

NC  
FILE



The Public Utilities  
Commission of Ohio

RECEIVED-DOCKETING DIV

2005 NOV -9 PM 12:28

06-1340-TP-CSS

Case Number

Public Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215

PUCO

Formal Complaint Form

ENRIQUE BELLO

Customer Name

104 CLAYBURN DR.

Customer Address

PATASKALA OH 43062

City

State Zip

Against

740-964-9450-276

Account Number

"SAME"

Customer Service Address (if different from above)

EMBARQ (SPRINT)

Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician CH Date Processed 11-9-05

Signature

DAY (614) 256-9582

Customer Telephone Number

The Public Utilities Commission of Ohio  
Bob Taft, Governor • Alan R. Schriber, Chairman  
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Donald L. Mason, Clarence D. Rogers, Jr.  
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

August 2, 2006

Public Utilities Commission of Ohio  
Docketing Division  
180 E. Broad St.  
Columbus, OH 43215-3793

Dear Sir or Madam:

I am writing to file a formal complaint against the telephone company Embarq, formally known as Sprint. The reason for the complaint is about arbitrary charges and changes the above mentioned company has made to the services I originally requested and they promised me. I have made several attempts to communicate with Embarq by e-mail, which I have done in the past, mainly because of the poor service they offer by telephone. In fact previously, I was able to receive a resolution to another bogus charge that showed up on my bill by e-mail. Now Embarq is ignoring and refusing to respond to my e-mails and I am including copies of all correspondence I have had with them to date.

In the Sprint Solutions Plan I signed up for prior to Sprint becoming Embarq, for \$39.95 included: local telephone service, caller id with name, enhanced call waiting, return call (\*69), repeat dialing (\*66), three way calling, call forward, selective call forward, Data Line Guard & CPE Warranty Plus. I had also requested high speed Internet from Sprint at a rate of \$34.99 guaranteed for one year of service at this price. These charges were accurate and consistent from March 2006 through May 2006. After Sprint changed how they did business to Embarq, the arbitrary charges and changes began to appear on my bill. They have charged me \$5.45 for Line Guard and \$5.50 for home phone warranty for the past two months, June and July 2006. Embarq has also increased the high speed Internet to \$39.99 in the last two months.

I would like for Embarq to give me a \$31.90 credit for the arbitrary increases that they made to my services as follows:

- $\$5 \times 2 = \$10$  for the increase in the high speed Internet for the last two months. Since I was originally charged \$34.99 not \$39.99
- $\$5.50 \times 2 = \$11.00$  for the Home phone warranty, this charge was included in the Sprint Solutions Plan I signed up for.
- $\$5.45 \times 2 = \$10.90$  for Line Guard, which was also included in the Sprint Solutions plan.

I also would like to be charged going forward what I was quoted and promised by Sprint:

\$39.95 for Sprint Solutions Plan  
\$34.99 for high speed Internet  
\$4.20 monthly service charges  
\$- 5.00 for promotions  
\$19.54 taxes

Please contact me in regards to a resolution by phone at (614) 256-9582 or e-mail at [ebellologomez@earthlink.net](mailto:ebellologomez@earthlink.net)

Sincerely,

  
Enrique Bello

## Enrique Bello

---

**From:** Enrique Bello  
**Sent:** Tuesday, June 27, 2006 10:01 AM  
**To:** 'sprint.local@mail.sprint.com'  
**Cc:** 'ebellogomez@earthlink.net'  
**Subject:** FW: <<#583065-1530608#>>

I am still waiting to receive an explanation to the charges I am questioning on the e-mail below dated 6/6/06. Please send a response to this e-mail or I will file a complaint with the Public Utility Commission.

Enrique Bello

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

**From:** Enrique Bello  
**Sent:** Wednesday, June 14, 2006 8:03 AM  
**To:** 'sprint.local@mail.sprint.com'  
**Subject:** FW: <<#583065-1530608#>>

I still have not received a response to my e-mail sent on June 6. I recently changed internet spam provider and lost some messages, perhaps your answer was trapped and I lost it. Could you please send a response to: ebello@cbsnational.com and cc ebellogomez@earthlink.net

Thank you.

Enrique Bello

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

**From:** Enrique Bello  
**Sent:** Tuesday, June 06, 2006 9:24 PM  
**To:** 'Electa R - GEQ (ESC)'  
**Subject:** RE: <<#583065-1530608#>>

Dear customer service representative:

I am writing you to tell you that your company provides the worst customer service I have ever experienced. I just received in the mail today my first bill since Embarq took over the formerly known as Sprint and I already have bogus charges on it. The charges in the Partial Month Charges and the Additional charges categories totaling \$10.95 are more fake than a \$3 dollar bill! I would like to get the \$10.95 credited because there was no "starting nor stopping services during the previous billing month"; not to mention that I did not request any "extended phone warranty".

I also want to make Embarq aware that I disputed the international charges after speaking with 2 different companies, ILD Teleservices, Inc. in San Antonio, Texas who then referred me to Link Systems in Salt Lake City, Utah. The representative by the name of Angelica at Link Systems with the operator number 1117 indicated that I would receive a credit of \$7.90 after 2 billing cycles on my Embarq bill because nobody in my house authorized such services to be rendered. I don't want to wait for 2 billing cycles. I would like to get a little better response then that from my telephone company.

Can this matter please be handled in an expedited fashion as my bill is due on 6/21 and I would like to get resolution prior to paying my bill?

Sincerely

Enrique Bello

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

From: Electa R - GEQ (ESC) [mailto:sprint.local@mail.sprint.com]  
Sent: Tuesday, January 17, 2006 10:56 AM  
To: Enrique Bello  
Subject: <<#583065-1530608#>>

Dear Mr. Bello:

Thank you for contacting us via the internet. We are truly sorry for any difficulty you experienced.

We do apologize for the past customer service experience you have encountered. It is Sprint's commitment to continue to improve our level of customer service with all of our customers.

Sprint is committed to conducting our business in a polite and professional manner. We regret the difficulties you experienced in your conversation with one of our representatives. Please be assured that your experience is not indicative of our service standards and we have forwarded your concerns to the appropriate management. Our intent is to provide our customers with the highest quality of service in all areas.

Due to the inconveniences experienced, I will issue a one month adjustment for local services. The credit should appear on your next bill.

Again, we apologize.

Did we thoroughly answer your question - click one of the below links.

YES Click [http://survey7.maritz.com/e063/index.php?user\\_data=Y1530608](http://survey7.maritz.com/e063/index.php?user_data=Y1530608) to let us know.

NO Click [http://survey7.maritz.com/e063/index.php?user\\_data=N1530608](http://survey7.maritz.com/e063/index.php?user_data=N1530608) to let us know.

DID YOU KNOW YOU CAN SAVE TIME WITH SELF SERVICE?

Save time and energy by finding the info you need in our FAQ (Frequently Asked Questions) section of the site at [http://local.sprint.com/servlet/Faq/faq\\_tree](http://local.sprint.com/servlet/Faq/faq_tree).

Thanks,

Electa R - GEQ (ESC)

At Sprint, we appreciate the chance to serve you and we'd like to thank you for visiting our local web site - [sprint.com/local](http://sprint.com/local). Please visit again when shopping for new products, services or special offers.

Check out all the Sprint Local online offers at [www.sprint.com/offers](http://www.sprint.com/offers). You can get Local \* Long Distance \* Wireless \* High-speed Internet \* Digital Satellite TV and more!

--- Original Message ---

From: "Enrique Bello" <EBello@cbcsnational.com>  
Received: 01-13-2006 12:06 PM America/New\_York  
To: "Bridgette - 07A" <sprint.local@mail.sprint.com>  
Subject: RE: Sprint Bundled Services - Sales

I need to make someone aware of the difficulties and the awful treatment I have received in the process of setting up a new DSL account, not to mention the fact that I have been lied to by your Sprint representatives in regards to pricing when I made the first call to set up the new DSL account.

After I received the e-mail below and a promotional letter signed by a Mark Evans, Manager of E-commerce Marketing, I did more research about the pros and cons of the DSL services. Once I was ready to sign on December 4th, 2005, I attempted to do so on line and the system was not quoting the same amount that the letter was, if I signed up for the Sprint Solutions package, which I did not want to do. I end up calling your customer service

number at 1-888-723-8010 to make sure that I was signing up for the correct services and most important of all, the correct price!

Agent number 5PQ by the name of Chianti quoted me a monthly fee of \$24.99 for DSL, a free wireless Gateway router, free activation, once again, as long as I signed up for the Sprint Solutions program, which I only end up doing to get the \$24.99 monthly fee. I reiterated all charges and promotions to Chianti and she agreed with me.

Two days later after speaking with agent 5PQ I received a disturbing message on my answering machine explaining very poorly a "delay" in the activation of the service. When I called on December 7th, 2005 to obtain a detailed explanation about the "delay", I talked to agent ODU by the name of Ashley. She couldn't explain anything about anything, yet when I requested to speak to a supervisor she told me that her supervisor would tell me the same thing...

I end up receiving a modem in the mail, which I had to send back because I was to receive a free wireless Gateway router, per agent Chianti 5PQ. I made several more calls to straighten the modem, router situation, by that point the second week of December was beginning. I finally started receiving DSL service on December 14th, 2005.

My first statement was generated and sent in the mail. I had questions when I received it because none of the charges were what they we supposed to be...I called your customer service number again at 1-888-723-8010. And I was outraged by what agent 4TA by the name of Nicole in your billing department did. After I informed her that I had some many issues with my statement that I didn't know where to begin, she transferred me to a Spanish speaking representative, probably because my first name is Enrique and not John or Charles. I was appalled when Jose answered the phone in Spanish. Nicole did not inform me that she was transferring me nor did she say anything after my opening statement. Jose helped me make a little sense of the statement I received. He also gave me a number in the Orlando area to call the service center where he is, 1-800-339-1811. He said that I should call that number because the customer service representatives there are "nice".

What kind of metrics and measures do you have in place to ensure customer service satisfaction? I have had a terrible experience!!! Please consider revising your quality control checks and balances because what you currently have in place is not working.

Sincerely,

Enrique Bello

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

From: Bridgette - 07A [mailto:sprint.local@mail.sprint.com]  
Sent: Tuesday, November 29, 2005 11:32 AM  
To: Enrique Bello  
Subject: Re: Sprint Bundled Services - Sales <<#583065-1530608#>>

Dear Enrique Bello,

Thank you for contacting us via the internet.

You can view all promotions and pricing for Sprint products and services by visiting our website at [www.sprint.com/local](http://www.sprint.com/local), enter your telephone number and you will see all of which you are eligible.

The pricing on the web is the same, however often we run web specific promotions which would be an added bonus.

If you have any further questions please contact us via email or by calling your local business office at 1-888-723-8010.

Did we thoroughly answer your question - click one of the below links.

YES Click [http://survey7.maritz.com/e063/index.php?user\\_data=Y 1530608](http://survey7.maritz.com/e063/index.php?user_data=Y 1530608) to let us know.

NO Click [http://survey7.maritz.com/e063/index.php?user\\_data=N 1530608](http://survey7.maritz.com/e063/index.php?user_data=N 1530608) to let us know.

DID YOU KNOW YOU CAN SAVE TIME WITH SELF SERVICE?

Save time and energy by finding the info you need in our FAQ (Frequently Asked Questions) section of the site at [http://local.sprint.com/servlet/Faq/faq\\_tree](http://local.sprint.com/servlet/Faq/faq_tree).

Thanks,  
Bridgette - 07A

At Sprint, we appreciate the chance to serve you and we'd like to thank you for visiting our local web site - [sprint.com/local](http://sprint.com/local). Please visit again when shopping for new products, services or special offers.

Check out all the Sprint Local online offers at [www.sprint.com/offers](http://www.sprint.com/offers). You can get Local \* Long Distance \* Wireless \* High-speed Internet \* Digital Satellite TV and more!

--- Original Message ---

From: [ebello@cbsnational.com](mailto:ebello@cbsnational.com)  
Received: 11-28-2005 9:39 PM America/New\_York  
To: [sprint.local@mail.sprint.com](mailto:sprint.local@mail.sprint.com)  
Subject: Sprint Bundled Services - Sales

Customer Name: Enrique & Bello  
Customer eMail: [ebello@cbsnational.com](mailto:ebello@cbsnational.com)  
Phone Number: 740 964 -9450  
Customer Code: 276  
Last 4 SSN:

November 28, 2005

Dear Sir/Madam

I receive local service currently through Sprint. I am interested in signing up for DSL but I would like to obtain pricing before I sign up. I would like to hear what bundle packages you have for local telephone service customers who are interested in signing up for DSL. Is there a bundle package for me that can offer me a better price than the one you advertise on-line?

P.S. It is better to contact me at the e-mail address I provided. Please contact me in this manner.

Sincerely,

Enrique Bello

System Info:

Mozilla/4.0 (compatible; MSIE 5.0; Windows 98; DigExt; AT&T CSM6.0)  
Page:[http://local.sprint.com/home/local/contact/contact\\_byemail.html](http://local.sprint.com/home/local/contact/contact_byemail.html)

----- Please do not remove your unique tracking number! -----  
<<#583065-1530608#>>



Monthly statement: May 1, 2006

1 of 5

Customer service  
1-800-407-5411

Internet address  
sprint.com/local

Customer number  
740-964-9450-276

Summary of Current Charges	
	Total
Sprint Solutions	39.95
Data Services	34.99
Monthly Service Charges	4.20
Discounts and Promotions	-5.00
Taxes and Surcharges	19.53
Total Current Charges	\$93.67

Previous charges	93.67
Payment April 20 - Thank you!	-93.67
Balance	.00

Total Due:	\$93.67
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Date Due:	May 21, 2006
-----------	--------------

pd 5/18  
V2999



Please recycle



Monthly statement: May 1, 2006

2 of 5

Customer service  
1-800-407-5411

Internet address  
sprint.com/local

Customer number  
740-964-9450-276

## Important Information

State and federal regulatory news concerning your communication services.

### § - Truth-in-billing

According to state and federal rules, local phone service cannot be interrupted for non-payment of the charges indicated (marked as §) on your bill. Valid charges that are not paid, however, may cause availability of these services to be restricted and may be subject to collection actions. Please review your bill and notify Sprint of any unauthorized charges or changes to your account.

### Contact Sprint for problem resolution

For concerns regarding your residential or business phone service, please contact Sprint's customer service department at 1-800-407-5411. Our representatives are available to assist you from 8 a.m. to 6 p.m. Monday through Friday. If there are any issues that are not resolved to your satisfaction, the Sprint Director of Consumer Affairs can be reached at 1-800-472-5764.

Sprint Consumer Affairs can also be contacted in writing at the following address:

Sprint Consumer Affairs  
720 Western Blvd.  
Tarboro, NC 27886

If your complaint is not resolved after you have called Sprint, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pickocc.org](http://www.pickocc.org).





Monthly statement: May 1, 2006

3 of 5

Customer service  
1-800-407-5411

Internet address  
sprint.com/local

Customer number  
740-964-9450-276

## Sprint Local Services

### Detail of Charges: May 1 – May 31

#### Sprint Solutions

*This section contains the monthly service charges related to your Sprint Solutions package.*

Sprint Solutions 39.95

\$8.00 of this charge is §

Standard Plan includes: local telephone service, caller ID with name, enhanced call waiting, return call (\*69), repeat dialing (\*66), three way calling, call forward, selective call forward, Data LineGuard§, CPE Warranty Plus§. Sprint Solutions long distance billed separately. See long distance section of bill.

**Total Sprint Solutions \$39.95**

#### Data Services

*This section includes all data related charges.*

High-speed Internet with EarthLink 34.99 §

As a valued Sprint high-speed Internet with EarthLink customer who has multiple products and services with Sprint, a \$15 discount has been applied to the above Sprint high-speed Internet with EarthLink charge.

**Total Data Services \$34.99**

#### Monthly Service Charges

*This section provides a summary of your monthly recurring charges, including calling plans, local toll charges and calling features.*

Non-published directory listing 3.00

Zone charge 1.20

**Total Monthly Service Charges \$4.20**

#### Discounts and Promotions

*This section will display special offers or pricing promotions as credits.*

HSI PROMOTIONAL DISCOUNT -5.00 §

**Total Discounts and Promotions -\$5.00**

#### Taxes and Surcharges

*This section includes federal, state, and local taxes and surcharges. For an explanation of the charges appearing in this section call 1-800-938-1172 or visit sprint.com/taxes.*

Intrastate Access Fee 4.10

Interstate access surcharge 5.82

*Sprint local services continued next page*

§ - see page 2 for explanation



Monthly statement: May 1, 2006

4 of 5

Customer service  
1-800-407-5411

Internet address  
sprint.com/local

Customer number  
740-964-9450-276

Federal universal service fund	3.03
Emergency 911 surcharge	.20
Federal tax	2.38
State tax	4.00

<b>Total Taxes and Surcharges</b>	<b>\$19.53</b>
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### Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

#### Summary for 740-964-9450

##### Current carrier selections

Local toll: AT&T  
*no change*

Long distance: AT&T  
*no change*

SLS End Section Tag



Monthly statement: May 1, 2006

5 of 5

Customer service  
1-800-407-5411

Internet address  
[sprint.com/local](http://sprint.com/local)

Customer number  
740-964-9450-276

## Customer News

### Contacting Sprint

For your convenience, information about your local phone service is available any time through Sprint's internet address at [sprint.com/local](http://sprint.com/local). To speak with a Customer Care associate, call-in hours are:

Monday – Friday 8 a.m. – 7 p.m. Saturday 8 a.m. – 5 p.m.

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1-800-788-3600.

### COMING SOON: SIMPLE, SENSIBLE, CLEAR!

No doubt you've seen several exciting messages from us about our upcoming name change to EMBARQ™. We've explained that you can count on the same reliable, quality services you currently enjoy today as well as the same friendly and knowledgeable representatives. We've also said there would be many great changes coming your way.

Beginning in June, we are introducing an entirely new, user-friendly bill experience. We believe our bill should be as clear as your calls. You'll immediately notice:

- A new paper size and our new EMBARQ logo.
- Inside you'll find a summary page that lets you quickly see the details of your charges.
- We've added icons to make it easier for you to find specific information.
- There is even a section to show you how much you save when you combine your services with us.
- Should your services change during the month, you'll be able to see them all detailed in the "Partial Month Charges" section of your statement.
- Although we can't eliminate the taxes and surcharges associated with your services, we have provided an explanation of what they are.

Look for more exciting information and announcements in your mailbox or visit [EMBARQ.com](http://EMBARQ.com).

### Earn a \$25 Sprint Referral Credit

Don't keep great service from Sprint a secret – alert everyone you know! Visit [www.sprint.com/referral](http://www.sprint.com/referral) to find out how you can earn a \$25 credit when you refer a friend who becomes a Sprint customer (terms and conditions apply).



Your communications company is now EMBARQ

Monthly Statement  
June 1, 2006

Page 1 of 6  
Account Number  
740-964-9450-276

Payment Options & Contact Info

Current Charges At-A-Glance

**i** Retail Store in Your Area  
See Embarq Website

Pay Online  
EMBARQ.com/myaccount

Pay by Phone  
1-877-813-7604

Customer Service  
1-800-407-5411

Repair Service  
1-800-788-3600

Internet Address  
EMBARQ.com/residential

Embarq Services	EMBARQ PaQ	Additional Charges	Taxes & Surcharges	Total
EMBARQ Solutions	31.95	—	—	31.95
Local Services - Page 3	—	56.13	19.92	76.05
Long Distance - Page 5	—	7.17	.73	7.90
<b>Total Charges</b>	<b>31.95</b>	<b>63.30</b>	<b>20.65</b>	<b>115.90</b>

Savings & Benefits

You saved \$8.65 this month by combining Embarq services!  
See Savings and Benefits section for details.

Previous Balance	Payments & Credits	Balance	Current Charges	Total Amount Due
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93.67	-93.67	.00	115.90	<b>115.90</b>
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Current Charges Due By: 06/21/06  
If received after June 26: 120.90



Your communications company is now EMBARQ

Monthly Statement  
June 1, 2006

Customer Service  
1-800-407-5411

Internet Address  
EMBARQ.com/residential

Page 2 of 6  
Account Number  
740-964-9450-276

## Important Information and News You Can Use

### § - Truth-in-billing

According to state and federal rules, local phone service cannot be interrupted for non-payment of the charges indicated (marked as §) on your bill. Valid charges that are not paid, however, may cause availability of these services to be restricted and may be subject to collection actions. Please review your bill and notify EMBARQ™ of any unauthorized charges or changes to your account.

### Contact EMBARQ for problem resolution

For concerns regarding your residential or business phone service, please contact the EMBARQ™ customer service department at 1-800-407-5411. Our representatives are available to assist you from 8 a.m. to 6 p.m. Monday through Friday. If there are any issues that are not resolved to your satisfaction, the EMBARQ Director of Consumer Affairs can be reached at 1-800-472-5764.

EMBARQ Consumer Affairs can also be contacted in writing at the following address:  
EMBARQ Consumer Affairs  
720 Western Blvd.  
Tarboro, NC 27886

If your complaint is not resolved after you have called EMBARQ, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or for TDD/TTY toll free at 1-800-686-1570 from 8:00 a.m. to 5:30 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pickocc.org](http://www.pickocc.org).

### Contacting EMBARQ

For your convenience, information about your local phone service is available any time through the EMBARQ™ internet address at EMBARQ.com. To speak with a Customer Care associate, call-in hours are Monday - Friday 8 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m.

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1-800-788-3600.

### Important Payment Information

The transition from Sprint to EMBARQ™ is now complete. As a result of this transition, EMBARQ will not be able to accept separately billed Sprint Nextel bill payments after June 4, 2006. To find a Sprint Nextel payment location near you, please visit their website. We apologize for any inconvenience.



Your communications company is now EMBARQ

Monthly Statement  
June 1, 2006

Customer Service  
1-800-407-5411

Internet Address  
EMBARQ.com/residential

Page 3 of 6  
Account Number  
740-964-9450-276

## Embarq Local Services

Detail charges for 740-964-9450: June 1 - June 30

### EMBARQ Solutions

This section contains the monthly charges related to your EMBARQ Solutions bundle. By selecting the EMBARQ Solutions bundle, you saved \$3.65 over purchasing these features separately.

EMBARQ Solutions 31.95

Standard Plan II includes: local telephone service, caller ID with name, enhanced call waiting, return call (\*69), repeat dialing (\*66), three way calling, call forward, selective call forward.

**Total EMBARQ Solutions \$31.95**

### Internet

This section includes all data related charges not included in an Embarq bundle.

High-speed Internet with EarthLink 39.99 \$

As a valued EMBARQ high-speed Internet with EarthLink customer who has multiple products and services with EMBARQ, a \$10 discount has been applied to the above EMBARQ high-speed Internet with EarthLink charge.

**Total Internet \$39.99**

### Monthly Service Charges

This section contains a summary of your monthly recurring charges, including calling plans and calling features.

Non-published directory listing 3.00

Zone charge 1.20

**Total Monthly Service Charges \$4.20**

### Discounts and Promotions

This section includes special offers or pricing promotions as credits.

HSI PROMOTIONAL DISCOUNT -5.00 \$

**Total Discounts and Promotions -\$5.00**

### Partial Month Charges

This section contains pro-rated charges due to starting or stopping a service during the previous billing month. These are one-time charges and will not appear on future bills.

Removed Data LineGuard	May3 - June1	-3.60 \$
Removed EMBARQ Solutions	May3 - June1	-28.76
Removed Extended Phone Warranty	May3 - June1	-3.60 \$
Removed Interstate access surcharge	May3 - June1	-5.24
Removed Intrastate Access Fee	May3 - June1	-3.69
Added EMBARQ Solutions	May3 - June1	28.76
Added Extended Phone Warranty	May3 - June1	4.95 \$
Added Interstate access surcharge	May3 - June1	5.24
Added Intrastate Access Fee	May3 - June1	3.69
Added LineGuard	May3 - June1	4.91 \$
Added EMBARQ Internet Access	May10 - June1	3.33 \$

**Total Partial Month Charges \$5.99**

Embarq Local Services continued on next page

\$ - see page 2 for explanation.



Your communications company is now EMBARQ

Monthly Statement  
June 1, 2006

Customer Service  
1-800-407-5411

Internet Address  
EMBARQ.com/residential

Page 4 of 6  
Account Number  
740-964-9450-276

### Embarq Local Services (continued)

Detail charges for 740-964-9450: June 1 - June 30

#### Additional Charges

This section contains any usage based charges, installations, repairs, and other miscellaneous charges.

LineGuard	5.45 \$
Equipment	
Extended Phone Warranty	5.50 \$
<b>Total Additional Charges</b>	<b>\$10.95</b>

**Total Embarq Local Services Additional Charges \$56.13**

#### Taxes and Surcharges

For an explanation of charges appearing in this section, please call 1-800-938-1172.

##### Government Fees and Taxes

Federal Tax	2.38
Tax mandated by the federal government and imposed on all telecommunications services.	
State Tax	4.39
Tax mandated by the state government and imposed on all telecommunications services.	

##### Surcharges and Fees

Interstate access surcharge	5.82
This charge recovers part of the costs of local facilities used for interstate calling.	
Intrastate Access Fee	4.10
This charge recovers part of the costs of local facilities used for interstate calling.	
Emergency 911 Surcharge	.20
This surcharge aids in supporting Emergency 911 services in your area.	
Federal universal service fund	3.03
The Universal Service Fund helps keep local service rates affordable to all and provides discounts on services to schools, libraries and low-income families.	

**Total Local Services Taxes and Surcharges \$19.92**

**Total Embarq Local Services Charges \$76.05**



ILD TELESERVICES INC. Credits and Charges  
Call 1-800-433-4518 for billing inquiries

Embarq provides billing on behalf of ILD TELESERVICES INC.. There is no connection between Embarq and ILD TELESERVICES INC.. Please review all charges appearing in this section. Any questions regarding these charges should be referred to the number provided for billing inquiries.

### Summary of ILD TELESERVICES INC. Charges

Charges applied on behalf of IOS  
Call 1-800-433-4518 for billing inquiries

Long Distance services

International charges	740-964-9450	7.17 \$
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Total IOS charges	\$7.17
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Taxes

Federal Tax	.22 \$
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Tax mandated by the federal government and imposed on all telecommunications services.

State Tax	.51 \$
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Tax mandated by the state government and imposed on all telecommunications services.

**Total ILD TELESERVICES INC. Charges**

**\$7.90**

### IOS itemized calls

#### International itemized calls

Date	Time	Place called	Number called	Period	Minutes	Amount
1 Apr 7	12:34 P	PATASKALA OH	740-964-9450	Standard	3.0	7.17 \$
	from	TONAYA JA, MX	52-343-413-9615	Operator assist		

Total international charges	\$7.17 \$
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Non-payment of the above toll charges may result in the disconnection of toll service and may be subject to collection actions.

who authorized the call? called ILD 616106

John

\* What do I need to dispute charges?

\* Credit you for the

oper-1117

call

Link systems - 866-460-0843

Angelica

it will

ILD 8401 data point

San Ant. TX 78229

LINK system

take 2

PO BOX 86546

billing

Self Lake

84649

cycles.

Utah

Called again 7/17  
Billing error credited!





Your communications company is now EMBARQ

Monthly Statement  
June 1, 2006

Customer Service  
1-800-407-5411

Internet Address  
EMBARQ.com/residential

Page 6 of 6  
Account Number  
740-964-9450-276

### Service Changes and Carrier Selections

This section is provided to conveniently identify any changes to your account since the last bill and to confirm your carrier selections.

#### Summary for 740-964-9450

Services and Equipment	Activity	Confirmation
LineGuard	Added May 3	R854647
EMBARQ Solutions	Added May 3	R854647
EMBARQ Solutions	Removed May 3	R854647
Data LineGuard	Removed May 3	R854647

#### Current Carrier Selections

	Activity
Local Toll:	
AT&T	no change
Long Distance:	
AT&T	no change

### Savings and Benefits

We believe in rewarding you for maintaining multiple services with us. By selecting the EMBARQ Solutions bundle, you saved \$8.65 over purchasing these features separately. Your total communications and entertainment savings this month is:

Services	Savings
EMBARQ Solutions	3.65
HSI PROMOTIONAL DISCOUNT	5.00
<b>Total Savings</b>	<b>\$8.65</b>