

Appendix D

Customer 1

1/11 39.00-Paid
1/12 39.00-CONNECTION CHARGE bill.
1/24 (Stored Proc) Bill mailed for 54.49 due 2/3
1/26 54.49-paid
2/7 Printed/mailed 0-pb, 54.49-c, 54.49-t due 2/20
2/28 54.49-paid
3/6 Bill Printed/mailed 0-pb, 54.49-C, 54.49-T DUE 3/20
3/27 64.49-PAID
4/5 Bill Printed - not sent
4/6 Bill Printed/mailed 10.00-CR, 54.49-C, 44.49 DUE 4/20
4/26 54.49-PAID
5/5 Bill Printed/mailed 10.00-cr, 54.49-c, 44.49-t due 5/20
5/17 Disconnect, cust request 5/17
5/17 Verf ssn, cust wanting disc 5/17 as has moved advised cust can take a few days / Heather
5/17 status changed from R to I

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 2

12/9 95.52-paid
12/9 39.00-connection fee billed
1/7 (StoredProc) Bill Printed/Mailed 54.52-cr, 54.49-c, .03-cr Due 1/17
1/19 Bill printed - not mailed
1/20 Bill Printed/Mailed .03-c, 54.49-c, 54.46-t due 2/3
1/24 54.46-paid
2/17 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 3/3
2/29 54.49-paid
3/20 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 4/3
4/11 54.49-paid
4/18 Bill Printed/Mailed 0-pb, 54.49-c, 54.49 due 5/3
5/12 54.39-paid
5/19 Bill Printed/Mailed .10-pb, 54.49-c, 54.59-t due 6/3
6/13 54.49-paid
6/18 Bill Printed/Mailed .10-pb, 54.30-c, 54.40-t due 7/3
7/10 Customer states went to USW, advise will memo to disconnect ASAP
7/10 customer request when phone will be disconnected
7/11 Customer calling on status of disconnect..advise customer is being processed and take 3 business days
on complete disconnect .. Customer states okay.

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

1/17 39.00-paid
1/17 39.00-connection fee
1/24 (StoredProc) Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/3
2/2 108.98-paid
2/4 Bill printed/mailed 54.49-cr, 54.49-c, 0-t due 2/19
3/6 Bill printed/mailed 0-pn, 54/49-c, 54.49-t due 3/19
3/22 54.95-paid
4/4 Bill printed
4/4 Request tp recalculate customer bill from rkahle
4/5 Bill printed/mailed .46-cr, 54.49-c, 54.03-t due 4/19
4/10 54.40-paid
5/5 54.49-paid (54.86-cr)
5/5 Bill printed/mailed 54.86-cr, 54.49-c, .37-cr due 5/19
6/5 Bill printed/mailed .37-cr, 54.49-c, 54.12-t due 6/19
6/14 54.95-paid
7/5 Bill printed/mailed .83-cr, 54.30-c, 53.47-t due 7/19
7/11 54.95-paid (1.48-cr)
8/2 Customer has moved.. Needs service disconnected immediately.. Advise will go off in 24 hours.
8/4 Bill printed/mailed 1.48-cr, 54.30-c, 52.82-t due 8/19

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

1/7 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, .54.49-t Due 1/17
1/11 54.52-paid
1/19 Bill printed - not mailed
1/20 Bill Printed/Mailed .03-c, 54.49-c, 54.46-t due 2/3
1/29 54.46-paid
2/17 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/3
3/2 54.49-paid
3/20 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/3
4/3 54.49-paid
4/18 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/3
5/3 54.49-paid
5/19 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/3
6/2 54.49-paid
6/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/3
7/1 54.30-paid
7/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/3
7/25 54.30-paid
8/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/3
9/2 54.30-paid
9/18 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/3

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 5

12/29 40.00-paid

12/30 39.00-connection fee
1/11 (StoredProc) Bill Printed/Mailed 1.00-cr, 54.49-c, 53.49-t Due 1/21
1/17 45.00-paid
1/21 Bill Printed/Mailed 8.49-pb, 54.49-c, 62.98-t due 2/5
1/31 62.98-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/5
3/3 46.50-paid
3/11 8.00-paid
3/21 Bill printed .01-cr, 54.49-c, 54.48-t due 4/5
4/6 54.00-paid (.48-bal)
4/20 Bill printed .48-bal, 54.49-c, 54.97-t due 5/5
5/4 56.60-paid (1.63-cr)
5/22 Bill printed 1.63-cr, 54.49-c, 52.86-t due 6/5
6/5 53.00-paid
6/20 Bill printed/mailed .14-cr, 53.40-c, 54.16-t due 7/5
7/7 53.16-paid
7/21 Bill printed/mailed 1.00-pb, 54.30-c, 55.30-t due 8/5
8/8 55.30-paid
8/20 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/5
9/6 54.35-paid
9/20 Bill printed/mailed .05-cr, 54.30-c, 54.30-t due 10/5

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 6

12/9 34.95-paid
12/10 39.00-connection fee
1/7 (StoredProc) Bill Printed/Mailed 4.05-pb, 54.49-c, 58.54-t Due 1/17
1/10 54.49-paid
1/19 Bill printed - not mailed
1/20 Bill Printed/Mailed 4.05-pb, 54.49-c, 58.54-t due 2/3
2/7 58.44-paid
2/17 Bill printed/mailed .10-bal. 54.49-c, 54.59-t due 3/3
3/2 54.59-paid
3/20 printed/mailed o-pb, 54.49-c, 54.49-t due 4/3
3/31 TR,,, Spoke to customer she will make payment on account no later than 3/31
3/31 Customer would like to disconnect service is goingback to LEC,,, will memo disconnect with info advise (take 10 business days
3/31 Memo disconnect, customer request 4/3.
4/3 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 7

12/10/99 39.00-paid

12/10/99 39.00-connection fee

1/3 billed 0-pb, 54.49-c, 54.49-t due 1/13

1/20 disconnected

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 8

12/8/99 39.00-paid
12/13/99 39.00-connection fee
12/30/99 25.00-concession credit for delayed service
1/11/00 Bill printed/mailed 25.00-cr, 54.49-c, 29.49-t due 1/21
1/22 29.49-paid
1/25 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/6
1/29 54.49-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/6
3/4 54.49-paid
3/22 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/6
4/5 TR ... reminder call to renew service NA
4/17 TR - Received no answer - call #2
4/17 Service expired due to nonpayment
4/19 Disconnect completed
4/20 Account has been resold to a different co-provider.. 4/19/00.. Per USW

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 9

12/15/99 39.00-paid
12/15/99 39.00 connection fee
1/11 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/21
1/14 54.46-paid
1/20 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/4
1/27 54.49-paid
2/18 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/4
3/1 54.49-paid
3/20 Bill printed/mailed 0-pb, 54/49-c, 54.49-t due 4/4
4/1 54.49-paid
4/19 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/4
5/2 54.49-paid
5/22 Bill printed/not mailed
5/22 Request to recalculate customer bill by rkahle
5/23 Bill printed/not mailed
5/26 Request to recalculate customer bill by rkahle
5/26 Bill printed 0-pb, 54.49-c, 54.49-t due 6/4
6/5 54.49-paid
6/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/4
6/23 54.30-paid
7/20 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/4
8/3 54.30-paid
8/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/4
9/5 54.30-paid
9/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/4

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

12/16/99 39.00-paid
12/17/99 39.00- connection fee
1/7 (StoredProc) Bill Printed/Mailed 54.52-cr, 54.49-c, .03-cr Due 1/17
1/15 54.49-paid
1/19 Bill printed - not mailed
1/20 Bill Printed/Mailed .03-c, 54.49-c, 54.46-t due 2/3
1/29 54.49-paid
2/17 Bill printed 0-pb, 54/49-c, 54/49-t due 3/3
3/3 54.49-paid
3/9 1.40- billed for directory assistance charges
3/20 Bill printed/mailed 1.40-pb, 54.49-c, 55.89-t due 4/3
4/2 55.89-paid
4/18 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/3
5/3 54.49-paid
5/19 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/3

6/5 54.49-paid
6/19 Bill Printed/mailed 0-pb. 54.49-c, 54.49-t due 7/3
7/11 Customer said that he doesn't have money right now, says that he is going to set up with USWC. W
disconnect. Additional note: Service expired at customer request

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

12/20 39.00-paid

12/21 39.00-connection charge

1/4 Customer has another pending acct,, will submit problem report to delete other account,, Gave telephone number and install date. \$55 due now and no later than 3rd of the month after this payment.

1/11 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-cr Due 1/21

1/29 Records show disconnected

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 12

12/21 39.00-paid
12/21 39.00-connection fee billed
1/5 55.00-paid
1/11 (StoredProc) Bill Printed/Mailed 55.00-cr, 54.49-c, .51-cr Due 1/21
1/20 Bill printed/mailed .51-cr, 54.49-c, 53.98-t due 2/4
1/31 54.49-paid
2/18 Bill printed/mailed .51- cr, 54.49-c, 53.98-t due 3/4
3/2 TR Reminder call to renew service... line busy
3/3 TR Reminder call to renew service ... na
3/8 53.98-paid
3/9 \$10.00-late fee charged
3/13 \$9.80 Directory assistance charges
3/20 Bill printed/mailed 19.80-pb, 54.49-c, 74.29-t due 4/4
4/12 54.49-paid
4/19 Bill printed/mailed 19.80-pb, 54.49-c, 74.28-t due 5/4
5/4 60.17-paid
5/22 Bill printed
5/22 Request to recalculate customer bill by rkahle
5/23 Bill printed/mailed 14.11-pb, 54.49-c, 68.60-t due 6/4
6/3 54.49-paid
6/19 Bill printed/mailed 14.11-pb, 54.30-c, 68.41-t due 7/4
7/13 Customer request disconnect - advised customer can take up to 3 business days for full disc.
7/13 Disconnected. (Note: service expired at customer request)

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

12/22 39.00-set up fee
12/29 35.51-cr, transfer balance from Acct# 507092
12/29 35.51-cr, transfer balance from Acct# 507092
12/29 35.51-debit, double credit
12/29 5.00-paid
1/11 (StoredProc) Bill Printed/Mailed 1.51-cr, 54.49-c, 52.98-t Due 1/21
1/17 52.98-paid
1/20 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/4
2/8 55.00-paid
2/18 Bill Printed/Mailed .51-cr, 54.49-c, 53.98-t due 3/4
3/6 55.00-paid
3/20 Bill printed/mailed 1.02-cr, 54.49-c, 53.47-t due 4/4
4/5 55.00-paid
4/17 TR Left message with Jason, said he would forward message to call back ASAP, Call #1
4/18 TR - Person who answered said he was outside, was going to get hm - they hung up - Call #2
4/19 Note@ (10:28): Service expired due to nonpayment
4/19 Note @(10:29) Cancelled disconnect
4/19 Bill printed/mailed 1.53-cr, 54.49-c, 52.96-t due 5/4
5/4 55.00-paid (2.04-credit)
5/8 Bill printed/mailed 2.04-cr , 54.49-c, 52.45-t due 6/4
5/23 TR - Left message with Jason, said that he would forward message to call back ASAP, Call #1
5/26 TR - Left message with Shawna, said cystemer was not in... Call # 2
5/26 Note: service expired due to nonpayment
5/31 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

12/27/99 39.00 connection charge
1/4 39.00-paid
1/13 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/23
1/19 54.49-paid
1/25 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/9
2/14 54.49-paid
2/14 \$10.00-late fee
2/14 \$10.00- reversal of late fee
2/23 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 3/9
3/7 54.49-paid
3/27 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 4/9
4/17 TR - received no answer - call # 1
4/18 54.49-paid
4/24 Bill printed/Mailed 0-pb, 54.48-c, 54.49-t due 5/9
5/19 54.49-paid
5/25 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 6/9
6/16 54.49-paid
6/26 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 7/9
7/15 54.30-paid
7/25 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 8/9
9/15 54.30-paid
8/25 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 9/9
9/6 54.30-paid
9/24 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 10/9

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

12/27 39.00-connection fee
12/28 39.00-paid
1/7 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/17
1/15 45.00-paid
1/19 Bill printed/not mailed
1/20 Bill Printed/Mailed 9.49-pb, 54.49-c, 63.98-t due 2/3
2/1 63.98-paid
2/17 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 3/3
3/4 54.49-paid
3/20 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 4/3
4/3 54.49-paid
4/18 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 5/3
5/3 54.49-paid
5/19 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 6/3
6/4 54.49-paid
6/19 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 7/3
7/5 54.30-paid
7/19 Bill printed/not mailed
7/20 Request to recalculate customer bill by rkahle
7/20 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 8/3
8/4 54.30-paid
8/19 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 9/3
9/13 Note: (12:17) TR - no answer - Call #1
9/14 Note: (16:49) TR - no answer - Call #2
9/19 Note: (12:44) Service expired due to nonpayment
9/21 Service disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 16

12/27 39.00-paid

12/28 39.00-connection fee
1/7 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/17
1/11 54.49-paid
1/19 Bill printed/not mailed
1/20 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/3
2/11 54.49-paid
2/17 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 3/3
3/1 54.40-paid
3/20 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 4/3
4/5 54.49-paid
4/18 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 5/3
5/2 54.49-paid
5/19 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 6/3
6/1 54.49-paid
6/19 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 7/3
7/1 54.30-paid
7/19 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 8/3
8/2 54.30-paid
8/21 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 9/3
9/5 54.30-paid
9/19 Bill printed/Mailed 0-pb, 54.30-c, 54.30-t due 10/3

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 17

12/28/99 39.00 connection fee

12/28/99 39.00-paid
1/7 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/17
1/10 54.46-paid
1/19 Bill printed/not mailed
1/20 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/3
2/1 54.49-paid
2/17 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/3
3/7 54.49-paid
3/20 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/3
3/31 56.00-paid
4/18 Bill printed/mailed 1.51-cr, 54.49-c, 52.98-t due 5/3
5/1 Customer calling to disconnect- going back to LEC
5/1 Note: Service expire at customer request
5/2 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 18

12/28/99 64.52-paid

12/28/99 39.00-paid
12/29/99 39.00 connection fee
1/11 Bill Printed/Mailed 64.52-cr, 54.49-c, 10.03-credit Due 1/21
1/24 Bill Printed/Mailed 10.03-credit, 54.49-c, 54.49-t due 2/6
2/2 44.46-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/6
3/5 54.49-paid
3/22 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/6
4/5 54.49-paid
4/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/6
5/1 54.49-paid
5/22 Bill printed/not mailed
5/26 Request to recalculate customer bill by rkahle
5/26 Bill printed/not mailed
5/26 Request to recalculate customer bill by rkahle
5/30 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/6

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 19

12/29/99 39.00 connection fee
12/29/99 39.00-paid

1/11 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/21
1/11 54.46-paid
1/24 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/7
2/1 55.00-paid
2/21 Bill printed/mailed .51-cr, 54.49-c, 53.98-t due 3/7
3/1 54.00-paid
3/23 Bill printed/mailed .02-credit, 54.49-c, 54.47-t due 4/7
4/4 54.47-paid
4/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/7
5/8 54.49-paid
5/22 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 6/7
6/15 54.30-paid
6/19 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/7
7/20 54.30-paid
7/24 Bill printed/not mailed
7/25 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/7
8/20 54.30-paid
8/23 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/7
9/14 (13:46) TR - no answer #1
9/15 (16:49) TR - no answer #2
9/20 (16:50) Note: Service expired due to nonpayment
9/22 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 20

12/29/99 39.00 connection fee
12/31/99 40.00-paid
1/11 (StoredProc) Bill Printed/Mailed 1.00-cr, 54.49-c, 53.49-t Due 1/21

1/21 53.49-paid
1/25 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/7
2/2 54.49-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/7
3/9 54.49-paid
3/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/7
4/13 54.49-paid
4/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/7
5/5 54.49-paid
5/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/7
6/13 54.49-paid
6/22 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/7
7/19 (10:12) TR - No answer - call #1
7/20 (10:58) TR - No answer - call #2
7/20 Disconnected (Note: service expired due to nonpayment)

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 21

12/29/99 39.00-paid
12/30/99 39.00 connection fee
1/13 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/23
1/19 55.00-paid

1/25 Bill Printed/Mailed .51-cr, 54.49-c, 53.98-t due 2/9
2/1 54.00-paid
2/23 Bill printed/mailed .02-cr, 54.49-c, 54.47-t due 3/9
3/7 55.00-paid
3/27 Bill printed/mailed .53-cr, 54.49-c, 53.96-t due 4/9
4/8 55.00-paid
4/24 Bill printed/mailed 1.04-cr, 54.49-c, 53.45-t due 5/9
5/9 55.00-paid
5/25 Bill printed/mailed 1.55-cr, 54.49-c, 52.94-t due 6/9
6/9 53.00-paid
6/26 Bill printed/mailed .06-cr, 54.30-c, 54.24-t due 7/9
7/10 55.00-paid
7/25 Bill printed/mailed .76-cr, 54.30-c, 53.54-t due 8/9
8/9 53.54-paid
8/25/00 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/9
9/6 Customer request disconnect
9/7 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 22

12/29/99 39.00-paid
12/30/99 39.00 connection fee
1/10 54.49-paid
1/11 (StoredProc) Bill Printed/Mailed 54.49-cr, 54.49-c, 0-t Due 1/21

1/24 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/7
1/31 54.49-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/7
3/4 54.49-paid
3/23 Bill printed
3/23 Request to recalculate customer bill by rkahle
3/24 Bill printed /mailed 0-pb, 54.49-c, 54.49-t due 4/7
4/7 54.49-paid
4/22 Bill printed/mailed 0-pb, 54/49-c, 54.49-t due 5/7
5/6 54.49-paid
5/23 Bill printed 0-pb, 54.49-c, 54.49-t due 6/7
6/7 54.49-paid
6/22 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/7
7/7 54.30-paid
7/24 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/7
8/7 54.30-paid
8/23 Bill printed/mailed 0-pb, 54/30-c, 54.30-t due 9/7
9/7 54.30-paid
9/22 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/7

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 23

12/30/99 39.00-paid
12/31/99 39.00 connection fee
1/11 (StoredProc) Bill Printed/Mailed 54.49-cr, 54.49-c, 0-t Due 1/21
1/18 54.49-paid
1/24 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/6

2/16 54.49-paid
2/21 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 3/6
3/6 54.49-paid
3/22 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 4/6
4/6 54.49-paid
4/21 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 5/6
5/16 54.49-paid
5/22 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 6/6
6/20 TR - Received busy - call #1
6/21 TR - Received busy - call #2
6/21 service expired due to nonpayment
6/22 disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 24

1/3 100.00-paid
1/3 39.00-connection fee
1/12 (StoredProc) Bill Printed/Mailed 61.-cr, 54.49-c, 6.51-credit Due 1/22
1/24 Bill Printed/Mailed 6.51-credit, 54.49-c, 47.98-t due 2/8
2/15 47.98-paid

2/22 Bill Printed/mailed 0-pb, 54.49-c, 54.49-t due 3/8
3/10 54.49-paid
3/24 Bill Printed/mailed 0-pb, 54.49-c, 54.49-t due 4/8
4/4 54.49-paid
4/24 Bill Printed/mailed 0-pb, 54.49-c, 54.49-t due 5/8
5/11 54.49-paid
5/24 Bill Printed/mailed 0-pb, 54.49-c, 54.49-t due 6/8
6/7 54.49-paid
6/23 Bill Printed/mailed 0-pb, 54.30-c, 54.30-t due 7/8
7/10 54.30-paid
7/24 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/8
8/10 54.30-paid
8/24 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/8
9/9 54.30-paid
9/23 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/8

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 25

1/3 39.00-paid
1/3 39.00 connection fee
1/11 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/21
1/10 54.50-paid
1/24 Bill Printed/Mailed .01-cr, 54.49-c, 54.48-t due 2/7

2/1 54.48-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/7
3/3 54.49-paid
3/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/7
4/3 54.49-paid
4/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/7
5/1 54.49-paid
5/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/7
6/2 54.49-paid
6/22 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/7
7/3 54.30-paid
7/24 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/7
8/3 54.30-paid
8/23 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/7
9/1 54.30-paid
9/23 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/7

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 26

1/3 39.00-connection fee
1/3 39.00-paid
1/12 54.49-paid
1/13 (StoredProc) Bill Printed/Mailed 54.49-cr, 54.49-c, 0-t Due 1/23
1/25 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/9

2/4 54.49-paid
2/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/9
3/6 54.49-paid
3/27 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/9
4/7 54.49-paid
4/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/9
5/9 54.49-paid
5/25 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/9
6/12 54.49-paid
6/24 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/9

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 27

1/3 39.00-paid
1/4 39.00 connection charges
1/12 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, .54.49-t Due 1/12
1/18 54.49-paid
2/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/18
2/23 10.00-late fee charged

2/24 Moved customer out 11 days per Rebecca,,, Advise customer no more extension,, customer will make payment. Credited customer late fee of 10.00 cuz he lives in the state of Wa.

2/24 10.00-credit. CS Late Fee Reversal

2/25 54.49-paid

3/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/18

3/20 54.49-paid

4/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/18

4/20 54.49-paid

5/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/18

5/20-54.49-paid

6/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/18

6/19 54.49-paid

7/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/18

7/19 54.30-paid

8/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/18

8/18 54.40-paid

9/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/18

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 28

12/30 Explained to customer 10 day payment

1/3 39.00-paid

1/4 39.00-connection fee

1/8 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/18

1/17 service disconnected

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 29

1/4 40.00-paid

1/4 39.00-connection fee

1/17 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, .54.49-t Due 1/27

1/21 53.49-paid

1/27 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/11

2/7

2/25 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/11
3/5 56.00-paid
3/13 1.40-billed, directory assistance charges
3/27 Bill printed/mailed 11-cr, 54.49-c, 54.38-t due 4/11
4/4 49.95-referral credit
4/14 1.40-billed, directory assistance charges
4/21 54.38-paid
4/26 Bill printed/mailed 48.55-cr, 54.49-c, 5.94-t due
5/30 Bill printed/mailed 5.94pb, 54.49-c, 60.53-t due 6/11
6/23 60.53-paid
6/27 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/11
7/15 54.30-paid
7/27 5/30 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/11
8/16 54.30-paid
8/27 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/11
9/16 54.30-paid
9/26 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/11

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 30

1/5 39.00-connection fee
1/7 39.00-paid
1/21 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, .54.49-t Due 1/31
1/29 54.49-paid
2/3 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/17
2/17 54.49-paid

3/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/17
3/16 54.49-paid
4/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/17
4/17 54.49-paid
5/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/17
5/18 (12:00) 54.49-paid
6/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/17
6/22 54.49-paid
7/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/17
7/17 54.30-paid
8/2 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/17
8/15 54.30-paid
9/2 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/17
9/26 TR - customer said that she doesn't want anymore because she is moving. Customer request
9/27 disconnect.
9/27 Note: Disconnect already processed
9/28 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 31

1/4 39.00-paid
1/5 39.00-connection fee
1/19 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, .54.49-t Due 1/29
1/18 54.52-paid
1/19 Advised
1/31 Bill printed/Mailed .03-cr, 54.49-c, 54.46-t due 2/15
2/17 TR no answer

2/22 TR talked to customer she PP today. Quoted 54.46 due and reminded due date is 15th of month.
2/23 Customer has not kept her payment arrangement if no payment posted by the 25th service to expire.
2/25 Service expired no payment posted today is 10 day after PTD
3/1 Service disconnected

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 32

1/4 39.00-paid
1/5 39.00-connection fee
1/12 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, .54.49-t Due 1/22
1/21 55.00-paid
1/21 Bill Printed/Mailed .051-cr, 54.49-c, 53.98-t due 2/8 2/17 54.00-paid
2/22 Bill printed/mailed .02-cr, 54.49-c, 54.47-t due 3/8
3/16 54.47-paid
3/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/8
4/7 55.00-paid
4/24 Bill printed/mailed .51-cr, 54.49-c, 53.98-t due 5/8
5/5 53.98-paid
5/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/8
6/16 55.00-paid
6/23 Bill printed/mailed .51-cr, 54.30-c, 53.79-t due 7/8
7/18 55.00-paid
7/24 Bill printed/mailed 1.21-cr, 54.30-c, 53.09-t due 8/8
8/15 54.00-paid
8/24 Bill printed/mailed .91-cr, 54.30-c, 53.39-t due 9/8
9/14 TR - Left message with Stephanie said she would call back ASAP #1
9/15 TR - Customer pp \$53.39 today. Advised due no later than 8th of every month 9/20 Service
expired due to nonpayment, customer did not keep payment arrangement
9/21 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 33

1/4 39.00-paid
1/5 39.00 connection fee
1/11 (StoredProc) Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t Due 1/21
1/11 55.00-paid
1/24 Bill Printed/Mailed .51-cr, 54.49-c, 53.98-t due 2/7
2/2 53.98-paid
2/21 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/7
3/1 54.49-paid
3/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/7
4/3 54.49-paid
4/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/7
5/20 54.49-paid
5/23 Bill printed
5/26 Request to recalculate customer bill by rkahle
5/26 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/7
6/28 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 34

1/5 39.00-connection fee
1/8 39.95-paid
1/21 (StoredProc) Bill Printed/Mailed .95-cr, 53.54 Due 1/31
1/29 53.54-paid
2/7 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/14
2/22 64.49-paid
3/10 Bill printed/mailed 10.00-cr, 54.49-c, 44.49-t due 3/25
3/22 44.49-paid
4/10 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/25
4/18 54.49-paid
5/10 Bill Printed/mailed 0-pb, 54.49-c, 54.49-t due 5/25
5/16 54.49-paid
6/12 Bill printed /mailed 0-pb, 54.49-c, 54.49-t due 6/25
6/26 54.49-paid
7/10 Bill Printed/mailed 0-pb, 54.30-c, 54.30-t due 7/25
7/24 54.30-paid
8/19 Printed/mailed 0-pb, 54.30-c, 54.30-t due 8/25
8/22 54.30-paid
9/10 Printed/mailed 0-pb, 54.30-c, 54.30-t due 9/25

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 35

1/5 39.00-connection fee
1/11 93.49-paid
1/24 (StoredProc) Bill Printed/Mailed 54.49-cr, 54.49-c, 0-t Due 2/3
2/3 Bill Printed/Mailed 0-pb, 54.49-c, 54.49-t due 2/18
2/17 54.49-paid
3/3 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 3/18
3/21 54.49-paid
4/3 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 4/18
4/24 54.49-paid
5/3 Bill printed/Mailed 0-pb, 54.49-c, 54.49-t due 5/18
5/30 TR - received no answer - call #1
5/31 TR - received no answer - call #2
5/31 Service expired due to nonpayment
6/1 Disconnect

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

1/5 39.00-connection
1/10 39.00-paid
1/14 55.00-paid
1/19 (StoredProc) First bill printed 55.00-cr, 54.49-c, .51-cr
1/31 Bill printed/mailed .51-cr, 54.49-c, 53.98-t due 2/15
Should bill 1/30 due 2/14 -
2/12 70.00-paid
2/29 Bill printed/mailed 16.02-cr, 54.49-c, 38.47-t due 3/15
Should bill 3/1 due 3/16
3/15 50.00-paid
3/31 Bill printed/mailed 11.53-cr, 54.49-c, 42.96-t due 4/15
4/16 60.00-paid
5/1 Bill printed/mailed 17.04-cr, 54.49-c, 37.45-t due 5/15 (14 days)
5/21 37.45-paid
5/31 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/15
6/15 60.00-paid
6/31 Bill printed/mailed 5.51-cr, 54.30-c, 48.79-t due 7/15
7/18 50.00-paid
7/31 Bill printed/mailed 1.21-cr, 54.30-c, 53.09-t due 8/15
8/22 TR - No answer - call#1
8/24 TR - No answer - call #2
8/25 TR - No answer - call #3
8/25 Will give until 8/28 {sm} for payment or service will expire
8/31 TR - no answer - call #4
9/1 disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 37

1/5 54.52-paid

1/5 39.00-paid
1/5 39.00-connection fee
1/12 (StoredProc) First bill printed 54.42-cr, 54.49-c, .03-cr due 1/22
1/24 Bill printed/mailed .03-cr, 54.49-c, 54.46-t due 2/8
2/23 54.52-paid
3/13 bill printed/mailed .06-cr, 54.49-c, 54.43-t due 3/26
4/1 54.43-paid
4/11 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/26
4/21 TR - Reminder call to renew service, na
4/25 TR, Reminder call to renew service, na
5/5 TR - Received no answer - call #3
5/8 TR.. Reminder call of bill due no later than 5/9 for 54.49... received no answer
6/1 TR - No answer #1
6/2 TR - No answer #2
6/7 Service expired due to nonpayment
6/17 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 38

1/5 39.00-paid
1/6 39.00-connection fee

1/11 (StoredProc) First month bill 0-pb, 54.49-c, 54.49-t due 1/21
1/19 54.49-paid
1/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t 2/7
1/31 54.49-paid
2/21 Bill printed 0-pb, 54.49-c, 54.49-t due 3/7
3/9 54.49-paid
3/23 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/7
4/7 54.49-paid
4/24 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/7
5/5 54.49-paid
5/23 Bill printed
5/26 Request to recalculate customer bill by rkahle
5/26 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/7
6/1 54.49-paid
6/22 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/7
6/30 54.30-paid
7/24 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/7
7/31 54.30-paid
8/23 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/7
8/30 54.30-paid
9/22 printed/mailed 0-pb, 54.30-c, 54.30-t due 10/7

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 39

1/6 39.00-paid
1/6 39.00-connection fee
1/24 (StoredProc) First bill printed 0-pb, 54.49-c, 54.49-t due 2/3

2/4 54.49-paid
2/8 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/19
2/21 54.64-paid
3/6 Bill printed/mailed .15-cr, 54.49-c, 54.34-t due 3/19
3/21 54.34-paid
4/4 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/19
4/10 Gave customer telephone number 1-888-700-8880 for the assistance program. Advise her due date is 1
each month for 54.49
4/10 Customer request disconnect now because they have gotten assistance and need to go back to GTE
4/18 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 40

1/7 39.00-connection fee
1/11 39.00-paid
1/21 First bill printed 0-pb, 54.49-c, 54.49-t due 1/31
1/24 55.00-paid
2/3 Bill Printed/mailed .51-cr, 54.49-c, 53.98-t due 2/17

2/8 55.00-paid
3/2 Bill printed/mailed 1.02-cr, 54.49-c, 53.47-t due 3/17
3/13 55.00-paid
4/3 Bill printed/mailed 1.53-cr, 54.49-c, 52.96-t due 4/17
4/16 53.00-paid
5/2 Bill printed/mailed .04-cr, 54.49-c, 54.45-t due 5/17
5/17 54.45-paid
6/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/17
6/17 54.49-paid
7/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/17
7/17 54.30-paid
8/2 Bill printed
8/2 Request to recalculate custome rbill by rkahle
8/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/17
8/17 54.30-paid
9/2 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/17
9/17 54.30-paid
10/2 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/17

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 41

1/10 22.89-paid
1/10 39.00-connection fee
1/11 16.11-paid
1/21 First bill printed 0-pb, 54.49-c, 54.49-t due 1/31
1/28 54.49-paid
2/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/17

2/15 54.49-paid
3/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/17
3/18 54.49-paid
4/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/17
4/24 54.49-paid
5/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/17
5/30 54.49-paid
6/2 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/17
6/24 54.49-paid
7/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/17
7/27 54.30-paid
8/2 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/17
8/23 54.30-paid
9/2 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/17
9/26 TR - Busy - call #1

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 42

1/10 30.00-paid
1/10 39.00-connection fee
1/19 (StoredProc) First bill printed 0-pb, 54.49-c, 54.49-t due 1/29
2/7 54.49-paid
2/9 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/15
2/18 54.49-paid

2/29 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/15

3/22 TR - Customer PP \$54.49 no later than 3/24. Advise all future payments are due on the 15th of every month

3/28 Service Expired due to nonpayment -

3/28 Disconnected

Explanation of billing abbreviations:

c = current charges

pb = previous balance

t = total due

cr = credit balance

Customer 43

1/10 39.00-connection fee

1/10 39.00-paid

1/19 (StoredProc) First bill printed 0-pb, 54.49-c, 54.49-t due 1/29

1/27 54.49-paid

1/31 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/15

2/21 54.49-paid

2/29 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/15
3/17 64.49-paid
3/20 10.00-misc credit
3/31 Bill printed/mailed 20.00-cr, 54.49-c, 34.49-t due 4/15
4/17 57.29-paid
4/30 Bill printed/mailed 22.80-cr, 54.49-c, 31.69-t due 5/15
5/15 Service expired at customer request
5/17 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 44

1/13 36.43-transfer credit
1/13 2.57-credit
1/13 2.57-debit
1/13 39.00-connection fee
1/14 10.00- concession credit
1/24 First bill printed 7.43-cr, 54.49-c, 47.06-t due 2/3
2/1 47.06-paid

2/4 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/19
2/17 54.49-paid
3/6 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/19
3/9 54.49-paid
4/4 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/19
4/13 54.49-paid
5/4 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/19
5/9 20.00-paid
5/19 34.49-paid
6/5 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/19 (14 days)
6/17 54.49-paid
7/5 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/19 (14 days)
7/21 54.30-paid
8/4 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/19
8/21 30.00-paid
8/21 25.00-paid
9/4 Bill printed/mailed .70-cr, 54.30-c, 53.60-t due 9/19
9/18 53.00-paid

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 45

1/12 39.00-paid
1/13 39.00-connection fee
1/24 (StoredProc) First bill printed 0-pb, 54.49-c, 54.49-t due 2/3
2/3 54.49-paid
2/7 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 2/18
2/17 54.49-paid
3/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/18
3/22 54.49-paid

4/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/18
4/18 54.49-paid
5/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/18
5/22 TR - Received no answer - call #1
5/22 TR - Received no answer - call #2
5/31 Service expired due to nonpayment
6/1 Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 46

1/12 39.00-paid
1/13 39.00-connection fee
1/19 (StoredProc) Bill Printed/Mailed 54.52-cr, 54.49-c, .03-cr Due 1/29
1/22 54.49-paid
1/31 Bill Printed/Mailed .03-c, 54.49-c, 54.46-t due 2/15
2/12 54.49-paid
2/29 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/15
3/20 10.00-debit, late payment fee
3/22 10.00-cr, reversal of late payment fee

3/23 54.49-paid
3/31 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/15
4/14 54.49-paid
5/1 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/15
5/13 54.49-paid
5/31 Bill printed
6/1 request to recalculate bill by rkahle
6/1 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/15
6/15 54.49-paid
6/30 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 7/15
7/15 54.30-paid
7/31 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 8/15
8/16 54/30-paid
8/30 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 9/15
9/18 54.30-paid

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 47

1/14 39.00-credit for connection fee
1/14 39.00-connection charge
1/14 45.39-credit
1/19 10.00-paid
1/24 (StoredProc) Bill Printed/mailed/Mailed 55.39-cr, 54.49-c, .90-cr Due 2/3
2/3 Bill printed/mailed .90-cr, 54.49-c, 53.59-t due 2/18
2/17 53.59-paid
3/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t-t due 3/18
3/16 54.49-paid
4/3 Bill printed/mailed 0 -pb, 54.49-c, 54.49-t due 4/18

4/18 54.49-paid
5/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/18
5/18 54.49-paid
6/5 Bill printed/mailed/mailed 0-pb, 54.49-c, 54.49-t due 6/18
6/26 TR - no answer - call#1
6/26 TR - LMOM, advise to make payment or call back asap - call#1
6/27 TR - left message with Lial, said that he will forward message to call back ASAP - Call #2
6/28 TR - Received busy - Call #3
6/28 Will give until 6/29 {am} to post, if no payment posts service will expire.
6/30 Service expired due to nonpayment. Disconnected

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 48

1/14 39.00-connection fee
1/15 39.00-paid
1/24 (StoredProc) Bill Printed/mailed/Mailed 0-pb, 54.49-c, 54.49-t Due 2/3
2/3 55.00-paid
2/7 Bill printed/mailed .51-cr, 54.49-c,53.98-t due 2/20
2/26 53.98-paid
3/6 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 3/20
3/20 54.49-paid
4/5 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 4/20
4/17 55.20-paid

5/5 Bill printed/mailed .71-cr, 54.49-c, 53.78-t due 5/20
 5/24 53.78-paid

6/5 Bill printed/mailed/mailed 0-pb, 54.49-c, 54.49-t due 6/20
 6/27 TR - LMOM, advised to make payment or call back ASAP - call #1
 6/28 Advised customer 45.89 was due on 6/20, advised will need to pay ASAP. Customer states will make 4th payment 7/1. Advised too late service will expire and will need to set up new account. Customer request supervisor, wa customer, transfer 2929
 6/28 TR - LMOM, advised to make payment or call back ASAP - call #2
 6/28 If customer calls back, its okay to for her to pay on the 1st... please advise of balance owing and regular date of every month
 6/29 Advised customer of memo below. Advised 45.89 due on account. Advised in future will need to make payment on due date.
 7/3 Service expired due to nonpayment
 7/5 Disconnected

Explanation of billing abbreviations:

c = current charges
 pb = previous balance
 t = total due
 cr = credit balance

Customer 49

paid	1/14 93.
connection fee	1/17 39.
1/24 (StoredProc) Bill Printed/Mailed 54.52-cr, 54.49-c, .03-cr Due 2/3	
2/4 Bill printed/mailed .03-cr, 54.49-c, 54.52-t due 2/19	
2/17 54.46-paid	
3/6 Bill printed/mailed .06-pb, 54.49-c, 54.55-t due 3/19	3/17 54.
paid	

4/4 Bill printed/mailed .06-pb, 54.49-c, 54.55-t due 4/19	4/19 54.
paid	
5/5 Bill printed/mailed .06-pb, 54.49-c, 54.55- t due 5/19	5/22 54.
paid	
6/5 Bill printed/mailed .06-pb, 54.49-c, 54.55-t due 6/19	6/15 54.
paid	
7/5 Bill printed/mailed .06-pb, 54.30-c, 54.36-t due 7/19	7/14 54.
paid	
8/4 Bill printed/mailed .06-pb, 54.30-c, 54.36-t due 8/19	8/22 54.
paid	
9/4 Bill printed/mailed .06-pb, 54.30-c, 54.36-t due 9/19	

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance

Customer 50

1/14 39.00-paid
1/17 39.00-connection fee
1/21 55.00-paid
1/24 (StoredProc) Bill Printed/Mailed 55.00-cr, 0-pb, 54.49-c, .51-cr Due 2/3
2/3 Bill printed .51-cr, 54.49-c, 53.98-t due 2/18
2/17 60.00-paid
3/3 Bill printed 6.02-cr, 54.49-c, 48.47-t due 3/18
3/8 50.00-paid
4/3 Bill printed/mailed 1.53-cr, 54.49-c, 52.96-t due 4/18
4/14 52.96-paid
5/3 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 5/18
5/12 54.49-paid
6/5 Bill printed/mailed 0-pb, 54.49-c, 54.49-t due 6/18
6/13 47.00-paid
7/3 Bill printed/mailed 7.49-c, 54.30-c, 61.79-t due 7/18
7/18 54.30-paid
8/3 Bill printed/mailed 7.49-pb, 54.30-c, 61.79-t due 8/18
8/18 59.09-paid
9/3 Bill printed/mailed 2.70-pb, 54.30-c, 57.00-t due 9/18
9/11 57.00-paid
10/3 Bill printed/mailed 0-pb, 54.30-c, 54.30-t due 10/18

Explanation of billing abbreviations:

c = current charges
pb = previous balance
t = total due
cr = credit balance