

## Theresa Wilson

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**From:** Hoyt, Sheri (UTC) [SHoyt@utc.wa.gov]  
**Sent:** Wednesday, December 08, 2010 12:29 PM  
**To:** Theresa Wilson  
**Subject:** RE: WA - URGENT UTC complaint 110185 for Robert Madara

Theresa,

I have discussed my findings with the customer. He indicated he intends to pay Pend Oreille for the charges owed although he disagrees that he never discussed WTAP with the company. At this time he has not elected to set up specific payment arrangements to have service restored. In addition, the customer said that the long distance charges he is disputing were made without his permission from someone who hooked up to the network interface outside of his home. He understands he is responsible for those calls.

Regarding the \$0.34 difference, because it is in the customer's favor I am going to let it go. In the future, the bill history provided by the company needs to calculate in accordance with the bills provided to the customer.

This complaint is now closed. Please note that the Consumer Protection section has an internal quality review program and closed complaints are subject to review and/or re-opening.

Thank you for your assistance.  
-Sheri

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

**From:** Theresa Wilson [mailto:theresa.wilson@ruraltel.org]  
**Sent:** Tuesday, November 30, 2010 9:19 AM  
**To:** Hoyt, Sheri (UTC)  
**Subject:** RE: WA - URGENT UTC complaint 110185 for Robert Madara

AE and EE are from the toll (long distance charges) interstate calls and Intrastate calls. I have doubled checked the amounts to make sure I did not typo something. I get the .34 too,, I am not sure what I am doing wrong. it has to be with the 10/09 bill we billed 30.58 and .34 pb which is 30.92 but that is what customer paid also. I will send you the billing history from customers bill... looks a little different cause the deposit was applied along with the disconnect credit and when customer paid the 60.00 and 50.00 he paid in one day so it combined it... maybe that will help. Otherwise not sure what else to do. The bill is correct.

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

**From:** Hoyt, Sheri (UTC) [mailto:SHoyt@utc.wa.gov]  
**Sent:** Monday, November 29, 2010 5:13 PM  
**To:** Theresa Wilson  
**Subject:** RE: WA - URGENT UTC complaint 110185 for Robert Madara

Hi Theresa.

I'm still not getting the same figures as you have. I'm still \$0.34 off from October 1, on. Your prior balance indicates \$91.05 on 1/1/10 but I show \$91.39. Did you correct the bill history, below? I'm not sure where that \$0.34 is fixed. I need the bill history to reflect the accurate amounts so that I may check for compliance.

## Theresa Wilson

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**From:** Stark, Rachel (UTC) [RStark@utc.wa.gov]  
**Sent:** Thursday, May 06, 2010 10:45 AM  
**To:** Theresa Wilson  
**Subject:** RE: WA - UTC complaint 108878 for Richard Shaughnessy

Good morning Theresa,

Thank you for the information, I appreciate it.

To summarize; this customer paid a deposit of \$40 and has incurred interest of \$ .01. The company will be returning his deposit plus interest via check in the amount of \$40.01 the 10<sup>th</sup> or 11<sup>th</sup> of this month. The charges in the amount of \$84.46 will be removed and the account balance is zero.

I have completed my investigation and this complaint is now closed. Please note that the Consumer Protection Section has an internal quality review program and all closed complaints are subject to possible review and/or re-opening.

Have a good day.  
Rachel