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 2007 APR -3 AM 10:43

March 30, 2007

PUCO

The Public Utilities Commission of Ohio  
 180 East Broad Street  
 Columbus, OH 43215

RE: Case No: 07-58-TP-CVSS

Dear Ms Jenkins and all:

We are in receipt of your letter from Mr. Jean Fakhoury. Allegations made by Mr. Fakhoury are not correct. He was not slammed by our company in December of 2000. Mr. Fakhoury had signed for his long distance to be carried by a company called TSG – who had financial difficulties and asked that we take their accounts so that customers did not lose their long distance services. Mr. Fakhoury was given the same choices as all the other TSG customers – have their long distance with our company at the same rates (including the international rates) or go with another carrier.

This gentleman makes reference to our company being in Bankruptcy – we are currently in Chapter 11. However – we have had NO debt forgiven by the courts – we have not filed for Chapter 7 – but Chapter 11. We have also paid Qwest for all money due to them as part of a settlement – some of the very reason that we had issues with Qwest was TSG and their non-paying customers. This customer received his first bill in February of 2001 – he has paid NOT ONE DIME for any of his services. We have credited off 196.45 for items that were questionable to begin with – he owed for a good many of these items, but they were credited off in an effort to help him since he misunderstood the first set of instructions, i.e. TRY the number – not USE the number. He was not told to discontinue calling in – not sure where that came from. We are still calling him – trying to collect the remaining 61.01 that is owed to this company.

The two web sites that he makes reference to are actually the same one – just posted in two different places. The circumstances surrounding that have to do with a 10K bill that was owed to this company that we tried to collect. To try and defend yourself takes more resources that it is worth -- anyone can put up a web site nowadays and put anything on it that they wish – I don't even bother reading them anymore.

The accounting ledger showing his bills and credits and never a payment has been attached so that a more complete picture can be seen.

This gentleman wants the entire bill forgiven, however, it is believed that he has received more than a fair credit to balances that were actually owed and the remaining 61.01 is due and will continue to be assessed finance charges until paid in full.

Should you require further information – please do not hesitate to contact this office.

Sincerely,

Mandy Boggs  
 Director of Operations

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 SB Date Processed 4-3-07

acct	Date	Trans	TranType	TranAmt	Balance
14779	12/29/2000	New account created.		0	0
14779	2/6/2001	Calls Thru Feb 01 2001	S	84.65	84.65
14779	2/26/2001	C CALLS NOT MADE	C	-5.54	79.11
14779	3/9/2001	Calls Thru Mar 01 2001	S	87.57	166.68
14779	4/9/2001	Calls Thru Apr 01 2001	S	19.17	185.85
14779	5/4/2001	Calls Thru May 01 2001	S	3.03	188.88
14779	6/7/2001	Calls Thru Jun 01 2001	S	3.38	192.26
14779	7/5/2001	Calls Thru Jul 01 2001	S	3.13	195.39
14779	8/10/2001	Calls Thru Aug 01 2001	S	3.18	198.57
14779	9/4/2001	Calls Thru Sep 01 2001	S	3.24	201.81
14779	10/9/2001	Calls Thru Oct 01 2001	S	3.29	205.1
14779	11/7/2001	Calls Thru Nov 01 2001	S	3.34	208.44
14779	12/5/2001	Calls Thru Dec 01 2001	S	3.4	211.84
14779	1/4/2002	Calls Thru Jan 01 2002	S	3.45	215.29
14779	2/6/2002	Calls Thru Feb 01 2002	S	3.51	218.8
14779	3/6/2002	Calls Thru Mar 01 2002	S	3.57	222.37
14779	4/4/2002	Calls Thru Apr 01 2002	S	3.62	225.99
14779	5/6/2002	Calls Thru May 01 2002	S	3.68	229.67
14779	6/5/2002	Calls Thru Jun 01 2002	S	3.74	233.41
14779	7/3/2002	Calls Thru Jul 01 2002	S	3.8	237.21
14779	8/2/2002	Calls Thru Aug 01 2002	S	3.87	241.08
14779	9/4/2002	Calls Thru Sep 01 2002	S	3.93	245.01
14779	10/4/2002	Calls Thru Oct 01 2002	S	3.99	249
14779	11/6/2002	Calls Thru Nov 01 2002	S	0	249
14779	12/4/2002	Calls Thru Dec 01 2002	S	0	249
14779	1/6/2003	Calls Thru Jan 01 2003	S	0	249
14779	1/16/2003	A UNCOLLECTABLE- WRITE OFF FOR	W	-249	0
14779	12/7/2005	recovery write-off/sam	A	249	249
14779	12/7/2005	bill rerate/sam	A	-69.67	179.33
14779	12/7/2005	finance charge waived/sam	A	-63.15	116.18
14779	1/4/2006	Services Thru Jan 01 2006	S	0	116.18
14779	2/3/2006	Services Thru Feb 01 2006	S	0	116.18
14779	3/5/2006	Services Thru Mar 01 2006	S	0	116.18
14779	4/4/2006	Services Thru Apr 01 2006	S	0	116.18
14779	5/2/2006	Services Thru May 01 2006	S	0	116.18
14779	5/17/2006	final credit/sam	A	-58.09	58.09
14779	6/6/2006	Services Thru Jun 01 2006	S	0	58.09
14779	7/5/2006	Services Thru Jul 01 2006	S	0	58.09
14779	8/4/2006	Services Thru Aug 01 2006	S	0	58.09
14779	9/5/2006	Services Thru Sep 01 2006	S	0	58.09
14779	10/4/2006	Services Thru Oct 01 2006	S	0	58.09
14779	11/3/2006	Services Thru Nov 01 2006	S	0	58.09
14779	1/3/2007	Services Thru Jan 1 2007	S	0.96	59.05
14779	2/2/2007	Services Thru Feb 01 2007	S	0.97	60.02
14779	3/2/2007	Services Thru Mar 01 2007	S	0.99	61.01