



525 Junction Road
Madison, WI 53717
www.tdstelecom.com

August 17, 2009

Mr. Dave Danner
Executive Director & Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: Docket Number – UT 091193

Dear Mr. Danner:

Included below are the details of the complaint that was noted in Lewis River Telephone Company d/b/a TDS Telecom ETC filing dated July 27, 2009.

Lewis River received a complaint from the Attorney General - State of Washington on 7/18/2008 regarding customer James Rochel. Mr. Rochel had wanted to move service to different location on his property and when it didn't happen submitted a complaint. In addition, there was a dispute on his account regarding third party toll charges. At the time, TDS did not understand that it was Mr. Rochel's desire to move service to a different location on his property. Once that was understood, a service order was initiated on 8/15/2008 and the service was subsequently moved. In addition, TDS worked with the customer on his disputed third party billing charges of \$583.00 and provided the customer with a recourse credit of \$564.38, the customer paid the remaining \$18.62 and the complaint was resolved to the customer's satisfaction.

Please let me know if any additional information is needed.

Sincerely,

Kristine M. Haskin
Manager – Federal Affairs

Enclosures

Cc: Gail Long

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ACCOUNTS MANAGEMENT
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STATE OF WASH.
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