

**ATTACHMENT D
TO DECLARATION OF
BETTY YOUNG**

Complaint #91531

Helen Dawes
755 Olympic Avenue
Edmonds WA, 98020

Excel Telecommunications, Inc.

Excel was overcharging. Sent her a letter that confirmed the company would provide a credit adjustment of \$49. However, never received the credit. The billing error occurred in March 2004.

Activity 10/29/2004 02:04 PM Email: Roger Kouchi >> Excel complaints

Excel - Please respond to this complaint. Thank you.

Activity 11/04/2004 07:01 PM Email: Roger Kouchi << arlene.hinman

You didn't say if you needed anything from Verizon. In the event this could help, following is the Excel billing information on the Verizon bills since March 2004:

3/19/04	25.66
4/19/04	26.75
5/19/04	13.75
6/19/04	1.77
7/19/04	.00
8/19/04	.00
9/19/04	.00
10/19/04	-17.35

Thank you,

Activity 11/11/2004 12:09 PM Email: Roger Kouchi >> excel

Excel - Who is working the response to this complaint? Thank you.

Activity 11/11/2004 12:09 PM Email: Roger Kouchi << System Administrator

<<WA - UTC complaint 91531 for Helen Dawes>> Your message

To: Regulatory Affairs
Subject: WA - UTC complaint 91531 for Helen Dawes
Sent: Thu, 11 Nov 2004 14:08:57 -0600

was delivered to the following recipient(s):

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Docket No. UT-050713

Regulatory Affairs on Thu, 11 Nov 2004 14:09:09 -0600
MSEXCH:MSEExchangeMTA:VarTec:SNCORMAIL08

Activity 11/11/2004 12:22 PM Email: Roger Kouchi << Nicole Mizell

Monica Rodriguez responded to this complaint on 11/9/04. A copy of her response is attached. Please let me know if you need additional information.

Activity 11/12/2004 10:34 AM Action: Roger Kouchi

Dear Mr. Kouchi:

Excel Telecommunications, Inc. ("Excel") is in receipt of the above-noted complainant's communication with the Washington Utilities and Transportation Commission ("Commission"). The Company has attempted to investigate Ms. Dawes' concerns but has been unable to locate an account under the name of Helen Dawes or the telephone number provided, (425) 778-3964. As such, in order to complete a thorough investigation of the complainants' concerns, Excel requests that the complainant forward a copy of the correspondence from the Company referenced in her communication with the Commission or any documentation that references account information to the attention of the undersigned via facsimile at (214) 424-1510.

Excel appreciates your attention to this matter. Please direct any further questions or additional information regarding this correspondence to the undersigned directly at (214) 424-4495.

Respectfully submitted,

Monica Rodriguez
Regulatory Analyst

cc: Ms. Helen Dawes
755 Olympic Avenue
Edmonds, Washington 98020

Activity 11/12/2004 11:21 AM Email: Roger Kouchi >> arlene hinman

Arlene - Excel is telling me that they can't find an account number. Can you give me a copy of the most recent bill with Excel charges on it? Thank you.

Activity 11/12/2004 06:17 PM Email: Roger Kouchi << arlene.hinman

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I faxed 7 bill pages to you.

Activity 11/15/2004 08:57 AM Fax: Roger Kouchi << arlene hinman

((((see paper files))) 7 pages of Excel bills.

Activity 11/17/2004 02:16 PM Fax: Roger Kouchi >> monica rodriguez

Here is the requested copy of the disputed bill. Please respond.

If you have questions, please feel free to contact me. Thank you.

Activity 12/03/2004 09:54 AM Email: Roger Kouchi >> monica rodriguez

Monica Rodriguez - Please get back to me regarding this complaint. Thank you.

Activity 12/10/2004 01:51 PM Email: Roger Kouchi >> Excel complaints

Monica Rodriguez - I am recording a violation of WAC 480-120-166(8) for failure to respond to staff's request on 12/3/04 with the required 3 business days.

Provided copies of disputed bills on 11/17/04. 12/3/04 requested company respond to the disputed bills. 12/10/04 no response. Recorded violation of WAC 480-120-166(8)

WAC 480-120-166

(8) Unless another time is specified in this rule or unless commission staff specifies a later date, the company must provide complete responses to requests from commission staff for additional information on pending informal complaints within three business days.

Activity 12/10/2004 01:53 PM Email: Roger Kouchi << System Administrator

<<WA - UTC complaint 91531 for Helen Dawes>> Your message

To: Regulatory Affairs

Subject: WA - UTC complaint 91531 for Helen Dawes

Sent: Fri, 10 Dec 2004 15:49:57 -0600

Activity 12/13/2004 03:12 PM Email: Roger Kouchi << Latasha Miller

Excel Telecommunications, Inc. ("Excel") has conducted a thorough and impartial investigation into the issues raised by the above-referenced complainant in her communication with the

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Washington Utilities and Transportation Commission ("Commission"). It is the Company's intent that the information provided herein will adequately address Ms. Dawes' concerns as they relate to Excel.

The complainant indicated in her recent communication with the Commission that the Company billed her at incorrect rates for the long distance calls placed from telephone number (425) 778-3964. In addition, Ms. Dawes indicated that she was promised a credit in the amount of \$49.00 to re-rate the disputed calls; however, she never received said credit from Excel. The Company has investigated this matter and has determined that due to an internal processing error, the account for telephone number (425) 778-3964 was assessed incorrect rates for Excel's long distance service from February 18, 2004 through April 17, 2004. The Company sincerely apologizes for this error and regrets any inconvenience this matter may have caused. Please note that Excel's default long distance service is billed at a rate of \$0.05 per minute with a \$0.25 connection charge per call. As such, based on the billing provided from the complainant, the Company is issuing a check in the amount of \$20.05 to fully re-rate the charges assessed to the account for telephone number (425) 778-3964 to the rates of \$0.05 per minute including a \$0.25 connection charge per call. Said check will be forwarded to the attention of Bruce Dawes at the address noted below within the next 15 business days. If the complainant should have any additional billing statements that reflect incorrect charges billed by Excel, the Company respectfully requests that she forward said copies to the undersigned and, as such, additional credits will be issued accordingly.

Again, Excel sincerely apologizes for any inconvenience this matter may have caused and appreciates the opportunity to address and respond to Ms. Dawes' concerns as they relate to the Company. Please direct any further questions or additional information regarding this correspondence to the undersigned directly at (972) 478-3321.

Activity 12/16/2004 08:28 AM Phone: Roger Kouchi >> consumer

ok to close. satisfied with the resolution.

Activity 12/16/2004 08:29 AM Email: Roger Kouchi >> Excel complaints

Latasha Miller - Complaint closed.