

FILE

08-1092-TP-ESS

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

Case ID: JURE051208US

Name & Title: Josi U'Ren - Controller  
Company: Johnston Aviation  
Address: 44050 Russia Road  
Elyria, Ohio 44035  
440-323-7000 ext 239

Account Number: 001 313 284 999  
Service Address: 44050 Russia Road  
Elyria, Ohio 44035

PUCO

2100 SEP 18 AM 10:07

RECEIVED-DOCKETING DIV

Utility Company on which complaint is being filed:  
**Windstream Communications** of which Johnston Aviation is a customer.

## Complaint

Dave Sieker from Windstream Communications came to our office the week of February 25<sup>th</sup> 2008, we discussed the following in detail.

**Item 1.** Moving Zone's phone line 440-322-3692 from their location onto our phone system for their move in date of March 1<sup>st</sup>, 2008.

**Item 2.** Giving them a tree and 3 of our extensions and programming them so their customers would have the ability to press 0 to speak to our operator.

**Item 3.** How to give them DSL access, (according to Dave Sieker there was an "unused" DSL line from our previous company McConnell Johnston that we could move for Zone).

**Item 4.** The cancellation of a 4 lines at \$53.83 each = \$215.32 per month to make our monthly bill cheaper Dave brought a print out for discussion (*exhibit 4*).

He said he could schedule all this for Monday March 1<sup>st</sup> and would give us a better answer on the charges and date when he got back to his office.

On February 28<sup>th</sup>, I did not hear from Dave so I emailed him in regards to the cost. He answered with what would be the cost and length of time. I emailed him again as to when it was scheduled. He said he had it scheduled for Monday.  
(see attached email *Exhibit 1*).

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 Amu

Date Processed 9/18/08

On **Monday March 3<sup>rd</sup>**, Windstream did not show up. I called and left a message. Late in the day Tuesday the 4<sup>th</sup>, Dave calls back to tell me "*they lost the order he wrote up*" and they'll be here first thing on Wednesday. (A communications company with the latest technology lost the work order)?

**March 5th**, the technician comes out and doesn't have half of the information that was discussed with Dave Sieker (Item 4 never occurred). The *only addition* I gave him that was not discussed with Dave Sieker was to move a fax line from one office to another several room over. This took him 45 minutes. I have talked to several phone experts not employed with Windstream and they say it should have taken 15 minutes tops. Because I did not discuss this with Dave, I have no other issues with being charged 45 minutes, but still feel this should be addressed.

(*See exhibits 2 items 1-4*) The technician was here for 5 hours and had to leave due to inclement weather, this in itself was much longer then what Dave Sieker had said. The technician said he'll have to come back to finish the work. I did not sign the work order, because I was expecting only 2.25 – 3.00 hours at most, since I did add moving the fax line. He came back on **March 6th** for 1 ½ hours and again on **March 7<sup>th</sup>** for 1 hour, a total of 7.50 hours (we were billed for an additional 2.75 hours I cannot account for sales order number 106013). They charged us for disconnecting and reconnecting the DSL line they told us was "unused" and a great deal of time for the technician's to locate it.

The technician asked *me many times* during the course of several hours, about the DSL line that we were moving from our previous company to Zone and where it was located. According to Dave Sieker it was in our building, but I don't work on the phone lines and since they have been the primary technicians on the system, I was confused why the technician wouldn't know. He went so far as to tell me that Johnston Aviation is obligated to keep track of this information. I have a letter from Dave Sieker dated January 29, 2007 where it says Windstream would continue to be our *single source provider* for both local telephone service and telephone system equipment. (exhibit 6) It's a long story, but as it turns out it was not an "unused" DSL line and was not located in our building. So when the technician moved it for Zone we lost DSL connection to one of our hangers for several days.

(*See exhibits 2 items 1-4*) When I received our phone bill (*exhibit 5*) dated March 21, 2008, I requested copies of the work orders, because I could not account for **\$302.50** charged on work order # 106013.

What I received is work orders 106005, 62893, 106003 and 53013. Work order #53013 is not even ours it belongs to J.D. Turza and associates. **I never did receive the copy of 106013.**

Case ID: JURE051208US

*(See exhibit 3 items 1-2)* After receiving the information packet from the PUCO, I emailed Windstream Communications again on September 8th, 2008 to request a copy of sales order #106013. They emailed me back with work order 62893. Another request was made on September 9<sup>th</sup> and I received information on sales order #62893 and 106005. Once again I did not request either of these sales orders. I sent another request September 9, 2008 for a copy of #106013 and never received a response. This is another example of the poor communication with Windstream. A simple email request cannot be answered correctly and in the end not answered at all.

### Requested solution and Justifiable Cause

For March of 2008 we were billed 10 ¼ hours for a job that I have documented to take only 1 ½ hours plus the additional 45 minutes to move the fax line. The job was not even completed properly. Which falls in the category of That a rule, tariff, rate, charge, or service, or practice affecting service of a public utility is unjust and unreasonable. Due to their incompetence and losing DSL for several days in our hanger I feel they also fall under the category of The public utility has provided inadequate service. We did not receive a credit for being without DSL for several days. We were billed on work order #106013, that no-one at Windstream can give me copy/backup for.

Dave's original order was "lost" or possibly never written up. The technicians did not have all the information that was discussed with Dave in that week prior. 2 ½- 3 hours is the most we should have been charged. Due to the administrative time involved to gather details for this explanation and the numerous attempts with Windstream to resolve, I would like to request a minimum refund of 8 hours @ \$110.00 = \$880.00. I would also like to request that the 4 phones lines that were discussed

440-323-1188

440-323-3060

440-323-6851

440-323-9836

be disconnected be disconnected and a refund of \$53.83 X 4 lines per month from March through the current billing date. As of September that figure is \$1,507.24.

I have taken over the responsibility from a former employee and do not see a signed contract with Windstream Communications. If there is a contract, I would like the ability to terminate it without any early cancellation penalties or fees if another provider becomes available. We have tried to get another telephone service provider and Windstream owns *all the lines* in our area, so we are forced to do business with them. We do not want to go through Windstream to make changes to add or delete phone lines as our company grows or changes. Can something be done about this? There is much animosity between Johnston Aviation and Windstream.

Sorry I could not be brief. I tried to limit the information, but there was too much that went wrong and I wanted to provide you with a detailed explanation.

Josi U'Ren (AirSports)

Case # JURE 051208US

Exhibit 1

From: Sieker, David [David.Sieker@windstream.com]  
 Sent: Friday, February 29, 2008 1:58 PM  
 To: Josi U'Ren (Johnston)  
 Subject: RE: Charges for installation

A I have it scheduled for Monday!

Dave

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

From: Josi U'Ren (Johnston) [mailto:juren@johnston-aviation.com]  
 Sent: Friday, February 29, 2008 1:05 PM  
 To: Sieker, David  
 Subject: RE: Charges for installation

Q Hello Dave  
 Is someone coming Monday to install?  
 Josi

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

From: Sieker, David [mailto:David.Sieker@windstream.com]  
 Sent: Thursday, February 28, 2008 3:01 PM  
 To: Josi U'Ren (Johnston)  
 Subject: RE: Charges for installation

Hi Josi,

A. The charge to move the zone line is \$45.25 one time.  
 The charge to program the system as \$110.00 per hour, I don't think it should take more than 1 to 1 1/2 hours to do.

Thanks

Dave

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

From: Josi U'Ren (Johnston) [mailto:juren@johnston-aviation.com]  
 Sent: Thursday, February 28, 2008 11:53 AM  
 To: Sieker, David  
 Cc: dmconnell@airsportsaviation.com  
 Subject: Charges for Installation

Dave,

Q Can you please send me an email of what the charges will be for installation and programming?  
 You gave me \$45.00 + \$110.00.  
 Any other charges??  
 I'll need to know these upfront.

Do you know which day and the answer to the dual ring?

Josi U'Ren  
 Controller  
 Johnston Aviation, LLC.  
 DougMac Air Limited, LLC.  
 440-323-7000  
 440-323-4093 (fax)

\*\*\*\*\*

The information contained in this message is privileged or confidential information person identified above. If you are responsible for delivering this message, you immediately notify the sender of the attachments, and that you delete the

\*\*\*\*\*

The information contained in this message, including attachments, may contain privileged or confidential information that is intended to be delivered only to the person identified above. If you are not the intended recipient, or the person responsible for delivering this message to the intended recipient, Windstream requests that you immediately notify the sender and asks that you do not read the message or its attachments, and that you delete them without copying or sending them to anyone else.

9/8/2008

Case jure051208US

HENDER

SALES ORDER				1	82893		
153	440-323-7000		Sleker, David R		2/28/2008	3/5/2008	
CONTACT	Johnston Aviation						
	44050 Russia Road						
	Elyria	Lorain	Oh 44035				
Program 322-3692 to appear on Exl 244, 236 and 227. The number has to be pointed to the PRI call Rita Inman to have the number pointed					0011692		
REPAIR ONLY FOR 244							
AS REQUESTED P-43; REPAIR ADD FAX LINE 323-2441							
CORRECT 227, 236, & 244 REPROGRAM AND 243 TO PRIOR TO INMAN							
STANDARD BULKY RICHARD REPAIR FAX 323-7520 TO ADD OFFICE LOCATION							
REPAIR LINE FOR EX 244. PROGRAM ALL PRIOR REPAIR LINE 323-8661							
1	2015 YTD IN			2/28/08		F..F	
2							
3							
4	10.15 REPAIR						
5	10.15 REPAIR						
6							
7							
8	9322 R13361 421						
9	3-10-08						
10							
11							
12				Susan Knolls (OH)		< BBA	
ESTIMATED LABOR HOURS TO INSTALL				SELECT		< TSS	
				SELECT		< ENGR	
Rob Houser 10886			3/5/08	3/5/08			
550.00			8.00				
CKEYL			CKEYM				
							#NIA

Exhibit 2  
page 1 of 4

WINDSTREAM Standard Labor Rate: \$110 per hour / 1 Hour minimum

Plant signoff\_return to SALES

Case jure 05/20/8US

Exhibit  
2  
page 2 of 4

WILSON		SALES ORDER		106005	
CUSTOMER NO.		PHONE NO.		DATE ORDERED	
(440) 323-7010					
COMPANY		NAME		ADDRESS	
JOHNTON AVIATION		44050 RUSSIA Rd			
CITY		STATE		ZIP	
CITYRIA		LORAIN		014	
QUANTITY		UNIT PRICE		TOTAL PRICE	
262093				5051 4' BEN EXT 239	
<p>CHG NUMBER SPRINGS TO VMAIL ON STA 227 FROM 10 TO 6</p> <p>CHG 244, 236 TO GRIND. MOVE STA 236</p> <p>REPLACE DUPLEX JACK. HALL BUILT COMPANY CROSTING</p> <p>12 CHG GRADING TABLE 4, TREE 4, HALL AUTO ATTENDANT</p> <p>INSTALL AFTER 4 RINGS. STA 322-2692 LINE 168</p>					
JOB COMPLETION SECTION					
<p>CHG. EN 189 NOT TO BE ANSWERED BY AA. PROGRAM FEATURES</p> <p>3 PLACE CABLES ON PHONES. SET CCI TO 322-3692 FOR LINE 168</p> <p>TO ORDER ID TO ON FOR STA- 227, 236, &amp; 244 3:15 TO 4:45</p>					
ENGINEERING SECTION					
LINE	QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE	REMARKS
1	1	DUPLEX JACK	5.00/ea		5.00
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					
33					
34					
35					
36					
37					
38					
39					
40					
41					
42					
43					
44					
45					
46					
47					
48					
49					
50					
51					
52					
53					
54					
55					
56					
57					
58					
59					
60					
61					
62					
63					
64					
65					
66					
67					
68					
69					
70					
71					
72					
73					
74					
75					
76					
77					
78					
79					
80					
81					
82					
83					
84					
85					
86					
87					
88					
89					
90					
91					
92					
93					
94					
95					
96					
97					
98					
99					
100					

Case # J09E051208US

Exhibit  
2  
page 300 4

windstream		SALES ORDER		PAGE	OF	SALES ORDER NO.	WORK ORDER NO.	
		(440) 323-7000				106003		
JOHNSTON AVIATION		44050 RUSSIA RD		CITY		STATE	ZIP CODE	
ELYRIA		OH						
RAPPAPORT/ TOM DOOS		JOSI L'REN CKT 239						
ADSL CKT 323-2961 BACK								
TO HANGER								
JOB COMPLETION SECTION								
AS REQUESTED MOVED FROM LSC LORA/453 TO LORA 336								
CHANGED NAME IN ASSIGNMENT TO CORRECT RECORDS.								
PLUS: DISCONNECTED REMAIN LINE TO BE USED FOR ADSL & FAX 323-2961								
BILLING SECTION								
LINE NO.	CITY	DESCRIPTION	PO. NO./ STOCK	MATERIAL CODE	AMT			
1								
2								
3								
4								
5		4322 R13350 421						
6		03/16/08 LSC						
7								
8								
9								
10								
11		COTHL						
12								
ESTIMATED LABOR HOURS TO INSTALL			DATE	TIME	DATE	TIME		
308 Hanger			10856	3 17 PM	3 17 PM			
X								
BILLING SECTION								
NEW SYSTEM			MOVE, ADD, CHANGE			REPAIR		
MAINT. AGREEMENT			OTHER					
MATERIAL			LABOR			TOTAL		
110			110			220		
MATERIAL			LABOR			TOTAL		
110			110			220		



JURE 051208US

Exhibit 4 of 4

SALES ORDER				1	53013		
158		440-366-1550		Sieker, David R	1/16/2008	1/22/2008	
LOCATION	J D Turza And Assoc			BILLING			
	156 Cook Ct						
	Elyria	Lorain	Oh 44035				
				Jeff Turza 366-1550			
MSG	Swap ext 23 and 31 with two ext upstairs. Move fax and credit card lines to first floor. See Jeff Turza for details					0011692	
22 chad - sales							
ENGINEERING SECTION							
1	100 23 - 30 - 110						
2							
3	100 22 - 33 - 113						
4							
5							
6							
7							
8	FAX 365 2724						
9	CELL 365 4973						
10							
11							
12	J. F. Turza			Susan Knolls (OH)	< BSA		
ESTIMATED LABOR HOURS TO INSTALL				SELECT	< TSS		
				SELECT	< ENGR		
1/21/08							
1/24/08							1.0
BILL AS:	165.00	110.00	CKEYM	165.00	110.00	#N/A	

WINDSTREAM Standard Labor Rate: \$110 per hour / 1 hour minimum

Plant signoff\_return to SALES

421 4322 R09098

Josi U'Ren (AirSports)

Case # JURE 051208US

**From:** Josi U'Ren (Johnston) [juren@johnston-aviation.com]  
**Sent:** Tuesday, September 09, 2008 10:09 AM  
**To:** 'Hamilton, Eboni'  
**Subject:** RE: Bill for Zone Aviation (440) 323-7000 JOHNSTON AVIATION

Eboni, Thank you! I wasn't sure where I get a copy from.  
 It is not the one I requested, but I emailed Dave for the information.  
 Have a great day.  
 Josi

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

**From:** Hamilton, Eboni [mailto:Eboni.Hamilton@windstream.com]  
**Sent:** Tuesday, September 09, 2008 8:27 AM  
**To:** juren@johnston-aviation.com  
**Subject:** FW: Bill for Zone Aviation (440) 323-7000 JOHNSTON AVIATION

Josi,

Attached is what I received from David. If this is incorrect, please reply to him. His email address is [david.sieker@windstream.com](mailto:david.sieker@windstream.com)

Thank you

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

**From:** Sieker, David  
**Sent:** Tuesday, September 09, 2008 8:24 AM  
**To:** Hamilton, Eboni  
**Subject:** RE: Bill for Zone Aviation (440) 323-7000 JOHNSTON AVIATION

Hi Eboni,

Attached is the SO that I wrote on March 4, 2008.

Thanks

Dave

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

**From:** Hamilton, Eboni  
**Sent:** Tuesday, September 09, 2008 8:02 AM  
**To:** Sieker, David  
**Subject:** FW: Bill for Zone Aviation (440) 323-7000 JOHNSTON AVIATION

Hi David,

Could you or have someone provide a copy of the work order Josi is requesting below? Please advise.

Thanks

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

**From:** Josi U'Ren (Johnston) [mailto:juren@johnston-aviation.com]  
**Sent:** Monday, September 08, 2008 5:18 PM  
**To:** Hamilton, Eboni  
**Subject:** RE: Bill for Zone Aviation (440) 323-7000 JOHNSTON AVIATION

Eboni,

I need a copy of work order #106013 which was on our March 21<sup>st</sup> bill.

Josi

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

**From:** Hamilton, Eboni [mailto:Eboni.Hamilton@windstream.com]  
**Sent:** Monday, June 30, 2008 9:53 AM  
**To:** Sieker, David; Maloney, Michael J  
**Cc:** juren@johnston-aviation.com  
**Subject:** FW: Bill for Zone Aviation (440) 323-7000 JOHNSTON AVIATION  
**Importance:** High

Good morning all,

Josi,

I have spoken with my supervisor this morning and I have been given the ok to credit the late fee on the June invoice totaling \$21.25 which includes tax. I noticed the last payment of \$1636.18 posted 06-18-08. Please advise if you were taking care of the May invoice that billed for \$1600.83.

David &amp; Michael,

Have the billing issues on this account been resolved for the customer above? Please reply to all if billing corrections have been taken care of & if not, what is still pending?

Thank you all

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

**From:** Hamilton, Eboni  
**Sent:** Friday, June 27, 2008 4:29 PM

Exhibit 3 page 1 of 2

2  
 See  
 Attached  
 Not 106013

1

9/9/2008

# SALES ORDER

COMP. NO. <b>158</b>		OOT Billing Number		MAIN TELEPHONE NO. <b>440-323-7000</b>		PG OF <b>1</b>		SALES ORDER NUMBER <b>62893</b>		JOB NUMBER			
CREDIT CHECK		SALES PERSON <b>Sieker, David R</b>		DATE SOLD <b>2/26/2008</b>		DATE DUE <b>3/5/2008</b>							
L O C A T I O N	CUSTOMER <b>Johnston Aviation</b>					B I L L I N G	CUSTOMER <b>CASE#</b>						
	ADDRESS <b>44050 Russia Road</b>						ADDRESS <b>JURE 051208US</b>						
	CITY <b>Elyria</b>		COUNTY <b>Lorain</b>		STATE & ZIP <b>Oh 44035</b>		CITY		STATE		ZIP CODE		
	CONTRACT/PO#/SERVICE ORDER						TAX EXEMPT #		CUSTOMER CONTACT <b>Exhibit 3</b>				
							email: > <b>page 2072</b>						
SERVICE REQUESTED (ASOC-MSGT)													
M S G T	Program 322-3692 to appear on Ext 244, 236 and 227. The number has to be pointed to the PRI call Rita Inman to have the number pointed							SELLER I.D. <b>0011692</b>		rev2/26/08			
								LINES(Equipped)		STATIONS(Eqpd)			
JOB COMPLETION SECTION													
SERVICE PERFORMED													
ENGINEERING SECTION													
LINE#	QTY.	DESCRIPTION				PART # / P.O. NO.		R/R		REQ #			
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11										DATE ↓			
12													
ESTIMATED LABOR HOURS TO INSTALL						Susan Knotts (OH)		< BSA					
						SELECT		< TSS					
						SELECT		< ENGR					
EMPLOYEE NAME				DATE STARTED		DATE COMPLETED (START)		(Maint)STOP Date		MAINT ASOC			
CUSTOMER SIGNATURE				DATE		HOURS WORKED REGULAR		OVERTIME HOURS		TOTAL HOURS			
BILLING SECTION													
Bill As:		LABOR		MATERIAL		SALES TAX		RETAIL PRICE		ADV.PAYMENT			
		CKEYL		CKEYM									
Other:		VISITATION (ASOC PVB)		TAXABLE AMOUNT		MAINT. CODE		#N/A		< CNTRCT LENGTH			
<input type="checkbox"/>								(Rent)START Date		(Rent)STOP Date			
Special Billing Instructions:						Enter QBASE ORD#here							

CUS505DS SIEKER1

WINDSTREAM

CAMPRD.M 02/20/08 15:15

GTNL

PRO: GO-TOGETHER NUMBER LIST

TEL/ACCT #: (440) 323-7000

JOHNSTON AVIATION

CTRL DATE : 07/01/92

PREV TEL/ACCT #:

ACT	GTN	START DATE	DISCON DATE	ACT	GTN	START DATE	DISCON DATE
<del>(440)</del>	<del>323-1188</del>	<del>03/10/06</del>		<del>(440)</del>	<del>323-9836</del>	<del>12/05/03</del>	
<del>(440)</del>	<del>323-2961</del>	<del>06/26/07</del>	FAX				
<del>(440)</del>	<del>323-3060</del>	<del>01/26/05</del>					
<del>(440)</del>	<del>323-4093</del>	<del>03/13/02</del>	FAX				
<del>(440)</del>	<del>323-4961</del>	<del>09/01/07</del>	FAX				
<del>(440)</del>	<del>323-5721</del>	<del>12/05/03</del>	FAX				
<del>(440)</del>	<del>323-6851</del>	<del>06/06/03</del>					
<del>(440)</del>	<del>323-7040</del>	<del>10/15/07</del>	FAX				
<del>(440)</del>	<del>323-7098</del>	<del>06/06/03</del>	FAX				
<del>(440)</del>	<del>323-7520</del>	<del>10/17/07</del>	FAX				
<del>(440)</del>	<del>323-9835</del>	<del>12/05/03</del>	FAX				

CMD: GTNL

X0115-I-NO MORE RECORDS

Exhibit  
H

Select Option

Switch Region

2nd Region

[Help](#)

I've brought  
this for  
discussion  
The four lines were  
discussed to delete  
We've been paying \$53.83 each  
line x 4 per month  
that we wanted turned  
off.

windstream

JURE051208US

Page 3 of 11

Mail Date:  
Billing Number:  
Account Number:MARCH 21, 2008  
440-323-7000  
001 313 284 999

## RVICE PROVIDER(S)

ur InterLATA long distance carrier(s) are\*:

INDSTREAM COMMUNICATIONS 1-800-223-4844

ur IntraLATA long distance carrier(s) are\*:

INDSTREAM COMMUNICATIONS 1-800-223-4844

ur Local carrier is\*:

indstream 1-800-843-9214

You have multiple telephone numbers, further information concerning long  
distance carrier assignments for those additional lines are on record with  
local business office.

## MMARY OF CURRENT CHARGES

IC		
INDSTREAM	1,348.13	
OTAL		1,348.13
L		
INDSTREAM	4.50	
INDSTREAM COMMUNICATIONS	145.22	
OTAL		149.72
I-BASIC		
INDSTREAM	1,346.10	
OTAL		1,346.10
URRENT CHARGES DUE 04/09/08		2,843.95

Payment of the TOTAL for BASIC charges shown above could result in  
disconnection of those services and may be subject to collection actions.

Payment of all other charges for services listed above may result in the  
disconnection of these services and may be subject to collection actions, but  
not result in the disconnection of basic local service.

WINDSTREAM  
SUMMARY OF CURRENT CHARGES

Service from 03/19/08 to 04/18/08  
Toll charge inquiries call 1-800-843-9214

<b>BASIC SERVICE</b>	
LATE PAYMENT CHARGE	112.78
LOCAL SERVICE	925.85
TEMPORARY CREDIT	51.52 CR
LORAIN COUNTY E911	3.60
CALLING PLAN CHARGES	134.05
ACCESS CHARGE PER FCC ORDER	117.63
FEDERAL TAX	33.58
STATE TAX	61.43
FEDERAL UNIVERSAL SERVICE FEE	10.75
TOTAL BASIC SERVICE	1,348.13
<b>TOLL SERVICE</b>	
LONG DISTANCE CHARGES	4.50
TOTAL TOLL SERVICE	4.50
<b>NON-BASIC SERVICE</b>	
LOCAL SERVICE	129.80
OTHER CHARGES AND CREDITS	1,140.50
STATE TAX	71.28
FEDERAL UNIVERSAL SERVICE FEE	4.42
TOTAL NON-BASIC SERVICE	1,346.10
<b>AL WINDSTREAM CHARGES</b>	<b>2,698.73</b>

## DETAIL OF LOCAL SERVICE CHARGES

The following detail itemizes your current billing as required  
by your state regulatory agency. These charges are reflected on your  
regular monthly bill. Taxes and prorated monthly charges are not included.

Quantity	Service Description	Monthly Charges
<b>BASIC SERVICE</b>		
8	DIGITAL CENTREX LINE-BUSINESS	54.40
5	BASIC FEATURE PKG OPT-A-BUS	15.00
3	BASIC FEATURE PKG-CENTREX-BUS	12.75
5	DIRECT IN DIAL POTS NUMBER ID	.00
1	FCC END USER ISDN PORT-PRI	23.51
18	LORAIN COUNTY E911	3.60
5	EMER NUMBER REPORTING SVC B/R	.00
1	FEDERAL UNIVERSAL SERVICE FEE	5.95
2	INTERCOM	2.40
5	INTERCOM OPT-A	3.75
1	ENHANCED INTERCOM/PAGE OPT A	2.00
1	ADS 36 MONTH PRA ACCESS	507.00
15	ADS 36 MONTH PRA B CHANNEL	255.00
8	CENTREX LOCAL LOOP BUSINESS	67.60
14	MELCS RECUR ASOC-BUS(INTERNAL)	.00
8	NONPUBLISHED SERVICE	.00
23	TRA NEGATIVE SURCHARGE BUS	51.52 CR
5	ACCESS CHARGE PER FCC ORDER	36.20
8	FCC ACCESS CHG CENTREX BUSINES	57.92
<b>TOLL SERVICE</b>		
5	SWITCHED ONE PLUS SERVICE	.00
<b>NON-BASIC SERVICE</b>		
1	3M DSL WITH STATIC IP	89.95
1	DSL/INTERNET BUNDLE	39.95
1	SPECIAL CIRCUIT CONTRACTS	.00

*Exhibit 5*

## WINDSTREAM OTHER CHARGES AND CREDITS

## NON-BASIC SERVICE

## SERVICE CONNECTION CHARGES FOR 02/14/08

SALES ORDER 108013	302.50
SALES ORDER 62893	550.00
MATERIAL	8.00
SALES ORDER 108005	165.00
MATERIAL	5.00
SALES ORDER 108003	110.00
TOTAL SERVICE CONNECTION CHARGES	1,140.50

TOTAL OTHER CHARGES AND CREDITS 1,140.50

WINDSTREAM Direct Dialed Calls  
FOR (440) 323-7000

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL RP	MIN	AMOUNT
1	03/09	1140A	DIR ASST	440	411-0000	S D	1.0	1.50
2	03/09	1140A	DIR ASST	440	411-0000	S D	1.0	1.50
SUBTOTAL EXCLUDING TAX								3.00

WINDSTREAM Direct Dialed Calls  
FOR (440) 323-4961

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL RP	MIN	AMOUNT
3	03/10	1126A	DIR ASST	440	411-0000	S D	1.0	1.50
SUBTOTAL EXCLUDING TAX								1.50



January 29, 2007

JURE051208US

  
windstream  
communications

Mr. Michael Albanese  
Johnston Aviation  
44050 Russia Road  
Elyria, Ohio 44035

Exhibit 6

Dear Michael,

Thank you for the opportunity to present a telecommunications recommendation for Johnston Aviation.

Windstream Communications recommends upgrading the Norstar MICS key telephone system, manufactured by NORTEL. The upgrade is to the latest software from Nortel 7.1 and supports a PRI card. The quote includes upgrading your voice mail to the latest software release 4.1. The system has been configured to support your current business environment, but can grow as your business grows to accommodate additional lines and stations.

The PRI would have 15 channels enabled but could increase to 23 channels as your demand change.

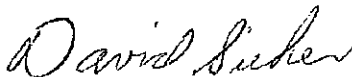
I have included a 5 year maintenance contract that covers your location 24/7 excluding holidays.

\*

Finally, it is important to emphasize that Windstream would continue be your single source provider for both local telephone service and telephone system equipment. One call to Windstream is all it takes!

If you have any questions feel free to contact me via email at [david.sieker@windstream.com](mailto:david.sieker@windstream.com) or 440-329-4154.

Sincerely,



David R. Sieker  
Account Executive  
440-329-4154