T1 was not in Sprint Local's serving area; as a result, I am unable to provide any information regarding this issue.

Thank you.

Nick Mechikoff
Sprint Local Executive Services
(541) 387-9149
(800) 877-3345

-----Original Message-----

From: tthursto [mailto:tthursto@wutc.wa.gov]
Sent: Friday, December 07, 2001 1:31 PM
To: execservices

Cc: tthursto
Subject: WA - UTC complaint 73332 for Ritzville Warehouse Company

----- Forwarded by Tani Thurston/WUTC on 12/07/01 01:27 PM -----

Washington UTC Complaint 73332

Company: United Telephone Company of the Northwest

Customer: Account# 013101190-0100

Ritzville Warehouse Company
201 E 1st Ave
Ritzville, WA 99169
Phone: (509) 659-0130

Complaint: 73332 Serviced by: Tani Thurston
Opened on: 12/07/2001 Grouped by: Disputed Bill

Description:

Re: T1 line Circuit # NA

Summer 2000 - customer ordered T1.

5-01 - customer cancelled T1 because there were many problems and customer did not have any use of it. Customer continually tried to get company to get the T1 to work. It never did work right. Customer's technician could not get this to work or could not get company to work with him on this.

7-10 - Company cancelled T1.

Customer now has T1 with another company and it is working fine.

Company has charged customer total amount 16,657.11. Customer paid 2 payments 1329.00 on 12-22-00 and 8-16-00. Customer made these payments thinking the company was going to fix the problems. Customer is refusing to pay because they never received any use from it.

Customer wants refund of the 2658.00 and the balance owing adjusted off.

Account went to collections.

Customer is not sure if company is the local company or the long Distance company.

Activity:

*** 12/12/2001 10:01 AM Voice Mail: Tani Thurston << Nick M, Sprint Voicemail from Sprint asking for call back.

*** 12/12/2001 11:07 PM Email: Tani Thurston << juan.j.rivera
Dear Tani,

According to this inquiry, customer is requesting a refund and an adjustment for the T1 service that Sprint failed to provide.

Sprint's customer records do not show an account for telephone number (506) 659-0130 or under Ritzville Warehouse. We would be more than happy to address this issue, if the customer can provide us with a Sprint account number for appropriate review.

We apologize for any inconvenience this matter may have caused. Please do not hesitate to contact me should you have any questions

Sincerely,

Juan Rivera
Executive & Regulatory Services (972) 405-6070

*** 12/13/2001 09:20 AM Voice Mail: Tani Thurston << Beau Duff Voicemail from customer saying he faxed the information to me. His attorney said the collections agency are suing. Asked for call back.

*** 12/14/2001 08:17 AM Phone: Tani Thurston >> Nick Mechikoff Called Nick; he said he thinks this account is on the long distance side. I should get a bill from the customer to help the company track it. Fax bill to Juan Rivera at 800-327-5182.

*** 12/14/2001 08:24 AM Phone: Tani Thurston >> Beau Duff Called customer; he will fax me billing and a notice.

*** 12/14/2001 09:07 AM Fax: Tani Thurston << Beau Duff Received fax Sprint letter from customer. (see hard file)

*** 12/18/2001 08:41 AM Voice Mail: Tani Thurston >> Juan Rivera Called Juan, left voicemail advising I received a Sprint letter to customer with account number. Will fax it to 800-327-5182. If he needs me to fax it to another number, please let me know.

*** 12/18/2001 08:49 AM Fax: Tani Thurston >> Juan Rivera Faxed customer's letter to Juan.

*** 12/19/2001 09:14 AM Voice Mail: Tani Thurston >> Juan Rivera Called Juan; left voicemail asking if he received customer's letter I faxed to him. Also, customer stated account went to collections. Asked if he could put a hold on that while we are looking into this. Asked for call back.

*** 12/21/2001 09:43 AM Voice Mail: Tani Thurston << Juan Rivera
Voicemail from Juan saying he is trying to get a hold of the
collections agent. He is not sure what they can do about that. He
found the person who is handling the account and is trying to get the
information for me. Will let me know.

*** 01/02/2002 11:32 AM Email: Tani Thurston << juan.j.rivera
Dear Tani,

Research is still being done on this case.
Our records show that we did try to settle with this customer, but
refused to do so.

I am waiting for the account rep to return from vacation. This person
will provide me with all the pertinent facts on this case.

I will contact you again on 1/8/2001.

Thanks.

Juan Rivera
Executive & Regulatory Services (972) 405-6070

- WINMAIL.DAT

*** 01/07/2002 11:22 AM Email: Tani Thurston << juan.j.rivera
Follow-up...

Dear Tani,

I have been in contact with Bo Duff at Ritzville Warehouse. We are
trying to put all of the pieces together. It is rather complicated, so
we are going to start from "Square one".

In the meantime, this account has been at a collection agency prior to
the filing of this complaint. Ritzville Warehouse has requested to the
collection agency that these charges be put into dispute. The
collection agency has 30 days to validate these charges. If by the 30
Days the charges are validated then collection activity will continue.
However, if the charges are not validated by the collection agency,
then they will be returned to Sprint.

The above is "Square one".

I will contact you next Monday and fill you in.

Juan Rivera
Executive & Regulatory Services (214) 441-2113 or (972) 405-6070

*** 01/08/2002 10:58 AM Email: Tani Thurston >> Juan Rivera
Juan, this complaint was opened on 12-7-01. I have allowed the company
time to investigate in order to locate the account and provide an
initial response.

However, I feel enough time has passed for the company to provide an
initial response regarding this complaint. Please provide the initial
response by 1-9. If I do not receive the response, I will begin noting
a violation of WAC 480-120-101(5) for each day the company delays in
providing this information.

If you have any questions, please contact me.

*** 01/09/2002 12:29 PM Voice Mail: Tani Thurston >> Juan Rivera
Called Juan; his voicemail says he is out of the office from 1-7 to 1-
14.

Left voicemail advising I received his 1-9 email stating he contacted
the customer and is sustaining the charges. Advised Juan that I have
not received and information on this complaint from the company. Also
advised company contacted customer without my knowledge.

Advised to call me to discuss further.

*** 01/10/2002 09:17 AM Voice Mail: Tani Thurston << Juan Rivera
Voicemail from Juan asking for call back. The customer's lawyers are
handling this one. He has more information for me.

*** 01/10/2002 09:57 AM Phone: Tani Thurston << Juan Rivera
Juan called; he is on vacation but working on this complaint. He is
trying to retrieve the traffic information from 2 years ago. The
representatives who worked on this account are no longer with the
company. He is working with the customer directly. This is not a
closed issue with the company; it is still working on it even though it
told the customer they were upholding the charges. Company needs to
provide proof.

Juan is disputing the violations. He thinks he provided a response to
me. I said all he has provided is that he needs more time to get me the
information, that he called the customer and told the customer they
were upholding the charges. That is not a satisfactory response. It
provides no information on the complaint; no record of the account.

Juan did not know what I wanted. He thinks I have been too vague. I
told him this was no different than any other complaint he has handled
for our office. He should be providing the information about when the
customer ordered service, when it was cancelled, the billing
information, record of when customer called to complain about the
service. Juan said they were having difficulty getting that and that I
should allow him time to get that information. I said he has had a
month. I said the company should have this information in their
database somewhere regardless of who is or isnt there.

I told Juan I am still noting a violation a day until he gets me the
information. I also told him I did not want him to talk to the
customer.

Juan asked for an extension. I said no but I expected the information.
He is going to have his legal department work on this.

*** 01/10/2002 11:01 AM Email: Tani Thurston >> Juan Rivera
Juan, I apologize the conversation between you and me escalated this morning. However, I still maintain you have not provided adequate information on this complaint. You asked what specific information I needed. Again, this is no different than any other complaint you have worked with our office on. I would like to know when the customer ordered this service, when it was cancelled, the billing information, what record the company has on customer complaints, etc. You mentioned traffic information; I would expect that to be included as well. Just because the company cannot find the information does not absolve the company from providing it. The company is responsible for maintaining account information for 3 years. Because the customer did not know if the account was with Sprint United or Sprint Long Distance (he could not tell from the bill; it was generic), I had to find out which company was responsible. I passed the complaint on 12-7. I have an email from you on 12-12 saying you will address if the complaint if I could provide the account information. I faxed that information to you on 12-18. That is still 3 weeks; much longer than we normally allow for extensions.

For you information, our rules state:

WAC 480-120-101 Complaints and Disputes

(5) When a complaint is referred to a telecommunications company by the commission, the utility shall, within 2 working days, report results of any investigation made regarding the complaint to the commission and shall keep the commission currently information as to progress made with response to the solution of and final disposition of the complaint. If warranted in a particular case, a utility may request an extension of time.

You have not provided any results of investigation - this means the information I stated above. The investigation does not mean the company is trying to get the information. That is not a results of an investigation. Nor is the information that the company called the customer and said it is upholding the charges.

WAC 480-120-136 Reservation of records

(2) - All records and reports required by these rules shall be retained on file in the office of the utility or in such other place as may be approved by the commission for such time as is specifically provided....and where not time is specified, for a period of three years.

I will continue to note a violation per day. I can note your dispute of the violation. These violations are alleged by me at this time. Any further action on the violations would have to come from the Commissioners.

I hope this information is helpful. I hope we can return to the cordial working relationship we had.

Tani Thurston

*** 01/10/2002 11:52 AM Email: Tani Thurston << postmaster
This is an automatically generated Message Disposition Notification message. It is to inform you the recipient of your message has performed an action upon it.

- C.DTF

*** 01/10/2002 01:22 PM Email: Tani Thurston << juan.j.rivera
Dear Tani,

As per our conversation this morning...

Please grant us an extension until 1/13/2002 to gather all the pertinent facts surrounding this situation.

There are many parties involved in this case. Some are no longer employed at Sprint or on medical leave. To make things worse, the parties that handled this case on Ritzville's behalf; one is no longer employed with them and the other is difficult to reach, due to his extensive travel schedule. In other words, the original parties to this case are no longer involved. Ritzville Warehouse now has a new person, Beau Duff, addressing this issue. We are basically starting from scratch. As a result, it has complicated the gathering of information.

This is the reason that on January 07, 2002, I informed you of this situation and requested an extension...which you denied. Instead, you responded that I had until January 09, 2002, to provide a response. Otherwise, we were going to be charged with a daily violation. Given this deadline, I provided you with an answer, in which we are sustaining the \$16,557.11 charges because they are valid. We came to this conclusion after reviewing the notes on Ritzville's account. The notes also state that on January 09, 2002, we contacted Wendy Brodhal, and she reported that everything was "fine". This was the evidence that served as the basis to sustain the charges.

Wendy was the original contact on this account for Ritzville Warehouse.

This was our response, one in which you do not agree with, but a response, just as well.

>From the beginning, this case was not processed through the proper channels. It was sent to Sprint Local, and they sent it to my attention. In addition, the customer had no idea who to address this issue with, Sprint local or Sprint long distance. This further complicated our research.

We are talking around \$20,000.00. If by this date, I am unable to provide you with an answer, I will request that all charges be fully credited and payments refunded.

As we speak, I am on vacation and have been all week. However, all week long I have been researching this case. This is the importance that I grant to all inquiries from the WUTC.

Please reconsider our request for an extension.

Sincerely,

Juan Rivera

Executive & Regulatory Services (972) 405-6070

*** 01/10/2002 02:42 PM Email: Tani Thurston << juan.j.rivera
You are a sweetheart.

I have already escalated to our VP's office. They have assigned someone to gather the information you requested below.

Thank you very much for the extension. A cordial relationship is still in place. I have received nothing less than professionalism from your office.

Thanks again,

Juan

*** 01/15/2002 10:15 AM Voice Mail: Tani Thurston << Juan Rivera
Voicemail from Juan saying he faxed the response to me. Wants to know if I need other information. He is putting a rush on the invoices. Can call him at 214-441-2113.

*** 01/15/2002 01:52 PM Phone: Tani Thurston >> Juan Rivera
Called Juan; the tables show T1 usage only for a couple of weeks in February 2001, that's it. Also the company requires written notification of customer cancelling service. Company has no record of such cancellation as well as no record of customer or customer's consultant contacting company at anytime advising of problems associated with T1.

*** 01/15/2002 02:03 PM Phone: Tani Thurston >> Beau Duff
Called customer; advised I have received a response from the company. Company stated it has no record of customer ever contacting the company about problems with the T1 nor does it have any written cancellation notice required for cancelling service. Beau said he has emails during that time period between Phil Craig and company regarding the problems. Also Wendy Brodhal who stated the T1 "was up and running" did not know what she was talking about. The customer did have another T1 that was working at that time. The Sprint T1 was not connected during the time Wendy told the company because there were problems with it. The reason there was only usage showing in Feb 2001 was because the customer did not have it connected on their side. Beau said he emailed the emails to Juan Rivera and he knows Juan received the email.

I told customer I would fax the tables to him.

Call with Juan - (customer not on the line) Asked Juan if customer emailed him some emails about communication between the customer and the company regarding problems with the T1. Juan acknowledged he received the emails from the customer but didn't think divulge what the emails said since it was not their emails. He reiterated that the company had no record of any communication. I said it appears the company was misleading in its information that there was no communication between the customer and the company when it received some documentation from the customer that may depict such

communication. The company should have at least informed me that it received these emails and is looking into them instead of saying there was no record of communication and the company is upholding the charges. I said I wanted the emails he had and the customer is sending me what he has. I will compare them and get back to him.

*** 01/15/2002 02:23 PM Email: Tani Thurston << Beau Duff
Thank you, if you have any questions please call me.

Use "Wordpad" to view.

Beau Duff
Ritzville Warehouse Co.
- RitzvilleWarehouseCo2 - Needddocumentation - Needddocumentation1 -
RitzvilleInstall Letter - CancellationofCircuit
(see hard file for attachments)

*** 01/15/2002 02:46 PM Fax: Tani Thurston << Juan Rivera
Received fax information from company stating it has not received any communication from customer regarding problems with T1 or written notice for disconnection of service. Company is upholding the charges.
(see hard file)

*** 01/16/2002 08:16 AM Fax: Tani Thurston >> Beau Duff
Faxed company's faxed pages on usage. 2 pages.

*** 01/16/2002 09:18 AM Phone: Tani Thurston << Juan Rivera
Voicemail from Juan saying he has spoken to the Vice President of Sprint. The legal team will be working on this. He is looking for the disconnect notice. I said I am more concerned about what the company knew during those months. He will look into that further and let me know.

*** 01/17/2002 10:22 AM Phone: Tani Thurston >> Juan Rivera
Called Juan; He is looking for a disconnect notice showing the account should have been cancelled.

*** 01/17/2002 04:37 PM Email: Tani Thurston >> Juan Rivera
I just reviewed the emails the customer had between various Sprint personnel and Phil Craig, consultant to the customer. Of specific interest are the following:
An emails that August 2000 wanted to discuss the status of the T1 with thecustomer.
An email dated August 2000 from David Snell to Phil Craig saying she is Trying to confirm the credit amount.
An email dated April 2001 Phil Craig stated the circuit was never Provisioned and that he worked and worked with David Snell on this issue. Not one byte passed through on this circuit.
An email dated April 2001 from Elizabeth McMahon to Phil Craig saying the disconnect will be processed and she is researching for possible credit.

Does the company still maintain they did not hear from the customer about service problems?

Also, please provide the emails customer sent to you so I can compare if it is the same information.

Tani

*** 01/17/2002 09:38 PM Email: Tani Thurston << juan.j.rivera David Snell and his supervisor are currently pulling all of the e-mails on their side. I specifically asked them to look for anything that may be construed as a notice to disconnect from Ritzville.

I called you earlier today and left following message..."If we find anything resembling a notification to disconnect, from Ritzville Warehouse, around April 2000, then we will issue appropriate credits and refunds".

Our legal department is currently reviewing this case and will have to approve any final response from Sprint.

On the April 2001 E-mail. on this we agree that "notice was given", and we will issue credit from that date on forward.

The issue at this moment, is if Sprint was given notice back on April 2000, as Ritzville company reports.

Regarding the E-mails you are requesting; per our legal department directive...they have instructed me to not provide these e-mails until they finish reviewing case. If they say OK, I will provide them as ASAP.

Juan.

*** 01/18/2002 07:07 AM Email: Tani Thurston >> Juan Rivera
I am concerned that the company will not be providing credits for the circuit never being provisioned after the customer advised Sprint that it was not working. That's a different issue than the disconnect issue, I think. Even if the customer did not notify correctly, they still could not access the T1. How does the company respond to that?

Also, it appears from the emails Sprint was pursuing disconnect early on. So why is the company looking for a notice from the customer?

*** 01/18/2002 08:07 AM Voice Mail: Tani Thurston << Juan Rivera
Juan called; left voicemail asking for call back. He said company is trying to do the right thing for the customer.

*** 01/18/2002 08:07 AM Phone: Tani Thurston >> Juan Rvera
Called Juan; He has a correspondence he wants to fax me regarding an engineering response to Wendy at Ritzville.
He wants to know if the company or Phil has any other correspondence to the company and especially to the companys service center advising of problems.
It was clearly detailed in the original letter to the company at time of install the proper process the customer should go through to advise if technical problems.

I said I will call the company about that.

*** 01/18/2002 08:08 AM Email: Tani Thurston << juan.j.rivera
Tani,

Give us time to gather all of the information on this case.
All of your questions will be answered. The final results of our
investigation will be provided by our lawyers.

Juan

*** 01/18/2002 08:42 AM Phone: Tani Thurston >> Juan Rivera
Called Juan; he understands my concerns about the customer not being
able to use the T1 and my concerns about credits for that. He directed
me to the email install letter dated 3-29-00 from Elston Kirk to Wendy
Brodahl. It refers the customer to Sprint's Service Management Center
for service problems. Did Craig do that? If not, why didn't David
Snell or Elizabeth McMahon refer him to the Management Center? The
company is still investigating this.

Juan sent fax from Sam Yung to Wendy Brodahl. (see hard file)
The email states the company's Physical Lyer Service Center completed
all testing and the test was clean and was ready to activate. Asked
for verification that service is up and running. Any questions, please
call the Service Management Center.

I said I will call Beau to find out if he has any other documentation.
Also will ask if where Phil Craig is.

*** 01/18/2002 09:48 AM Phone: Tani Thurston >> Beau Duff
Called Beau; left message to call back.

*** 01/23/2002 09:11 AM Voice Mail: Tani Thurston << Beau
Voicemail from customer asking for call back.

*** 01/23/2002 09:14 AM Phone: Tani Thurston << Juan Rivera
Juan called saying company has not found any disconnect notice prior to
April 2001.

If Phil Craig can come up with something showing disconnection or other
correspondence, that would help. David Snell wanted confirmation for
disconnect. He was trying to get a hold of Wendy. He didn't receive
anything. David Snell did not respond to Phil Craig's 4-5-01 email but
Juan said that was not significant. I said I thought it was very
significant because it shows the company was not being responsive to
the customer's technical problems. Juan disagreed.

*** 02/01/2002 11:03 AM Phone: Tani Thurston >> Beau Duff
Called customer; left message to call back.

*** 02/01/2002 11:13 AM Phone: Tani Thurston >> Beau Duff
Customer called; asked if Phil Craig still works for him. He said he
still consults. Asked if Phil has any correspondence

Phil did call the Service Center but does not remember who he spoke to.

Company would not accept emails.

Sprint is a CLEC and the other two components was Qwest and CenturyTel. CenturyTel is the LEC at the customer premise. Phil found Qwest and CenturyTel was not at fault. Determined Sprint was the problem with this circuit.

He may have some hand notes but not sure. He will look for them. He was the one that cancelled service and thought it states that in the emails that was sent to me. He thinks the company should adjust off at least from that time which is approximately 7000.00. I said I would review those emails again to see if Phil actually requested cancellation. Also the trend usage shows company only used for one week or so and that means company could not use the circuit. I said the company said they didnt know why the customer was not using the service but it was provisioned on the company side.

Discussed formal complaint. Customer thinks he could prove it in the Formal complaint even if they dont have all the records of communication.

*** 02/01/2002 12:21 PM Action: Tani Thurston
Reviewed customer's emails. Could only find one reference of Phil Craig requesting disconnection stated in an email to Elizabeth McMahon and David Snell on 4-5-01.

*** 02/08/2002 01:02 PM Email: Tani Thurston << juan.j.rivera
Dear Tani,

I have been informed by top management, that after careful review of this case, the charges are valid.
The fact is that Ritzville Warehouse never contacted our customer assistance department.

We apologize for any inconvenience this matter may have caused Ritzville Warehouse Company.

Juan Rivera
Executive & Regulatory Services (972) 405-6070
- WINMAIL.DAT

*** 04/16/2002 02:20 PM Phone: Tani Thurston >> Beau Duff
Called Beau; he no longer works there. Howard works in his place. Can reach Howard at 509-659-0872 and 509-659-0864.

*** 04/16/2002 02:22 PM Phone: Tani Thurston >> Howard
Called Howard, could not access.

*** 04/16/2002 04:14 PM Phone: Tani Thurston >> Howard Bourne
Called Howard, advised him of the complaint and the amount in dispute. He asked me to email him a brief summary of the issues and the records and he will check with his management on this. Phil Craig is no longer under contract.

I said I will put together a summary and email it to him. He will let me know then if he wants to pursue this or not.

*** 04/17/2002 07:36 AM Email: Tani Thurston >> Howard Bourne

Per our conversation, below is a summary of the complaint against Sprint Long Distance (Company).

Complaint:

May 2001 Ritzville (customer) cancelled T-1 circuit due to experiencing many problems with the circuit. Customer could not use the T-1.

July 2001 Company cancelled T-1.

Customer disputed \$16,657.11. Customer made 2 payments of \$1329.00 on 12-22-00 and 8-16-00. Customer requested balance owing adjusted off.

Company sent account to collections.

Phil Craig sent emails to company advising of problems with circuit and on April 2001 requested cancellation of T-1. Company acknowledged emails saying credits should be provided and was trying to work through cancellation of service.

(emails have been documented)

Company's response:

Company maintains testing was completed and test was clean and ready to activate. Company asked for verification that service was up and running.

Company maintains customer did not follow correct procedures detailed in the company's original email dated 3-29-00 to customer explaining how to contact company for technical support and cancellation of service.

2-1-02 Tani conference call with Beau Duff and Phil Craig. Phil said he had more written correspondence to the company regarding these issues. He was going to provide them to me. I did not hear anything more.

I am looking for any written correspondence to the company's Service Management Center. I have not determined if I find in favor of the company or the customer at this time.

Let me know if you need additional information.

*** 04/17/2002 10:42 AM Email: Tani Thurston << Howard Bourne - Agritel

Tani,

I appreciate your prompt e-mail to bring me up to speed on this problem. I have passed this along with a note to our CEO and expect to be able to discuss the situation with him tomorrow. I will try to get you a response by the first part of next.

Thanks again.

Howard Bourne

Agritel

659-0872

hbourne@agritel.net

*** 04/18/2002 10:26 AM Voice Mail: Tani Thurston << Howard Bourne
Voicemail from customer saying he is sending a letter to Phil asking
for information and documentation. Please keep the complaint open for
a little while. Can call at 509-659-0872.

*** 04/18/2002 10:30 AM Email: Tani Thurston << Howard Bourne -
Agritel
Tani,

As I am writing this, I am on hold to speak to you. I'm not sure if my
patience will last through the hold time so I thought it wise to drop
you a note. Just about the time I finished typing, I got someone to put
me through to your voice mail so you will be receiving responses from
me in all directions.

I have spoken with our CEO here concerning this issue and he is sending
a letter to Phil Craig asking that Phil respond to you post haste. In
addition, we have asked that he forward a copy of all of his
documentation concerning this issue to us so we will have a better idea
of what has happened. The Warehouse here has gone through substantial
management changes in the past 8 months and issues like this are
difficult for us to "pick up the pieces" on.

I anticipate that Phil will respond within the next week if his
schedule allows. We want to resolve this issue as soon as possible but
we ask for your patience while we get the ball rolling again.
Thanks for your understanding.

Howard Bourne
Agritel
659-0872
hbourne@agritel.net

*** 05/08/2002 08:16 AM Voice Mail: Tani Thurston << Howard Bourne
Voicemail from Howard saying he found a file of papers. The file has
my name on it. He thinks I may already have this information. Phil
Craig has no other information. Asked to call back.

*** 05/08/2002 10:53 AM Email: Tani Thurston << Howard Bourne -
Agritel
Tani,

I called this morning and left a voice mail for you to call me
concerning the request mentioned above. Since my call, I have been
reviewing both your note to me and some of the mails that I found in a
file here. There are a few issues that I think need to be pointed out:

In your note to me, I found the following statement: Company maintains
customer did not follow correct procedures detailed in the company's
original email dated 3-29-00 to customer explaining how to contact
company for technical support and cancellation of service. I have read
that email repeatedly and can find no procedures for cancellation of
service.

Further, it mentions multiple times what to do if we experience
problems after installation has been completed. I believe that there is
substantial documentation supporting our position that this circuit was

never completed. Even some of the Sprint mails talk about having us pay their bills and they will get a credit memo issued.

Documentation exists showing that the circuit was in dispute as early as July 19, 2000. A mail from David Snell at Sprint dated August 6, 2000, asks that we "just pay the bills" and credit will be taken off of future bills. I believe our check number 61435 dated August 16, 2000 for \$1329.00 shows that we complied with that request but Sprint failed to follow through with their end of the bargain.

Assuming that you do not agree with our position that we owe nothing, please consider an e-mail dated March 31, 2001 from Elizabeth McMahon to David Snell clearing showing that we had disputed their billing in the amount of \$7272.01. It is clear at that point that we are not using the circuit and have no intention of using the circuit.

Sprint's attempt to prove that we used the circuit by sending a usage graph is a joke. Their graph shows that we used the circuit for 2 very short periods of time in February. Notice there is no usage in March or April; we are an Internet Service provider. By definition, we would be putting traffic on that circuit on a consistent basis each and every day of the week. Ask Sprint to provide a similar graph for any other ISP and you will see what I'm talking about.

After spending a couple of hours going through what documentation exists, I find it hard to believe that you or the UTC could rule in Sprint's favor. It is clear to me that the Ritzville Warehouse, via Phil Craig who was under contract to us at that time, disputed the functionality of the circuit from the very beginning and complied with Sprint's request to pay the bill while they worked out the details of a credit memo. There is no documentation that they complied or followed up in good faith in any form or fashion.

I respectively disagree with your decision to rule in favor of Sprint in this issue. I would like the opportunity to meet with you personally or testify on the behalf of Ritzville Warehouse and Agritel. I feel that there is substantial documentation showing that the Warehouse acted in good faith and reasonably in dealing with Sprint.

Thank you for your consideration.

Howard Bourne
Agritel
659-0872
hbourne@agritel.net

*** 05/08/2002 05:31 PM Phone: Tani Thurston >> Howard Bourne
Called customer; advised that I had not made a decision regarding
whether to uphold the customer or the company.

I have now made the decision. Explained that I feel that although the Customer did not follow the exact procedures for service issues and disconnection of service, the company did know and acknowledged there may have been some problems. It does not appear the company reps who the customer was in contact referred the customer to the correct

department but rather acknowledged there was some problems and that the customer would receive credits. Therefore, it appears the company reps lead the customer to believe the company would resolve the issue to the customer's satisfaction.

Advised I will let the company know of my determination. Advised I will ask the company to refund and adjust off all charges. If the company refuses, explained formal complaints and civil court if the customer wants to pursue this.

*** 05/08/2002 05:38 PM Email: Tani Thurston >> Juan Rivera
Juan, I am now ready to close this complaint. This is my determination:

I feel that although the customer did not follow the exact procedures for service issues and disconnection of service, the company did know and acknowledged there may have been some problems. It does not appear the company reps who the customer was in contact referred the customer to the correct department but rather acknowledged there were some problems or possibility of problems and that the customer would receive credits. Therefore, it appears the company reps led the customer to believe the company would resolve the issue to the customer's satisfaction.

I am advising the company to refund payments made to this circuit and adjust off all other charges.

I have also informed the customer about the process of a formal complaint which the customer may pursue if the company does not make the adjustments to the account.

Please advise if the company will refund the payments and zero out the account.

*** 05/14/2002 02:53 PM Email: Tani Thurston << juan.j.rivera
Please disregard if already received...

Dear Tani...

Received your E-mail regarding Ritzville Warehouse. I have forwarded your information to Sprint's Legal Department. I will notify you on their view regarding your latest information. Allow me 48 hours.

Sincerely,

Juan Rivera
Executive & Regulatory Services (972) 405-6070 or (214) 441-2113
- WINMAIL.DAT

*** 05/24/2002 10:27 AM Voice Mail: Tani Thurston << Nancy Jutte,
Sprint Voicemail from Nancy saying the company is sustaining the charges. However, it is getting more information to make a final determination. Will let me know.
If any questions, please call at 541-387-9265.

*** 06/11/2002 03:36 PM Email: Tani Thurston << Howard Bourne -
Agritel

Tani,

I am writing to inquire about the status of the above request. The last I heard from you, you were sending a note to Sprint and we have not heard anything since. Have you had any reply from them? Is our request closed?

I would probably be wise to let a sleeping dog lie but I would like to have some kind of confirmation that the case is closed.

Thanks for your help.

Howard Bourne
Agritel
659-0872
hbourne@agritel.net

*** 06/11/2002 04:01 PM Email: Tani Thurston >> Howard Bourne
Thank you for your email.
The last time I heard from them was a voicemail message that stated they are upholding the charges, however, they wanted to get more information to make a final determination. I have not heard from them since.
So it's been a month.....should I wait a couple more weeks and then contact them again? The complaint is still pending. I could close it in a couple of weeks and just let them know. If they directly bill you, then you can file the formal complaint at that time.

Any thoughts?

Sincerely,

Tani Thurston
Regulatory Analyst
WUTC Consumer Affairs
PO Box 42750
Olympia, WA 98504-7250
1-800-562-6150, 360-664-1110
fax: 360-664-4291
email: tthursto@wutc.wa.gov

*** 06/11/2002 05:00 PM Email: Tani Thurston << Howard Bourne - Agritel
Tani,
I spoke with our CFO and we feel that there is no reason to keep this request open unless there is some formality from your end that would dictate otherwise. I don't know how long it normally takes to respond to your ruling but I feel a month is sufficient especially considering the fact that the documentation necessary to make a decision is nearly a year old.
If they decide to pursue this billing, we intend to file a formal complaint and take the steps necessary to resolve the issue in that

fashion. Most of the parties involved with this issue are no longer employed by, or contracted to, Ritzville Warehouse so getting their testimony may be a challenge. I have tried to document the issue based on the files that were left for me and feel confident that we can support our position.

Thanks for your help and understanding through this process. I would like to think that this is the end of this story but I have my doubts. I'm sure we'll be talking again in the near future.

Howard Bourne

Agritel

659-0872

hbourne@agritel.net

*** 06/28/2002 04:53 PM Phone: Tani Thurston >> Nancy Jutte
Called Nancy; advised I am closing complaint and upholding the customer. She said the company is working with the customer. I said noone has provided me with that information. Advised the customer stated if the company is going to pursue the charges, the customer will file a formal complaint. She understood.

*** 07/30/2002 10:30 AM Email: Tani Thurston << Howard Bourne - Agritel

Tani,

Yesterday, we received a collection letter from another collection company that Sprint has engaged in an attempt to collect on this bill. Our position has not changed and I am in the process of writing the collection company stating that we are disputing the charge.

I am writing to you to see if I could get a couple of things from you:
1. Would it be possible for you to send me a copy of the email that you sent to Sprint so that I can include it with my letter to the collection agency? I don't know if it will carry any weight or not might it might help explain why we are disputing the charge.
2. Could you tell me what the process is that I need to go through to file a formal complaint with WUTC? I was not involved in the original filing so I have no idea where to even start.

Thank you in advance for any assistance that you can provide,

Howard Bourne

Agritel a division of Ritzville Warehouse, Co.

PO Box 171

Ritzville, WA 99169

(509) 659-0872

*** 07/30/2002 10:48 AM Email: Tani Thurston >> Howard Bourne

Dear Howard:

1) I can email and/or mail you a copy of the complaint text. You can extrapolate what you need from that for the collections agent. Let me know how you would like me to send it.

2) I will mail you the information on how to file a formal complaint.
It is a quasi-hearing process before the Commission.
The burden will be on your company to prove its case.

If you need anything else, let me know.

Sincerely,

Tani Thurston
Regulatory Analyst
WUTC Consumer Affairs
PO Box 42750
Olympia, WA 98504-7250
1-800-562-6150, 360-664-1110
fax: 360-664-4291
email: tthursto@wutc.wa.gov

*** 07/30/2002 11:03 AM Email: Tani Thurston << Howard Bourne -
Agritel

Tani,

If you could email a copy of the complaint text, I would appreciate it.
I have found that my predecessor didn't keep records like he should,
which may be part of the reason that we have the mess that we have, and
thus I don't have any record of how this complaint got started in the
first place.

Once I get the info on filing the formal complaint, I will get my
paperwork together and get it sent in. I appreciate your help in this
matter and hopefully I won't have to bug you again for additional
information.

Thanks.

Howard Bourne