

# Large Filing Separator Sheet

CASE NUMBER: 09-515-TP-CSS

FILE DATE: DEC 22 2010

SECTION: 1 of 2

NUMBER OF PAGES: 186

DESCRIPTION OF DOCUMENT:

EXHIBITS

FILE

PUCO EXHIBIT FILING

Date of Hearing: December 7, 8, 2010

Case No. 09-515-TP-CSS

PUCO Case Caption: In the matter of the complaint  
of Ohiotelnet.com, Incorporated vs.  
Windstream Ohio, Incorporated

PUCO

2010 DEC 22 PM 3:20

RECEIVED-SOCKETING DIV

- List of exhibits being filed: Complainant's
- 1 - Billing dispute spreadsheet on CD disc
  - 245 - Invoices on CD disc
  - 76 - Direct testimony of Thomas Cotton
  - 77 - Direct testimony of Annette Duboe
  - 78 - Interconnection Agreement between  
Altel Ohio, Inc and Ohiotelnet.com, Inc
  - 79 - Prehearing statement of Complainant,  
Ohiotelnet.com, Inc
  - 80 - November 2009 E-mail chain
  - 81 - June 2009 E-mail chain
  - 82 - June 9, 2009 disconnect letter from  
Windstream to Ohiotelnet.com, Inc  
customers

Reporter's Signature: Aus Sillion

Date Submitted: December 20, 2010

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PUCO EXHIBIT FILING

Date of Hearing: December 7-8, 2010

Case No. 09-515-TP-CSS

PUCO Case Caption: In the matter of the Complaint  
of Ohiotelnet.com, Incorporated vs.  
Windstream Ohio, Incorporated

List of exhibits being filed: Respondent's

1 - Direct testimony of Tana Henson

TH1 - Billing dispute report

TH2 - Escalation levels

TH3 - Spreadsheet of itemized disputes

TH4 - Dispute example

TH5 - Dispute example

TH6 - Dispute example

TH7 - Dispute example

2 - Direct testimony of Scott Terry

ST1 - Timeline of events from Jan. 6, 2009 to June 19, 2009

ST2 - February 5, 2009, Email from Scott Terry to  
Tom Cotton; Subject: Summary of today's call

ST3 - November 2009 E-mail chain

ST4 - April 8, 2010 letter explaining disconnection  
from Windstream

ST5 - April 12, 2010 letter from Ohiotelnet.com, Inc  
to customers

ST6 - monthly Windstream Resale Billings to  
Ohiotelnet

ST7 - Ohiotelnet balance calculation

Reporter's Signature: Aus Dillion

Date Submitted: December 20, 2010

1       BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

2                               - - -

3       In the Matter of               :  
4       the Complaint of               :  
5       Ohiotelnet.com,               :  
6       Incorporated,               :  
7                       Complainant, :  
8                       and            : Case No. 09-515-TP-CSS  
9       Windstream Ohio,             :  
10      Incorporated,               :  
11                       Respondent. :  
12                               - - -

11                               CONTINUED PROCEEDINGS  
12       Before Mr. L. Douglas Jennings, Hearing  
13       Examiner, at the Public Utilities Commission of  
14       Ohio, 180 East Broad Street, Columbus, Ohio,  
15       Hearing Room 11C, on Wednesday, December 8,  
16       2010, commencing at 9:00 a.m.

17                               - - -

18  
19                               VOLUME II

20  
21                       ARMSTRONG & OKEY, INC.  
22                       222 East Town Street, 2nd Floor  
23                       Columbus, Ohio 43215-5201  
24                       (614) 224-9481/(800) 223-9481  
25                       Fax (614) 224-5724

24                               - - -

25

1       BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

2                               - - -

3       In the Matter of               :  
4       the Complaint of               :  
5       Ohiotelnet.com,               :  
6       Incorporated,               :  
7                       Complainant, :  
8                       and            : Case No. 09-515-TP-CSS  
9       Windstream Ohio,             :  
10      Incorporated,                :  
11                       Respondent. :  
12                               - - -

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13       Examiner, at the Public Utilities Commission of  
14       Ohio, 180 East Broad Street, Columbus, Ohio,  
15       Hearing Room 11C, on Tuesday, December 7, 2010,  
16       commencing at 9:00 a.m.

17                               - - -

18  
19                               VOLUME I

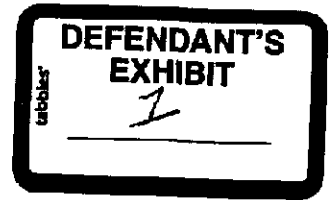
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24                       (614) 224-9481/(800) 223-9481  
25                       Fax (614) 224-5724

24                               - - -

25

**FILE**

Before the  
**PUBLIC UTILITIES COMMISSION OF OHIO**



In re: Complaint of  
Ohioteln.net, Inc.

)  
)  
)  
)  
)  
)  
Case No. 09-515-TP-CSS

**DIRECT TESTIMONY**  
  
**OF**  
  
**TANA HENSON**  
  
**ON BEHALF OF**  
**WINDSTREAM OHIO, INC.**

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PUCO

1           **I.       BACKGROUND**

2       **Q.     Please state your name and business address.**

3       **A.     My name is Tana Henson. My business address is 202 Graham Street, Harrison,**  
4           **Arkansas 72601.**

5  
6       **Q.     By whom are you employed and in what capacity?**

7       **A.     I am employed by Windstream Communications, Inc. as Staff Manager – Service**  
8           **Center and am authorized to testify on behalf of Windstream Ohio, Inc.**  
9           **("Windstream") in this matter.**

10  
11      **Q.     Please describe your experience in the telecommunications industry.**  
12

13      **A.     I began my telecommunications career in 1997 with Windstream (formerly Alltel),**  
14           **serving in various positions in service center operations. In 2000, I was promoted into**  
15           **a supervisory position, and in 2001, I received a promotion into a manager position. I**  
16           **assumed the managerial responsibility for the Local Service Provider Access Center**  
17           **(the "LSPAC") in 2002 where my responsibilities include overseeing day-to-day**  
18           **operations of Local Service Request processing and handling escalations.**

19  
20      **Q.     Are you familiar with the complainant in this case, Ohiotelnet.com, Inc.**  
21           **("OTN")?**

22      **A.     Yes.**  
23

1 Q. What is the purpose of your testimony in this proceeding?

2 A. The purpose of my testimony is to address various allegations of OTN as set forth in  
3 its complaint.  
4

5 Q. How does your testimony relate to that filed by your colleague, Scott Terry?

6 A. Mr. Terry is the primary Windstream point of contact for OTN, and his testimony  
7 provides more detail on the relationship between the two companies. My testimony  
8 relates more specifically to billing and provisioning issues.  
9

10 **II. WINDSTREAM'S RELATIONSHIP WITH OTN**

11 Q. Is there a written agreement setting forth the relationship between Windstream  
12 and OTN?

13 A. Yes, the written agreement is called an interconnection agreement ("ICA"), which was  
14 arbitrated and ultimately approved by the Public Utilities Commission of Ohio  
15 ("PUCO") in Case No. 00-1601-TP-ARB in 2001. That ICA remains in effect, except  
16 that Alltel Ohio, Inc. is now called "Windstream Ohio, Inc."  
17

18 Q. How are OTN's service orders handled by Windstream under the  
19 Interconnection Agreement ("ICA")?

20 A. All requests for resale services are processed by a team of representatives in the  
21 LSPAC, and requests are processed on a first in, first out basis. As requests are  
22 processed, orders are scheduled with Windstream's provisioning team. OTN's resale  
23 orders are scheduled in the same calendar used for Windstream's retail orders and  
24 receive due dates in parity with the dates Windstream's retail customers receive. In a



1 wholesale relationship, such as the one Windstream has with OTN, the local service  
2 request ("LSR") is the industry accepted process for submitting requests for service.  
3 Windstream deals with many other providers who submit LSRs in the same manner as  
4 OTN. All of these requests are received and processed by the LSPAC team, and they  
5 are processed on a first in, first out basis. The generally agreed upon intervals for  
6 responding to LSRs can range from twenty-four (24) to forty-eight (48) hours.

7  
8 **Q. Does this differ from orders submitted by any other carrier that has an ICA with**  
9 **Windstream?**

10 **A. No.**  
11

12 **Q. Does this differ from an order submitted by an end user to Windstream?**

13 **A. Slightly. In a retail situation, the end user calls Windstream's customer service center**  
14 **and while on the phone, places the request for service. The equivalent on the**  
15 **wholesale side would be for the Windstream customer service representative to pick**  
16 **up the LSR for processing, which does not happen immediately upon the LSR being**  
17 **submitted to Windstream. Unlike the retail organization, the LSPAC accepts LSRs**  
18 **outside the LSPAC's regular business hours and those after-hours LSRs are waiting**  
19 **to be processed at the start of the next business day. In retail, after business hours,**  
20 **there are no additional orders received for processing until the next business day.**

21  
22 **Q. Does Windstream invoice OTN monthly under the ICA?**

23 **A. Yes. Windstream renders monthly invoices to OTN pursuant to the ICA.**  
24

1    **Q.    When is the monthly invoice sent to OTN?**

2    **A.    The paper invoice is mailed by the 5<sup>th</sup> of each month. In addition to the monthly paper**  
3           **invoices, Windstream also supplies OTN with additional electronic reports providing**  
4           **detailed billing information about OTN's account, which OTN can use to further**  
5           **validate its bill.**

6  
7    **Q.    Have the electronic reports always been provided to OTN?**

8    **A.    No. These reports are not required under the ICA, and Windstream provided them**  
9           **periodically to OTN as a courtesy, free of charge. For a period of time, the electronic**  
10          **billing reports were not supplied to OTN on a regular monthly interval. As far as I am**  
11          **aware, the courtesy billing reports are being submitted to OTN on a monthly basis on**  
12          **or before the 10<sup>th</sup> of the month.**

13  
14   **Q.    Are the electronic reports necessary for bill verification?**

15   **A.    No. The paper bill is sufficient for verifying the invoice. The electronic reports may**  
16          **help OTN in its verification process, but the reports are not necessary for OTN to**  
17          **verify its bills.**

18  
19   **Q.    Does the ICA require OTN to pay the Windstream invoices in full or does it allow**  
20          **for OTN to pay only the undisputed amounts of an invoice?**

21   **A.    The ICA requires that the undisputed portions of an invoice be paid. Significantly, that**  
22          **undisputed portion is all that Windstream requests and has requested of OTN.**

23  
24   **Q.    Has Windstream ever overcharged OTN for services provided to OTN?**

1    **A.**    Windstream has never intentionally overcharged OTN for services. Because OTN is  
2           due a discount on some services but not others and because Windstream's ordering  
3           and billing process is accomplished manually, billing errors can and do sometimes  
4           result.

5  
6    **Q.**    Is it possible that OTN has ever been billed for services which it did not request?

7    **A.**    Yes. When OTN submits an LSR to the LSPAC, a customer service representative in  
8           the LSPAC manually reviews and validates the LSR and manually keys the request  
9           into Windstream's ordering and provisioning system. Because human error is a factor  
10          with any manual process, it is possible for a representative to make an error in the  
11          order entry process and mistakenly add or omit a service that was not directly  
12          requested by the new service provider. When Windstream is made aware of such an  
13          error, Windstream promptly remedies the error and issues the appropriate credit to the  
14          new service provider.

15  
16   **Q.**    If a billing error is suspected, what should OTN do?

17   **A.**    If OTN suspects that a billing error has occurred, OTN should do as other service  
18          providers do and submit a billing dispute to Windstream's LSPAC, pursuant to the  
19          terms of the ICA.

20  
21   **Q.**    When OTN disputes a portion of an invoice, does the dispute remain open in  
22          perpetuity?

23   **A.**    No.

24

1   **Q.     How does LSPAC handle the resale billing disputes submitted by OTN?**

2   **A.     When a resale billing dispute is submitted, LSPAC researches the claim and provides**  
3       **a response to OTN. In instances where the billing dispute is valid, OTN is issued**  
4       **credit for the disputed charge and the dispute is closed. If a claim is found to be invalid,**  
5       **OTN is notified that the dispute is denied, the dispute is closed and the charges are**  
6       **then due and payable to Windstream.**

7  
8   **Q.     Does OTN have to accept Windstream's denial of a dispute?**

9   **A.     No. If OTN does not accept Windstream's findings, OTN may pursue dispute**  
10       **resolution pursuant to the terms of the ICA.**

11  
12       ***III.    DEALINGS GIVING RISE TO THE COMPLAINT***

13   **Q.     Did Windstream research the disputes filed by OTN which are the subject of this**  
14       **proceeding and respond to OTN accordingly?**

15   **A.     Yes. OTN disputed certain charges and Windstream researched the dispute and**  
16       **determined the charges to be valid and subsequently denied the disputes. At that point,**  
17       **OTN should have paid the charges or sought dispute resolution pursuant to the ICA.**  
18       **OTN did neither. As a result, Windstream utilized remedies available to it under the**  
19       **ICA, namely 1) requesting deposits, 2) refusing to process new service requests (an**  
20       **"embargo"), and 3) disconnection.**

21  
22   **Q.     OTN claims that it has made many attempts to resolve these billing disputes but**  
23       **has not received any meaningful reply from Windstream. Is this true?**

1    **A.**    No. There have been many conversations between Windstream and OTN; it is  
2           completely inaccurate for OTN to claim that Windstream has not provided any  
3           meaningful replies. Windstream has made many good faith efforts to resolve these  
4           disputes and has spent countless hours working with OTN and combing through years  
5           of records to explain denied disputes to OTN -- a process made more complex because  
6           of OTN's failure to timely dispute or verify its bills.

7  
8    **Q.**    OTN has alleged that Windstream has not dealt with its disputes in good faith. Is  
9           this accurate?

10   **A.**    No. Disputes have always been dealt with in good faith. For example, during the  
11           informal dispute resolution process, Windstream gave OTN the benefit of the doubt in  
12           many instances when Windstream was not able to quickly and easily identify or prove  
13           to OTN that agreed-upon credits had been applied. In many of those instances, it is  
14           quite likely Windstream issued double credits to OTN in a show of a good faith  
15           attempt to resolve and close out pending disputes. Further, Windstream has offered to  
16           credit OTN for charges which Windstream knew were legitimate simply in an effort to  
17           settle the dispute with OTN. Additionally, per the terms and conditions of the ICA,  
18           Windstream is not obligated to accept disputes which OTN has failed to file for more  
19           than twelve (12) months. However, in this instance Windstream examined and  
20           sometimes re-examined disputes much older than twelve (12) months.

21  
22   **Q.**    In its Memorandum Contra Respondent's Motion for Escrow and Request for  
23           Expedited Ruling, OTN claims that this matter encompasses whether or not

1       **Windstream provided the services for which the billing is disputed. Did**  
2       **Windstream bill OTN for services that were not provided to OTN?**

3       **A.**    Based on my review of OTN's escalated disputes, I did not find any denied disputes  
4       that were properly submitted by OTN regarding services that were not actually  
5       provided to OTN.

6  
7       **Q.**    **When OTN disputed a charge, what were the most common reasons for dispute?**

8       **A.**    Incorrect discount, service order charges not applicable because of missed dates, late  
9       payment charges, usage sensitive charges, directory assistance charges, and toll  
10      charges have all been cited by OTN.

11  
12      **Q.**    **When OTN disputed a charge, how long did it take the LSPAC to investigate and**  
13      **respond?**

14      **A.**    When a dispute was filed by OTN, the LSPAC thoroughly researched the dispute. The  
15      LSPAC targeted the return of a response to OTN within ninety (90) days of receiving  
16      the dispute, which is consistent with the terms of the ICA.

17  
18      **Q.**    **If the LSPAC's research revealed that the dispute was not valid and the charges**  
19      **were due, did LSPAC notify OTN of such?**

20      **A.**    Yes, as discussed previously in my testimony. The responses were provided via email  
21      if the dispute was submitted by OTN via email. If OTN submitted the dispute via  
22      Windstream Express, the response was provided via Windstream Express.

23

1 Q. When OTN was informed that a particular disputed charge had been denied, did  
2 OTN re-file the dispute or seek informal or formal dispute resolution?

3 A. OTN did not consistently escalate disputes to me. As a general rule, OTN did not re-  
4 file the dispute or seek informal or formal dispute resolution. Escalations generally  
5 only occurred after Windstream pursued remedies for past due amounts.

6  
7 Q. When OTN disputed a charge, did OTN automatically contact you?

8 A. No. Disputes were submitted to the LSPAC customer service representatives. If OTN  
9 did not agree with the response provided at that level, it could escalate the dispute to  
10 the next level of authority for reconsideration. By the time a dispute was escalated to  
11 me, as many as three other LSPAC employees would have reviewed and responded to  
12 the dispute.

13

14 ***IV. ADDITIONAL INFORMATION RELATED TO THIS BILLING DISPUTE***

15 Q. Can you provide examples of the types of charges disputed by OTN?

16 A. Yes.

17

18 Q. Did OTN dispute service order charges?

19 A. Yes.

20

21 Q. Please explain how service order charges apply.

22 A. A service order charge applies to each order submitted by OTN in accordance with the  
23 terms and conditions of the ICA. If the order is not provisioned in the time frame  
24 prescribed by the PUCO, OTN is entitled to an appropriate credit.

1

2 **Q. How does Windstream determine whether or not an order is provisioned in**  
3 **accordance with the PUCO's requirements?**

4 **A. A report is produced after the installation which identifies customers with missed**  
5 **installation dates. LSPAC customer service representatives complete the necessary**  
6 **steps in Windstream's system to issue the service order charge credit to OTN.**

7

8 **Q. Is this also true for retail orders placed with Windstream?**

9 **A. Yes. Credits to retail customers are issued by representatives within Windstream's**  
10 **retail organization.**

11

12 **Q. Another issue mentioned by OTN in its disputes was Windstream's billing for**  
13 **certain calls made by OTN's customers. Did Windstream bill OTN for certain**  
14 **calls made by OTN customers?**

15 **A. Yes. Where Windstream had an agreement with the company providing service for the**  
16 **OTN customers, the charge for the call was accepted into Windstream's billing system**  
17 **and passed through to OTN.**

18

19 **Q. If an OTN customer made a billable call in January, when would that call be**  
20 **billed by Windstream to OTN?**

21 **A. The call is billed on the next invoice following Windstream's receipt of the billable**  
22 **record. For example, a toll call would have generally been billed on OTN's February**  
23 **invoice. However, if the toll record was not received by Windstream from the long**



1 distance carrier until March, the toll call may not have been billed until the April  
2 invoice.

3

4 **Q. Does Windstream face this same problem relative to its own end users?**

5 **A. Yes.**

6 **Q. Once the retail orders and the wholesale orders are verified and processed, are**  
7 **they provisioned to the customer in the same way?**

8 **A. Yes.**

9

10 **Q. Did the LSPAC participate on a call November 12, 2009 with OTN regarding the**  
11 **outstanding balance in this case? If so, please elaborate.**

12 **A. Yes, I participated in the November 12, 2009 call. On that call, the parties agreed that**  
13 **the amount OTN owed to Windstream was \$64,641.29. This amount consists of**  
14 **charges for which OTN was invoiced but never paid or disputed.**

15

16 **Q. Based on the foregoing, is it Windstream's position that OTN owes Windstream**  
17 **at least \$64,641.29?**

18 **A. Yes.**

19

20 **Q. Does this conclude your testimony?**

21 **A. Yes, at this time.**



[Orders](#) [Trouble Tickets](#) [Preorders](#) [Billing Disputes](#)  
[Table Admin](#) [Reports](#) [User Options](#) [Help](#) [Logout](#)

[Home](#) [Archived Messages](#) UserID: e0015565

## Billing Dispute REPORT

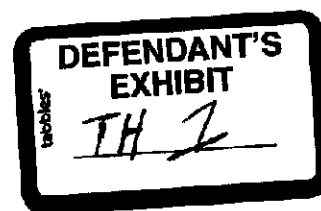
Date Range: 01/01/2001 - 11/19/2010

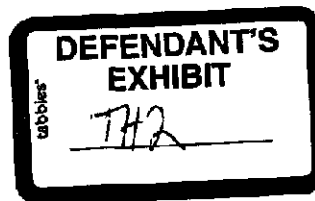
Effective: 11-19-2010 @ 05:15:12 PM

Company	Total Disputes Submitted	Total Detail Items Submitted	Amount Disputed	Total Disputes Resolved	Total Detail Items Resolved	Amount Credited	Avg Completion Interval
Ohionet	1398	15484	\$114,779.95	1181	13828	\$56,941.89	33d 4h 23m 43s
<b>TOTALS</b>	<b>1398</b>	<b>15484</b>	<b>\$114,779.95</b>	<b>1181</b>	<b>13828</b>	<b>\$56,941.89</b>	<b>33d 4h 23m 43s</b>

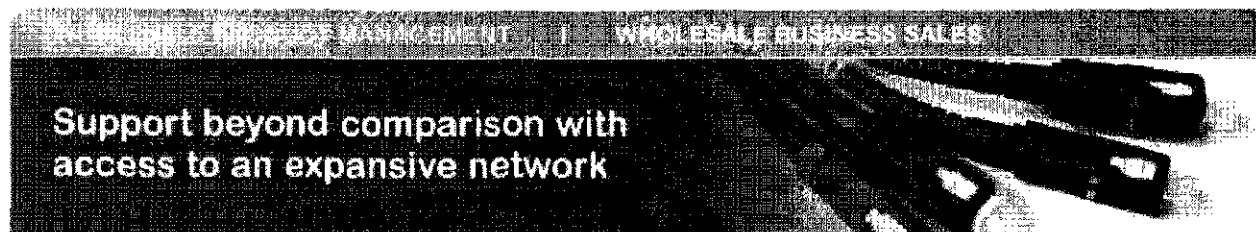
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LARGE BUSINESS



CARRIER NOTIFICATIONS | LOCAL SERVICE PROVIDER | WINDSTREAM EXPRESS | TOLL FREE | ESCALATION LIST

## ASR Order Entry

After you have established a relationship with Windstream, you need to become familiar with the industry standards and associated process to successfully submit an Access Service Request (ASR).

As set forth by the Alliance for Telecommunications Industry Solutions (ATIS) and TELCORDIA standards, the Access Service Request (ASR) is a form used by a customer to request special or switched access as specified in the various access service tariffs.

• DOWNLOAD DETAILS

### ezAccess® ASR Electronic Order Entry

ezAccess® is Windstream's Web Application that allows you to electronically submit Access Service Orders (ASRs). ezAccess® offers a better customer experience by allowing an online, real-time order entry, processing, and reporting system for customers submitting ASRs for Special Access, Switched Access and Transport services.

#### Benefits of using ezAccess®:

- Streamlines your ordering process
- Generation of all required ASR forms based on the type of service being ordered
- Validation and error checking based upon current ASOG requirements per state
- Electronic confirmation that Windstream has received your orders
- Orders are provisioned in a more timely manner by using the online order tracking and status
- Create, manage, and view unlimited templates for use in future orders
- Electronic notification of any changes in orders

ezAccess® electronic order entry is available for customers that have not established a VPN connection directly to Windstream or use the OBF standard Mechanized Specifications to transmit electronic ASRs.

### ezAccess® User Guide

We ask that you please review the ezAccess® order entry and management process as outlined in the ezAccess® Users' Guide before login to ezAccess®.

• DOWNLOAD DETAILS

### ezAccess® Login

To submit an ASR through ezAccess®, click here.

Orders can be entered in ezAccess® 24/7. Orders will be processed within normal business hours during the current or next business day.

### ezAccess® Support and Troubleshooting

To sign up for ezAccess® or for problems signing in, please contact Windstream ICSC at [wollicsc.charlotte@windstream.com](mailto:wollicsc.charlotte@windstream.com) or call 800-864-7188.

### Manual ASR

For customers that are not able to utilize ezAccess® for ASR order entry, manual submission of ASRs is required. A copy of the ASR forms should be submitted by email to the Windstream Interexchange Carrier Service Center (ICSC).

• DOWNLOAD DETAILS

**Windstream Local Service Provider Access Center**

General Contact Number: 1-800-865-1498

General Fax Number: 1-330-425-0802

**1st Level Escalation**

Windstream LSPAC

wci.scsc.lspac@windstream.com

**2nd Level Escalation**

Sarah Campbell

Sarah.Campbell@windstream.com

Office: 1-870-743-5151

**3rd Level Escalation**

Number Portability

Theresa Weiland

Theresa.Weiland@windstream.com

Office: 1-870-743-5365

**3rd Level Escalation**Directory Listing/Assistance< Resale  
and UNE

Sheryl Holt

Sheryl.Holt@windstream.com

Office: 1-870-743-5157

**3rd Level Escalation**

Port In - Windstream

Allen Everett

Allen.Everett@windstream.com

Office: 1-870-704-8082

**4th Level Escalation**

Tana Henson

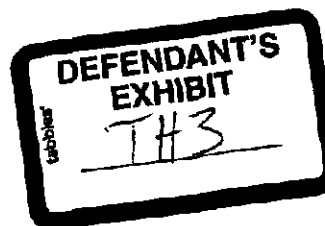
LSPAC Manager

Office: 1-870-743-5150

## Henson, Tana

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**From:** Annette Duboe [annette.duboe@msmisp.com]  
**Sent:** Wednesday, April 08, 2009 5:20 PM  
**To:** Henson, Tana; Weiland, Theresa  
**Subject:** 090408 Disputes.xls  
**Attachments:** 090408 Disputes.xls



Here is the spreadsheet with the itemized disputes.

Annette DuBoe  
Ohioteln.net, Inc.





101136	Oct-04	740-366-9755	INSTL	\$	10.00	\$	-	11/30/2004	\$	10.00
101136	Oct-04	740-522-8197	INSTL	\$	15.48	\$	-	11/30/2004	\$	15.48
101136	Oct-04	740-522-7169	INSTL	\$	15.48	\$	-	11/30/2004	\$	15.48
101136	Oct-04	740-870-0949	INSTL	\$	26.43	\$	-	10/25/2004	\$	26.43
101136	Oct-04	740-870-0958	INSTL	\$	26.43	\$	-	11/30/2004	\$	26.43
101136	Oct-04	740-870-9824	INSTL	\$	26.43	\$	-	11/23/2004	\$	26.43
101136	Oct-04	740-870-9880	INSTL	\$	26.43	\$	-	11/30/2004	\$	26.43
101137	Nov-04	740-870-9709	INSTL	\$	26.43	\$	26.42	11/30/2004	\$	0.01
101155	Nov-04	740-348-8721	C55805MR	\$	72.19	\$	-	12/2/2004	\$	72.19
101157	Nov-04	740-364-2054	USGMELCR	\$	1.56	\$	-	12/9/2004	\$	1.56
101158	Nov-04	740-366-2369	CD0304MR	\$	4.83	\$	-	11/1/2005	\$	4.83
101158	Nov-04	740-366-2369	CD0304MR	\$	5.71	\$	-	11/1/2005	\$	5.71
101163	Nov-04	740-345-5063	CD03ADF1	\$	0.87	\$	-	8/23/2005	\$	0.87
101163	Nov-04	740-345-5063	CD03ADF1	\$	1.45	\$	-	8/23/2005	\$	1.45
101163	Nov-04	740-345-5063	USG3WR	\$	4.37	\$	-	8/23/2005	\$	4.37
101163	Nov-04	740-345-5063	USG3WR	\$	5.10	\$	-	8/23/2005	\$	5.10
101183	Nov-04	740-345-5063	USG3WR	\$	5.83	\$	-	8/23/2005	\$	5.83
101187	Dec-04	740-787-2104	COR	\$	12.05	\$	-	12/10/2004	\$	12.05
101192	Nov-04	740-366-5242	USGMELCR	\$	78.20	\$	-	12/14/2004	\$	78.20
101194	Dec-04	740-787-1352	INSTL	\$	15.48	\$	10.31	12/1/2004	\$	5.17
101194	Dec-04	740-787-1352	INSTL	\$	15.48	\$	-	11/1/2005	\$	15.48
101203	Sep-04	740-344-8363	INSTL	\$	30.95	\$	-	1/15/2005	\$	30.95
101203	Sep-04	740-870-0958	INSTL	\$	26.43	\$	-	1/15/2005	\$	26.43
101204	Oct-04	740-323-1978	INSTL	\$	15.48	\$	15.47	11/23/2004	\$	0.01
101205	Nov-04	740-344-8161	INSTL	\$	30.95	\$	15.47	11/23/2004	\$	15.48
101205	Nov-04	740-366-6736	INSTL	\$	26.43	\$	26.42	11/23/2004	\$	0.01
101205	Nov-04	740-870-9824	INSTL	\$	26.43	\$	26.42	11/23/2004	\$	0.01
101205	Nov-04	740-870-9860	INSTL	\$	26.43	\$	26.42	11/23/2004	\$	0.01
101209	Dec-04	740-344-7418	USG3WR	\$	5.83	\$	-	1/14/2005	\$	5.83
101220	Sep-04	740-870-8637	CINNR	\$	7.95	\$	-	1/17/2005	\$	7.95
101221	Oct-04	740-870-8637	CINNR	\$	7.95	\$	-	1/17/2005	\$	7.95
101224	Feb-05	740-345-5686	PROBAS	\$	7.95	\$	-	1/17/2005	\$	7.95
101224	Feb-05	740-345-5686	ACCR	\$	0.20	\$	-	2/21/2005	\$	0.20
101224	Feb-05	740-345-5686	PROBAS	\$	1.50	\$	-	2/21/2005	\$	1.50
101224	Feb-05	740-345-5686	IDRF	\$	3.48	\$	-	2/21/2005	\$	3.48
101236	Dec-04	740-366-1057	CD03ADF1	\$	5.50	\$	-	2/21/2005	\$	5.50
101237	Dec-04	740-323-4698	USG3WR	\$	0.30	\$	-	1/17/2005	\$	0.30
101238	Dec-04	740-344-3996	USGMELCR	\$	0.73	\$	-	1/17/2005	\$	0.73
101247	Jan-05	740-344-3996	USGMELCR	\$	48.24	\$	-	1/17/2005	\$	48.24
101248	Jan-05	740-323-4698	USG3WR	\$	50.60	\$	-	1/20/2005	\$	50.60
101248	Nov-04	740-587-7593	ELCJ3	\$	5.83	\$	-	1/20/2005	\$	5.83
101279	Nov-04	740-366-7039	USGMELCR	\$	8.37	\$	-	2/1/2005	\$	8.37
101280	Jan-05	740-344-3001	USGMELCR	\$	56.14	\$	-	6/23/2005	\$	56.14
101308	Aug-04	740-344-6829	CD0304MR	\$	32.55	\$	-	2/1/2005	\$	32.55
101308	Aug-04	740-344-6829	CD0304MR	\$	1.70	\$	-	6/7/2005	\$	1.70
101309	Nov-04	740-344-6829	CD03ADF1	\$	8.63	\$	-	6/7/2005	\$	6.63
101309	Nov-04	740-344-6829	CD03ADF1	\$	2.43	\$	-	2/21/2005	\$	2.43
101309	Nov-04	740-344-6829	CD03ADF1	\$	11.99	\$	-	2/21/2005	\$	11.99
101309	Nov-04	740-344-6829	CD0304MR	\$	342.91	\$	-	2/21/2005	\$	342.91



101313	Dec-04	740-344-6829	CD0304MR	\$	193.42	\$	82.77	5/11/2005	\$	100.65
101325	Jan-04	740-366-7038	USGMELCR	\$	56.14	\$	-	3/10/2005	\$	56.14
101326	Feb-05	740-366-7038	USGMELCR	\$	81.90	\$	-	6/23/2005	\$	81.90
101331	Feb-05	740-345-0602	COR	\$	12.05	\$	-	3/10/2005	\$	12.05
101359	Mar-05	740-323-4214	RCIDB	\$	18.38	\$	-	4/12/2005	\$	18.38
101363	Feb-05	740-366-8184	USGCTR	\$	19.80	\$	-	4/12/2005	\$	19.80
101392	Mar-05	740-587-7583	ELCU	\$	3.13	\$	-	4/28/2005	\$	3.13
101393	Apr-05	740-587-7583	ELCU	\$	3.33	\$	-	4/28/2005	\$	3.33
101399	Mar-05	740-366-4125	C22204MR	\$	4.33	\$	-	5/16/2005	\$	4.33
101399	Mar-05	740-366-4125	C22204MR	\$	5.20	\$	-	5/16/2005	\$	5.20
101399	Mar-05	740-366-4125	C22204MR	\$	6.08	\$	-	5/16/2005	\$	6.08
101399	Mar-05	740-366-4125	C22204MR	\$	6.90	\$	-	5/16/2005	\$	6.90
101399	Mar-05	740-366-4125	C22204MR	\$	12.04	\$	-	5/16/2005	\$	12.04
101399	Mar-05	740-366-4125	C22204MR	\$	20.64	\$	-	5/16/2005	\$	20.64
101399	Mar-05	740-366-4125	C22204MR	\$	35.38	\$	2.58	5/16/2005	\$	32.80
101410	Mar-05	740-345-3835	FELCR	\$	5.50	\$	-	5/17/2005	\$	5.50
101412	Mar-05	740-364-8229	CRPF	\$	3.00	\$	-	6/7/2005	\$	3.00
101412	Mar-05	740-364-8229	FELCR	\$	13.28	\$	-	6/7/2005	\$	13.28
101442	May-05	740-522-6100	SOCRR	\$	18.90	\$	10.95	6/7/2005	\$	7.95
101446	May-05	740-587-7583	ELCU	\$	1.27	\$	-	6/7/2005	\$	1.27
101446	May-05	740-587-7583	ELCU	\$	2.73	\$	-	6/7/2005	\$	2.73
101446	Apr-05	740-364-2020	USGMELCR	\$	13.51	\$	-	6/8/2005	\$	13.51
101448	Apr-05	740-364-2020	USGMELCR	\$	14.28	\$	-	6/8/2005	\$	14.28
101458	May-05	740-349-3473	EUBRI	\$	2.23	\$	1.97	6/10/2005	\$	0.26
101459	Jun-05	740-349-3032	PROBAS	\$	0.10	\$	-	8/11/2005	\$	0.10
101459	Jun-05	740-349-3032	PROBAS	\$	0.18	\$	-	8/11/2005	\$	0.18
101459	Jun-05	740-349-3032	E045	\$	0.20	\$	-	8/11/2005	\$	0.20
101459	Jun-05	740-349-3032	LNPS	\$	0.37	\$	-	8/11/2005	\$	0.37
101459	Jun-05	740-349-3032	LICKNTY	\$	0.43	\$	-	8/11/2005	\$	0.43
101459	Jun-05	740-349-3032	FUSFSUR	\$	0.08	\$	-	8/11/2005	\$	0.96
101459	Jun-05	740-349-3032	PROBAS	\$	5.28	\$	-	8/11/2005	\$	5.28
101459	Jun-05	740-349-3032	COR	\$	12.05	\$	6.03	8/11/2005	\$	6.02
101459	Jun-05	740-349-3032	R1	\$	10.55	\$	3.50	8/11/2005	\$	7.05
101459	Jun-05	740-349-3032	SOCRR	\$	18.80	\$	9.45	8/11/2005	\$	9.45
101459	Jun-05	740-349-3032	PVRR	\$	21.90	\$	10.95	8/11/2005	\$	10.95
101460	May-05	740-349-9499	LICKNTY	\$	0.15	\$	-	8/10/2005	\$	0.15
101460	May-05	740-349-9499	FUSFSUR	\$	0.37	\$	-	8/10/2005	\$	0.37
101460	May-05	740-349-9499	LNPS	\$	0.64	\$	-	8/10/2005	\$	0.64
101460	May-05	740-349-9499	REIA	\$	6.50	\$	-	8/10/2005	\$	6.50
101460	May-05	740-349-9499	R1	\$	10.55	\$	-	8/10/2005	\$	10.55
101462	Nov-04	740-366-7039	USGMELCR	\$	14.77	\$	-	6/10/2005	\$	14.77
101463	Jan-05	740-366-7039	MELCU	\$	78.68	\$	-	6/10/2005	\$	78.68
101464	Feb-05	740-366-7039	USGMELCR	\$	28.77	\$	-	6/10/2005	\$	28.77
101465	Apr-05	740-366-7039	USGMELCR	\$	0.07	\$	-	8/10/2005	\$	0.07
101468	May-05	740-344-6829	CD03ADF1	\$	5.30	\$	5.25	6/28/2005	\$	0.05
101488	May-05	740-344-6829	CD03ANDD	\$	1.75	\$	-	6/28/2005	\$	1.75
101488	Apr-05	740-763-3833	E045	\$	0.02	\$	-	7/11/2005	\$	0.02
101488	Apr-05	740-763-3833	LNPS	\$	0.05	\$	-	7/11/2005	\$	0.05
101490	Apr-05	740-763-3833	E045	\$	0.10	\$	-	7/11/2005	\$	0.10

101480	Apr-05	740-763-3933 LBRF	\$	0.13	-	7/1/2005	\$	0.13
101490	Apr-05	740-763-3933 NPUB	\$	0.13	-	7/1/2005	\$	0.13
101490	Apr-05	740-763-3933 LNPSC	\$	0.18	-	7/1/2005	\$	0.18
101480	Apr-05	740-763-3933 NPUB	\$	0.48	-	7/1/2005	\$	0.48
101480	Apr-05	740-763-3933 LBRF	\$	0.49	-	7/1/2005	\$	0.49
101490	Apr-05	740-763-3933 RBIA	\$	0.86	-	7/1/2005	\$	0.86
101490	Apr-05	740-763-3933 R1	\$	1.40	-	7/1/2005	\$	1.40
101490	Apr-05	740-763-3933 RBIA	\$	3.25	-	7/1/2005	\$	3.25
101480	Apr-05	740-763-3933 R1	\$	5.27	-	7/1/2005	\$	5.27
101507	Jun-05	740-587-7583 ELCU3	\$	2.03	-	7/1/2005	\$	2.03
101507	Apr-05	740-345-0298 AOELR	\$	8.56	-	7/1/2005	\$	8.56
101508	Apr-05	740-345-0298 AOELR	\$	32.95	28.40	9/20/2005	\$	6.55
101508	May-05	740-345-0298 AOELR	\$	32.95	-	7/19/2005	\$	6.55
101510	Feb-05	740-364-2020 USGMELCR	\$	13.51	-	7/19/2005	\$	32.95
101510	Feb-05	740-364-2020 USGMELCR	\$	14.28	-	7/19/2005	\$	13.51
101516	Jun-05	740-344-3018 CD0304MR	\$	3.15	-	7/19/2005	\$	14.28
101516	Jun-05	740-344-3018 CD0304MR	\$	4.05	-	7/22/2005	\$	3.15
101516	Jun-05	740-344-3018 CD0304MR	\$	5.85	-	7/22/2005	\$	4.05
101516	Jun-05	740-344-3018 CD0304MR	\$	6.30	-	7/22/2005	\$	5.85
101516	Jun-05	740-344-3018 CD0304MR	\$	6.75	-	7/22/2005	\$	6.30
101516	Jun-05	740-344-3018 CD0304MR	\$	9.00	-	7/22/2005	\$	6.75
101516	Jun-05	740-344-3018 CD0304MR	\$	9.90	-	7/22/2005	\$	9.00
101516	Jun-05	740-344-3018 CD0304MR	\$	13.50	-	7/22/2005	\$	9.90
101516	Jun-05	740-344-3018 CD0304MR	\$	13.95	-	7/22/2005	\$	13.50
101516	Jun-05	740-344-3018 CD0304MR	\$	14.40	-	7/22/2005	\$	13.95
101516	Jun-05	740-344-3018 CD0304MR	\$	15.30	-	7/22/2005	\$	14.40
101516	Jun-05	740-344-3018 CD0304MR	\$	16.20	-	7/22/2005	\$	15.30
101516	Jun-05	740-344-3018 CD0304MR	\$	16.20	-	7/22/2005	\$	16.20
101516	Jun-05	740-344-3018 CD0304MR	\$	17.10	-	7/22/2005	\$	16.20
101516	Jun-05	740-344-3018 CD0304MR	\$	17.55	-	7/22/2005	\$	17.10
101516	Jun-05	740-344-3018 CD0304MR	\$	19.35	-	7/22/2005	\$	17.55
101516	Jun-05	740-344-3018 CD0304MR	\$	22.50	-	7/22/2005	\$	19.35
101516	Jun-05	740-344-3018 CD0304MR	\$	23.40	-	7/22/2005	\$	22.50
101516	Jun-05	740-344-3018 CD0304MR	\$	24.30	-	7/22/2005	\$	23.40
101516	Jun-05	740-344-3018 CD0304MR	\$	24.75	-	7/22/2005	\$	24.30
101516	Jun-05	740-344-3018 CD0304MR	\$	28.80	-	7/22/2005	\$	24.75
101516	Jun-05	740-344-3018 CD0304MR	\$	29.70	-	7/22/2005	\$	28.80
101516	Jun-05	740-344-3018 CD0304MR	\$	46.80	-	7/22/2005	\$	29.70
101516	Jun-05	740-344-3018 CD0304MR	\$	172.80	-	7/22/2005	\$	46.80
101517	Jun-05	740-344-3018 CD0304MR	\$	23.85	-	7/22/2005	\$	172.80
101517	Jun-05	740-344-3018 CD0304MR	\$	24.75	-	7/22/2005	\$	23.85
101517	Jun-05	740-344-3018 CD0304MR	\$	25.65	-	7/22/2005	\$	24.75
101517	Jun-05	740-344-3018 CD0304MR	\$	28.35	-	7/22/2005	\$	25.65
101517	Jun-05	740-344-3018 CD0304MR	\$	28.80	-	7/22/2005	\$	28.35
101517	Jun-05	740-344-3018 CD0304MR	\$	30.15	-	7/22/2005	\$	28.80
101517	Jun-05	740-344-3018 CD0304MR	\$	39.60	-	7/22/2005	\$	30.15
101517	Jun-05	740-344-3018 CD0304MR	\$	40.95	-	7/22/2005	\$	39.60
101517	Jun-05	740-344-3018 CD0304MR	\$	42.75	-	7/22/2005	\$	40.95
101517	Jun-05	740-344-3018 CD0304MR	\$	50.40	-	7/22/2005	\$	42.75
101517	Jun-05	740-344-3018 CD0304MR	\$	50.40	-	7/22/2005	\$	50.40

101517	Jun-05	740-344-3019	CD0304MR	\$	55.35	\$	7/22/2005	\$	55.35
101517	Jun-05	740-344-3019	CD0304MR	\$	55.80	\$	7/22/2005	\$	55.80
101540	Jul-05	740-349-3032	LNPS	\$	0.37	\$	8/11/2005	\$	0.37
101540	Jul-05	740-349-3032	REIA	\$	6.50	\$	8/11/2005	\$	6.50
101540	Jul-05	740-349-3032	R1	\$	10.55	\$	8/11/2005	\$	10.55
101550	Jul-05	740-344-3019	CD0304MR	\$	4.05	\$	8/11/2005	\$	4.05
101550	Jul-05	740-344-3019	CD0304MR	\$	4.95	\$	8/11/2005	\$	4.95
101550	Jul-05	740-344-3019	CD0304MR	\$	6.70	\$	8/11/2005	\$	6.70
101550	Jul-05	740-344-3019	CD0304MR	\$	7.65	\$	8/11/2005	\$	7.65
101550	Jul-05	740-344-3019	CD0304MR	\$	8.10	\$	8/11/2005	\$	8.10
101550	Jul-05	740-344-3019	CD0304MR	\$	10.80	\$	8/11/2005	\$	10.80
101550	Jul-05	740-344-3019	CD0304MR	\$	13.50	\$	8/11/2005	\$	13.50
101550	Jul-05	740-344-3019	CD0304MR	\$	13.50	\$	8/11/2005	\$	13.50
101550	Jul-05	740-344-3019	CD0304MR	\$	13.95	\$	8/11/2005	\$	13.95
101550	Jul-05	740-344-3019	CD0304MR	\$	15.30	\$	8/11/2005	\$	15.30
101550	Jul-05	740-344-3019	CD0304MR	\$	19.80	\$	8/11/2005	\$	19.80
101550	Jul-05	740-344-3019	CD0304MR	\$	23.40	\$	8/11/2005	\$	23.40
101550	Jul-05	740-344-3019	CD0304MR	\$	23.85	\$	8/11/2005	\$	23.85
101550	Jul-05	740-344-3019	CD0304MR	\$	24.75	\$	8/11/2005	\$	24.75
101550	Jul-05	740-344-3019	CD0304MR	\$	31.05	\$	8/11/2005	\$	31.05
101550	Jul-05	740-344-3019	CD0304MR	\$	42.75	\$	8/11/2005	\$	42.75
101550	Jul-05	740-344-3019	CD0304MR	\$	148.50	\$	8/11/2005	\$	148.50
101580	Jul-05	740-388-8083	CD0304MR	\$	356.00	\$	8/17/2005	\$	0.40
101585	Jul-05	740-322-8671	DSLRI	\$	99.95	\$	8/25/2005	\$	99.95
101588	Jul-05	740-322-8671	DSLRI	\$	98.95	\$	8/25/2005	\$	98.95
101588	Jul-05	740-322-8671	ADLR	\$	59.44	\$	9/20/2005	\$	29.67
101588	Jul-05	740-322-8671	PROBAS	\$	41.74	\$	9/20/2005	\$	41.74
101589	Jul-05	740-345-9373	CNPR	\$	21.00	\$	8/17/2005	\$	21.00
101571	Jul-05	740-323-4073	COR	\$	12.05	\$	8/17/2005	\$	12.05
101571	Jul-05	740-323-4073	SOCRR	\$	18.90	\$	8/17/2005	\$	18.90
101573	Jul-05	740-345-3772	COR	\$	12.05	\$	8/17/2005	\$	6.02
101573	Jul-05	740-345-3772	SOCRR	\$	18.90	\$	8/17/2005	\$	9.45
101573	Jul-05	740-345-3772	PVRR	\$	21.90	\$	8/17/2005	\$	10.95
101574	Jul-05	740-345-4378	COR	\$	12.05	\$	8/17/2005	\$	6.02
101574	Jul-05	740-345-4378	SOCRR	\$	18.90	\$	8/17/2005	\$	9.45
101575	Jul-05	740-345-5308	COR	\$	6.03	\$	7/13/2005	\$	6.03
101575	Jul-05	740-345-5308	SOCRR	\$	9.45	\$	7/13/2005	\$	9.45
101575	Jul-05	740-345-5308	PVRR	\$	10.95	\$	7/13/2005	\$	10.85
101591	Jun-05	740-344-8828	CD0304MR	\$	4.00	\$	9/13/2005	\$	4.00
101591	Jun-05	740-344-8828	CD0304MR	\$	5.80	\$	9/13/2005	\$	5.80
101591	Jun-05	740-344-8828	CD0304MR	\$	6.25	\$	9/13/2005	\$	6.25
101591	Jun-05	740-344-8828	CD03ADF1	\$	6.40	\$	9/13/2005	\$	6.40
101591	Jun-05	740-344-8828	CD0304MR	\$	7.15	\$	9/13/2005	\$	7.15
101591	Jun-05	740-344-8828	CD0304MR	\$	8.50	\$	9/13/2005	\$	8.50
101591	Jun-05	740-344-8828	CD0304MR	\$	9.85	\$	9/13/2005	\$	9.85
101591	Jun-05	740-344-8828	CD0304MR	\$	10.30	\$	9/13/2005	\$	10.30
101591	Jun-05	740-344-8828	CD0304MR	\$	12.10	\$	9/13/2005	\$	12.10
101591	Jun-05	740-344-8828	CD0304MR	\$	13.90	\$	9/13/2005	\$	13.90
101591	Jun-05	740-344-8828	CD0304MR	\$	16.05	\$	9/13/2005	\$	16.05

101591	Jun-05	740-344-6828	CD0304MR	\$	17.50	\$	-	9/13/2005	\$	17.50
101591	Jun-05	740-344-6828	CD0304MR	\$	20.10	\$	-	9/13/2005	\$	20.10
101591	Jun-05	740-344-6828	CD0304MR	\$	23.30	\$	-	9/13/2005	\$	23.30
101591	Jun-05	740-344-6828	CD0304MR	\$	31.95	\$	-	9/13/2005	\$	31.95
101591	Jun-05	740-344-6828	CD0304MR	\$	32.20	\$	-	9/13/2005	\$	32.20
101591	Jun-05	740-344-6828	CD0304MR	\$	34.30	\$	-	8/13/2006	\$	34.30
101591	Jun-05	740-344-6828	CD0304MR	\$	43.40	\$	-	9/13/2005	\$	43.40
101591	Jun-05	740-344-6828	CD0304MR	\$	55.65	\$	-	9/13/2005	\$	55.65
101591	Jun-05	740-344-6828	CD0304MR	\$	178.20	\$	-	9/13/2005	\$	178.20
101592	Jun-05	740-344-6548	CD03ANDD	\$	0.80	\$	-	9/22/2005	\$	0.80
101592	Jun-05	740-344-6548	CD03ADF1	\$	2.80	\$	-	9/22/2005	\$	2.80
101592	Jun-05	740-344-6548	CD0304MR	\$	4.90	\$	-	9/22/2005	\$	4.90
101592	Jun-05	740-344-6548	CD0304MR	\$	6.70	\$	-	9/22/2005	\$	6.70
101592	Jun-05	740-344-6548	CD0304MR	\$	7.15	\$	-	9/22/2005	\$	7.15
101592	Jun-05	740-344-6548	CD0304MR	\$	9.30	\$	-	9/22/2005	\$	9.30
101592	Jun-05	740-344-6548	CD0304MR	\$	21.20	\$	-	9/22/2005	\$	21.20
101592	Jun-05	740-344-6548	CD0304MR	\$	37.40	\$	-	9/22/2005	\$	37.40
101613	Aug-05	740-345-6804	PROBAS	\$	2.21	\$	2.21	10/25/2005	\$	0.29
101613	Aug-05	740-345-6804	EF14	\$	3.00	\$	2.85	10/25/2005	\$	0.35
101613	Aug-05	740-345-6804	SLCR	\$	5.42	\$	4.79	10/25/2005	\$	0.63
101613	Aug-05	740-345-6804	RBIA	\$	6.50	\$	5.74	10/25/2005	\$	0.76
101613	Aug-05	740-345-6804	PROBAS	\$	8.79	\$	7.77	10/25/2005	\$	1.02
101613	Aug-05	740-345-6804	R1	\$	10.55	\$	9.32	10/25/2005	\$	1.23
101613	Aug-05	740-345-6804	COR	\$	12.05	\$	10.65	10/25/2005	\$	1.40
101613	Aug-05	740-345-6804	SOCRR	\$	18.90	\$	16.70	10/25/2005	\$	2.20
101614	Aug-05	740-366-9008	PROBAS	\$	0.01	\$	-	10/25/2005	\$	0.01
101614	Aug-05	740-366-9008	LICKNTY	\$	0.30	\$	-	10/25/2005	\$	0.30
101614	Aug-05	740-366-9008	CD03ADF1	\$	0.40	\$	-	10/25/2005	\$	0.40
101614	Aug-05	740-366-9008	FUSFSUR	\$	1.09	\$	-	10/25/2005	\$	1.09
101614	Aug-05	740-366-9008	SLCR	\$	5.83	\$	-	10/25/2005	\$	5.83
101614	Aug-05	740-366-9008	RBIA	\$	6.50	\$	-	10/25/2005	\$	6.50
101614	Aug-05	740-366-9008	PROBAS	\$	9.14	\$	-	10/25/2005	\$	9.14
101614	Aug-05	740-366-9008	R1	\$	10.55	\$	-	10/25/2005	\$	10.55
101614	Aug-05	740-366-9008	COR	\$	12.05	\$	-	10/25/2005	\$	12.05
101627	May-05	740-349-9801	SOCRR	\$	6.03	\$	-	10/5/2005	\$	6.03
101628	May-05	740-522-4304	COB	\$	7.08	\$	-	10/5/2005	\$	7.08
101628	May-05	740-522-4304	PVRR	\$	10.95	\$	-	10/5/2005	\$	10.95
101628	May-05	740-522-4304	SOCRR	\$	12.88	\$	-	10/5/2005	\$	12.88
101630	May-05	740-522-7972	COR	\$	6.03	\$	-	10/5/2005	\$	6.03
101630	May-05	740-522-7972	SOCRR	\$	9.45	\$	-	10/5/2005	\$	9.45
101631	May-05	740-344-7475	COR	\$	6.03	\$	-	10/5/2005	\$	6.03
101631	May-05	740-344-7475	SOCRR	\$	9.45	\$	-	10/5/2005	\$	9.45
101633	May-05	740-349-5853	COR	\$	6.03	\$	-	10/5/2005	\$	6.03
101633	May-05	740-349-5853	SOCRR	\$	9.45	\$	-	10/5/2005	\$	9.45
101636	May-05	740-349-5853	PVRR	\$	10.95	\$	-	10/5/2005	\$	10.95
101636	May-05	740-349-5851	COR	\$	6.03	\$	-	10/5/2005	\$	6.03
101636	May-05	740-349-5851	SOCRR	\$	9.45	\$	-	10/5/2005	\$	9.45
101636	May-05	740-349-5851	PVRR	\$	10.95	\$	-	10/5/2005	\$	10.95

101637	May-05	740-522-8509	COR	\$	6.03	\$	10/5/2005	\$	6.03
101637	May-05	740-522-8509	SOCRR	\$	9.45	\$	10/5/2005	\$	9.45
101637	May-05	740-522-8509	PVRR	\$	10.95	\$	10/5/2005	\$	10.95
101638	May-05	740-349-0872	COR	\$	12.05	\$	10/5/2005	\$	12.05
101638	May-05	740-349-0872	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101639	May-05	740-522-4498	COR	\$	12.05	\$	10/5/2005	\$	12.05
101639	May-05	740-522-4498	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101640	May-05	740-349-1741	COR	\$	12.05	\$	10/5/2005	\$	12.05
101640	May-05	740-349-1741	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101641	May-05	740-349-5285	COR	\$	12.05	\$	10/5/2005	\$	12.05
101641	May-05	740-349-5285	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101642	May-05	740-323-3859	COR	\$	12.05	\$	10/5/2005	\$	12.05
101642	May-05	740-323-3859	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101643	May-05	740-670-8788	SOCRR	\$	7.95	\$	10/5/2005	\$	7.95
101643	May-05	740-670-8788	COR	\$	12.05	\$	10/5/2005	\$	12.05
101644	May-05	740-522-2154	COR	\$	12.05	\$	10/5/2005	\$	12.05
101644	May-05	740-522-2154	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101644	May-05	740-522-2154	PVRR	\$	21.90	\$	10/5/2005	\$	21.90
101645	May-05	740-670-8788	COR	\$	12.05	\$	10/5/2005	\$	12.05
101645	May-05	740-670-8788	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101645	May-05	740-670-8788	PVRR	\$	21.90	\$	10/5/2005	\$	21.90
101646	May-05	740-323-2408	COR	\$	12.05	\$	10/5/2005	\$	12.05
101646	May-05	740-323-2408	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101647	May-05	740-349-5158	COR	\$	12.05	\$	10/5/2005	\$	12.05
101647	May-05	740-349-5158	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101648	May-05	740-364-8339	COR	\$	12.05	\$	10/5/2005	\$	12.05
101648	May-05	740-364-8339	SOCRR	\$	18.90	\$	10/5/2005	\$	18.90
101648	May-05	740-349-3401	PROBAS	\$	0.01	\$	9/22/2005	\$	0.01
101648	May-05	740-349-3401	PROBAS	\$	0.02	\$	9/22/2005	\$	0.02
101649	May-05	740-349-3401	PROBAS	\$	0.13	\$	9/22/2005	\$	0.13
101649	May-05	740-349-3401	LICKCNTY	\$	0.22	\$	9/22/2005	\$	0.22
101649	May-05	740-349-3401	PROBAS	\$	0.23	\$	9/22/2005	\$	0.23
101649	May-05	740-349-3401	PROBAS	\$	0.23	\$	9/22/2005	\$	0.23
101649	May-05	740-349-3401	PROBAS	\$	0.40	\$	9/22/2005	\$	0.40
101649	May-05	740-349-3401	PROBAS	\$	0.43	\$	9/22/2005	\$	0.43
101649	May-05	740-349-3401	FUSFSUR	\$	0.72	\$	9/22/2005	\$	0.72
101649	May-05	740-349-3401	SLCR	\$	1.30	\$	9/22/2005	\$	1.30
101649	May-05	740-349-3401	TRCO	\$	2.00	\$	9/22/2005	\$	2.00
101649	May-05	740-349-3401	PROBAS	\$	2.11	\$	9/22/2005	\$	2.11
101649	May-05	740-349-3401	RBA	\$	6.50	\$	9/22/2005	\$	6.50
101649	May-05	740-349-3401	R1	\$	10.55	\$	9/22/2005	\$	10.55
101649	May-05	740-349-3401	COR	\$	12.05	\$	9/22/2005	\$	12.05
101649	May-05	740-349-3401	COR	\$	12.05	\$	9/22/2005	\$	12.05
101649	May-05	740-349-3401	SOCRR	\$	18.90	\$	9/22/2005	\$	18.90
101649	May-05	740-349-3401	SOCRR	\$	18.90	\$	9/22/2005	\$	18.90
101670	Aug-04	740-522-8767	CD0304NR	\$	2.85	\$	10/5/2005	\$	2.85
101672	Aug-04	740-344-8828	CD0304VR	\$	1.75	\$	10/5/2005	\$	1.75
101672	Aug-04	740-344-8828	CD03ADFI	\$	4.58	\$	10/5/2005	\$	4.58
101678	Aug-04	740-366-1057	USGCRF	\$	3.75	\$	10/8/2005	\$	3.75

101864	Nov-04	740-344-9221	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101865	Nov-04	740-345-1062	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101866	Nov-04	740-349-5284	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101867	Nov-04	740-349-8797	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101868	Nov-04	740-364-1309	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101869	Nov-04	740-366-8755	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101700	Nov-04	740-522-7272	5200N	\$	99.95	\$	2/8/2005	\$	99.95
101701	Dec-04	740-349-5006	5200N	\$	99.95	\$	5/20/2005	\$	99.95
101702	Nov-04	441-158-1000	C65204MB	\$	1.20	\$	10/8/2005	\$	1.20
101707	May-05	740-344-6829	CD030ANR	\$	1.75	\$	10/25/2005	\$	1.75
101707	May-05	740-344-6829	CD03ADF1	\$	9.20	\$	10/25/2005	\$	9.20
101707	May-05	740-344-6829	CD0304MR	\$	104.75	\$	10/25/2005	\$	104.75
101717	May-05	740-349-3220	COR	\$	12.05	\$	10/26/2005	\$	12.05
101717	May-05	740-349-3220	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101718	May-05	740-670-8862	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101719	May-05	740-670-8862	PVRR	\$	21.90	\$	10/26/2005	\$	21.90
101721	May-05	740-323-5802	COR	\$	12.05	\$	10/26/2005	\$	12.05
101721	May-05	740-323-5802	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101723	May-05	740-345-8714	COR	\$	12.05	\$	10/26/2005	\$	12.05
101723	May-05	740-345-8714	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101725	May-05	740-345-8924	COR	\$	12.05	\$	10/26/2005	\$	12.05
101725	May-05	740-345-8924	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101727	May-05	740-349-3032	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90
101727	May-05	740-349-3032	PVRR	\$	21.90	\$	11/1/2005	\$	21.90
101728	May-05	740-349-3336	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101729	May-05	740-349-3336	PVRR	\$	21.90	\$	10/26/2005	\$	21.90
101731	May-05	740-364-1195	COR	\$	12.05	\$	10/26/2005	\$	12.05
101731	May-05	740-364-1195	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101732	May-05	740-670-8547	COR	\$	12.05	\$	10/26/2005	\$	12.05
101732	May-05	740-670-8547	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101733	May-05	740-328-8878	COR	\$	12.05	\$	10/26/2005	\$	12.05
101733	May-05	740-328-8878	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101734	May-05	740-345-3570	COR	\$	12.05	\$	10/26/2005	\$	12.05
101734	May-05	740-345-3570	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101735	May-05	740-345-5668	COR	\$	12.05	\$	10/26/2005	\$	12.05
101735	May-05	740-345-5668	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101737	May-05	740-349-5864	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90
101737	May-05	740-349-5864	PVRR	\$	21.90	\$	11/1/2005	\$	21.90
101740	May-05	740-364-1736	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90
101740	May-05	740-364-1736	PVRR	\$	21.90	\$	11/1/2005	\$	21.90
101742	May-05	740-366-2979	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90
101742	May-05	740-366-2979	PVRR	\$	21.90	\$	11/1/2005	\$	21.90
101743	May-05	740-670-8642	COR	\$	12.05	\$	11/1/2005	\$	12.05
101743	May-05	740-670-8642	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101744	May-05	740-345-8827	COR	\$	12.05	\$	10/26/2005	\$	12.05
101744	May-05	740-345-8827	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101745	May-05	740-349-7016	COR	\$	12.05	\$	10/26/2005	\$	12.05
101745	May-05	740-349-7016	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101748	May-05	740-670-8658	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90

101746	May-05	740-670-8658	PVRR	\$	21.90	\$	11/1/2005	\$	21.90
101747	May-05	740-763-4468	COR	\$	12.05	\$	10/26/2005	\$	12.05
101747	May-05	740-763-4468	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101747	May-05	740-763-4468	PVRR	\$	21.90	\$	10/26/2005	\$	21.90
101748	May-05	740-345-8832	COR	\$	12.05	\$	10/26/2005	\$	12.05
101748	May-05	740-345-8832	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101749	May-05	740-368-8830	COR	\$	12.05	\$	10/27/2005	\$	12.05
101749	May-05	740-368-8830	SOCRR	\$	18.90	\$	10/27/2005	\$	18.90
101750	May-05	740-745-3334	COR	\$	12.05	\$	10/26/2005	\$	12.05
101750	May-05	740-745-3334	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101750	May-05	740-745-3334	PVRR	\$	21.90	\$	10/26/2005	\$	21.90
101751	May-05	740-345-5856	COR	\$	12.05	\$	10/26/2005	\$	12.05
101751	May-05	740-345-5856	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101752	May-05	740-345-5857	COR	\$	12.05	\$	10/26/2005	\$	12.05
101752	May-05	740-345-5857	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101753	May-05	740-345-8082	COR	\$	12.05	\$	10/26/2005	\$	12.05
101753	May-05	740-345-8082	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101754	May-05	740-384-1014	COR	\$	12.05	\$	10/26/2005	\$	12.05
101754	May-05	740-384-1014	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101755	May-05	740-870-9732	COR	\$	12.05	\$	10/26/2005	\$	12.05
101755	May-05	740-870-9732	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101756	May-05	740-323-4556	COR	\$	12.05	\$	10/26/2005	\$	12.05
101756	May-05	740-323-4556	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101757	May-05	740-323-3861	COR	\$	12.05	\$	10/26/2005	\$	12.05
101757	May-05	740-323-3861	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101758	May-05	740-364-2054	COR	\$	12.05	\$	10/26/2005	\$	12.05
101758	May-05	740-364-2054	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101759	May-05	740-344-4534	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101760	May-05	740-349-5384	COR	\$	12.05	\$	11/1/2005	\$	18.90
101760	May-05	740-349-5384	SOCRR	\$	18.90	\$	10/26/2005	\$	12.05
101761	May-05	740-349-9126	COR	\$	12.05	\$	10/26/2005	\$	18.90
101761	May-05	740-349-9126	SOCRR	\$	18.90	\$	10/26/2005	\$	12.05
101762	May-05	740-349-340	COR	\$	12.05	\$	10/26/2005	\$	18.90
101762	May-05	740-349-340	SOCRR	\$	18.90	\$	10/26/2005	\$	18.90
101763	May-05	740-763-4807	SOCRR	\$	21.90	\$	10/26/2005	\$	21.90
101763	May-05	740-763-4807	PVRR	\$	18.90	\$	11/1/2005	\$	18.90
101771	Aug-05	740-788-8853	CNPR	\$	21.00	\$	11/1/2005	\$	21.90
101782	Oct-04	740-322-8859	COR	\$	12.05	\$	10/27/2005	\$	21.00
101782	Oct-04	740-322-8859	SOCRR	\$	18.90	\$	10/27/2005	\$	12.05
101782	Oct-04	740-322-8859	PVRR	\$	21.90	\$	10/27/2005	\$	18.90
101782	Oct-04	740-323-1878	COR	\$	6.03	\$	10/27/2005	\$	21.90
101782	Oct-04	740-323-1878	SOCRR	\$	9.45	\$	10/27/2005	\$	6.03
101782	Oct-04	740-344-3745	COR	\$	6.03	\$	10/1/2004	\$	9.45
101782	Oct-04	740-344-3745	SOCRR	\$	9.45	\$	10/1/2004	\$	6.03
101782	Oct-04	740-344-8521	COR	\$	12.05	\$	10/1/2004	\$	9.45
101782	Oct-04	740-344-8521	SOCRR	\$	18.90	\$	10/1/2004	\$	12.05
101782	Oct-04	740-344-8521	PVRR	\$	21.90	\$	10/1/2004	\$	18.90
101782	Oct-04	740-345-8198	COR	\$	12.05	\$	10/1/2004	\$	21.90





101791	Oct-04	740-783-0824	SOCRR	\$	9.45	\$	7.25	11/1/2005	\$	2.20
101794	Nov-04	740-344-0829	CD030AVR	\$	2.50	\$	-	11/17/2005	\$	2.50
101794	Nov-04	740-344-0829	CD0304MR	\$	8.80	\$	-	11/17/2005	\$	8.80
101806	Nov-04	740-344-8161	COR	\$	6.03	\$	-	11/28/2005	\$	6.03
101806	Nov-04	740-344-8161	SOCRR	\$	9.45	\$	-	11/28/2005	\$	9.45
101806	Nov-04	740-349-9581	COR	\$	6.03	\$	-	11/28/2005	\$	6.03
101806	Nov-04	740-349-9581	PVRR	\$	10.95	\$	-	11/28/2005	\$	10.95
101806	Nov-04	740-670-9709	COR	\$	6.03	\$	-	11/28/2005	\$	6.03
101806	Nov-04	740-670-9709	SOCRR	\$	9.45	\$	-	11/28/2005	\$	9.45
101806	Nov-04	740-670-9708	PVRR	\$	10.95	\$	-	11/28/2005	\$	10.95
101807	Nov-04	740-670-8824	COR	\$	6.03	\$	-	11/22/2005	\$	6.03
101807	Nov-04	740-670-8824	SOCRR	\$	9.45	\$	-	11/22/2005	\$	9.45
101807	Nov-04	740-670-9824	PVRR	\$	10.95	\$	-	11/22/2005	\$	10.95
101807	Nov-04	740-670-8880	COR	\$	6.03	\$	-	11/22/2005	\$	6.03
101807	Nov-04	740-670-8880	SOCRR	\$	9.45	\$	-	11/22/2005	\$	9.45
101807	Nov-04	740-670-9880	PVRR	\$	10.95	\$	-	11/22/2005	\$	10.95
101812	Dec-04	740-345-2427	USGCFR	\$	3.75	\$	-	11/25/2005	\$	3.75
101813	Aug-05	740-348-9487	USGMELCR	\$	12.18	\$	-	11/28/2005	\$	12.18
101813	Aug-05	740-364-9406	USGMELCR	\$	46.62	\$	-	11/28/2005	\$	46.62
101813	Aug-05	740-368-5242	USG3WR	\$	1.00	\$	-	11/28/2005	\$	1.00
101813	Aug-05	740-368-5242	USGMELCR	\$	18.06	\$	-	11/28/2005	\$	18.06
101814	Dec-04	740-323-5857	COR	\$	6.03	\$	-	11/25/2005	\$	6.03
101814	Dec-04	740-323-5857	SOCRR	\$	9.45	\$	-	11/25/2005	\$	9.45
101814	Dec-04	740-323-5857	PVRR	\$	10.95	\$	-	11/25/2005	\$	10.95
101814	Dec-04	740-349-5203	COR	\$	6.03	\$	-	11/25/2005	\$	6.03
101814	Dec-04	740-349-5203	SOCRR	\$	9.45	\$	-	11/25/2005	\$	9.45
101814	Dec-04	740-349-5203	PVRR	\$	10.95	\$	-	11/25/2005	\$	10.95
101814	Dec-04	740-368-5314	COR	\$	6.03	\$	-	11/25/2005	\$	6.03
101814	Dec-04	740-368-5314	SOCRR	\$	9.45	\$	-	11/25/2005	\$	9.45
101814	Dec-04	740-368-5314	PVRR	\$	10.95	\$	-	11/25/2005	\$	10.95
101814	Dec-04	740-787-1352	COR	\$	6.03	\$	-	11/25/2005	\$	6.03
101814	Dec-04	740-787-1352	SOCRR	\$	9.45	\$	-	11/25/2005	\$	9.45
101814	Dec-04	740-787-1352	PVRR	\$	10.95	\$	-	11/25/2005	\$	10.95
101815	Dec-04	740-368-6625	PVRR	\$	6.03	\$	-	11/28/2005	\$	6.03
101820	Jan-05	740-349-5160	COR	\$	9.45	\$	-	11/28/2005	\$	9.45
101820	Jan-05	740-349-5160	SOCRR	\$	10.95	\$	-	11/28/2005	\$	10.95
101820	Jan-05	740-349-5160	PVRR	\$	6.03	\$	-	11/28/2005	\$	6.03
101820	Jan-05	740-349-9257	COR	\$	6.03	\$	-	11/28/2005	\$	6.03
101820	Jan-05	740-349-9257	SOCRR	\$	9.45	\$	-	11/28/2005	\$	9.45
101820	Jan-05	740-349-9257	PVRR	\$	10.95	\$	-	11/28/2005	\$	10.95
101820	Jan-05	740-349-9788	COR	\$	6.03	\$	-	12/18/2004	\$	6.03
101820	Jan-05	740-349-9788	SOCRR	\$	9.45	\$	-	12/18/2004	\$	9.45
101820	Jan-05	740-349-9788	PVRR	\$	10.95	\$	-	12/18/2004	\$	10.95
101820	Jan-05	740-763-4535	COR	\$	6.03	\$	-	12/18/2004	\$	6.03
101820	Jan-05	740-763-4535	SOCRR	\$	9.45	\$	-	12/18/2004	\$	9.45
101820	Jan-05	740-763-4535	PVRR	\$	10.95	\$	-	12/18/2004	\$	10.95
101821	Feb-05	740-323-2366	USGMELCR	\$	0.14	\$	-	11/28/2005	\$	0.14
101821	Feb-05	740-364-2022	USGMELCR	\$	0.63	\$	-	11/28/2005	\$	0.63
101821	Feb-05	740-368-4214	USGMELCR	\$	3.57	\$	-	11/28/2005	\$	3.57

101821	Feb-05	740-368-6549	USGMELCR	\$	3.01	\$	11/28/2005	\$	3.01
101821	Feb-05	740-368-8890	USGMELCR	\$	1.40	\$	11/28/2005	\$	1.40
101821	Feb-05	740-522-7198	USGMELCR	\$	0.14	\$	11/28/2005	\$	0.14
101821	Feb-05	740-522-7272	AOADI	\$	95.00	\$	5/20/2005	\$	95.00
101825	Feb-05	740-345-6008	TRCO	\$	2.00	\$	11/28/2005	\$	2.00
101825	Feb-05	740-345-6475	TRCO	\$	2.00	\$	2/3/2005	\$	2.00
101826	Feb-05	740-345-3278	COR	\$	6.03	\$	11/28/2005	\$	6.03
101826	Feb-05	740-345-3278	SOCRR	\$	9.45	\$	11/28/2005	\$	9.45
101826	Feb-05	740-345-3278	PVRR	\$	10.95	\$	11/28/2005	\$	10.95
101829	Feb-05	740-349-5811	COR	\$	12.05	\$	11/28/2005	\$	12.05
101829	Feb-05	740-349-5811	SOCRR	\$	18.90	\$	11/28/2005	\$	18.90
101829	Feb-05	740-349-5811	PVRR	\$	21.90	\$	11/28/2005	\$	21.90
101829	Feb-05	740-349-5878	COR	\$	6.03	\$	11/28/2005	\$	6.03
101829	Feb-05	740-349-5878	SOCRR	\$	9.45	\$	11/28/2005	\$	9.45
101829	Feb-05	740-364-1115	COR	\$	12.05	\$	11/28/2005	\$	12.05
101829	Feb-05	740-364-1115	SOCRR	\$	18.90	\$	11/28/2005	\$	18.90
101829	Feb-05	740-364-1115	PVRR	\$	21.90	\$	11/28/2005	\$	21.90
101829	Feb-05	740-368-4214	COR	\$	6.03	\$	11/28/2005	\$	6.03
101829	Feb-05	740-368-4214	SOCRR	\$	9.45	\$	11/28/2005	\$	9.45
101829	Feb-05	740-368-7968	COR	\$	6.03	\$	11/28/2005	\$	6.03
101829	Feb-05	740-368-7968	SOCRR	\$	9.45	\$	11/28/2005	\$	9.45
101829	Feb-05	740-870-9771	COR	\$	6.03	\$	11/28/2005	\$	6.03
101829	Feb-05	740-870-9771	SOCRR	\$	9.45	\$	11/28/2005	\$	9.45
101829	Feb-05	740-870-9876	COR	\$	10.95	\$	11/28/2005	\$	10.95
101829	Feb-05	740-870-9876	SOCRR	\$	6.03	\$	11/28/2005	\$	6.03
101837	May-05	740-349-3401	ALL	\$	9.45	\$	11/29/2005	\$	9.45
101838	Sep-05	740-345-6804	ALL	\$	53.76	\$	11/28/2005	\$	53.76
101844	Aug-05	740-364-8408	USGMELCR	\$	21.39	\$	11/29/2005	\$	21.39
101845	Apr-05	740-345-8489	SLIFE	\$	48.62	\$	11/29/2005	\$	48.62
101845	Apr-05	740-345-8489	CNPR	\$	27.00	\$	11/30/2005	\$	27.00
101858	Apr-05	740-344-8017	COR	\$	24.00	\$	11/30/2005	\$	24.00
101858	Apr-05	740-344-8017	SOCRR	\$	6.03	\$	11/30/2005	\$	6.03
101858	Apr-05	740-345-2395	COR	\$	9.45	\$	11/30/2005	\$	9.45
101858	Apr-05	740-345-4993	COR	\$	6.06	\$	11/30/2005	\$	6.06
101861	Apr-05	740-345-5573	COR	\$	6.06	\$	11/30/2005	\$	6.06
101861	Apr-05	740-345-6170	COR	\$	6.03	\$	11/30/2005	\$	6.03
101861	Apr-05	740-345-6170	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101861	Apr-05	740-345-8565	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101885	May-05	740-328-4036	COR	\$	6.03	\$	11/30/2005	\$	6.03
101885	May-05	740-328-4036	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101885	May-05	740-328-4036	PVRR	\$	10.95	\$	11/30/2005	\$	10.95
101885	May-05	740-344-9548	COR	\$	6.03	\$	11/30/2005	\$	6.03
101885	May-05	740-344-9548	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101885	May-05	740-345-3757	COR	\$	8.03	\$	11/30/2005	\$	8.03
101885	May-05	740-345-3757	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101885	May-05	740-345-3757	PVRR	\$	10.95	\$	11/30/2005	\$	10.95
101886	May-05	740-345-9394	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101886	May-05	740-345-9394	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45

101866	May-05	740-345-9394	PVRR	\$	10.95	\$	11/30/2005	\$	10.95
101866	May-05	740-348-3401	COR	\$	6.03	\$	11/30/2005	\$	6.03
101866	May-05	740-348-3401	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101866	May-05	740-364-9332	COR	\$	6.03	\$	11/30/2005	\$	6.03
101866	May-05	740-364-9332	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101866	May-05	740-384-9332	PVRR	\$	10.95	\$	11/30/2005	\$	10.95
101867	May-05	740-522-4088	COR	\$	6.03	\$	11/30/2005	\$	6.03
101867	May-05	740-522-4088	SOCRR	\$	9.45	\$	11/30/2005	\$	9.45
101867	May-05	740-522-4088	PVRR	\$	10.95	\$	11/30/2005	\$	10.95
101871	Jul-05	740-345-3570	COR	\$	6.03	\$	12/1/2005	\$	0.01
101877	Apr-05	441-158-1000	5200N	\$	199.90	\$	7/20/2005	\$	199.90
101877	Apr-05	740-323-3366	AOADI	\$	95.00	\$	5/20/2005	\$	95.00
101877	Apr-05	740-345-0288	AOADI	\$	95.00	\$	5/20/2005	\$	95.00
101877	Apr-05	740-587-2701	AOADI	\$	95.00	\$	5/20/2005	\$	95.00
101877	Apr-05	740-587-7504	AOADI	\$	95.00	\$	5/20/2005	\$	95.00
101877	Apr-05	740-788-8652	AOADI	\$	95.00	\$	5/20/2005	\$	95.00
101880	Sep-05	740-522-8989	AOELR	\$	32.95	\$	12/1/2005	\$	32.95
101881	Mar-05	740-345-7882	USGCRR	\$	8.25	\$	12/1/2005	\$	8.25
101881	Mar-05	740-386-1057	USGCRR	\$	6.00	\$	12/1/2005	\$	6.00
101882	Apr-05	740-345-7882	USGCRR	\$	12.00	\$	12/8/2005	\$	12.00
101882	Apr-05	740-386-1057	USGCRR	\$	6.00	\$	12/8/2005	\$	6.00
101885	Mar-05	740-328-8624	COR	\$	6.03	\$	12/8/2005	\$	6.03
101885	Mar-05	740-328-8624	SOCRR	\$	9.45	\$	12/8/2005	\$	9.45
101885	Mar-05	740-328-8624	PVRR	\$	10.95	\$	12/8/2005	\$	10.95
101885	Mar-05	740-328-8754	COR	\$	6.03	\$	12/8/2005	\$	6.03
101885	Mar-05	740-328-8754	SOCRR	\$	9.45	\$	12/8/2005	\$	9.45
101885	Mar-05	740-345-7975	COR	\$	6.03	\$	12/8/2005	\$	6.03
101885	Mar-05	740-345-7975	SOCRR	\$	9.45	\$	12/8/2005	\$	9.45
101885	Mar-05	740-345-7975	PVRR	\$	10.95	\$	12/8/2005	\$	10.95
101885	Mar-05	740-522-7122	COR	\$	6.03	\$	3/1/2005	\$	6.03
101885	Mar-05	740-522-7122	SOCRR	\$	9.45	\$	3/1/2005	\$	9.45
101885	Mar-05	740-522-7122	PVRR	\$	10.95	\$	3/1/2005	\$	10.95
101885	Mar-05	740-670-0942	COR	\$	6.03	\$	3/1/2005	\$	6.03
101885	Mar-05	740-670-0942	SOCRR	\$	9.45	\$	3/1/2005	\$	9.45
101885	Mar-05	740-670-0942	PVRR	\$	10.95	\$	3/1/2005	\$	10.95
101886	Mar-05	740-788-8094	COR	\$	6.03	\$	12/8/2005	\$	6.03
101886	Mar-05	740-788-8094	PVRR	\$	10.95	\$	12/8/2005	\$	10.95
101887	Apr-05	740-345-8023	COR	\$	6.03	\$	12/7/2005	\$	6.03
101887	Apr-05	740-345-8023	SOCRR	\$	9.45	\$	12/7/2005	\$	9.45
101887	Apr-05	740-345-8023	PVRR	\$	10.95	\$	12/7/2005	\$	10.95
101887	Apr-05	740-345-8565	COR	\$	6.03	\$	12/7/2005	\$	6.03
101887	Apr-05	740-345-8565	SOCRR	\$	9.45	\$	12/7/2005	\$	9.45
101887	Apr-05	740-345-8565	PVRR	\$	10.95	\$	12/7/2005	\$	10.95
101887	Apr-05	740-386-7457	COR	\$	6.03	\$	12/7/2005	\$	6.03
101887	Apr-05	740-386-7457	SOCRR	\$	9.45	\$	12/7/2005	\$	9.45
101887	Apr-05	740-386-7457	PVRR	\$	10.95	\$	12/7/2005	\$	10.95
101887	Apr-05	740-522-4154	COR	\$	6.03	\$	12/7/2005	\$	6.03
101887	Apr-05	740-522-4154	SOCRR	\$	9.45	\$	12/7/2005	\$	9.45

101867	Apr-05	740-522-4154	PVRR	\$	10.95	\$	12/7/2005	\$	10.95
101867	Apr-05	740-522-9412	COR	\$	6.03	\$	12/7/2005	\$	6.03
101867	Apr-05	740-522-9412	SOCRR	\$	9.45	\$	12/7/2005	\$	9.45
101867	Apr-05	740-522-9412	PVRR	\$	10.95	\$	12/7/2005	\$	10.95
101868	Mar-05	740-670-8568	COR	\$	6.03	\$	2/16/2006	\$	3.01
101868	Mar-05	740-670-8568	SOCRR	\$	9.45	\$	2/16/2006	\$	4.72
101868	Mar-05	740-670-8568	PVRR	\$	10.95	\$	2/16/2006	\$	5.47
101868	Mar-05	740-745-5150	COR	\$	6.03	\$	2/16/2006	\$	3.01
101868	Mar-05	740-745-5150	SOCRR	\$	9.45	\$	2/16/2006	\$	4.72
101892	Sep-05	740-328-4071	RCIDB	\$	11.95	\$	12/7/2005	\$	11.95
101892	Sep-05	740-344-8829	CD034DF1	\$	67.83	\$	12/7/2005	\$	0.17
101892	Sep-05	740-349-7377	RCIDB	\$	11.95	\$	12/7/2005	\$	11.95
101893	Oct-05	740-323-5694	USGMELCR	\$	16.80	\$	12/12/2005	\$	16.80
101893	Oct-05	740-364-1394	RCIDB	\$	23.90	\$	12/12/2005	\$	23.90
101898	Sep-05	740-344-8829	CD03ANDD	\$	7.48	\$	12/12/2005	\$	7.48
101898	Sep-05	740-344-8829	CD03ADF1	\$	18.40	\$	12/12/2005	\$	18.40
101898	Sep-05	740-344-8829	CD0304MR	\$	41.95	\$	12/12/2005	\$	41.95
101898	Sep-05	740-745-5062	CD03ADF1	\$	0.40	\$	12/12/2005	\$	0.40
101899	Sep-05	740-745-5062	CD0304MR	\$	27.76	\$	12/12/2005	\$	27.76
101913	Oct-05	740-349-3300	PVRR	\$	10.95	\$	12/2/2005	\$	1.50
101914	Oct-05	740-870-0849	PVRR	\$	10.95	\$	12/2/2005	\$	1.50
101920	May-05	740-745-3334	COR	\$	6.03	\$	3/9/2006	\$	6.03
101920	May-05	740-745-3334	SOCRR	\$	9.45	\$	3/9/2006	\$	9.45
101920	May-05	740-745-3334	PVRR	\$	10.95	\$	3/9/2006	\$	10.95
101920	May-05	740-763-4466	COR	\$	6.03	\$	3/9/2006	\$	6.03
101920	May-05	740-763-4466	SOCRR	\$	9.45	\$	3/9/2006	\$	9.45
101920	May-05	740-763-4466	PVRR	\$	10.95	\$	3/9/2006	\$	10.95
101928	Oct-05	740-345-2290	SOCRR	\$	9.45	\$	1/19/2006	\$	9.45
101928	Oct-05	740-345-2290	PVRR	\$	10.95	\$	1/19/2006	\$	10.95
101928	Oct-05	740-366-9754	PROBAS	\$	2.98	\$	1/19/2006	\$	2.98
101929	Oct-05	740-366-9754	AOELR	\$	29.77	\$	1/19/2006	\$	29.77
101929	Oct-05	740-763-1007	ALL	\$	74.45	\$	1/19/2006	\$	74.45
101949	Oct-05	740-323-5694	USGMELCR	\$	16.80	\$	1/17/2006	\$	16.80
101955	Oct-05	740-670-0949	PVRR	\$	1.50	\$	1/19/2006	\$	1.50
101958	Oct-05	740-323-1465	SOCRR	\$	18.90	\$	1/19/2006	\$	18.90
101958	Oct-05	740-323-2063	SOCRR	\$	18.90	\$	1/19/2006	\$	18.90
101958	Oct-05	740-323-2063	PVRR	\$	21.92	\$	1/19/2006	\$	21.92
101959	Oct-05	740-344-9658	SOCRR	\$	18.90	\$	10/1/2005	\$	18.90
101959	Oct-05	740-344-9658	PVRR	\$	21.90	\$	10/1/2005	\$	21.90
101959	Oct-05	740-345-3873	COR	\$	12.05	\$	1/20/2006	\$	12.05
101959	Oct-05	740-345-3873	SOCRR	\$	18.90	\$	1/20/2006	\$	18.90
101959	Oct-05	740-345-5150	SOCRR	\$	9.45	\$	1/20/2006	\$	9.45
101959	Oct-05	740-345-7201	SOCRR	\$	9.45	\$	1/20/2006	\$	9.45
101958	Oct-05	740-345-8889	SOCRR	\$	18.90	\$	10/1/2005	\$	18.90
101958	Oct-05	740-345-8889	PVRR	\$	21.90	\$	10/1/2005	\$	21.90
101958	Oct-05	740-349-3300	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90
101959	Oct-05	740-349-3300	PVRR	\$	21.90	\$	11/1/2005	\$	21.90
101959	Oct-05	740-349-3831	SOCRR	\$	18.90	\$	11/1/2005	\$	18.90
101959	Oct-05	740-349-3831	PVRR	\$	21.90	\$	11/1/2005	\$	21.90



101982	11/3/2005	740-345-4687	SOCRR	\$	9.45	\$	4.73	3/8/2006	\$	4.72
101982	11/3/2005	740-345-4687	PVRR	\$	10.95	\$	5.48	3/8/2006	\$	5.47
101982	11/3/2005	740-345-6369	COR	\$	6.03	\$	-	3/8/2006	\$	6.03
101982	11/3/2005	740-345-6369	SOCRR	\$	9.45	\$	-	3/8/2006	\$	9.45
101982	11/3/2005	740-345-8484	COR	\$	6.03	\$	3.02	3/8/2006	\$	3.01
101982	11/3/2005	740-345-8484	SOCRR	\$	9.45	\$	4.73	3/8/2006	\$	4.72
101982	11/3/2005	740-345-8484	PVRR	\$	10.95	\$	5.48	3/8/2006	\$	5.47
101982	11/3/2005	740-345-8815	PVRR	\$	21.90	\$	-	12/1/2005	\$	21.90
101982	11/3/2005	740-349-5218	SOCRR	\$	9.45	\$	4.73	3/8/2006	\$	4.72
101982	11/3/2005	740-349-5218	PVRR	\$	10.95	\$	5.48	3/8/2006	\$	5.47
101983	11/3/2005	740-522-6474	COR	\$	6.03	\$	-	12/1/2005	\$	6.03
101983	11/3/2005	740-522-6474	SOCRR	\$	9.45	\$	-	12/1/2005	\$	9.45
101983	11/3/2005	740-522-6474	PVRR	\$	10.95	\$	-	12/1/2005	\$	10.95
101983	11/3/2005	740-670-0928	SOCRR	\$	9.45	\$	-	3/8/2006	\$	9.45
101983	11/3/2005	740-670-8410	COR	\$	6.03	\$	-	12/1/2005	\$	6.03
101983	11/3/2005	740-670-8410	SOCRR	\$	9.45	\$	-	12/1/2005	\$	9.45
101983	11/3/2005	740-670-8410	PVRR	\$	10.95	\$	-	12/1/2005	\$	10.95
101983	11/3/2005	740-670-8470	COR	\$	6.03	\$	3.02	3/8/2006	\$	3.01
101983	11/3/2005	740-670-8470	SOCRR	\$	9.45	\$	4.73	3/8/2006	\$	4.72
101983	11/3/2005	740-670-8470	PVRR	\$	10.95	\$	5.48	3/8/2006	\$	5.47
101983	11/3/2005	740-670-8820	SOCRR	\$	18.90	\$	9.45	3/8/2006	\$	9.45
101983	11/3/2005	740-745-5728	SOCRR	\$	18.90	\$	-	12/1/2005	\$	18.90
101983	11/3/2005	740-745-5728	PVRR	\$	21.90	\$	-	12/1/2005	\$	21.90
101987	11/3/2005	740-368-8950	COR	\$	6.03	\$	-	3/8/2006	\$	6.03
101987	11/3/2005	740-368-8950	SOCRR	\$	9.45	\$	-	3/8/2006	\$	9.45
102001	11/3/2005	740-364-1428	LTOR	\$	2.00	\$	-	3/11/2006	\$	2.00
102013	9/1/2005	740-763-1064	COR	\$	12.05	\$	-	3/15/2006	\$	12.05
102013	9/1/2005	740-763-1064	SOCRR	\$	18.90	\$	-	3/15/2006	\$	18.90
102013	9/1/2005	740-763-1064	PVRR	\$	21.90	\$	-	3/15/2006	\$	21.90
102015	12/5/2005	740-349-9580	COR	\$	6.03	\$	-	3/15/2006	\$	6.03
102015	12/5/2005	740-349-9580	SOCRR	\$	9.45	\$	-	3/15/2006	\$	9.45
102015	12/5/2005	740-522-5587	COR	\$	6.03	\$	-	3/15/2006	\$	6.03
102015	12/5/2005	740-522-5587	SOCRR	\$	9.45	\$	-	3/15/2006	\$	9.45
102016	12/5/2005	740-344-4423	COR	\$	6.03	\$	-	3/20/2006	\$	6.03
102016	12/5/2005	740-344-4423	SOCRR	\$	9.45	\$	-	3/20/2006	\$	9.45
102016	12/5/2005	740-344-9473	COR	\$	6.03	\$	3.02	3/20/2006	\$	3.01
102016	12/5/2005	740-344-9473	SOCRR	\$	9.45	\$	4.73	3/20/2006	\$	4.72
102016	12/5/2005	740-345-4837	COR	\$	10.95	\$	5.48	3/20/2006	\$	5.47
102016	12/5/2005	740-345-4837	PVRR	\$	6.03	\$	3.02	3/20/2006	\$	3.01
102016	12/5/2005	740-345-5886	COR	\$	6.03	\$	4.73	3/20/2006	\$	4.72
102016	12/5/2005	740-345-5886	SOCRR	\$	9.45	\$	5.48	3/20/2006	\$	5.47
102016	12/5/2005	740-345-5886	PVRR	\$	10.95	\$	5.48	3/20/2006	\$	5.47
102016	12/5/2005	740-345-8048	COR	\$	6.03	\$	3.02	3/20/2006	\$	3.01
102016	12/5/2005	740-345-8048	SOCRR	\$	9.45	\$	4.73	3/20/2006	\$	4.72
102016	12/5/2005	740-345-8048	PVRR	\$	10.95	\$	5.48	3/20/2006	\$	5.47
102016	12/5/2005	740-345-7248	COR	\$	6.03	\$	3.02	3/20/2006	\$	3.01
102016	12/5/2005	740-345-7248	SOCRR	\$	9.45	\$	4.73	3/20/2006	\$	4.72



102105	1/4/2005	740-345-3104	COR	\$	6.03	\$	-	6/13/2006	\$	6.03
102105	1/4/2005	740-345-3104	SOCRR	\$	9.45	\$	-	6/13/2006	\$	9.45
102105	1/4/2005	740-345-3104	PVRR	\$	10.95	\$	-	6/13/2006	\$	10.95
102105	1/4/2005	740-366-2563	COR	\$	6.03	\$	-	6/13/2006	\$	6.03
102105	1/4/2005	740-366-2563	PVRR	\$	10.95	\$	-	6/13/2006	\$	10.95
102106	1/4/2005	740-366-2563	SOCRR	\$	9.45	\$	-	6/13/2006	\$	9.45
102106	1/4/2005	740-366-7707	COR	\$	6.03	\$	3.02	6/13/2006	\$	3.01
102106	1/4/2005	740-366-7707	SOCRR	\$	9.45	\$	4.73	6/13/2006	\$	4.72
102106	1/4/2005	740-522-6578	COR	\$	12.05	\$	-	6/13/2006	\$	12.05
102106	1/4/2005	740-522-6578	SOCRR	\$	18.90	\$	-	6/13/2006	\$	18.90
102106	1/4/2005	740-522-6578	PVRR	\$	21.90	\$	-	6/13/2006	\$	21.90
102106	1/4/2005	740-522-6584	COR	\$	6.03	\$	-	6/13/2006	\$	6.03
102106	1/4/2005	740-522-6584	SOCRR	\$	9.45	\$	-	6/13/2006	\$	9.45
102106	1/4/2005	740-522-8266	COR	\$	12.05	\$	-	6/13/2006	\$	12.05
102106	1/4/2005	740-522-8266	SOCRR	\$	18.90	\$	-	6/13/2006	\$	18.90
102106	1/4/2005	740-522-8266	PVRR	\$	21.90	\$	-	6/13/2006	\$	21.90
102106	1/4/2005	740-522-8412	SOCRR	\$	9.45	\$	-	6/13/2006	\$	9.45
102106	1/4/2005	740-522-8412	PVRR	\$	10.95	\$	-	6/13/2006	\$	10.95
102106	1/4/2005	740-670-0841	COR	\$	12.05	\$	6.03	6/13/2006	\$	6.02
102106	1/4/2005	740-670-0841	SOCRR	\$	18.90	\$	9.45	6/13/2006	\$	9.45
102106	1/4/2005	740-670-0841	PVRR	\$	21.90	\$	10.95	6/13/2006	\$	10.95
102106	1/4/2005	740-670-0867	SOCRR	\$	9.45	\$	6.03	6/13/2006	\$	3.42
102107	1/4/2006	740-763-0581	SOCRR	\$	9.45	\$	-	6/13/2006	\$	9.45
102108	1/4/2006	740-344-6825	TRCO	\$	2.50	\$	2.00	6/13/2006	\$	0.50
102108	1/4/2006	740-345-5730	TRCO	\$	2.50	\$	2.00	6/13/2006	\$	0.50
102108	1/4/2006	740-364-2020	TRCO	\$	2.50	\$	2.00	6/13/2006	\$	0.50
102108	1/4/2006	740-366-3710	TRCO	\$	2.50	\$	2.00	6/13/2006	\$	0.50
102108	1/4/2006	740-670-8547	TRCO	\$	2.50	\$	2.00	6/13/2006	\$	0.50
102108	1/4/2006	740-670-8822	TRCO	\$	2.50	\$	2.00	6/13/2006	\$	0.50
102108	12/5/2005	740-522-8631	SOCRR	\$	4.72	\$	-	6/13/2006	\$	4.72
102110	4/5/2005	740-345-8565	INSTALL	\$	3.00	\$	-	6/13/2006	\$	3.00
102110	4/5/2005	740-670-8568	COR	\$	3.01	\$	-	6/13/2006	\$	3.01
102110	4/5/2005	740-670-8568	SOCRR	\$	4.72	\$	-	6/13/2006	\$	4.72
102110	4/5/2005	740-670-8568	PVRR	\$	5.47	\$	-	6/13/2006	\$	5.47
102110	4/5/2005	740-745-5150	COR	\$	3.01	\$	-	6/13/2006	\$	3.01
102110	4/5/2005	740-745-5150	SOCRR	\$	4.72	\$	-	6/13/2006	\$	4.72
102111	3/1/2005	740-345-8489	LIFELINE	\$	13.50	\$	-	6/13/2006	\$	13.50
102112	10/5/2005	740-349-3300	PVRR	\$	4.72	\$	1.50	6/13/2006	\$	3.22
102112	10/5/2005	740-670-0848	PVRR	\$	4.72	\$	1.50	6/13/2006	\$	3.22
102114	2/1/2006	740-344-6833	CD034DF1	\$	5.50	\$	-	6/17/2006	\$	5.50
102114	2/1/2006	740-345-3214	ALL	\$	35.00	\$	-	6/17/2006	\$	35.00
102114	2/1/2006	740-345-7488	CD034DF1	\$	16.40	\$	-	6/17/2006	\$	16.40
102114	2/1/2006	740-349-5008	AOELR	\$	29.85	\$	7.13	6/17/2006	\$	22.82
102114	2/1/2006	740-366-4511	CD034DF1	\$	8.35	\$	-	6/17/2006	\$	8.35
102114	2/1/2006	740-368-9003	USGCRR	\$	19.04	\$	-	6/17/2006	\$	3.00
102114	2/1/2006	740-522-8767	USGMELCR	\$	6.00	\$	-	6/17/2006	\$	19.04
102114	2/1/2006	740-522-8631	USGCRR	\$	18.90	\$	-	6/17/2006	\$	6.00
102119	3/1/2006	740-345-8755	SOCRR	\$	8.00	\$	9.45	6/17/2006	\$	9.45
102143	2/3/2006	740-366-9003	USG3WR	\$	8.00	\$	-	6/17/2006	\$	8.00



102143	2/3/2006	740-522-9631	USGMELCR	\$	3.36	\$	8/17/2006	\$	3.36
102144	2/3/2006	740-328-4036	TRCO	\$	2.50	\$	6/17/2006	\$	2.50
102144	2/3/2006	740-670-9898	TRCO	\$	2.50	\$	6/17/2006	\$	2.50
102149	2/3/2006	740-322-6204	COR	\$	6.03	\$	6/21/2006	\$	6.03
102149	2/3/2006	740-322-6205	SOCRR	\$	9.45	\$	6/21/2006	\$	9.45
102149	2/3/2006	740-323-4718	COR	\$	6.03	\$	6/21/2006	\$	6.03
102149	2/3/2006	740-323-4718	SOCRR	\$	9.45	\$	6/21/2006	\$	9.45
102149	2/3/2006	740-323-4718	PVRR	\$	10.95	\$	6/21/2006	\$	10.95
102149	2/3/2006	740-345-2282	COR	\$	6.03	\$	6/21/2006	\$	6.03
102149	2/3/2006	740-345-2282	SOCRR	\$	9.45	\$	6/21/2006	\$	9.45
102149	2/3/2006	740-345-2864	COR	\$	6.03	\$	6/21/2006	\$	3.01
102149	2/3/2006	740-345-2864	SOCRR	\$	9.45	\$	6/21/2006	\$	4.72
102149	2/3/2006	740-345-2864	PVRR	\$	10.95	\$	6/21/2006	\$	5.47
102149	2/3/2006	740-345-4975	COR	\$	6.03	\$	6/21/2006	\$	6.03
102149	2/3/2006	740-345-4975	PVRR	\$	10.95	\$	6/21/2006	\$	10.95
102150	2/3/2006	740-345-4975	SOCRR	\$	9.45	\$	6/22/2006	\$	9.45
102150	2/3/2006	740-345-8508	COR	\$	6.03	\$	6/22/2006	\$	6.03
102150	2/3/2006	740-345-8508	SOCRR	\$	9.45	\$	6/22/2006	\$	9.45
102150	2/3/2006	740-345-8508	PVRR	\$	10.95	\$	6/22/2006	\$	10.95
102150	2/3/2006	740-366-8087	COR	\$	6.03	\$	6/22/2006	\$	6.03
102150	2/3/2006	740-366-8087	SOCRR	\$	9.45	\$	6/22/2006	\$	9.45
102151	2/3/2006	740-366-8218	COR	\$	6.03	\$	6/23/2006	\$	6.03
102151	2/3/2006	740-366-8218	SOCRR	\$	9.45	\$	6/23/2006	\$	9.45
102151	2/3/2006	740-366-8003	COR	\$	6.03	\$	6/23/2006	\$	6.03
102151	2/3/2006	740-366-8003	SOCRR	\$	9.45	\$	6/23/2006	\$	9.45
102151	2/3/2006	740-366-8684	COR	\$	6.03	\$	6/23/2006	\$	6.03
102151	2/3/2006	740-366-8684	SOCRR	\$	9.45	\$	6/23/2006	\$	9.45
102151	2/3/2006	740-670-8878	COR	\$	6.03	\$	6/23/2006	\$	6.03
102151	2/3/2006	740-670-8878	SOCRR	\$	9.45	\$	6/23/2006	\$	9.45
102152	4/1/2005	441-158-1000	ALL	\$	20.93	\$	6/23/2006	\$	20.93
102153	6/4/2005	441-158-1000	ALL	\$	52.86	\$	6/23/2006	\$	52.86
102154	10/1/2005	740-763-1007	ALL	\$	74.45	\$	6/23/2006	\$	74.45
102155	10/5/2006	441-158-1000	ALL	\$	60.59	\$	6/23/2006	\$	60.59
102156	10/5/2005	441-158-1000	ALL	\$	10.19	\$	6/23/2006	\$	10.19
102157	10/5/2004	441-158-1000	ALL	\$	268.79	\$	6/23/2006	\$	268.79
102158	4/5/2005	441-158-1000	ALL	\$	66.05	\$	6/23/2006	\$	66.05
102159	3/3/2005	441-158-1000	ALL	\$	66.05	\$	6/23/2006	\$	66.05
102160	1/5/2005	441-158-1000	ALL	\$	11.84	\$	6/23/2006	\$	11.84
102161	11/3/2004	441-158-1000	ALL	\$	15.48	\$	6/23/2006	\$	15.48
102182	11/3/2005	441-158-1000	ALL	\$	49.06	\$	6/23/2006	\$	49.06
102183	11/3/2005	441-158-1000	ALL	\$	32.10	\$	6/23/2006	\$	32.10
102184	11/3/2005	740-366-8950	INSTAL	\$	15.48	\$	6/23/2006	\$	15.48
102165	12/5/2005	441-158-1000	ALL	\$	121.11	\$	6/23/2006	\$	121.11
102168	12/5/2005	441-158-1000	ALL	\$	118.61	\$	6/23/2006	\$	118.61
102167	12/5/2005	740-522-9631	SOCRR	\$	4.72	\$	6/23/2006	\$	4.72
102168	6/1/2005	441-158-1000	ALL	\$	54.99	\$	6/23/2006	\$	54.99
102200	3/3/2006	740-322-6659	COR	\$	6.03	\$	8/2/2006	\$	6.03
102200	3/3/2006	740-322-6659	SOCRR	\$	9.45	\$	8/2/2006	\$	9.45
102200	3/3/2006	740-323-1898	ALL	\$	10.42	\$	8/2/2006	\$	10.42

102200	3/3/2006	740-323-1899 ALL				9.83	\$	8/2/2006	\$	9.83
102200	3/3/2006	740-323-3238 ALL				0.13	\$	8/2/2006	\$	0.13
102200	3/3/2006	740-323-3238 COR		3.02		6.03	\$	8/2/2006	\$	3.01
102200	3/3/2006	740-323-3238 SOCR		4.73		9.45	\$	8/2/2006	\$	4.72
102200	3/3/2006	740-323-3674 ALL				12.28	\$	8/2/2006	\$	12.28
102200	3/3/2006	740-323-4107 ALL				3.65	\$	8/2/2006	\$	3.65
102200	3/3/2006	740-323-5702 ALL				1.32	\$	8/2/2006	\$	1.32
102200	3/3/2006	740-323-5702 COR				6.03	\$	8/2/2006	\$	6.03
102200	3/3/2006	740-323-5702 SOCR				9.45	\$	8/2/2006	\$	9.45
102200	3/3/2006	740-344-4662 ALL				0.79	\$	8/2/2006	\$	0.79
102200	3/3/2006	740-344-8535 ALL				5.58	\$	8/2/2006	\$	5.58
102200	3/3/2006	740-344-8388 ALL				17.42	\$	8/2/2006	\$	17.42
102200	3/3/2006	740-345-3331 ALL				2.12	\$	8/2/2006	\$	2.12
102200	3/3/2006	740-345-3331 COR				12.05	\$	8/2/2006	\$	12.05
102200	3/3/2006	740-345-3331 SOCR				18.90	\$	8/2/2006	\$	18.90
102200	3/3/2006	740-345-3331 PVRR				21.90	\$	8/2/2006	\$	21.90
102200	3/3/2006	740-345-3374 ALL				7.58	\$	8/2/2006	\$	7.58
102201	3/3/2006	740-323-2454 USGCRR				8.00	\$	8/2/2006	\$	8.00
102202	3/3/2006	740-345-5159 ALL				3.21	\$	8/2/2006	\$	3.21
102202	3/3/2006	740-345-5159 COR				12.05	\$	8/2/2006	\$	12.05
102202	3/3/2006	740-345-5159 SOCR				18.90	\$	8/2/2006	\$	18.90
102202	3/3/2006	740-345-5159 PVRR				21.90	\$	8/2/2006	\$	21.90
102202	3/3/2006	740-345-5189 ALL				6.87	\$	8/2/2006	\$	6.87
102202	3/3/2006	740-345-6029 COR				6.03	\$	8/2/2006	\$	6.03
102202	3/3/2006	740-345-6029 SOCR				9.45	\$	8/2/2006	\$	9.45
102202	3/3/2006	740-345-6029 PVRR				10.95	\$	8/2/2006	\$	10.95
102202	3/3/2006	740-345-6086 ALL				1.14	\$	8/2/2006	\$	1.14
102202	3/3/2006	740-345-7330 COR				6.03	\$	8/2/2006	\$	6.03
102202	3/3/2006	740-345-7330 SOCR				9.45	\$	8/2/2006	\$	9.45
102202	3/3/2006	740-345-7330 PVRR				10.95	\$	8/2/2006	\$	10.95
102202	3/3/2006	740-345-8332 ALL				14.06	\$	8/2/2006	\$	14.06
102202	3/3/2006	740-345-8755 COR				6.03	\$	8/2/2006	\$	6.03
102202	3/3/2006	740-345-9330 COR				3.01	\$	8/2/2006	\$	3.01
102202	3/3/2006	740-345-9330 SOCR		3.02		4.72	\$	8/2/2006	\$	4.72
102203	3/3/2006	740-323-4073 USG3WR				2.85	\$	8/3/2006	\$	2.85
102204	3/3/2006	740-328-4036 TRCO				2.00	\$	8/3/2006	\$	2.00
102204	3/3/2006	740-349-0668 SOCR				6.03	\$	8/3/2006	\$	6.03
102204	3/3/2006	740-349-3282 COR		3.42		6.03	\$	8/3/2006	\$	6.03
102204	3/3/2006	740-349-3282 SOCR				9.45	\$	8/3/2006	\$	9.45
102204	3/3/2006	740-349-3340 COR				6.03	\$	8/3/2006	\$	6.03
102204	3/3/2006	740-349-3340 SOCR				9.45	\$	8/3/2006	\$	9.45
102204	3/3/2006	740-349-3340 PVRR				10.95	\$	8/3/2006	\$	10.95
102204	3/3/2006	740-349-3853 ALL				0.12	\$	8/3/2006	\$	0.12
102204	3/3/2006	740-349-3853 COR				6.03	\$	8/3/2006	\$	6.03
102204	3/3/2006	740-349-3853 SOCR				9.45	\$	8/3/2006	\$	9.45
102204	3/3/2006	740-349-5035 ALL				3.48	\$	8/3/2006	\$	3.48
102204	3/3/2006	740-349-5842 COR				6.03	\$	8/3/2006	\$	6.03
102204	3/3/2006	740-349-5842 SOCR				9.45	\$	8/3/2006	\$	9.45
102204	3/3/2006	740-349-5842 PVRR				10.95	\$	8/3/2006	\$	10.95



102257	2/3/2006	740-349-6380 L222	\$	0.03	\$	0.03	8/11/2006	\$	0.03
102257	2/3/2006	740-349-6380 C22203MR	\$	2.67	\$	2.67	8/11/2006	\$	2.67
102259	4/5/2006	740-344-4375 C22203MR	\$	10.26	\$	10.26	8/11/2006	\$	10.26
102259	4/5/2006	740-345-5378 C55603MR	\$	4.64	\$	4.64	8/11/2006	\$	4.64
102259	4/5/2006	740-345-5378 L556	\$	7.27	\$	7.27	8/11/2006	\$	7.27
102259	4/5/2006	740-345-5378 C55604MR	\$	37.39	\$	37.39	8/11/2006	\$	37.39
102259	4/5/2006	740-345-5378 C55601MR	\$	442.38	\$	442.38	8/11/2006	\$	442.38
102259	4/5/2006	740-345-6815 L849	\$	5.47	\$	5.47	8/11/2006	\$	5.47
102259	4/5/2006	740-345-6815 C84904MR	\$	364.55	\$	364.55	8/11/2006	\$	364.55
102265	4/5/2006	740-344-2284 LNPSC	\$	0.37	\$	0.37	8/15/2006	\$	0.37
102267	4/5/2006	740-345-6175 LNPSC	\$	0.37	\$	0.37	8/15/2006	\$	0.37
102270	4/5/2006	740-349-3340 LNPSC	\$	0.37	\$	0.37	8/16/2006	\$	0.37
102272	4/5/2006	740-349-8721 LNPL	\$	0.37	\$	0.37	8/16/2006	\$	0.37
102275	4/5/2006	740-388-8289 USGRR	\$	0.95	\$	0.95	8/18/2006	\$	0.95
102275	4/5/2006	740-368-7594 LNPL	\$	0.37	\$	0.37	8/18/2006	\$	0.37
102279	4/5/2006	740-870-9832 LNPSC	\$	0.37	\$	0.37	8/18/2006	\$	0.37
102284	7/7/2006	740-345-1689 RCIDB	\$	11.82	\$	11.82	8/28/2006	\$	11.82
102300	5/1/2006	740-322-8870 CD034DF1	\$	9.90	\$	9.90	8/28/2006	\$	9.90
102300	5/1/2006	740-323-2589 CD034DF1	\$	3.30	\$	3.30	8/28/2006	\$	3.30
102300	5/1/2006	740-344-5631 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102300	5/1/2006	740-344-7294 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102300	5/1/2006	740-344-8251 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102300	5/1/2006	740-344-9225 CD03ANDD	\$	3.74	\$	3.74	8/28/2006	\$	3.74
102300	5/1/2006	740-345-2037 CD034DF1	\$	4.40	\$	4.40	8/28/2006	\$	4.40
102300	5/1/2006	740-345-2728 TRCO	\$	2.50	\$	2.50	8/28/2006	\$	2.50
102300	5/1/2006	740-345-3839 CD03ANDD	\$	7.48	\$	7.48	8/28/2006	\$	7.48
102300	5/1/2006	740-349-8225 CD034DF1	\$	1.10	\$	1.10	8/28/2006	\$	1.10
102301	5/1/2006	740-345-5858 CD034DF1	\$	5.50	\$	5.50	8/28/2006	\$	5.50
102301	5/1/2006	740-345-6384 CD034DF1	\$	3.30	\$	3.30	8/28/2006	\$	3.30
102301	5/1/2006	740-345-7026 CD034DF1	\$	1.10	\$	1.10	8/28/2006	\$	1.10
102301	5/1/2006	740-345-7486 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102301	5/1/2006	740-345-7488 CD034DF1	\$	11.00	\$	11.00	8/28/2006	\$	11.00
102301	5/1/2006	740-345-7589 CD034DF1	\$	8.80	\$	8.80	8/28/2006	\$	8.80
102301	5/1/2006	740-345-7885 CD034DF1	\$	11.00	\$	11.00	8/28/2006	\$	11.00
102301	5/1/2006	740-345-8755 CD034DF1	\$	1.10	\$	1.10	8/28/2006	\$	1.10
102301	5/1/2006	740-345-8789 CD034DF1	\$	6.60	\$	6.60	8/28/2006	\$	6.60
102301	5/1/2006	740-345-8445 CD034DF1	\$	4.40	\$	4.40	8/28/2006	\$	4.40
102301	5/1/2006	740-345-9508 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102301	5/1/2006	740-345-9572 CD034DF1	\$	1.10	\$	1.10	8/28/2006	\$	1.10
102301	5/1/2006	740-349-3048 CD034DF1	\$	7.70	\$	7.70	8/28/2006	\$	7.70
102301	5/1/2006	740-349-3422 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102301	5/1/2006	740-349-5212 CD034DF1	\$	2.20	\$	2.20	8/28/2006	\$	2.20
102301	5/1/2006	740-349-5338 CD034DF1	\$	1.10	\$	1.10	8/28/2006	\$	1.10
102302	5/1/2006	740-349-8034 CD03ANDD	\$	1.25	\$	1.25	8/31/2006	\$	1.25
102302	5/1/2006	740-349-8034 CD034DF1	\$	3.30	\$	3.30	8/31/2006	\$	3.30
102302	5/1/2006	740-349-8329 CD034DF1	\$	2.20	\$	2.20	8/31/2006	\$	2.20
102302	5/1/2006	740-349-8574 CD034DF1	\$	3.30	\$	3.30	8/31/2006	\$	3.30
102302	5/1/2006	740-349-8723 CD034DF1	\$	1.10	\$	1.10	8/31/2006	\$	1.10
102302	5/1/2006	740-349-8724 CD034DF1	\$	12.10	\$	12.10	8/31/2006	\$	12.10

102302	5/1/2006	740-349-8362	CD034DF1	\$	13.20	\$	13.20	8/31/2006	\$	13.20
102302	5/1/2006	740-349-8713	CD034DF1	\$	3.30	\$	3.30	8/31/2006	\$	3.30
102302	5/1/2006	740-349-8801	CD034DF1	\$	3.30	\$	3.30	8/31/2006	\$	3.30
102302	5/1/2006	740-364-1203	CD0304MR	\$	37.75	\$	37.75	8/31/2006	\$	37.75
102302	5/1/2006	740-364-1659	USGMELCR	\$	1.26	\$	0.35	8/31/2006	\$	0.91
102302	5/1/2006	740-364-1981	CD034DF1	\$	1.10	\$	-	8/31/2006	\$	1.10
102302	5/1/2006	740-364-2072	CD034DF1	\$	7.70	\$	-	8/31/2006	\$	7.70
102302	5/1/2006	740-364-9439	CD034DF1	\$	1.10	\$	-	8/31/2006	\$	1.10
102302	5/1/2006	740-364-9439	CD034MR	\$	2.20	\$	-	8/31/2006	\$	2.20
102302	5/1/2006	740-364-9484	CD0304MR	\$	18.35	\$	-	8/31/2006	\$	18.35
102302	5/1/2006	740-366-2342	CD034DF1	\$	7.70	\$	-	8/31/2006	\$	7.70
102303	5/1/2006	740-366-7039	CD03ADF1	\$	0.40	\$	-	9/11/2006	\$	0.40
102303	5/1/2006	740-366-8216	CD0304MR	\$	0.23	\$	-	9/11/2006	\$	0.23
102303	5/1/2006	740-366-8216	CD034DF1	\$	1.50	\$	-	9/11/2006	\$	1.50
102303	5/1/2006	740-366-8712	CD034DF1	\$	1.10	\$	-	9/11/2006	\$	1.10
102303	5/1/2006	740-366-8901	CD034DF1	\$	3.30	\$	-	9/11/2006	\$	3.30
102303	5/1/2006	740-366-8564	CD034DF1	\$	6.60	\$	-	9/11/2006	\$	6.60
102303	5/1/2006	740-522-4068	USGMELCR	\$	2.66	\$	-	9/11/2006	\$	2.66
102303	5/1/2006	740-522-4425	USGMELCR	\$	2.66	\$	0.21	9/11/2006	\$	2.45
102303	5/1/2006	740-522-5233	USGMELCR	\$	3.01	\$	2.31	9/11/2006	\$	0.70
102303	5/1/2006	740-522-8191	CD034DF1	\$	1.10	\$	-	9/11/2006	\$	1.10
102303	5/1/2006	740-522-8718	CD034DF1	\$	1.10	\$	-	9/11/2006	\$	1.10
102303	5/1/2006	740-522-8574	CD034DF1	\$	2.20	\$	-	9/11/2006	\$	2.20
102303	5/1/2006	740-587-7185	CD034DF1	\$	4.40	\$	-	9/11/2006	\$	4.40
102303	5/1/2006	740-670-0868	CD0304MR	\$	2.20	\$	-	9/11/2006	\$	2.20
102303	5/1/2006	740-670-8588	CD03ADF1	\$	0.40	\$	-	9/11/2006	\$	0.40
102303	5/1/2006	740-670-8657	CD034DF1	\$	7.70	\$	-	9/11/2006	\$	7.70
102304	5/1/2006	740-328-4036	TRCO	\$	2.50	\$	-	9/11/2006	\$	2.50
102304	5/1/2006	740-345-2726	USGMELCR	\$	6.16	\$	-	9/11/2006	\$	6.16
102304	5/1/2006	740-345-5378	C55605MR	\$	7.10	\$	-	9/11/2006	\$	7.10
102304	5/1/2006	740-345-5378	C40201MR	\$	12.95	\$	-	9/11/2006	\$	12.95
102304	5/1/2006	740-345-5378	C55604MR	\$	27.74	\$	-	9/11/2006	\$	27.74
102304	5/1/2006	740-345-5378	C55603MR	\$	45.83	\$	-	9/11/2006	\$	45.83
102304	5/1/2006	740-345-5378	C55601MR	\$	80.34	\$	-	9/11/2006	\$	80.34
102304	5/1/2006	740-345-5847	TRCO	\$	2.00	\$	-	9/11/2006	\$	2.00
102304	5/1/2006	740-348-9139	TRCO	\$	2.00	\$	-	9/11/2006	\$	2.00
102304	5/1/2006	740-783-0015	CD03ADF1	\$	0.80	\$	-	9/11/2006	\$	0.80
102304	5/1/2006	740-783-0015	CD034DF1	\$	4.40	\$	-	9/11/2006	\$	4.40
102304	5/1/2006	740-783-4123	CD034DF1	\$	2.20	\$	-	9/11/2006	\$	2.20
102304	5/1/2006	740-783-4977	CD034DF1	\$	1.10	\$	-	9/11/2006	\$	1.10
102304	5/1/2006	740-788-8652	CD034DF1	\$	2.20	\$	-	9/11/2006	\$	2.20
102304	5/1/2006	740-345-8817	LNPSC	\$	0.37	\$	-	9/12/2006	\$	0.37
102311	5/1/2006	740-345-0675	LNPSC	\$	0.37	\$	-	9/18/2006	\$	0.37
102311	5/1/2006	740-345-8755	LNPSC	\$	0.37	\$	-	9/18/2006	\$	0.37
102311	5/1/2006	740-345-8888	LNPSC	\$	0.37	\$	-	9/18/2006	\$	0.37
102312	5/1/2006	740-345-3375	LNPSC	\$	0.37	\$	-	10/4/2006	\$	0.37
102314	5/1/2006	740-348-8728	LNPSC	\$	0.37	\$	-	10/9/2006	\$	0.37
102319	5/3/2006	740-323-3772	COR	\$	6.03	\$	-	10/9/2006	\$	6.03
102319	5/3/2006	740-323-3772	SOCCR	\$	9.45	\$	-	10/9/2006	\$	9.45

102319	5/3/2006	740-344-2556	COR	\$	6.03	\$	6.03	\$	10/9/2006	\$	6.03
102319	5/3/2006	740-344-2556	SOCRR	\$	9.45	\$	9.45	\$	10/9/2006	\$	9.45
102319	5/3/2006	740-345-5170	COR	\$	6.03	\$	6.03	\$	10/9/2006	\$	6.03
102319	5/3/2006	740-345-5170	SOCRR	\$	9.45	\$	9.45	\$	10/9/2006	\$	9.45
102319	5/3/2006	740-345-6822	COR	\$	6.03	\$	6.03	\$	10/9/2006	\$	6.03
102319	5/3/2006	740-345-6822	SOCRR	\$	9.45	\$	9.45	\$	10/9/2006	\$	9.45
102319	5/3/2006	740-346-6822	PVRR	\$	10.95	\$	10.95	\$	10/9/2006	\$	10.95
102319	5/3/2006	740-345-8563	COR	\$	6.03	\$	6.03	\$	10/9/2006	\$	6.03
102319	5/3/2006	740-345-8563	SOCRR	\$	9.45	\$	9.45	\$	10/9/2006	\$	9.45
102319	5/3/2006	740-345-8563	PVRR	\$	10.95	\$	10.95	\$	10/9/2006	\$	10.95
102320	5/1/2008	740-870-9709	LNPS	\$	0.37	\$	0.37	\$	10/10/2008	\$	0.37
102323	5/3/2006	740-349-5834	SOCRR	\$	9.45	\$	9.45	\$	10/19/2006	\$	9.45
102323	5/3/2006	740-349-9139	COR	\$	6.03	\$	6.03	\$	10/19/2006	\$	6.03
102323	5/3/2006	740-349-9139	SOCRR	\$	9.45	\$	9.45	\$	10/19/2006	\$	9.45
102323	5/3/2006	740-349-9139	PVRR	\$	10.95	\$	10.95	\$	10/19/2006	\$	10.95
102323	5/3/2006	740-364-1518	COR	\$	6.03	\$	6.03	\$	10/19/2006	\$	6.03
102323	5/3/2006	740-364-1518	SOCRR	\$	9.45	\$	9.45	\$	10/19/2006	\$	9.45
102324	5/3/2006	740-522-4425	COR	\$	6.03	\$	6.03	\$	10/18/2006	\$	6.03
102324	5/3/2006	740-522-4425	SOCRR	\$	9.45	\$	9.45	\$	10/18/2006	\$	9.45
102324	5/3/2006	740-522-4425	PVRR	\$	10.95	\$	10.95	\$	10/18/2006	\$	10.95
102324	5/3/2006	740-870-9707	COR	\$	6.03	\$	6.03	\$	10/18/2006	\$	6.03
102324	5/3/2006	740-870-9707	SOCRR	\$	9.45	\$	9.45	\$	10/18/2006	\$	9.45
102324	5/3/2006	740-870-9709	COR	\$	6.03	\$	6.03	\$	10/18/2006	\$	6.03
102324	5/3/2006	740-870-9709	SOCRR	\$	9.45	\$	9.45	\$	10/18/2006	\$	9.45
102324	5/3/2006	740-870-9709	PVRR	\$	10.95	\$	10.95	\$	10/18/2006	\$	10.95
102362	6/6/2006	740-345-7750	CD0304NR	\$	14.06	\$	14.06	\$	10/23/2006	\$	14.06
102373	6/6/2006	740-323-4432	INSTL	\$	15.48	\$	15.48	\$	10/28/2006	\$	15.48
102373	6/6/2006	740-345-3688	INSTL	\$	26.43	\$	26.43	\$	10/28/2006	\$	26.43
102373	6/6/2006	740-345-6209	INSTL	\$	15.48	\$	15.48	\$	10/28/2006	\$	15.48
102373	6/6/2006	740-345-7651	INSTL	\$	15.48	\$	15.48	\$	10/28/2006	\$	15.48
102373	6/6/2006	740-349-5131	INSTL	\$	15.48	\$	15.48	\$	10/28/2006	\$	15.48
102374	6/6/2006	740-349-5198	INSTL	\$	15.48	\$	15.48	\$	10/28/2006	\$	15.48
102374	6/6/2006	740-522-2810	INSTL	\$	26.43	\$	26.43	\$	10/28/2006	\$	26.43
102374	6/6/2006	740-763-2197	INSTL	\$	15.48	\$	15.48	\$	10/31/2006	\$	15.48
102385	4/5/2006	740-787-2888	INSTL	\$	15.48	\$	15.48	\$	10/31/2006	\$	15.48
102385	4/5/2006	740-344-4375	C22203MR	\$	10.26	\$	10.26	\$	10/31/2006	\$	10.26
102385	4/5/2006	740-345-5378	C55603MR	\$	4.64	\$	4.64	\$	10/31/2006	\$	4.64
102385	4/5/2006	740-345-5378	L556	\$	7.27	\$	7.27	\$	10/31/2006	\$	7.27
102385	4/5/2006	740-345-5378	C55604MR	\$	37.39	\$	37.39	\$	10/31/2006	\$	37.39
102385	4/5/2006	740-345-5378	C55601MR	\$	442.38	\$	442.38	\$	10/31/2006	\$	442.38
102385	4/5/2006	740-345-6815	L849	\$	5.47	\$	5.47	\$	10/31/2006	\$	5.47
102385	4/5/2006	740-345-6815	C84904MR	\$	364.55	\$	364.55	\$	10/31/2006	\$	364.55
102386	11/3/2005	740-349-8390	L222	\$	0.10	\$	0.10	\$	10/31/2006	\$	0.10
102386	11/3/2005	740-349-8390	L849	\$	4.61	\$	4.61	\$	10/31/2006	\$	4.61
102386	11/3/2005	740-349-8390	C84904MR	\$	460.70	\$	460.70	\$	10/31/2006	\$	460.70
102387	10/5/2004	740-322-6658	COR	\$	12.05	\$	12.05	\$	10/31/2006	\$	12.05
102387	10/5/2004	740-322-6658	SOCRR	\$	16.90	\$	16.90	\$	10/31/2006	\$	16.90
102387	10/5/2004	740-322-6658	PVRR	\$	21.90	\$	21.90	\$	10/31/2006	\$	21.90

102387	10/5/2004	740-323-1878	COR	\$	6.03	\$	6.03
102387	10/5/2004	740-323-1878	SOCRR	\$	9.45	\$	9.45
102387	10/5/2004	740-344-3745	COR	\$	6.03	\$	6.03
102387	10/5/2004	740-344-3745	SOCRR	\$	9.45	\$	9.45
102387	10/5/2004	740-344-8521	COR	\$	12.05	\$	12.05
102387	10/5/2004	740-344-8521	SOCRR	\$	18.90	\$	18.90
102387	10/5/2004	740-344-8521	PVRR	\$	21.90	\$	21.90
102387	10/5/2004	740-345-6198	COR	\$	12.05	\$	12.05
102387	10/5/2004	740-345-6198	SOCRR	\$	18.90	\$	18.90
102387	10/5/2004	740-345-6198	PVRR	\$	21.90	\$	21.90
102387	10/5/2004	740-345-7782	COR	\$	12.05	\$	12.05
102387	10/5/2004	740-345-7782	SOCRR	\$	18.90	\$	18.90
102387	10/5/2004	740-345-7782	PVRR	\$	21.90	\$	21.90
102387	10/5/2004	740-345-8338	COR	\$	6.03	\$	6.03
102387	10/5/2004	740-345-8338	SOCRR	\$	9.45	\$	9.45
102387	10/5/2004	740-345-8338	PVRR	\$	10.95	\$	10.95
102388	12/5/2005	740-348-8380	L222	\$	1.05	\$	1.05
102388	12/5/2005	740-348-8380	C22203MR	\$	104.84	\$	104.84
102389	3/1/2006	740-345-3214	LIFELINE	\$	17.50	\$	17.50
102390	1/4/2006	740-349-8380	L222	\$	0.11	\$	0.11
102390	1/4/2006	740-349-8380	L782	\$	0.11	\$	0.11
102390	1/4/2006	740-349-8380	C22203MR	\$	11.25	\$	11.25
102390	1/4/2006	740-349-8380	C78203MR	\$	11.31	\$	11.31
102393	10/5/2006	740-670-8585	ALL	\$	10.19	\$	10.19
102394	3/3/2006	441-158-1000	ALL	\$	13.19	\$	13.19
102395	4/5/2006	441-158-1000	ALL	\$	86.05	\$	86.05
102396	2/3/2006	740-366-8218	COR	\$	6.03	\$	6.03
102396	2/3/2006	740-366-8218	SOCRR	\$	9.45	\$	9.45
102396	2/3/2006	740-366-9003	COR	\$	6.03	\$	6.03
102396	2/3/2006	740-366-9003	SOCRR	\$	9.45	\$	9.45
102396	2/3/2006	740-366-9864	COR	\$	6.03	\$	6.03
102396	2/3/2006	740-366-9864	SOCRR	\$	9.45	\$	9.45
102396	2/3/2006	740-670-9878	COR	\$	6.03	\$	6.03
102396	2/3/2006	740-670-9878	SOCRR	\$	9.45	\$	9.45
102397	1/4/2006	740-366-7707	COR	\$	3.01	\$	3.01
102397	1/4/2006	740-366-7707	SOCRR	\$	4.72	\$	4.72
102397	1/4/2006	740-522-9412	SOCRR	\$	9.45	\$	9.45
102397	1/4/2006	740-670-0841	COR	\$	8.02	\$	8.02
102397	1/4/2006	740-670-0841	SOCRR	\$	10.45	\$	10.45
102397	1/4/2006	740-670-0841	PVRR	\$	10.95	\$	10.95
102397	1/4/2006	740-670-0887	SOCRR	\$	3.42	\$	3.42
102436	7/1/2006	740-323-1484	CD0304MR	\$	0.28	\$	0.28
102436	7/1/2006	740-323-3738	CD034DF1	\$	1.10	\$	1.10
102436	7/1/2006	740-323-4572	CD034NDD	\$	2.20	\$	2.20
102436	7/1/2006	740-323-4738	CD034DF1	\$	1.25	\$	1.25
102436	7/1/2006	740-344-2784	CD034DF1	\$	2.20	\$	2.20
102436	7/1/2006	740-344-3520	CD034DF1	\$	1.10	\$	1.10
102436	7/1/2006	740-344-3688	CD034DF1	\$	1.10	\$	1.10
102436	7/1/2006	740-344-3811	CD034DF1	\$	1.10	\$	1.10

102438	7/1/2008	740-344-4437	CD034DF1	\$	5.50	\$	11/6/2008	\$	5.50
102438	7/1/2008	740-344-5631	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102438	7/1/2008	740-344-5730	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102438	7/1/2008	740-344-8225	CD034DF1	\$	7.70	\$	11/6/2008	\$	7.70
102438	7/1/2008	740-344-8368	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102438	7/1/2008	740-345-5727	USG3WR	\$	0.95	\$	11/6/2008	\$	0.95
102442	7/1/2008	740-345-0034	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102442	7/1/2008	740-345-2037	CD034DF1	\$	9.90	\$	11/6/2008	\$	9.90
102442	7/1/2008	740-345-2518	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102442	7/1/2008	740-345-3311	CD0304MR	\$	0.40	\$	11/6/2008	\$	0.40
102442	7/1/2008	740-345-3554	CD034DF1	\$	5.50	\$	11/6/2008	\$	5.50
102442	7/1/2008	740-345-5294	CD034DF1	\$	2.20	\$	11/6/2008	\$	2.20
102442	7/1/2008	740-345-6394	CD034DF1	\$	6.80	\$	11/6/2008	\$	6.80
102442	7/1/2008	740-345-6584	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102442	7/1/2008	740-345-7227	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102442	7/1/2008	740-345-7488	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102442	7/1/2008	740-345-7588	CD034DF1	\$	7.70	\$	11/6/2008	\$	7.70
102442	7/1/2008	740-345-7851	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102442	7/1/2008	740-345-7885	CD034DF1	\$	0.40	\$	11/6/2008	\$	0.40
102442	7/1/2008	740-345-7885	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102442	7/1/2008	740-345-8878	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102442	7/1/2008	740-345-9318	CD034DF1	\$	0.40	\$	11/6/2008	\$	0.40
102442	7/1/2008	740-345-9319	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102442	7/1/2008	740-345-9572	CD034DF1	\$	4.40	\$	11/6/2008	\$	4.40
102442	7/1/2008	740-348-0768	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102442	7/1/2008	740-348-3046	CD034DF1	\$	5.50	\$	11/6/2008	\$	5.50
102442	7/1/2008	740-348-3422	CD034DF1	\$	2.20	\$	11/6/2008	\$	2.20
102442	7/1/2008	740-348-5212	CD034DF1	\$	7.70	\$	11/6/2008	\$	7.70
102443	7/1/2008	740-348-5212	CD034DF1	\$	0.80	\$	11/6/2008	\$	0.80
102443	7/1/2008	740-348-5212	CD03ANDD	\$	3.74	\$	11/6/2008	\$	3.74
102443	7/1/2008	740-348-5212	CD03ANDD	\$	6.25	\$	11/6/2008	\$	6.25
102443	7/1/2008	740-348-7026	CD034DF1	\$	4.40	\$	11/6/2008	\$	4.40
102443	7/1/2008	740-348-8034	CD034DF1	\$	4.40	\$	11/6/2008	\$	4.40
102443	7/1/2008	740-348-8329	CD034DF1	\$	2.20	\$	11/6/2008	\$	2.20
102443	7/1/2008	740-348-8574	CD0304MR	\$	18.65	\$	11/6/2008	\$	18.65
102443	7/1/2008	740-348-8724	CD034DF1	\$	18.70	\$	11/6/2008	\$	18.70
102443	7/1/2008	740-348-8362	CD034DF1	\$	11.00	\$	11/6/2008	\$	11.00
102443	7/1/2008	740-364-1394	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-364-1981	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-368-4511	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-368-4730	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-368-6191	CD034DF1	\$	4.40	\$	11/6/2008	\$	4.40
102443	7/1/2008	740-368-6268	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-368-7688	CD034DF1	\$	3.30	\$	11/6/2008	\$	3.30
102443	7/1/2008	740-368-8070	CD0304MR	\$	2.65	\$	11/6/2008	\$	2.65
102443	7/1/2008	740-368-8742	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-368-8664	CD034DF1	\$	1.10	\$	11/6/2008	\$	1.10
102443	7/1/2008	740-522-4757	CD034ND	\$	1.25	\$	11/6/2008	\$	1.25
102443	7/1/2008	740-522-8191	CD034DF1	\$	5.50	\$	11/6/2008	\$	5.50



102443	7/1/2006	740-522-8767	CD034DF1	\$	1.10	\$	1.10	11/8/2006	\$	1.10
102443	7/1/2006	740-522-9138	CD034DF1	\$	1.10	\$	1.10	11/8/2006	\$	1.10
102444	7/1/2006	740-522-9574	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-522-9574	CD034NDD	\$	1.25	\$	1.25	11/7/2006	\$	1.25
102444	7/1/2006	740-587-7185	CD034DF1	\$	8.80	\$	8.80	11/7/2006	\$	8.80
102444	7/1/2006	740-670-0880	CD034DF1	\$	3.30	\$	3.30	11/7/2006	\$	3.30
102444	7/1/2006	740-670-0886	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-670-0886	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-670-0886	CD034DF1	\$	7.70	\$	7.70	11/7/2006	\$	7.70
102444	7/1/2006	740-745-5768	CD034DF1	\$	2.20	\$	2.20	11/7/2006	\$	2.20
102444	7/1/2006	740-763-0015	CD034DF1	\$	11.00	\$	11.00	11/7/2006	\$	11.00
102444	7/1/2006	740-763-2288	CD034DF1	\$	0.40	\$	0.40	11/7/2006	\$	0.40
102444	7/1/2006	740-763-2777	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-763-4123	CD034DF1	\$	2.20	\$	2.20	11/7/2006	\$	2.20
102444	7/1/2006	740-763-4488	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-788-8345	CD034DF1	\$	4.40	\$	4.40	11/7/2006	\$	4.40
102444	7/1/2006	740-788-8652	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-788-8672	CD034CPR	\$	0.25	\$	0.25	11/7/2006	\$	0.25
102444	7/1/2006	740-788-8672	CD034DF1	\$	0.40	\$	0.40	11/7/2006	\$	0.40
102444	7/1/2006	740-788-8672	CD034DF1	\$	1.10	\$	1.10	11/7/2006	\$	1.10
102444	7/1/2006	740-788-8672	CD034MR	\$	1.35	\$	1.35	11/7/2006	\$	1.35
102444	7/1/2006	740-788-9106	CD034DF1	\$	2.20	\$	2.20	11/7/2006	\$	2.20
102452	7/1/2006	740-349-3023	LNPS	\$	0.37	\$	0.37	11/8/2006	\$	0.37
102463	7/1/2006	740-328-8819	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-345-3804	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-345-8580	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-345-7541	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-348-0069	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-348-3251	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-349-7971	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-349-8473	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-364-2043	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-368-0853	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-368-5196	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-522-5489	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-522-5831	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102463	7/1/2006	740-670-8584	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-670-9804	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-787-1120	INSTL	\$	51.98	\$	51.98	11/15/2006	\$	51.98
102463	7/1/2006	740-788-8513	INSTL	\$	25.99	\$	25.99	11/15/2006	\$	25.99
102482	2/3/2006	740-345-4875	SOCRR	\$	9.45	\$	9.45	12/7/2006	\$	9.45
102482	2/3/2006	740-345-8508	COR	\$	6.03	\$	6.03	12/7/2006	\$	6.03
102482	2/3/2006	740-345-8508	SOCRR	\$	9.45	\$	9.45	12/7/2006	\$	9.45
102483	11/3/2005	740-345-6369	COR	\$	6.03	\$	6.03	12/7/2006	\$	6.03
102484	4/5/2005	740-670-8568	COR	\$	1.51	\$	1.51	12/7/2006	\$	1.51
102484	4/5/2005	740-670-8568	SOCRR	\$	2.36	\$	2.36		\$	2.36
102484	4/5/2005	740-670-8568	PVRR	\$	2.74	\$	2.74		\$	2.74
102484	4/5/2005	740-745-5150	COR	\$	1.51	\$	1.51		\$	1.51
102484	4/5/2005	740-745-5150	SOCRR	\$	2.36	\$	2.36		\$	2.36

102485	3/1/2006	740-345-8489	FLIF2	\$	3.50	\$	12/7/2006	\$	3.50
102485	3/1/2006	740-345-8489	SLIFE	\$	3.50	\$	12/7/2006	\$	3.50
102485	3/1/2006	740-345-8488	FLIFE	\$	6.50	\$	12/7/2006	\$	6.50
102488	11/1/2005	740-385-4849	INSTL	\$	46.70	\$	12/7/2006	\$	46.70
102487	3/3/2006	740-348-5842	COR	\$	8.03	\$	12/7/2006	\$	8.03
102488	3/3/2006	740-322-8858	INSTL	\$	15.48	\$	12/7/2006	\$	15.48
102508	8/3/2006	740-323-2368	CD034DF1	\$	1.10	\$	12/7/2006	\$	1.10
102508	8/3/2006	740-323-2876	CD034DF1	\$	1.10	\$	12/7/2006	\$	1.10
102508	8/3/2006	740-323-4183	CD034DF1	\$	13.20	\$	12/7/2006	\$	12.10
102508	8/3/2006	740-323-5782	CD034DF1	\$	1.10	\$	12/7/2006	\$	1.10
102508	8/3/2006	740-344-4202	LNPSC	\$	0.37	\$	12/12/2006	\$	0.37
102511	8/3/2006	740-345-8472	COR	\$	12.05	\$	12/13/2006	\$	12.05
102511	8/3/2006	740-345-8458	COR	\$	12.05	\$	12/13/2006	\$	12.05
102511	8/3/2006	740-348-5868	COR	\$	12.05	\$	12/13/2006	\$	12.05
102511	8/3/2006	740-348-5868	SOCRR	\$	18.90	\$	12/13/2006	\$	18.90
102512	8/3/2006	740-323-5782	USGMELCR	\$	0.58	\$	12/13/2006	\$	0.58
102512	8/3/2006	740-344-8813	USG3WR	\$	6.65	\$	12/13/2006	\$	6.65
102512	8/3/2006	740-345-2703	USG3WR	\$	3.80	\$	12/13/2006	\$	3.80
102512	8/3/2006	740-345-3204	C55604MR	\$	6.43	\$	12/13/2006	\$	6.43
102512	8/3/2006	740-345-3338	USG3WR	\$	8.00	\$	12/13/2006	\$	8.00
102512	8/3/2006	740-345-5102	CNPR	\$	21.00	\$	12/13/2006	\$	21.00
102512	8/3/2006	740-870-9771	CNPR	\$	21.00	\$	12/13/2006	\$	21.00
102512	8/3/2006	740-870-8841	USGCR	\$	5.70	\$	12/13/2006	\$	5.70
102513	8/3/2006	740-323-4236	FLIF2	\$	3.50	\$	12/21/2006	\$	3.50
102513	8/3/2006	740-323-4236	SLIFE	\$	3.50	\$	12/21/2006	\$	3.50
102513	8/3/2006	740-345-3204	C55603MR	\$	2.86	\$	12/21/2006	\$	2.86
102513	8/3/2006	740-345-7541	FLIF2	\$	3.50	\$	12/21/2006	\$	3.50
102513	8/3/2006	740-345-7541	SLIFE	\$	3.50	\$	12/21/2006	\$	3.50
102513	8/3/2006	740-345-7541	FLIFE	\$	6.50	\$	12/21/2006	\$	6.50
102513	8/3/2006	740-348-8574	CD0304MR	\$	132.90	\$	12/21/2006	\$	132.90
102513	8/3/2006	740-364-9439	CD0304MR	\$	2.20	\$	12/21/2006	\$	2.20
102520	10/19/2006	N	TMECS	\$	334.00	\$	12/21/2006	\$	334.00
102521	9/21/2006	N	TMECS	\$	334.00	\$	12/21/2006	\$	334.00
102522	8/23/2006	N	ASRO	\$	93.00	\$	12/21/2006	\$	93.00
102522	8/23/2006	N	TMECS	\$	211.53	\$	12/21/2006	\$	211.53
102522	8/23/2006	N	TMECS	\$	334.00	\$	12/21/2006	\$	334.00
102522	8/23/2006	N	HCNRC	\$	698.00	\$	12/21/2006	\$	698.00
102543	9/1/2006	740-344-9549	CD0304MR	\$	283.66	\$	12/22/2006	\$	283.66
102549	9/6/2006	740-345-2121	CD034DF1	\$	2.20	\$	12/22/2006	\$	2.20
102549	9/6/2006	740-345-7707	C78201MR	\$	25.90	\$	12/22/2006	\$	25.90
102549	9/6/2006	740-788-9801	USGMELCR	\$	0.07	\$	12/22/2006	\$	0.07
102550	10/6/2006	740-788-9801	CD034DF1	\$	1.10	\$	12/13/2006	\$	1.10
102552	9/6/2006	740-345-8888	LNPSC	\$	0.37	\$	12/21/2006	\$	0.37
102554	9/6/2006	740-323-0244	COR	\$	12.05	\$	12/26/2006	\$	12.05
102554	9/6/2006	740-323-0244	SOCRR	\$	18.90	\$	12/26/2006	\$	18.90
102554	9/6/2006	740-323-0244	PVRR	\$	21.90	\$	12/26/2006	\$	21.90
102554	9/6/2006	740-323-2855	COR	\$	6.03	\$	12/26/2006	\$	6.03
102554	9/6/2006	740-323-2855	SOCRR	\$	9.45	\$	12/26/2006	\$	9.45

102554	9/6/2006	740-328-8624	COR	\$	12.05	\$	12.05	\$	12.05
102554	9/6/2006	740-328-8624	PVRR	\$	21.90	\$	21.90	\$	21.90
102554	9/6/2006	740-344-3952	COR	\$	12.05	\$	12.05	\$	12.05
102554	9/6/2006	740-344-3952	SOCRR	\$	18.90	\$	18.90	\$	18.90
102554	9/6/2006	740-344-7373	COR	\$	12.05	\$	8.03	\$	8.02
102554	9/6/2006	740-344-7373	SOCRR	\$	18.90	\$	9.45	\$	9.45
102554	9/6/2006	740-344-7373	PVRR	\$	21.90	\$	10.95	\$	10.95
102554	9/6/2006	740-344-9353	COR	\$	6.03	\$	-	\$	8.03
102554	9/6/2006	740-344-9353	SOCRR	\$	9.45	\$	-	\$	9.45
102554	9/6/2006	740-344-9353	PVRR	\$	10.95	\$	-	\$	10.95
102554	9/6/2006	740-345-1831	COR	\$	12.05	\$	-	\$	12.05
102554	9/6/2006	740-345-1831	SOCRR	\$	18.90	\$	-	\$	18.90
102554	9/6/2006	740-345-3232	COR	\$	8.03	\$	-	\$	8.03
102554	9/6/2006	740-345-3232	SOCRR	\$	9.45	\$	-	\$	9.45
102555	9/6/2006	740-345-5825	COR	\$	12.05	\$	-	\$	12.05
102555	9/6/2006	740-345-7700	COR	\$	8.03	\$	-	\$	8.03
102555	9/6/2006	740-345-7700	SOCRR	\$	9.45	\$	-	\$	9.45
102555	9/6/2006	740-345-7700	PVRR	\$	10.95	\$	-	\$	10.95
102555	9/6/2006	740-345-9305	COR	\$	12.05	\$	-	\$	12.05
102555	9/6/2006	740-349-0911	COR	\$	12.05	\$	-	\$	12.05
102555	9/6/2006	740-349-0911	SOCRR	\$	18.90	\$	-	\$	18.90
102555	9/6/2006	740-349-3273	COR	\$	8.03	\$	-	\$	8.03
102555	9/6/2006	740-349-3893	COR	\$	12.05	\$	-	\$	12.05
102555	9/6/2006	740-349-3893	SOCRR	\$	18.90	\$	-	\$	18.90
102555	9/6/2006	740-349-5741	COR	\$	12.05	\$	-	\$	12.05
102555	9/6/2006	740-349-5741	SOCRR	\$	18.90	\$	-	\$	18.90
102555	9/6/2006	740-349-5800	COR	\$	6.03	\$	-	\$	6.03
102555	9/6/2006	740-349-5800	SOCRR	\$	9.45	\$	-	\$	9.45
102555	9/6/2006	740-349-7814	COR	\$	12.05	\$	-	\$	12.05
102555	9/6/2006	740-349-9408	COR	\$	12.05	\$	-	\$	12.05
102556	9/6/2006	740-366-8739	COR	\$	12.05	\$	-	\$	12.05
102556	9/6/2006	740-522-2389	COR	\$	12.05	\$	6.03	\$	8.02
102556	9/6/2006	740-522-2389	SOCRR	\$	18.90	\$	9.45	\$	9.45
102556	9/6/2006	740-763-0732	COR	\$	12.05	\$	-	\$	12.05
102556	9/6/2006	740-763-0732	SOCRR	\$	18.90	\$	-	\$	18.90
102584	10/4/2006	740-344-4092	C55604MR	\$	15.60	\$	-	\$	15.60
102584	10/4/2006	740-344-4092	C222019R	\$	212.92	\$	-	\$	212.92
102584	10/4/2006	740-349-5175	C40201MR	\$	14.95	\$	-	\$	14.95
102584	10/4/2006	740-349-9381	USGMELCR	\$	0.70	\$	-	\$	0.70
102584	10/4/2006	740-384-0833	USGMELCR	\$	0.07	\$	-	\$	0.07
102584	10/4/2006	740-745-5305	C55803MR	\$	5.00	\$	-	\$	5.00
102584	10/4/2006	740-745-5500	CD034DF1	\$	1.10	\$	-	\$	1.10
102585	10/4/2006	740-745-5305	C55804MR	\$	414.39	\$	-	\$	414.39
102587	10/4/2006	740-346-8023	LNPSC	\$	0.37	\$	-	\$	0.37
102587	10/4/2006	740-349-0711	LNPSC	\$	0.37	\$	-	\$	0.37
102587	10/4/2006	740-349-5827	LNPSC	\$	0.37	\$	-	\$	0.37
102587	10/4/2006	740-349-7877	LNPSC	\$	0.37	\$	-	\$	0.37
102589	10/4/2006	740-344-5965	SLIFE	\$	3.50	\$	-	\$	3.50
102589	10/4/2006	740-670-8677	LNPSC	\$	0.37	\$	-	\$	0.37

102580	10/4/2006	740-323-0857	INSTL	\$	15.48	\$	15.48
102580	10/4/2006	740-323-1172	INSTL	\$	26.43	\$	26.43
102580	10/4/2006	740-323-5984	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-328-8618	INSTL	\$	16.98	\$	16.98
102580	10/4/2006	740-328-8770	INSTL	\$	52.85	\$	52.85
102580	10/4/2006	740-344-8177	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-1900	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-2043	INSTL	\$	52.85	\$	52.85
102580	10/4/2006	740-345-2625	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-3663	INSTL	\$	12.05	\$	12.05
102580	10/4/2006	740-345-4523	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-5381	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-5808	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-7694	INSTL	\$	12.05	\$	12.05
102580	10/4/2006	740-345-7984	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-8009	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-8023	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-345-8789	INSTL	\$	52.85	\$	52.85
102580	10/4/2006	740-345-8973	INSTL	\$	26.43	\$	26.43
102580	10/4/2006	740-345-8980	INSTL	\$	26.43	\$	26.43
102580	10/4/2006	740-349-3356	INSTL	\$	15.48	\$	15.48
102580	10/4/2006	740-349-5294	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-349-5827	INSTL	\$	30.95	\$	30.95
102580	10/4/2006	740-349-7362	INSTL	\$	15.48	\$	15.48
102580	10/4/2006	740-349-7443	INSTL	\$	52.85	\$	52.85
102581	10/4/2006	740-384-1700	INSTL	\$	30.95	\$	30.95
102591	10/4/2006	740-386-6748	INSTL	\$	30.95	\$	30.95
102591	10/4/2006	740-388-8717	INSTL	\$	30.95	\$	30.95
102591	10/4/2006	740-522-8067	INSTL	\$	15.48	\$	15.48
102591	10/4/2006	740-522-8018	INSTL	\$	30.95	\$	30.95
102591	10/4/2006	740-670-9715	INSTL	\$	30.95	\$	30.95
102591	10/4/2006	740-783-2197	INSTL	\$	30.95	\$	30.95
102591	10/4/2006	740-788-8626	INSTL	\$	15.48	\$	15.48
102591	10/4/2006	740-788-8941	INSTL	\$	26.43	\$	26.43
102591	10/4/2006	740-788-8639	INSTL	\$	26.43	\$	26.43
102619	11/1/2006	740-345-8074	LNPSC	\$	0.37	3/20/2007	\$ 0.37
102620	11/1/2006	740-364-8190	LNPSC	\$	0.37	3/20/2007	\$ 0.37
102620	11/1/2006	740-364-8465	LNPSC	\$	0.37	3/20/2007	\$ 0.37
102623	11/1/2006	740-763-3971	ELCU1	\$	1.38	3/21/2007	\$ 1.38
102626	11/1/2006	740-323-4214	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-344-5101	INSTL	\$	52.85	\$	52.85
102626	11/1/2006	740-345-1836	INSTL	\$	15.48	\$	15.48
102626	11/1/2006	740-345-2406	INSTL	\$	20.00	\$	20.00
102626	11/1/2006	740-345-2907	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-345-3580	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-345-4927	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-345-5220	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-345-7512	INSTL	\$	20.00	\$	20.00
102626	11/1/2006	740-345-7589	INSTL	\$	30.95	\$	30.95

102626	11/1/2006	740-345-8538	INSTL	\$	52.85	\$	52.85
102626	11/1/2006	740-349-8165	INSTL	\$	26.43	\$	26.43
102626	11/1/2006	740-349-8215	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-364-1781	INSTL	\$	52.85	\$	52.85
102626	11/1/2006	740-522-5875	INSTL	\$	41.90	\$	41.90
102626	11/1/2006	740-522-8284	INSTL	\$	20.00	\$	20.00
102626	11/1/2006	740-522-8715	INSTL	\$	30.95	\$	30.95
102626	11/1/2006	740-670-9720	INSTL	\$	26.43	\$	26.43
102626	11/1/2006	740-870-9774	INSTL	\$	15.48	\$	15.48
102627	12/1/2006	740-522-5835	FLIF2	\$	3.50	3/22/2007	3.50
102627	12/1/2006	740-522-5835	SLIFE	\$	3.50	3/22/2007	3.50
102627	12/1/2006	740-522-5835	FLIFE	\$	6.50	3/22/2007	6.50
102627	12/1/2006	740-522-5835	RCIDB	\$	11.95	3/22/2007	11.95
102628	1/1/2007	740-522-5835	FLIF2	\$	3.50	3/22/2007	3.50
102628	1/1/2007	740-522-5835	SLIFE	\$	3.50	3/22/2007	3.50
102628	1/1/2007	740-522-5835	FLIFE	\$	6.50	3/22/2007	6.50
102628	1/1/2007	740-522-5835	RCIDB	\$	11.95	3/22/2007	11.95
102631	12/1/2006	740-364-1981	INSTL	\$	40.80	3/22/2007	40.80
102632	10/1/2006	740-522-8018	INSTL	\$	30.95	3/22/2007	30.95
102693	12/1/2006	740-323-4344	USGMELCR	\$	0.35	3/26/2007	0.35
102693	12/1/2006	740-345-6472	USG3WR	\$	0.95	3/26/2007	0.95
102693	12/1/2006	740-345-6472	USG3RR	\$	6.65	3/26/2007	6.65
102696	12/1/2006	740-323-4344	CD034DF1	\$	2.20	3/27/2007	2.20
102700	12/1/2006	740-323-0936	C45901MR	\$	1.24	3/28/2007	1.24
102700	12/1/2006	740-323-0936	C45901MR	\$	17.89	3/28/2007	17.89
102700	12/1/2006	740-323-1479	TRCO	\$	2.50	3/28/2007	2.50
102700	12/1/2006	740-788-9801	C45901MR	\$	5.88	3/28/2007	5.88
102702	12/1/2006	740-323-3836	INSTL	\$	52.85		52.85
102702	12/1/2006	740-328-8752	INSTL	\$	30.95		30.95
102702	12/1/2006	740-344-2321	INSTL	\$	30.95		30.95
102702	12/1/2006	740-345-3635	INSTL	\$	30.95		30.95
102702	12/1/2006	740-345-3635	INSTL	\$	52.85		52.85
102702	12/1/2006	740-345-3802	INSTL	\$	52.85		52.85
102702	12/1/2006	740-345-3901	INSTL	\$	52.85		52.85
102702	12/1/2006	740-345-5005	INSTL	\$	30.95		30.95
102702	12/1/2006	740-345-6149	COR	\$	12.05		12.05
102702	12/1/2006	740-346-7358	INSTL	\$	30.95		30.95
102702	12/1/2006	740-349-5119	INSTL	\$	30.95		30.95
102702	12/1/2006	740-366-7863	INSTL	\$	52.85		52.85
102702	12/1/2006	740-670-9810	INSTL	\$	30.95		30.95
102702	12/1/2006	740-670-9815	COR	\$	12.05		12.05
102702	12/1/2006	740-670-9830	INSTL	\$	30.95		30.95
102703	12/1/2006	740-323-1681	INSTL	\$	15.48		15.48
102703	12/1/2006	740-345-5383	INSTL	\$	26.43		26.43
102703	12/1/2006	740-345-8598	INSTL	\$	26.43		26.43
102703	12/1/2006	740-349-5309	INSTL	\$	26.43		26.43
102703	12/1/2006	740-364-1981	INSTL	\$	52.85		52.85
102703	12/1/2006	740-622-5258	INSTL	\$	15.48		15.48
102725	1/1/2007	740-323-8664	USG3WR	\$	8.00	4/4/2007	8.00

102725	1/1/2007	740-763-4842 C22203MIR	\$	4.22	\$	4.22	4/4/2007	\$	4.22
102725	1/1/2007	740-788-9801 CD034DF1	\$	1.49	\$	1.49	4/4/2007	\$	1.49
102731	1/1/2007	740-763-4468 PVRR	\$	21.90	\$	21.90	4/6/2007	\$	21.90
102731	1/1/2007	740-788-9548 PVRR	\$	21.90	\$	21.90	4/6/2007	\$	21.90
102732	1/1/2007	740-323-3028 COR	\$	12.05	\$	12.05	4/6/2007	\$	12.05
102732	1/1/2007	740-323-3029 SOCRR	\$	18.90	\$	18.90	4/6/2007	\$	18.90
102732	1/1/2007	740-345-7988 PVRR	\$	21.90	\$	21.90	4/6/2007	\$	21.90
102732	1/1/2007	740-349-2794 PVRR	\$	21.90	\$	21.90	4/6/2007	\$	21.90
102732	1/1/2007	740-364-9887 PVRR	\$	21.90	\$	21.90	4/6/2007	\$	21.90
102732	1/1/2007	740-368-8781 COR	\$	6.03	\$	6.03	4/6/2007	\$	6.03
102732	1/1/2007	740-368-8781 SOCRR	\$	9.45	\$	9.45	4/6/2007	\$	9.45
102732	1/1/2007	740-368-8781 PVRR	\$	10.95	\$	10.95	4/6/2007	\$	10.95
102732	1/1/2007	740-522-8123 PVRR	\$	21.90	\$	21.90	4/6/2007	\$	21.90
102732	1/1/2007	740-522-8468 COR	\$	6.03	\$	6.03	4/6/2007	\$	6.03
102732	1/1/2007	740-522-8468 SOCRR	\$	9.45	\$	9.45	4/6/2007	\$	9.45
102732	1/1/2007	740-670-9731 COR	\$	12.05	\$	12.05	4/6/2007	\$	12.05
102732	1/1/2007	740-670-9731 SOCRR	\$	18.90	\$	18.90	4/6/2007	\$	18.90
102733	3/1/2007	740-587-7187 CNPR	\$	21.00	\$	21.00	4/11/2007	\$	21.00
102747	10/1/2006	740-323-1831 ALL	\$	3.71	\$	3.71	4/11/2007	\$	3.71
102748	11/1/2006	740-323-1831 ALL	\$	3.34	\$	3.34	4/11/2007	\$	3.34
102748	12/1/2006	740-323-1831 ALL	\$	3.71	\$	3.71	4/11/2007	\$	3.71
102750	1/1/2007	740-323-1831 ALL	\$	3.71	\$	3.71	4/11/2007	\$	3.71
102751	2/1/2007	740-323-1831 ALL	\$	3.71	\$	3.71	4/11/2007	\$	3.71
102752	3/1/2007	740-323-1831 ALL	\$	3.71	\$	3.71	4/11/2007	\$	3.71
102753	2/1/2007	740-349-8185 ALL	\$	124.84	\$	124.84	4/11/2007	\$	124.84
102754	12/1/2006	740-366-2781 INSTALL	\$	28.43	\$	28.43	4/6/2007	\$	28.43
102802	2/1/2007	740-344-8181 CD034DF1	\$	1.50	\$	1.50	5/14/2007	\$	1.50
102803	2/1/2007	740-344-3350 LNPSC	\$	0.37	\$	0.37	6/14/2007	\$	0.37
102804	2/1/2007	740-345-3489 LNPSC	\$	0.37	\$	0.37	6/14/2007	\$	0.37
102805	2/1/2007	740-345-3043 LNPSC	\$	0.37	\$	0.37	6/14/2007	\$	0.37
102806	2/1/2007	740-349-9761 LNPSC	\$	0.37	\$	0.37	6/14/2007	\$	0.37
102807	2/1/2007	740-345-4086 USGMELCR	\$	0.70	\$	0.70	6/14/2007	\$	0.70
102807	2/1/2007	740-345-4086 USMELCR	\$	1.19	\$	1.19	6/14/2007	\$	1.19
102807	2/1/2007	740-870-8487 LNPSC	\$	0.37	\$	0.37	6/14/2007	\$	0.37
102807	2/1/2007	740-745-5082 ELU1	\$	0.60	\$	0.60	6/14/2007	\$	0.60
102808	2/1/2007	740-323-5687 INSTL	\$	30.99	\$	30.99	6/14/2007	\$	30.99
102808	2/1/2007	740-345-1265 COR	\$	12.05	\$	12.05	6/14/2007	\$	12.05
102808	2/1/2007	740-345-1265 SOCRR	\$	18.90	\$	18.90	6/14/2007	\$	18.90
102808	2/1/2007	740-345-1445 INSTALL	\$	52.85	\$	52.85	6/14/2007	\$	52.85
102808	2/1/2007	740-345-3331 INSTL	\$	52.85	\$	52.85	6/14/2007	\$	52.85
102808	2/1/2007	740-345-3981 INSTL	\$	52.85	\$	52.85	6/14/2007	\$	52.85
102808	2/1/2007	740-345-4828 INSTL	\$	30.95	\$	30.95	6/14/2007	\$	30.95
102808	2/1/2007	740-345-6242 INSTL	\$	30.95	\$	30.95	6/14/2007	\$	30.95
102808	2/1/2007	740-345-6782 INSTL	\$	30.95	\$	30.95	6/14/2007	\$	30.95
102808	2/1/2007	740-345-6785 INSTL	\$	52.85	\$	52.85	6/14/2007	\$	52.85
102808	2/1/2007	740-345-7750 INSTL	\$	52.85	\$	52.85	6/14/2007	\$	52.85
102808	2/1/2007	740-345-7984 INSTL	\$	30.95	\$	30.95	6/14/2007	\$	30.95
102808	2/1/2007	740-345-8381 INSTL	\$	30.95	\$	30.95	6/14/2007	\$	30.95
102808	2/1/2007	740-345-9387 INSTL	\$	30.95	\$	30.95	6/14/2007	\$	30.95

102808	2/1/2007	740-349-3215	INSTL	\$	30.85	\$	6/14/2007	\$	30.95
102808	2/1/2007	740-349-5307	INSTL	\$	52.85	\$	6/14/2007	\$	52.85
102808	2/1/2007	740-349-5315	INSTL	\$	30.85	\$	6/14/2007	\$	30.95
102808	2/1/2007	740-349-5333	INSTL	\$	52.85	\$	6/14/2007	\$	52.85
102808	2/1/2007	740-349-5769	INSTL	\$	30.95	\$	6/14/2007	\$	30.95
102808	2/1/2007	740-349-7162	INSTL	\$	52.85	\$	6/14/2007	\$	52.85
102808	2/1/2007	740-364-0612	INSTL	\$	30.85	\$	6/14/2007	\$	30.95
102808	2/1/2007	740-364-1963	INSTL	\$	30.95	\$	6/14/2007	\$	30.95
102809	2/1/2007	740-364-1963	INSTL	\$	30.95	\$	6/15/2007	\$	30.95
102809	2/1/2007	740-368-6068	INSTL	\$	30.95	\$	6/15/2007	\$	30.95
102809	2/1/2007	740-368-6781	SSORR	\$	7.85	\$	6/15/2007	\$	7.95
102809	2/1/2007	740-368-6781	COR	\$	12.05	\$	6/15/2007	\$	12.05
102880	5/1/2007	740-323-1538	RCIDB	\$	11.95	\$	6/18/2007	\$	11.95
102881	3/1/2007	740-323-1888	CD034DF1	\$	6.00	\$	6/18/2007	\$	8.00
102883	3/1/2007	740-345-7869	LNPSC	\$	0.37	\$	6/18/2007	\$	0.37
102885	3/1/2007	740-322-8989	LNPSC	\$	0.37	\$	6/19/2007	\$	0.37
102886	3/1/2007	740-364-1081	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102886	3/1/2007	740-364-2073	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102886	3/1/2007	740-364-9202	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102886	3/1/2007	740-745-1227	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102886	3/1/2007	740-783-1078	INSTL	\$	30.95	\$	6/19/2007	\$	30.95
102886	3/1/2007	740-787-2666	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102886	3/1/2007	740-788-8158	INSTL	\$	30.95	\$	6/19/2007	\$	30.95
102886	3/1/2007	740-788-8953	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102887	3/1/2007	740-345-1578	INSTL	\$	30.95	\$	6/19/2007	\$	30.95
102887	3/1/2007	740-345-1836	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-345-3232	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-345-3538	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102887	3/1/2007	740-345-8586	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102887	3/1/2007	740-345-7466	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102887	3/1/2007	740-345-8358	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-345-8384	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-349-0780	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-349-3218	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-349-7602	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-349-7607	INSTL	\$	32.95	\$	6/19/2007	\$	32.95
102887	3/1/2007	740-349-7880	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102887	3/1/2007	740-349-8138	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102887	3/1/2007	740-349-8453	INSTL	\$	52.85	\$	6/19/2007	\$	52.85
102889	5/1/2007	740-345-3238	AOELR	\$	30.92	\$	6/19/2007	\$	30.92
102894	5/1/2007	740-345-3238	PROBAS	\$	30.92	\$	6/19/2007	\$	30.92
102975	4/4/2007	740-323-4710	COR	\$	12.05	\$	8/31/2007	\$	12.05
102975	4/4/2007	740-323-4710	SOCRR	\$	18.90	\$	8/31/2007	\$	18.90
102975	4/4/2007	740-323-4710	PVRR	\$	21.90	\$	8/31/2007	\$	21.90
102975	4/4/2007	740-345-3238	COR	\$	12.05	\$	8/31/2007	\$	6.02
102975	4/4/2007	740-345-3238	SOCRR	\$	18.90	\$	8/31/2007	\$	9.45
102975	4/4/2007	740-345-3238	PVRR	\$	21.90	\$	8/31/2007	\$	10.95
102975	4/4/2007	740-345-7488	COR	\$	12.05	\$	8/31/2007	\$	12.05
102975	4/4/2007	740-345-7488	SOCRR	\$	18.90	\$	8/31/2007	\$	18.90

102976	4/4/2007	740-763-2327	COR	\$	12.05	\$	9/10/2007	\$	12.05
102976	4/4/2007	740-763-2327	SOCRR	\$	18.90	\$	9/10/2007	\$	18.90
102976	4/4/2007	740-763-4977	SOCRR	\$	18.90	\$	9/10/2007	\$	18.90
102981	7/1/2007	740-522-8733	FUSFDSL	\$	2.41	\$	9/18/2007	\$	2.41
102981	7/1/2007	740-522-8733	PROBAS	\$	20.61	\$	9/18/2007	\$	20.61
103017	5/1/2007	740-344-6929	CD034DF1	\$	6.00	\$	9/18/2007	\$	6.00
103020	5/1/2007	740-345-4310	COR	\$	12.05	\$	9/19/2007	\$	12.05
103020	5/1/2007	740-345-4310	SOCRR	\$	18.90	\$	9/19/2007	\$	18.90
103020	5/1/2007	740-522-6880	COR	\$	12.05	\$	9/18/2007	\$	12.05
103020	5/1/2007	740-522-6880	SOCRR	\$	18.90	\$	9/18/2007	\$	18.90
103021	5/1/2007	740-522-6904	COR	\$	12.05	\$	9/19/2007	\$	12.05
103021	5/1/2007	740-522-6904	SOCRR	\$	18.90	\$	9/19/2007	\$	18.90
103021	5/1/2007	740-787-2629	COR	\$	12.05	\$	9/19/2007	\$	12.05
103021	5/1/2007	740-787-2629	SOCRR	\$	18.90	\$	9/19/2007	\$	18.90
103073	7/1/2007	740-345-4530	CNPR	\$	21.00	\$	9/19/2007	\$	21.00
103080	6/1/2007	740-522-7132	CNPR	\$	21.00	\$	10/17/2007	\$	21.00
103087	3/1/2007	740-323-1831	ALL	\$	3.71	\$	10/17/2007	\$	3.71
103103	6/1/2007	740-345-9305	ALL	\$	14.98	\$	10/17/2007	\$	14.98
103128	8/1/2007	740-345-6746	CNPR	\$	21.00	\$	10/19/2007	\$	21.00
103192	8/1/2007	740-323-4789	CNPR	\$	42.00	\$	10/16/2007	\$	42.00
103249	6/1/2007	740-345-7783	CD034DF1	\$	1.50	\$	11/9/2007	\$	1.50
103249	6/1/2007	740-745-5305	C84904MR	\$	4.55	\$	11/9/2007	\$	4.55
103249	6/1/2007	740-745-5305	C22203MR	\$	7.95	\$	11/9/2007	\$	7.95
103284	6/1/2007	740-788-9168	COR	\$	6.03	\$	11/13/2007	\$	6.03
103280	8/1/2007	740-345-3469	CNPR	\$	21.00	\$	11/13/2007	\$	21.00
103291	7/1/2007	740-345-5977	CNPR	\$	21.00	\$	11/13/2007	\$	21.00
103295	8/1/2007	740-345-3663	CNPR	\$	21.00	\$	11/13/2007	\$	21.00
103302	8/1/2007	740-348-5193	FELCR	\$	8.40	\$	11/13/2007	\$	8.40
103326	9/1/2007	740-344-4798	CNPR	\$	21.00	\$	12/5/2007	\$	21.00
103326	9/1/2007	740-587-7187	CNPR	\$	21.00	\$	12/5/2007	\$	21.00
103335	7/1/2007	740-344-6232	USGCR	\$	1.90	\$	12/5/2007	\$	1.90
103335	7/1/2007	740-344-7786	USGCR	\$	8.00	\$	12/5/2007	\$	8.00
103335	7/1/2007	740-345-5154	USGCR	\$	8.00	\$	12/5/2007	\$	8.00
103335	7/1/2007	740-345-6726	USGMELCR	\$	0.56	\$	12/5/2007	\$	0.56
103335	7/1/2007	740-522-5921	USGRDR	\$	0.95	\$	12/5/2007	\$	0.95
103336	7/1/2007	740-344-6929	CD0304MR	\$	35.90	\$	12/5/2007	\$	35.90
103336	7/1/2007	740-348-3226	RCIDB	\$	11.95	\$	12/5/2007	\$	11.95
103336	7/1/2007	740-522-6921	USG3WR	\$	5.70	\$	12/5/2007	\$	5.70
103336	7/1/2007	740-522-6921	USGCR	\$	8.00	\$	12/5/2007	\$	8.00
103336	7/1/2007	740-745-5305	C84904MR	\$	3.25	\$	12/5/2007	\$	3.25
103336	7/1/2007	740-745-5305	C22203MR	\$	15.76	\$	12/5/2007	\$	15.76
103337	7/1/2007	740-345-6246	TRCO	\$	2.50	\$	12/6/2007	\$	2.50
103338	7/1/2007	740-522-7132	COR	\$	12.05	\$	12/6/2007	\$	12.05
103338	7/1/2007	740-522-7132	SOCRR	\$	18.90	\$	12/6/2007	\$	18.90
103523	9/1/2007	740-348-7497	CNPR	\$	21.00	\$	12/6/2007	\$	21.00
103524	9/1/2007	740-345-5193	FELCR	\$	8.40	\$	12/6/2007	\$	8.40
103525	10/1/2007	740-348-5193	FELCR	\$	8.40	\$	12/6/2007	\$	8.40
103528	10/1/2007	740-345-6373	CNPR	\$	21.00	\$	12/6/2007	\$	21.00
103536	8/1/2007	740-670-8696	COR	\$	12.05	\$	12/13/2007	\$	12.05



103536	8/1/2007	740-870-8899	SOCRR	\$	18.90	\$	18.90	12/13/2007	\$	18.90
103584	11/1/2007	740-349-9182	CNPR	\$	21.00	\$	21.00	12/13/2007	\$	21.00
103585	10/1/2007	740-345-6282	CNPR	\$	21.00	\$	21.00	12/13/2007	\$	21.00
103586	10/1/2007	740-366-8530	USGCR	\$	5.00	\$	5.00	12/14/2007	\$	5.00
103614	9/1/2007	740-349-7658	TRCO	\$	2.50	\$	2.50	12/14/2007	\$	2.50
103614	9/1/2007	740-788-9258	TRCO	\$	2.50	\$	2.50	12/14/2007	\$	2.50
103688	10/1/2007	740-345-7815	USGMELCR	\$	0.35	\$	0.35	3/21/2008	\$	0.35
103688	10/1/2007	740-522-6087	USGMELCR	\$	0.56	\$	0.56	3/21/2008	\$	0.56
103689	10/1/2007	740-344-3501	TRCO	\$	2.99	\$	2.99		\$	2.99
103689	10/1/2007	740-344-4012	TRCO	\$	2.99	\$	2.99		\$	2.99
103689	10/1/2007	740-344-7815	TRCO	\$	2.99	\$	2.99		\$	2.99
103689	10/1/2007	740-345-1831	TRCO	\$	2.99	\$	2.99		\$	2.99
103689	10/1/2007	740-345-5082	TRCO	\$	2.99	\$	2.99		\$	2.99
103689	10/1/2007	740-345-8248	TRCO	\$	2.99	\$	2.99		\$	2.99
103689	10/1/2007	740-522-2810	CD034DF1	\$	3.00	\$	3.00		\$	3.00
103689	10/1/2007	740-522-8061	CD034DF1	\$	3.00	\$	3.00		\$	3.00
103690	10/1/2007	740-366-8218	COR	\$	12.05	\$	12.05		\$	12.05
103690	10/1/2007	740-366-8218	SOCRR	\$	18.90	\$	18.90		\$	18.90
103828	7/1/2007	740-349-3302	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3302	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3323	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3340	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3343	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3369	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3423	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3429	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3440	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3483	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3942	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3853	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3884	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-3884	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5010	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5046	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5152	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5160	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5177	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5183	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5214	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5248	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5301	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103828	7/1/2007	740-349-5308	BNSLR	\$	2.00	\$	2.00	2/5/2008	\$	2.00
103834	7/1/2007	740-366-8194	BNSRF	\$	2.00	\$	2.00	2/7/2008	\$	2.00
103834	7/1/2007	740-366-8219	BNSRF	\$	2.00	\$	2.00	2/7/2008	\$	2.00
103834	7/1/2007	740-366-8717	BNSRF	\$	2.00	\$	2.00	2/7/2008	\$	2.00
103834	7/1/2007	740-366-8959	BNSRF	\$	2.00	\$	2.00	2/7/2008	\$	2.00
103834	7/1/2007	740-366-8996	BNSRF	\$	2.00	\$	2.00	2/7/2008	\$	2.00
103834	7/1/2007	740-366-8930	BNSRF	\$	2.00	\$	2.00	2/7/2008	\$	2.00

103834	7/1/2007	740-386-9590	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-386-9643	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-386-9753	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-0067	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-2154	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-622-2399	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-2691	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-2833	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-2832	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-2934	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-4022	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-4243	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-4326	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-4891	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-5023	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-5258	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-5268	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-5489	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103834	7/1/2007	740-522-5516	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-5567	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-5635	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-5655	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-5807	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-5921	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-5954	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-6067	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-622-6071	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-6076	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-6120	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-6194	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-6284	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-6299	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8306	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8626	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8789	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8918	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-7132	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-7137	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-7154	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8061	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8065	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8332	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103835	7/1/2007	740-522-8353	BNSRF	\$	2.00	\$	-	27/2008	\$	2.00
103868	11/1/2007	740-949-9192	USGCRF	\$	2.00	\$	-	27/2008	\$	2.00
103868	11/1/2007	740-348-9357	USGCRF	\$	1.25	\$	-	4/21/2008	\$	1.25
103868	11/1/2007	740-522-4022	CD034DF1	\$	1.50	\$	-	4/21/2008	\$	1.50
103869	2/1/2008	740-348-5318	PROBAS	\$	12.33	\$	-	4/21/2008	\$	12.33
104044	12/1/2008	740-346-2274	RCIDB	\$	11.95	\$	-	5/8/2008	\$	11.95

104044	12/1/2008	740-345-2853	RCIDB	\$	11.95	\$	11.95	5/8/2008	\$	11.95
104044	12/1/2008	740-348-5193	FELCR	\$	8.40	\$	8.40	5/8/2008	\$	8.40
104044	12/1/2008	740-348-8724	RCIDB	\$	11.95	\$	11.95	5/8/2008	\$	11.95
104044	12/1/2008	740-366-6242	RCIDB	\$	11.95	\$	11.95	5/8/2008	\$	11.95
104044	12/1/2008	740-522-8286	RCIDB	\$	11.95	\$	11.95	5/8/2008	\$	11.95
104080	2/1/2008	740-349-9237	FUSFSURR	\$	1.13	\$	1.13	4/21/2008	\$	1.13
104080	2/1/2008	740-349-9237	PROBAS	\$	11.54	\$	11.54	4/21/2008	\$	11.54
104080	2/1/2008	740-349-9237	LIFELINE	\$	16.49	\$	16.49	4/21/2008	\$	16.49
104128	1/1/2008	740-323-2878	USGCR	\$	2.50	\$	2.50	5/22/2008	\$	2.50
104128	1/1/2008	740-344-3289	USGCR	\$	5.00	\$	5.00	5/22/2008	\$	5.00
104128	1/1/2008	740-344-3350	USGCR	\$	10.00	\$	10.00	5/22/2008	\$	10.00
104128	1/1/2008	740-344-6754	USGMELCR	\$	0.91	\$	0.91	5/22/2008	\$	0.91
104128	1/1/2008	740-345-3477	USGCR	\$	10.00	\$	10.00	5/22/2008	\$	10.00
104128	1/1/2008	740-349-7751	USGCR	\$	10.00	\$	10.00	5/22/2008	\$	10.00
104128	1/1/2008	740-349-8037	USGCR	\$	1.25	\$	1.25	5/22/2008	\$	1.25
104128	1/1/2008	740-388-2553	USGRDR	\$	1.25	\$	1.25	5/22/2008	\$	1.25
104128	1/1/2008	740-388-2553	USGCR	\$	10.00	\$	10.00	5/22/2008	\$	10.00
104128	1/1/2008	740-388-7888	USF3WR	\$	1.25	\$	1.25	5/22/2008	\$	1.25
104128	1/1/2008	740-788-9399	USGCR	\$	10.00	\$	10.00	5/22/2008	\$	10.00
104128	1/1/2008	740-788-9569	USGCR	\$	10.00	\$	10.00	5/22/2008	\$	10.00
104129	1/1/2008	740-345-2001	COE1	\$	75.00	\$	75.00	5/22/2008	\$	75.00
104129	1/1/2008	740-354-2018	SOCR	\$	9.45	\$	9.45	5/22/2008	\$	9.45
104129	1/1/2008	740-354-2018	COR	\$	8.03	\$	8.03	5/22/2008	\$	8.03
104129	1/1/2008	740-388-6337	COR	\$	8.03	\$	8.03	5/22/2008	\$	8.03
104129	1/1/2008	740-388-6337	SOCR	\$	9.45	\$	9.45	5/22/2008	\$	9.45
104129	1/1/2008	740-388-6337	PVRR	\$	10.95	\$	10.95	5/22/2008	\$	10.95
104129	1/1/2008	740-670-9869	COR	\$	6.03	\$	6.03	5/22/2008	\$	6.03
104129	1/1/2008	740-670-9869	SOCR	\$	9.45	\$	9.45	5/22/2008	\$	9.45
104129	1/1/2008	740-670-9869	PVRR	\$	10.45	\$	10.45	5/22/2008	\$	10.45
104167	4/1/2008	740-388-8111	USGMELCR	\$	121.10	\$	121.10	6/12/2008	\$	121.10
104236	5/1/2008	740-522-5991	CNPR	\$	21.00	\$	21.00	6/12/2008	\$	21.00
104238	5/1/2008	740-388-2563	USG3WR	\$	1.25	\$	1.25	6/12/2008	\$	1.25
104293	5/1/2008	740-345-2789	USGMELCR	\$	12.60	\$	12.60	8/13/2008	\$	12.60
104293	5/1/2008	740-366-4084	USGMELCR	\$	0.07	\$	0.07	8/13/2008	\$	0.07
104300	5/1/2008	740-388-3525	USGCR	\$	10.00	\$	10.00	8/13/2008	\$	10.00
104370	1/1/2008	740-322-8878	USGCR	\$	10.00	\$	10.00	11/11/2008	\$	10.00
104370	1/1/2008	740-344-3895	USGMELCR	\$	0.21	\$	0.21	11/11/2008	\$	0.21
104370	1/1/2008	740-522-2632	USGMELCR	\$	0.63	\$	0.63	11/11/2008	\$	0.63
104371	2/1/2008	740-322-8878	USGCR	\$	10.00	\$	10.00	11/11/2008	\$	10.00
104371	2/1/2008	740-344-3895	USGMELCR	\$	0.70	\$	0.70	11/11/2008	\$	0.70
104371	2/1/2008	740-344-6232	USGMELCR	\$	0.21	\$	0.21	11/11/2008	\$	0.21
104371	2/1/2008	740-345-1848	USGMELCR	\$	2.59	\$	2.59	11/11/2008	\$	2.59
104371	2/1/2008	740-349-3385	TRCO	\$	2.99	\$	2.99	11/11/2008	\$	2.99
104371	2/1/2008	740-348-5048	USGMELCR	\$	0.84	\$	0.84	11/11/2008	\$	0.84
104371	2/1/2008	740-366-4205	CD030AVR	\$	5.25	\$	5.25	11/11/2008	\$	5.25
104371	2/1/2008	740-366-4208	USGMELCR	\$	1.12	\$	1.12	11/11/2008	\$	1.12
104371	2/1/2008	740-368-4208	USG3WR	\$	2.50	\$	2.50	11/11/2008	\$	2.50
104371	2/1/2008	740-522-6247	USGMELCR	\$	1.61	\$	1.61	11/11/2008	\$	1.61
104439	6/1/2008	740-384-0318	CNPR	\$	21.00	\$	21.00	11/19/2008	\$	21.00



104536	1/1/2008	740-366-6337	PVRR	\$	10.95	\$	-	\$	-	3/10/2009	\$	10.95
104537	1/1/2008	740-323-4280	COR	\$	6.03	\$	-	\$	-	3/10/2009	\$	6.03
104537	1/1/2008	740-323-4280	SOCRR	\$	9.45	\$	-	\$	-	3/10/2009	\$	9.45
104538	1/1/2008	740-349-7394	COR	\$	12.05						\$	12.05
104538	1/1/2008	740-349-7394	SOCRR	\$	18.90						\$	18.90
104538	1/1/2008	740-349-7394	PVRR	\$	21.90						\$	21.90
104539	1/1/2008	740-364-9347	COR	\$	6.03	\$	-	\$	-	3/10/2009	\$	6.03
104539	1/1/2008	740-364-9347	SOCRR	\$	9.45	\$	-	\$	-	3/10/2009	\$	9.45
				\$	72,396.99						\$	59,461.10

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Windstream Express

Windstream  
EXPRESS

Orders Trouble Tickets Preorders Billing Disputes Table Admin Reports User Options Help Logout

Home Archived Messages Used: 60315622

Dispute Number	Status	Telephone Number	Total Dispute Amount	Total Credited Amount
134068	REFLECTED		\$50.00	\$50.00

Administrative Dispute Response Remarks

OCN BILLDT BTN COVERAGE

0251 12-01-2007 44-158-1090 ONTONE/NET

REF TELNO

04-01-2008 820-865-498

1 EU TN ASCG ASCDSC AMNT

740-522-4164 BNSLF BILLED NUMBER SCREEN 2.00

RSN ADJAMT ADJTAX ADJDT

HAS LIFELINE AND BILLED NUMBER SCREENING

ADJRSN

SEE BELOW

2 EU TN ASCG ASCDSC AMNT

740-522-4164 BNSLF BILLED NUMBER SCREEN 2.00

RSN ADJAMT ADJTAX ADJDT

HAS LIFELINE AND BILLED NUMBER SCREENING

ADJRSN

3 EU TN ASCG ASCDSC AMNT

740-522-4164 BNSLF BILLED NUMBER SCREEN 2.00

RSN ADJAMT ADJTAX ADJDT

HAS LIFELINE AND BILLED NUMBER SCREENING

ADJRSN

4 EU TN ASCG ASCDSC AMNT

740-522-4164 BNSLF BILLED NUMBER SCREEN 2.00

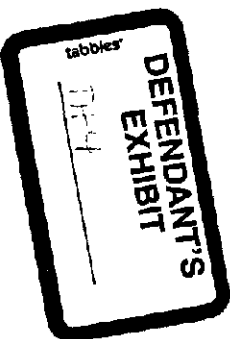
RSN ADJAMT ADJTAX ADJDT

HAS LIFELINE AND BILLED NUMBER SCREENING

ADJRSN

740-522-4164 BNSLF BILLED NUMBER SCREEN 2.00

RSN ADJAMT ADJTAX ADJDT



Session Time: 09:16

Local Frame:

100%

Bill to: John I. Jones, Jack, 100

Windstream Express

21. BU, TN ASOC 4500250 ADJST

740-522-7191 INSIDE BILLED NUMBER SCORE 1200

RSN ADJUNT ADJTX ADJOT

HAS LIFELINE AND BILLED NUMBER SCREENING

22. BU, TN ASOC 4500250 ADJST

740-522-7191 INSIDE BILLED NUMBER SCORE 1200

RSN ADJUNT ADJTX ADJOT

HAS LIFELINE AND BILLED NUMBER SCREENING

23. BU, TN ASOC 4500250 ADJST

740-522-7191 INSIDE BILLED NUMBER SCORE 1200

RSN ADJUNT ADJTX ADJOT

HAS LIFELINE AND BILLED NUMBER SCREENING

24. BU, TN ASOC 4500250 ADJST

740-522-7191 INSIDE BILLED NUMBER SCORE 1200

RSN ADJUNT ADJTX ADJOT

HAS LIFELINE AND BILLED NUMBER SCREENING

25. BU, TN ASOC 4500250 ADJST

740-522-7191 INSIDE BILLED NUMBER SCORE 1200

RSN ADJUNT ADJTX ADJOT

HAS LIFELINE AND BILLED NUMBER SCREENING

REMARKS

Credit is not being given because OTN is not the one that got \$2.00 for ENERG on the bill. In order for the dispute to be valid, OTN must produce evidence that Windstream actually charged OTN customers this fee.

Showing records requested from

SEARCH TIME 08:57

LOCAL NUMBER

100%

Page 82 of 147  
 Mail Date: DECEMBER 06, 2007  
 Billing Number: 441-158-1000  
 Account Number: 002 019 735 998

**CUSTOMER REQUESTED ITEMIZED DETAIL  
 OF LOCAL SERVICE CHARGES**

1	LIFELINE CREDIT	3.50 CR
1	TOLL RESTRICTOR/CENTRAL OFFICE	2.99
1	NON-BASIC SERVICE	
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE CALL RETN-BLK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-522-2688		
1	BASIC SERVICE	
1	MELCOS RECUR ASSOC-BUS(INTERNAL)	.00
740-522-2681		
1	BASIC SERVICE	
1	BLOCKING TOLL AND ELCS	.00
1	BLOCK BXX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLEC DISCOUNT REGULATED SVC	1.23 CR
1	CLEC DISCOUNT REGULATED SVC	.00
1	LIFELINE CREDIT	6.50 CR
1	LIFELINE CREDIT	3.50 CR
1	LIFELINE CR-TOLL RESTRICT-RES	2.99 CR
1	LINK UP AMERICA ID	.00
1	MELCOS RECUR ASSOC-BUS(INTERNAL)	.00
1	BLOCK INTERNATIONAL CALLS ID	.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	10.55
1	LIFELINE CREDIT	3.50 CR
1	TOLL RESTRICTOR/CENTRAL OFFICE	2.99
1	NON-BASIC SERVICE	
1	USAGE SENSITIVE CALL RETN-BLK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-522-2910		
1	BASIC SERVICE	
1	MELCOS RECUR ASSOC-BUS(INTERNAL)	.00
740-522-2932		
1	BASIC SERVICE	
1	BLOCKING TOLL AND ELCS	.00
1	BLOCK BXX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLEC DISCOUNT REGULATED SVC	1.23 CR
1	CLEC DISCOUNT REGULATED SVC	.00
1	LIFELINE CREDIT	6.50 CR
1	LIFELINE CREDIT	3.50 CR
1	LIFELINE CR-TOLL RESTRICT-RES	2.99 CR
1	MELCOS RECUR ASSOC-BUS(INTERNAL)	.00

**CUSTOMER REQUESTED ITEMIZED DETAIL  
 OF LOCAL SERVICE CHARGES**

1	ACCESS CHARGE PER FCC ORDER	4.50
1	RESIDENTIAL LINE	10.55
1	LIFELINE CREDIT	3.50 CR
1	NON-BASIC SERVICE	
1	WINDSTREAM CALLER ID PACKAGE	11.55
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-522-4022		
1	BASIC SERVICE	
1	BLOCKING TOLL AND ELCS	.00
1	BLOCK BXX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLEC DISCOUNT REGULATED SVC	.00
1	CLEC DISCOUNT REGULATED SVC	.00
1	LIFELINE CREDIT	6.50 CR
1	LIFELINE CREDIT	3.50 CR
1	LIFELINE CR-TOLL RESTRICT-RES	2.99 CR
1	LINK UP AMERICA ID	.00
1	MELCOS RECUR ASSOC-BUS(INTERNAL)	.00
1	BLOCK INTERNATIONAL CALLS ID	.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	10.55
1	LIFELINE CREDIT	3.50 CR
1	TOLL RESTRICTOR/CENTRAL OFFICE	2.99
1	NON-BASIC SERVICE	
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE CALL RETN-BLK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-522-4164		
1	BASIC SERVICE	
1	BLOCKING TOLL AND ELCS	.00
1	BLOCK BXX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLEC DISCOUNT REGULATED SVC	1.23 CR
1	CLEC DISCOUNT REGULATED SVC	.00
1	LIFELINE CREDIT	6.50 CR
1	LIFELINE CREDIT	3.50 CR
1	LIFELINE CR-TOLL RESTRICT-RES	2.99 CR
1	MELCOS RECUR ASSOC-BUS(INTERNAL)	.00



# Windstream<sup>W</sup> express

Dispute Number: 153878 Status: CLOSED Telephone Number: 441-155-1500 Total Dispute Amount: \$50.00 Total Credited Amount: \$50.00

Orders Trouble Tickets Preorders Billing Disputes Table Admin Reports User Options Help Logout  
Home Archived Messages UserID: 45015555

DISPUTE NUMBER: 153878  
DISPUTE RESPONSE: 153878

Administrative Dispute Response Remarks

CON BILLDT 8TH COMPANY: COMPUWARE  
RSL: 6/10/2007 6/11/2007 HISTORICAL.COM INC

REP: NOD TELNO: 602-838-1000 602-838-1000

1. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

2. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

3. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

4. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

5. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

6. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

7. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

8. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

ADJASH  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

9. BU TN ASOC ASCDSC AMT  
RSL: 6/10/2007 6/11/2007 BILLED NUMBER: 100 ADJAMT: ADJAX: ADJT:

DEFENDANT'S  
EXHIBIT  
145





CUSTOMER REQUESTED ITEMIZED DETAIL  
OF LOCAL SERVICE CHARGES

1	CENTREX ADVANCED DIGITAL SVC	12.75
1	B CHANNEL DATA ONLY	3.00
1	POC END USER LION PORT-BR	2.20
1	BLER NUMBER REPORTING SVC BR	.00
1	INTERCOM	1.20
1	CENTREX LOCAL LOOP BUSINESS	8.50
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	WELLS RECUR ASSOC-RESIDENTIAL	.00
1	NON-PUBLISHED SERVICE	.00
1	NON-BASIC SERVICE	.00
1	AD5 USAGE SENSITIVE SERVICE	.00
740-670-0807	BASIC SERVICE	
1	BLOCK BOX CALLS	.00
1	CLEC DISCOUNT REGULATED SVC	.00
1	B CHANNEL DATA ONLY	3.00
1	BLER NUMBER REPORTING SVC BR	.00
1	WELLS RECUR ASSOC-RESIDENTIAL	.00
740-670-0808	BASIC SERVICE	
1	BLOCKING TOLL AND ELCS	.00
1	BLOCK BOX CALLS	.00
1	CLEC DISCOUNT REGULATED SVC	2.57 CR
1	CLEC DISCOUNT REGULATED SVC	.44 CR
1	LIFELINE CREDIT	6.50 CR
1	LIFELINE CREDIT	3.80 CR
1	LIFELINE CREDIT	2.80 CR
1	LIFELINE CR-TOLL RESTRICT-RES	.37 CR
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	LOCAL NUMBER PORTABILITY SURCH	.00
1	LINK UP AMERICA ID	.00
1	WELLS RECUR ASSOC-RESIDENTIAL	.00
1	BLOCK INTERNATIONAL CALLS ID	6.50
1	ACCESS CHARGE PER FCC ORDER	10.56
1	RESIDENTIAL ACCESS LINE	3.80 CR
1	LIFELINE CREDIT	2.80
1	TOLL RESTRICTOR-CENTRAL OFFICE	.00
1	NON-BASIC SERVICE	.00
1	ENHANCED CALL WAITING RES	3.20
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-670-0809	BASIC SERVICE	

CUSTOMER REQUESTED ITEMIZED DETAIL  
OF LOCAL SERVICE CHARGES

1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-670-0807	BASIC SERVICE	
1	CLEC DISCOUNT REGULATED SVC	3.61 CR
1	LOCKING COUNTY-EDT1	.20
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	WELLS RECUR ASSOC-RESIDENTIAL	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	9.50
1	RESIDENTIAL ACCESS LINE	10.56
1	NON-BASIC SERVICE	11.85
740-670-0808	BASIC SERVICE	
1	BLOCKING TOLL AND ELCS	.00
1	BLOCK BOX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	1.80 CR
1	CLEC DISCOUNT REGULATED SVC	.00
1	CLEC DISCOUNT REGULATED SVC	8.50 CR
1	LIFELINE CREDIT	3.80 CR
1	LIFELINE CREDIT	2.50 CR
1	LIFELINE CR-TOLL RESTRICT-RES	.37 CR
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	LOCAL NUMBER PORTABILITY SURCH	.00
1	LINK UP AMERICA ID	.00
1	WELLS RECUR ASSOC-RESIDENTIAL	.00
1	BLOCK INTERNATIONAL CALLS ID	6.50
1	ACCESS CHARGE PER FCC ORDER	10.56
1	RESIDENTIAL ACCESS LINE	3.80 CR
1	LIFELINE CREDIT	2.80
1	TOLL RESTRICTOR-CENTRAL OFFICE	.00
1	NON-BASIC SERVICE	.00
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE CALL FWD-BLOCK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE 3 WAY BLOCK	.00
740-670-0809	BASIC SERVICE	
1	BLOCK BOX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLEC DISCOUNT REGULATED SVC	3.20 CR
1	CLEC DISCOUNT REGULATED SVC	.00

Page 168 of 261  
Main Date: JANUARY 03, 2007  
Billing Number: 441-155-1600  
Account Number: 092 919 725 040



9089

*[The following page contains faint bleed-through from the reverse side.]*



Orders    Trouble tickets    Providers    Billing Disputes    Table Admin    Reports    User Options    Help    Logout  
Home    Archived Messages    UserID: 62015565

Dispute Number: 194289    Status: CLOSED    Telephone Number: 441-438-1060    Total Dispute Amount: \$0.84    Total Credited Amount: \$0.84

Internet Notes

History

Administrative Dispute Response    Remarks

OCN: BALDT    BTI: COMPAQUE

REF: RDO    TELNO: 09-15-2008    POC: 665-6294

1. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

2. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

3. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

4. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

5. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

6. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

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8. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

9. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

10. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

11. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

12. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

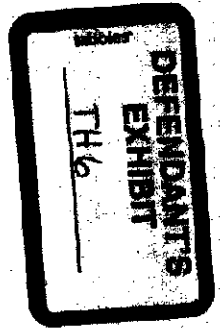
13. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

14. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

15. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

16. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT

17. EU TN: ASOC    ASSOC: ADJUT    ADJUT: ADJUT    ADJUT: ADJUT





**International Airlines**  
**History**  



10

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1000

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1

	ADULT	JUVA
WING	110-115	100-105
TAIL	65-70	55-60
CULMEN	15-16	12-13
Gape	25-27	20-22
Weight	100-110	70-80
Length	170-180	150-160
Age	1-2	1-2
Sex	♂	♂
Color	Black	Black
Feet	Black	Black
Bill	Black	Black
Head	Black	Black
Neck	Black	Black
Back	Black	Black
Belly	Black	Black
Wings	Black	Black
Tail	Black	Black
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Claws	Black	Black
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Belly	Black	Black
Wings	Black	Black
Tail	Black	Black
Legs	Black	Black
Claws	Black	Black
Beak	Black	Black
Head	Black	Black
Neck	Black	Black
Back	Black	Black

“

72X ADJUST

**Table 1**

Variable	Mean	SD	Range
Age	60.7	8.9	45-78
Gender			
Male	10		
Female	10		
Marital status			
Married	10		
Single	10		
Widowed	10		
Divorced	10		
Educational level			
High school or less	10		
Bachelor's degree	10		
Master's degree	10		
PhD	10		
Occupation			
Retired	10		
Professional	10		
Managerial	10		
Technical	10		
Clerical	10		
Unemployed	10		
Health status			
Good	10		
Fair	10		
Poor	10		
Medication			
Yes	10		
No	10		

(2) 8月、9月、10月、11月、12月の各月別平均気温は、それぞれ、 $26.7^{\circ}\text{C}$ 、 $24.7^{\circ}\text{C}$ 、 $22.7^{\circ}\text{C}$ 、 $20.7^{\circ}\text{C}$ 、 $18.7^{\circ}\text{C}$ とあり、

• **Stress** – the body's response to a stimulus

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1. The first step is to identify the variables in the model. In this case, the variables are:
 

- $Y$ : The dependent variable, representing the outcome of interest.
- $X_1, X_2, \dots, X_k$ : The independent variables, representing the factors that influence the outcome.

[illegible]



Page 125 of 133  
JANUARY 03, 2008  
Billing Number:  
441-158-1008  
Account Number:  
002 019 735 999

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 343-5970

5 calls for 23 minutes @ .07/minute

1.61

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-2066

1 calls for 4 minutes @ .07/minute

.28

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-3386

3 calls for 64 minutes @ .07/minute

3.76

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-3886

1 calls for 3 minutes @ .07/minute

.21

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-5153

1 calls for 12 minutes @ .07/minute

.84

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-5531

2 calls for 0 minutes @ .07/minute

.35

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-5764

10 calls for 13 minutes @ .07/minute

.91

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 344-5813

4 calls for 6 minutes @ .07/minute

.42

Contiguous Community Calling Summary

26 calls for 110 minutes @ .07/minute

7.70

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-0018

0 calls for 11 minutes @ .07/minute

.77

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-0970

0 calls for 00 minutes @ .07/minute

2.50

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-1052

6 calls for 19 minutes @ .07/minute

1.33

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-1531

6 calls for 23 minutes @ .07/minute

1.47

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-2274

1 calls for 1 minutes @ .07/minute

.07

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-2380

4 calls for 13 minutes @ .07/minute

.91

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-2883

5 calls for 28 minutes @ .07/minute

1.96

Contiguous Community Calling Summary  
From 12/01/07 to 01/01/08 for (740) 345-2804

Page 124 of 133  
JANUARY 03, 2008  
441-188-1000  
092 019 735 B99

[illegible]



104289	1/1/08	740-344-3895	USGMELCR	\$	0.21	\$	0.21	\$	-	8/14/2008	\$	-
104370	1/1/08	740-344-3895	USGMELCR	\$	0.21	\$	-	\$	-	11/11/2008	\$	0.21
104128	1/1/08	740-344-6754	USGMELCR	\$	0.91	\$	-	\$	-	5/22/2008	\$	0.91
104128	1/1/08	740-344-7822	USGMELCR	\$	3.64	\$	3.64	\$	-	5/22/2008	\$	-
104129	1/1/08	740-345-2001	COE1	\$	75.00	\$	-	\$	-	5/22/2008	\$	75.00
104128	1/1/08	740-345-3235	USGMELCR	\$	1.40	\$	1.40	\$	-	5/22/2008	\$	-
104128	1/1/08	740-345-3477	USGCRR	\$	10.00	\$	-	\$	-	5/22/2008	\$	10.00
104370	1/1/08	740-345-3662	CD034DF1	\$	1.50	\$	1.50	\$	-	11/11/2008	\$	-
104128	1/1/08	740-349-3277	USGMELCR	\$	0.21	\$	0.21	\$	-	5/22/2008	\$	-
104128	1/1/08	740-349-3385	TRCO	\$	2.99	\$	2.99	\$	-	5/22/2008	\$	-
104129	1/1/08	740-349-7394	COR	\$	12.05	\$	12.05	\$	-	5/22/2008	\$	-
104129	1/1/08	740-349-7394	SOCRR	\$	18.90	\$	18.90	\$	-	5/22/2008	\$	-
104128	1/1/08	740-349-7751	USGCRR	\$	10.00	\$	-	\$	-	5/22/2008	\$	10.00
104128	1/1/08	740-349-8037	USGCRR	\$	1.25	\$	-	\$	-	5/22/2008	\$	1.25
104129	1/1/08	740-354-2018	SOCRR	\$	9.45	\$	4.73	\$	-	5/22/2008	\$	4.72
104128	1/1/08	740-364-0785	CD030AVR	\$	1.75	\$	1.75	\$	-	5/22/2008	\$	-
104129	1/1/08	740-364-2018	COR	\$	6.03	\$	3.02	\$	-	5/22/2008	\$	3.01
104128	1/1/08	740-366-2563	USGRDR	\$	1.25	\$	-	\$	-	5/22/2008	\$	1.25
104128	1/1/08	740-366-4208	USF3WR	\$	5.00	\$	5.00	\$	-	5/22/2008	\$	-
104128	1/1/08	740-366-4208	USGMELCR	\$	0.42	\$	0.42	\$	-	5/22/2008	\$	-
104129	1/1/08	740-366-6337	COR	\$	6.03	\$	-	\$	-	5/22/2008	\$	6.03
104129	1/1/08	740-366-6337	PVRR	\$	10.95	\$	-	\$	-	5/22/2008	\$	10.95
104129	1/1/08	740-366-6337	SOCRR	\$	9.45	\$	-	\$	-	5/22/2008	\$	9.45
104128	1/1/08	740-366-7669	USGCRR	\$	10.00	\$	-	\$	-	5/22/2008	\$	10.00
104128	1/1/08	740-366-7968	USF3WR	\$	1.25	\$	-	\$	-	5/22/2008	\$	1.25
104128	1/1/08	740-366-9675	CD0304MR	\$	2.20	\$	2.20	\$	-	5/22/2008	\$	-
104289	1/1/08	740-522-2932	USGMELCR	\$	0.63	\$	0.63	\$	-	8/14/2008	\$	-
104370	1/1/08	740-522-2932	USGMELCR	\$	0.63	\$	-	\$	-	11/11/2008	\$	0.63
104128	1/1/08	740-522-6958	USF3WR	\$	1.25	\$	1.25	\$	-	5/22/2008	\$	-
104129	1/1/08	740-670-9869	COR	\$	6.03	\$	-	\$	-	5/22/2008	\$	6.03
104129	1/1/08	740-670-9869	PVRR	\$	10.45	\$	-	\$	-	5/22/2008	\$	10.45
104129	1/1/08	740-670-9869	SOCRR	\$	9.45	\$	-	\$	-	5/22/2008	\$	9.45
104128	1/1/08	740-788-9399	USGCRR	\$	10.00	\$	-	\$	-	5/22/2008	\$	10.00
104128	1/1/08	740-788-9481	USGMELCR	\$	0.70	\$	0.70	\$	-	5/22/2008	\$	-
104128	1/1/08	740-788-9569	USGCRR	\$	10.00	\$	-	\$	-	5/22/2008	\$	10.00
104537	1/1/08	740-323-4280	COR	\$	6.03	\$	-	\$	-	3/10/2009	\$	6.03
104537	1/1/08	740-323-4280	SOCRR	\$	9.45	\$	-	\$	-	3/10/2009	\$	9.45



Orders Trade Tickets Printers Billing Disputes Table Admin Reports User Options Help Logout

Home Archived Messages UserID: 60015555

Dispute Number 102805 Status CLOSED Telephone Number 411-155-1005 Total Dispute Amount \$8.25 Total Credited Amount \$0.00

ADJUSTABLE Dispute Response Remarks

ADJUSTABLE Dispute Response Remarks

ADJUSTABLE Dispute Response Remarks

ADJUSTABLE Dispute Response Remarks

ADJUSTABLE Dispute Response Remarks

ADJUSTABLE Dispute Response Remarks

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ADJUSTABLE Dispute Response Remarks

ADJUSTABLE Dispute Response Remarks

DEFENDANT'S  
EXHIBIT  
TH7





Orders Tickets Tickets Preorders Billing Disputes Table Admin Reports User Options Help Logout

Dispute Number	102926	Status	CLOSED	Telephone Number	441-555-1000	Total Dispute Amount	\$9.35	Total Credited Amount	\$0.00
----------------	--------	--------	--------	------------------	--------------	----------------------	--------	-----------------------	--------

Account Number	102926	Account Name	102926
Administrative	DISPUTE RESPONSE	Remarks	

COA	SLUT	BT	CDR-146
REP	102926	102926	102926
REP	102926	102926	102926

1. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

2. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

3. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

4. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

5. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

6. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

7. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

8. BU TH	ASOC	ASOCUSG	AMT
RSN	102926	102926	102926
ADJST	102926	102926	102926

CUSTOMER REQUESTED ITEMIZED DETAIL  
OF LOCAL SERVICE CHARGES

1	LIFELINE CREDIT	3.50 CR
1	LIFELINE OR-TOL RESTRICTIONS	2.50 CR
1	LOCAL NUM PORTABILITY CREDIT	.87 CR
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	LINK UP AMERICA ID	.00
1	NELDS RECDR ASSOC RESIDENTIAL	.00
1	BLOCK INTERNATIONAL CALLS ID	.00
1	ACCESS CHARGES PER FCC ORDER	2.00
1	NONPUBLISHED NUMBER	4.50
1	RESIDENTIAL ACCESS LINE	10.86
1	LIFELINE CREDIT	3.50 CR
1	TOLL FREE/NOT-CENTRAL OFFICE	2.50
1	NONPUBLISHED SERVICE	3.50
1	ADVANCED CALL WAITING-FEE	.00
1	PER LINE BLOCK WARDON PURCHASE	.00
1	USAGE SENSITIVE-CALL PAY-BLOCK	.00
1	USAGE SENSITIVE CALL RETN-BLOCK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE WAY BLOCK	.00
740-448-8781		
BASIC SERVICE		
1	BLOCKING TOLL AND FEES	.00
1	BLOCK BOX CALLS	.80
1	BILLED NUMBER SCREENING CHARGE	.60
1	CLASS DISCOUNT REGULATED SVC	6.61 CR
1	LINKING COUNTRY-SP1	.20
1	LIFELINE CREDIT	8.50 CR
1	LIFELINE CREDIT	3.50 CR
1	LIFELINE CREDIT	2.50 CR
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	LINK UP AMERICA ID	.00
1	WELDS RECDR ASSOC RESIDENTIAL	.00
1	ACCESS CHARGES PER FCC ORDER	2.00
1	RESIDENTIAL ACCESS LINE	10.86
1	LIFELINE CREDIT	3.50 CR
1	TOLL RESTRICTIONS/CENTRAL OFFICE	2.50
1	NONPUBLISHED SERVICE	.00
1	ADVANCED CALL WAITING-FEE	.00
1	USAGE SENSITIVE-CALL PAY-BLOCK	.00
1	USAGE SENSITIVE CALL RETN-BLOCK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE WAY BLOCK	.00
740-448-8781		
BASIC SERVICE		
1	BLOCK BOX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLASS DISCOUNT REGULATED SVC	2.22 CR
1	LINKING COUNTRY-SP1	.37
1	LOCAL NUMBER PORTABILITY SURCH	.00
1	WELDS RECDR ASSOC RESIDENTIAL	.00

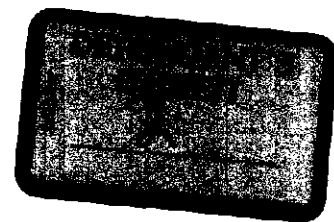
CUSTOMER REQUESTED ITEMIZED DETAIL  
OF LOCAL SERVICE CHARGES

1	NONPUBLISHED SERVICE	.00
1	TEL-TOUCH LINE BUSINESS	5.00
1	ACCESS CHARGE PER FCC ORDER	7.24
1	CUSTOMER OWNED EQUIPMENT	.00
740-384-0143		
BASIC SERVICE		
1	CLASS DISCOUNT REGULATED SVC	2.22 CR
1	LINKING COUNTRY-SP1	.20
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	WELDS RECDR ASSOC RESIDENTIAL	.00
1	NONPUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	8.50
1	RESIDENTIAL ACCESS LINE	10.86
1	NON-BASIC SERVICE	.00
1	PER LINE BLOCK WARDON PURCHASE	.00
740-384-0288		
BASIC SERVICE		
1	BLOCK BOX CALLS	.00
1	CLASS DISCOUNT REGULATED SVC	1.86 CR
1	LINKING COUNTRY-SP1	.20
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	WELDS RECDR ASSOC RESIDENTIAL	.00
1	BLOCK INTERNATIONAL CALLS ID	.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL ACCESS LINE	10.86
740-384-0288		
BASIC SERVICE		
1	ADSL END USER LINK	50.82
1	WELDS RECDR ASSOC RESIDENTIAL	.00
740-384-0288		
BASIC SERVICE		
1	TOLL SERVICE	.00
1	CLASS DISCOUNT REGULATED SVC	.00
1	NONPUBLISHED SERVICE	.00
1	ADVANCED CALL WAITING-FEE	.00
1	USAGE SENSITIVE-CALL PAY-BLOCK	.00
1	USAGE SENSITIVE CALL RETN-BLK	.00
1	USAGE SENSITIVE REPEAT DIAL-BLK	.00
1	USAGE SENSITIVE THREE WAY-FEE	.00
740-384-0212		
BASIC SERVICE		
1	BLOCK BOX CALLS	.00
1	BILLED NUMBER SCREENING CHARGE	.00
1	CLASS DISCOUNT REGULATED SVC	7.20 CR
1	LINKING COUNTRY-SP1	.37
1	LOCAL NUMBER PORTABILITY SURCH	.00
1	WELDS RECDR ASSOC RESIDENTIAL	.00

Page 120 of 271  
Mkt Date: FEBRUARY 08, 2007  
Billing Number: 441-103-3840  
Account Number: 002 019 738 849

103710	2/1/07	740-349-9323	BNSLF	\$	2.00	\$	-	\$	-	6/14/2007	\$	2.00
103710	2/1/07	740-349-9405	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9410	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9412	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
102805	2/1/07	740-349-9412	LNPSC	\$	0.37	\$	0.37	\$	-	6/14/2007	\$	-
103710	2/1/07	740-349-9437	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9520	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9525	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
102805	2/1/07	740-349-9525	LNPSC	\$	0.37	\$	0.37	\$	-	6/14/2007	\$	-
103710	2/1/07	740-349-9581	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9638	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9679	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9708	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9721	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9756	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-349-9761	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
102808	2/1/07	740-364-0612	INSTL	\$	30.95	\$	-	\$	-	6/14/2007	\$	30.95
103710	2/1/07	740-364-0785	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-364-1254	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-364-1263	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-364-1340	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103710	2/1/07	740-364-1406	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1419	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
102808	2/1/07	740-364-1419	LNPSC	\$	0.37	\$	0.37	\$	-	6/14/2007	\$	-
103711	2/1/07	740-364-1430	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1588	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1696	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1714	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1723	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1794	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1872	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
103711	2/1/07	740-364-1963	BNSLF	\$	2.00	\$	-	\$	-		\$	2.00
102808	2/1/07	740-364-1963	INSTL	\$	30.95	\$	-	\$	-	6/14/2007	\$	30.95
102808	2/1/07	740-364-1963	INSTL	\$	30.95	\$	-	\$	-	6/15/2007	\$	30.95

**FILE**



**Before the  
PUBLIC UTILITIES COMMISSION of OHIO**

**In re: Complaint of  
Ohiotelnet.com, Inc.**

**Case No. 09-515-TP-CSS**

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**PUCO**

**2010 OCT 21 PM 4:53**

**RECEIVED-DOCKETING DIV**

**DIRECT TESTIMONY  
OF  
SCOTT TERRY  
ON BEHALF OF  
WINDSTREAM OHIO, INC.**

1        **L.    BACKGROUND**

2        **Q.    Please state your name and business address.**

3        **A.    My name is Scott Terry. My business address business address is 4001 Rodney**  
4           **Parham Road, Little Rock, Arkansas 72212.**

5  
6        **Q.    By whom are you employed and in what capacity?**

7        **A.    I am employed by Windstream Communications, Inc. as Staff Manager,**  
8           **Interconnection Services and am authorized to testify on behalf of Windstream Ohio,**  
9           **Inc. ("Windstream") in this matter.**

10

11       **Q.    Please describe your experience in the telecommunications industry.**

12       **A.    I have been employed with Windstream, formerly Alltel, since 1995. During that**  
13           **time, I have held several positions, all within the wholesale services organization. I**  
14           **originally served as an analyst in the cost department for one and a half years. I then**  
15           **transferred to the access tariff department where I served as a senior analyst for five**  
16           **(5) years and then as manager for three (3) years. Since 2005, I have served as a staff**  
17           **manager in the interconnection department.**

18

19       **Q.    Are you familiar with the complainant in this case, Ohlotelnet.com, Inc.**  
20           **("OTN")?**

21       **A.    Yes. I am the manager assigned to the OTN account and have been Windstream's**  
22           **primary point of contact for OTN at all times regarding the information in my**  
23           **testimony.**

24



1 Q. What is the purpose of your testimony in this proceeding?

2 A. The purpose of my testimony is to address various allegations of OTN as put forth in  
3 this matter.  
4

5 **II. WINDSTREAM'S RELATIONSHIP WITH OTN**

6 Q. What type of company is OTN?

7 A. OTN is certified as a Competitive Local Exchange Provider ("CLEC") and has been  
8 competing with Windstream and other companies for the opportunity to provide local  
9 exchange services to end users for many years.  
10

11 Q. How does OTN provide local exchange services?

12 A. At the time this complaint was filed, OTN's primary means of providing local  
13 telecommunication services was by purchasing telecommunication services from  
14 Windstream and selling the services as OTN's own to its end users. This is a common  
15 practice known as "reselling". The dispute in this complaint case involves  
16 Windstream's resale services to OTN.  
17

18 Q. In a resale arrangement, does Windstream have a relationship with the end user  
19 customer in regards to the resold service?

20 A. No. With resale, there are two separate and distinct relationships - 1) a wholesale  
21 service and billing relationship between Windstream and OTN and 2) a retail service  
22 and billing relationship between OTN and its end user. In this arrangement, OTN  
23 orders services from Windstream and is billed by Windstream. OTN, in turn, pays  
24 Windstream for the services ordered from and provided by Windstream. Conversely,

1 OTN receives orders from its customers, bills its customers and gets paid by its  
2 customers. If an OTN customer needs to make a change to the services he or she  
3 receives from OTN, report trouble with a line, question a bill, etc., the customer  
4 contacts OTN and not Windstream as OTN is the customer's service provider, not  
5 Windstream.

6  
7 **Q. Is there a written agreement setting forth the relationship between Windstream**  
8 **and OTN?**

9 **A. Yes, the written agreement is called an interconnection agreement ("ICA"), which was**  
10 **arbitrated and ultimately approved by the Public Utilities Commission of Ohio**  
11 **("PUCO") in Case No. 00-1601-TP-ARB in 2001. That ICA remains effective except**  
12 **that Alltel Ohio, Inc. is now known as Windstream Ohio, Inc.**

13  
14 **Q. Does the ICA address the nature of the relationship between the parties?**

15 **A. Yes. The ICA defines the terms and conditions by which OTN purchases certain**  
16 **services from Windstream and sets forth how those services will be provided by**  
17 **Windstream to OTN. The ICA also makes clear that neither party is an agent for the**  
18 **other party in Section 24 of the General Terms and Conditions:**

19 **24.0 Relationship of Parties**

20  
21 **24.1 This Agreement will not establish, be interpreted as establishing, or be used by either**  
22 **Party to establish or to represent their relationship as any form of agency, partnership**  
23 **or joint venture. Neither Party will have any authority to bind the other Party, nor to**  
24 **act as an agent for the other Party unless written authority, separate from this**  
25 **Agreement, is provided. Nothing in the Agreement will be construed as providing for**  
26 **the sharing of profits or losses arising out of the efforts of either or both of the Parties.**  
27 **Nothing herein will be construed as making either Party responsible or liable for the**  
28 **obligations and undertakings of the other Party.**  
29

1   **Q.**    Has OTN ever indicated to Windstream that it is an agent for or acting on behalf  
2           of Windstream regarding resale services?

3   **A.**    Yes. In my numerous conversations with OTN, OTN has tried to assert that it is some  
4           type of agent acting on Windstream's behalf. OTN has further tried to assert  
5           incorrectly that if OTN's customer did not pay OTN, that OTN should not have to pay  
6           Windstream. OTN is mistaken.

7

8   **Q.**    Are Windstream and OTN partners, agents, affiliates, or in a joint venture?

9   **A.**    No. OTN is not an agent, partner or affiliate of Windstream. Further, Windstream and  
10          OTN have not entered into any joint venture and have not agreed to share profits or  
11          losses. Further, Windstream has no relationship with OTN's customers in regards to  
12          the resold service. Windstream's relationship is only with OTN. Therefore, whether or  
13          not OTN bills its customers or gets paid by its customers is irrelevant to the  
14          relationship between OTN and Windstream. It is OTN's responsibility to manage its  
15          separate wholesale and retail relationships.

16

17   **Q.**    Does OTN provide services to Windstream pursuant to the ICA in effect between  
18          the parties or pursuant to any other agreement which would result in billing for  
19          services to Windstream by OTN?

20   **A.**    No. OTN is a wholesale customer of Windstream, but Windstream is not a wholesale  
21          customer of OTN. As a result, there is no billing for which Windstream owes OTN.

22

23       **III.   DEALINGS GIVING RISE TO THE COMPLAINT**

24   **Q.**    How did the complaint in this matter arise?

1    **A.**    This complaint is the result of OTN's failure to make payments to Windstream for  
2            services provided by Windstream and Windstream's subsequent efforts pursuant to the  
3            ICA to collect monies owed by OTN.

4  
5    **Q.**    Has OTN been paying Windstream on a monthly basis?

6    **A.**    Not consistently. OTN made at least partial monthly payments toward each invoice at  
7            issue in this matter, beginning with the June 2002 invoice and continuing up to and  
8            including the July 2008 invoice. OTN's payments to Windstream changed drastically  
9            with the August 2008 invoice.

10  
11   **Q.**    What was the time interval between the invoice date and OTN's payment toward  
12            a particular invoice?

13   **A.**    For the Windstream invoices from June 2002 through November 2007, OTN made at  
14            least a partial payment each month within approximately ninety (90) days from the  
15            invoice date. Beginning with the December 2007 invoice, OTN's payment intervals  
16            began to get progressively longer-- payment for the June 2008 and July 2008 invoices  
17            were each made more than one hundred-seventy (170) days after the invoice date. In  
18            fact, Windstream has received only four (4) payments, not counting security deposits,  
19            toward the August 2008 – December 2009 invoices.

20  
21   **Q.**    Did the parties provide in the ICA for such a long period of time for OTN to pay  
22            Windstream for a particular invoice?

23   **A.**    No. Per the terms and conditions of the ICA pertaining to resale services, the parties  
24            agreed that OTN would pay Windstream within fifty (50) days of the invoice date.

1       However, in order to settle a different issue with OTN, Windstream agreed several  
2       years ago to allow the payment for resale services to be eighty (80) days from the  
3       invoice date. As noted above, OTN has not complied with the extended payment  
4       arrangement.

5  
6       **Q.    Did the parties agree that when OTN disputes a charge on the Windstream**  
7       **invoice that Windstream would automatically give OTN credit for the amount of**  
8       **the disputed charge?**

9       **A.    No. Per the ICA, the parties agreed that Windstream would research the claim, notify**  
10       **OTN of its findings, and provide credit when the dispute is valid. The filing of a**  
11       **billing dispute in and of itself does not mean credit is due or that OTN does not have**  
12       **to pay the invoiced charges.**

13       **Q.    Has OTN disputed charges per the ICA and has Windstream responded to those**  
14       **disputes?**

15       **A.    OTN disputed certain charges, and Windstream researched the disputes and responded**  
16       **to OTN on each dispute. Some of OTN's disputes were valid and resulted in credits**  
17       **whereas others were denied because Windstream's billing was found to be correct.**

18  
19       **Q.    Has OTN sought formal dispute resolution pursuant to the ICA between the**  
20       **Parties?**

21       **A.    Yes. OTN filed a complaint in this matter on June 19, 2009.**

22  
23       **Q.    Prior to June 19, 2009 had the Parties participated in informal dispute resolution**  
24       **procedures pursuant to the ICA between the Parties?**

1     **A.**     **Yes.**

2

3     **Q.**     **Please describe the events leading up to the filing of OTN's complaint in this**  
4     **matter.**

5     **A.**     **See Exhibit ST1, which is a timeline of the events that transpired between January 6,**  
6     **2009 and June 19, 2009, which is the date on which OTN filed the complaint.**

7

8     **Q.**     **What happened when OTN failed to pay undisputed amounts by the due date?**

9     **A.**     **On January 6, 2009, Windstream mailed a notice to OTN informing OTN that if**  
10     **payment was not received by January 22, 2009 that Windstream would not accept**  
11     **new, pending, move, add or change service order applications (an "embargo"). In**  
12     **short, by placing OTN's account under "embargo" this allowed Windstream to "stop**  
13     **the bleeding" so to speak by not allowing OTN to continue to add more charges over**  
14     **and above the already unpaid amounts but at the same time not present any impacts to**  
15     **OTN's existing retail accounts.**

16

17     **Q.**     **Is an embargo allowed under the ICA?**

18     **A.**     **Yes. Section 3.9.2 of Attachment 2: Resale states that any requested deposit shall be**  
19     **made prior to the activation of service. Further, Attachment 2: Resale section 5.2.3**  
20     **provides that additional applications for service will be refused if payments are not**  
21     **timely made. OTN failed to make payments to Windstream and as a result,**  
22     **Windstream denied OTN's additional requests for service.**

23

24     **Q.**     **Did OTN provide payment by the date in the January 6, 2009 notice?**

1    **A.**    No.

2

3    **Q.**    Did Windstream then embargo OTN?

4    **A.**    Yes.

5

6    **Q.**    What happened next?

7    **A.**    On January 30, 2009, OTN through its legal counsel requested informal dispute  
8           resolution per the ICA. OTN also requested that the embargo be lifted while the  
9           parties were discussing the billing dispute despite OTN not having made payment to  
10          Windstream for undisputed charges. Windstream responded that the embargo would  
11          be lifted once OTN had paid the undisputed amounts. On a telephone call held on  
12          February 5, 2009, Windstream and OTN agreed that the undisputed amount was  
13          \$13,402.25 and that once this amount was paid that the embargo would be lifted. OTN  
14          also agreed to provide a security deposit to Windstream in the amount of \$17,778.80  
15          (permitted under Section 3.9, Attachment 2 of the parties' ICA), which was to be paid  
16          in installments. Windstream also agreed to review disputes that had been filed by OTN  
17          but denied by Windstream to determine if additional credits were warranted. This call  
18          and the parties' resulting agreement are documented in Exhibit ST2.

19

20   **Q.**    Did OTN pay the undisputed amount and the deposit?

21   **A.**    Yes. OTN paid the agreed upon undisputed charges and Windstream lifted the  
22          embargo. OTN also provided the agreed upon security deposit making the last  
23          payment in April 2009.

24

1    **Q.    Is a security deposit allowed per the ICA between the Parties?**

2    **A.    Yes. A security deposit is allowed per the ICA Attachment 2: Resale, Section 3.9:**

3            3.9    ALLTEL, at its discretion may require OHIOTELNET to provide ALLTEL a security deposit  
4            to ensure payment of OHIOTELNET's account.

5  
6            3.9.1   Such security deposit shall be an irrevocable Letter of Credit, bond cash deposit or  
7            other form of security acceptable to ALLTEL. Any such security deposit shall be  
8            returned following 12 consecutive months of on time payment by OHIOTELNET.

9  
10          3.9.2   If a security deposit is required, such security deposit shall be made prior to the  
11          activation of service.  
12  
13

14   **Q.    After making the payment and deposit noted above, did OTN's payment history**  
15   **improve?**

16   **A.    No. Until October 2009, the last payment Windstream received from OTN was a**  
17   **payment in April 2009 for the January 2009 invoice. However, the check provided by**  
18   **OTN in April 2009 was returned due to insufficient funds and OTN had to replace that**  
19   **payment. As a result of OTN making only one payment toward the 2009 invoices,**  
20   **Windstream applied the security deposit to OTN's outstanding balance. Part of the**  
21   **security deposit was applied in May 2009 and the remainder in June 2009.**  
22

23   **Q.    When OTN became delinquent again in rendering payments to Windstream,**  
24   **what action did Windstream take?**

25   **A.    Windstream sent a letter dated April 3, 2009 to OTN that informed OTN that an**  
26   **embargo would be placed on OTN's account on April 21, 2009 if payment for the**  
27   **January 2009 invoice was not received by April 20, 2009. On April 20, 2009, OTN**  
28   **sent a check to Windstream in an attempt to satisfy the outstanding January 2009**  
29   **invoice. Pending verification of the check, Windstream delayed placing an embargo**  
30   **on OTN's account. On April 29, 2009, Windstream received notice that the OTN**



1 check would not be honored due to insufficient funds, and on that same date,  
2 Windstream instituted an embargo. Also on April 20, 2009, the February 2009 invoice  
3 became due. In a letter dated April 22, 2009, Windstream, notified OTN that an  
4 embargo would be placed on its account effective May 8, 2009, if Windstream did not  
5 receive payment of the overdue February, 2009 invoice by May 7, 2009. Payment for  
6 the past due February 2009 invoice was not made by OTN which resulted in  
7 Windstream placing a second embargo on OTN on May 8, 2009. On May 15, 2009,  
8 OTN wired funds to Windstream for payment of the January 2009 invoice. However,  
9 because OTN was under embargo for non-payment of both the January and February  
10 2009 invoices, payment for the January 2009 invoice alone was not sufficient to lift  
11 the embargo.

12  
13 **Q. As a result of OTN's continued failure to make payments to Windstream for**  
14 **services rendered, did Windstream initiate any other actions pursuant to the**  
15 **ICA?**

16 **A. Yes. Windstream took the steps to disconnect OTN's resale services. On May 11,**  
17 **2009 Windstream notified OTN that if payment for the outstanding balance was not**  
18 **received by June 12, 2009 Windstream would begin disconnection procedures.**

19  
20 **Q. Did OTN make payment on the outstanding balance after being notified of the**  
21 **pending disconnection?**

22 **A. No.**

23  
24 **Q. What actions did Windstream take next?**

1 A. Windstream drafted a disconnection notice to be mailed to OTN's customers and  
2 provided the notice to OTN and discussed the disconnection with OTN's  
3 representative, Annette Duboe. Ms. Duboe, on June 9, 2009, only asked that the  
4 mailing of the notice be delayed by one week but did not object to the notice itself.

5

6 Q. Does the ICA provide for Windstream to notify OTN's customers of a pending  
7 disconnection?

8 A. Yes. Section 5.2.6 of Attachment 2: Resale states:

9 5.2.6 If payment is not received or arrangements, acceptable to ALLTEL, made for  
10 payment by the date given in the written notification, ALLTEL shall have the right to  
11 disconnect OHIOTELNET. ALLTEL reserves the right to advise OHIOTELNET's  
12 end users of OHIOTELNET's default after the date given in the notification for  
13 disconnection.  
14  
15

16 Q. When did Windstream notify OTN's customers of the pending disconnection of  
17 OTN's wholesale services?

18 A. On the afternoon of June 10, 2009, the U.S. Post Office picked the letters up from  
19 Windstream's office in Matthews, NC and took the letters to its office in Matthews,  
20 NC for processing and delivery to OH.

21

22 Q. Did Windstream follow through with the disconnection mentioned in that letter?

23 A. No. On June 19, 2009 OTN filed a formal complaint with the PUCO. As a result of  
24 OTN's filing the formal complaint, the planned disconnection of OTN's resale  
25 services on or around June 23, 2009 was halted.

26

27 ~~Q. OTN claims that Windstream's embargo and disconnect actions caused it~~  
28 ~~damage through loss of customers. Is OTN's assertion correct?~~

1 A. Not to my knowledge. Based upon my review of OTN's account, OTN was a growing  
2 business until sometime between April 2007 and April 2008. Specifically, OTN during  
3 the period between April 2007 and April 2008 OTN's resale lines decreased by 51%.  
4 Further, OTN by June 2009 OTN's resale line had decreased by 71% from April 2007.  
5 My analysis shows a steady and continued loss of lines through December 2009. Thus,  
6 I do not believe it is accurate for OTN to assert that its loss of customers was the result  
7 of Windstream's actions as the overwhelming majority of OTN's customer loss  
8 occurred well before any Windstream notice. Most significantly, it is critical to note  
9 that the notice by Windstream was brought about only as the result of OTN's failure to  
10 maintain payment on its account -- notably as to undisputed charges it owed to  
11 Windstream. Therefore, under any scenario, any customer loss that may be said to  
12 have resulted from any notice is fairly the result ultimately of OTN's failure to pay its  
13 invoices for service.

14  
15 Q. Is there any correlation between the line loss experienced by OTN between April  
16 2007 and April 2008 and OTN's payment history?

17 A. A correlation does seem apparent. As noted previously, OTN was making at least a  
18 partial payment to Windstream within approximately ninety (90) days of the invoice  
19 date through the November 2007 invoice. From that point forward, the time between  
20 OTN's partial payments began to extend beyond ninety (90) days to one hundred-  
21 seventy (170) days and then to not at all.

22  
23 Q. What is your opinion of this correlation?

1 A. ~~It would seem that one explanation is that OTN's loss of customers resulted in a loss~~  
2 ~~of cash flow which in turn negatively impacted OTN's ability to remit payment to~~  
3 ~~Windstream. In short, OTN's loss of retail customers seems to have had negative~~  
4 ~~consequences on OTN's ability to remit payment to Windstream for wholesale~~  
5 ~~services provided by Windstream.~~

6  
7 Q. Can you please elaborate on the payment OTN made to Windstream in October  
8 2009?

9 A. On September 23, 2009, the PUCO required OTN place \$70,666.84 in escrow or else  
10 Windstream would be allowed to disconnect services provided to OTN. The same  
11 PUCO order required the parties to participate in an informal settlement conference  
12 which was held in October 2009. At the settlement conference, OTN asked for the  
13 escrow payment deadline to be extended but acknowledged that even with an  
14 extension it probably would not be able to make the payment. Windstream offered to  
15 extend the deadline by thirty (30) days provided that OTN make an \$8,393.14  
16 payment toward its outstanding balance and also a deposit of \$8,393.14. OTN made  
17 both payments, and Windstream delayed the escrow request and possible  
18 disconnection as agreed.

19  
20 Q. How did Windstream calculate the amount OTN should pay to receive the thirty  
21 (30) day extension?

22 A. The payment amount was calculated by taking the outstanding balance per  
23 Windstream's October 1, 2009 invoice, subtracting disputes that had been filed but not  
24 processed, and subtracting the escrow payment requirement of \$70,666.84.

1

2 **Q. What transpired over the next thirty (30) days?**

3 **A.** Over the next thirty (30) days, Windstream and OTN representatives met to discuss  
4 the outstanding balance. During these discussions, Windstream offered to consider  
5 outstanding charges for services provided to OTN from January 2009 through the  
6 October 2009 invoice to be paid in full on the condition that OTN agree not to submit  
7 any new disputes for this same period. Windstream also agreed to use a spreadsheet  
8 developed by OTN to determine the outstanding balance in an effort to quicken  
9 resolution of this matter. The Parties ultimately agreed that as of the parties'  
10 November 12, 2009 conference call the outstanding balance was \$64,641.29. (See  
11 email attached hereto as EXHIBIT ST3) A letter was docketed in this case on  
12 November 20, 2009 reflecting this development.

13

14 **Q. Why did Windstream agree to consider all charges and disputes from January**  
15 **2009 through October 2009 resolved at this time?**

16 **A.** Windstream agreed to this because it would lock in the time period for this dispute and  
17 presumably the amount of unpaid pre-2009 services and charges. The parties would  
18 have a fixed target (pre-2009 balance) to address as opposed to one that would change  
19 with each and every service month and invoice.

20

21 **Q. As a result, did Windstream have to write off some charges that were undisputed**  
22 **and unpaid by OTN?**

23 **A.** Yes. Windstream's offer did result in some undisputed, unpaid charges being credited  
24 to OTN that otherwise would/should not have been credited to OTN.

1

2 **Q. Is \$64,641.29 the amount that the PUCO, on January 27, 2010, required OTN to**  
3 **place into escrow in order to avoid disconnection?**

4 **A. Yes.**

5

6 **Q. Did OTN place the money into escrow?**

7 **A. No.**

8

9 **Q. As a result of OTN's failure to make the escrow payment, did Windstream**  
10 **disconnect OTN's resale services?**

11 **A. Yes.**

12

13 **Q. Please explain the disconnection process.**

14 **A. As part of this complaint, OTN sought a temporary restraining order to prevent**  
15 **Windstream from disconnecting its resale services. On January 27, 2010, OTN was**  
16 **required by the PUCO to either place \$64,614.29 in an escrow account or have the**  
17 **resale services disconnected. OTN did not place the money in escrow, and**  
18 **Windstream proceeded with the disconnection process. As part of that process, the**  
19 **PUCO required Windstream and OTN to collaborate on a notice to be mailed to**  
20 **OTN's customers informing them of the pending disconnection. In accordance with**  
21 **that order, Windstream drafted a notice and provided the draft to both the PUCO Staff**  
22 **and OTN for review and modification. The letter was modified at the request of both**  
23 **the PUCO Staff and OTN. The final approved letter was dated and mailed to OTN's**  
24 **customers on April 8, 2010. A copy of that letter is attached as Exhibit ST4. The**

1 notice specifically informed customers that their OTN service would be disconnected  
2 on May 10, 2010 and that they needed to select an alternative service provider prior to  
3 May 10, 2010 in order to avoid service disruption. The letter also provided  
4 Windstream contact information in the event the customer chose Windstream as their  
5 alternative service provider. Despite the letter stating that disconnection would occur  
6 on May 10, 2010, Windstream allowed the lines to stay in service for an additional 14  
7 days at the request of the PUCO Staff so that customers' 911 service would not be  
8 impacted before an alternative provider was selected.

9  
10 **Q. Did the notice letter inform customers that Windstream would automatically**  
11 **become their service provider unless they chose a different provider?**

12 **A.** No. The letter Windstream mailed to the OTN customers specifically noted that the  
13 customer would have to choose a new service provider. Nowhere in the letter did it  
14 provide that Windstream would automatically become their new service provider.

15  
16 **Q. Did the notice letter inform customers that Windstream would automatically**  
17 **become their service provider unless they chose a different provider?**

18 **A.** No. The letter Windstream mailed to the OTN customers specifically noted that the  
19 customer would have to choose a new service provider. However, OTN subsequently  
20 mailed a letter to its customers attached as Exhibit ST5 that informed customers that if  
21 the customer took no action before May 10, 2010 that "dial tone service will  
22 automatically be billed by Windstream". This was a significant change from the first  
23 letter provided to OTN's customers with input by OTN, Windstream, and the PUCO.  
24 Although the PUCO had ordered that the parties collaborate on the letter to OTN's

1 customers, Windstream only became aware of the OTN letter after disconnection had  
2 occurred.

3

4 **Q. Do you think that the OTN letter is the reason that relatively few OTN customers**  
5 **chose a different service provider?**

6 **A. Yes. I believe this subsequent letter may have had a direct impact on many OTN**  
7 **customers not acting to chose an alternative provider.**

8

9

10 **Q. Did the OTN letter indicate that OTN was exiting the market as a result of**  
11 **Windstream's actions?**

12 **A. The OTN letter informed customers that OTN "has chosen to exit the Windstream dial**  
13 **tone resale service."**

14

15 **Q. Did Windstream's action result in OTN being disconnected?**

16 **A. No. As noted previously, OTN could have either placed money into an escrow account**  
17 **or have its applicable wholesale Windstream accounts disconnected. Although OTN's**  
18 **allegation in this complaint indicates that OTN was interested in continuing to provide**  
19 **local service through a resale relationship with Windstream, OTN declined the**  
20 **opportunity and decided not to pay the escrow amount stipulated in the PUCO's order.**

21

22 **Q. Has OTN incurred any charges and been billed for services provided since the**  
23 **October 2009 settlement date?**



1    **A.**    Yes. Windstream provided services to OTN each month from November 2009 through  
2           May 2010 and billed OTN each month for the services provided.

3

4    **Q.**    Did OTN pay Windstream anything for the services provided during this period?

5    **A.**    No. However, Windstream applied the security deposit OTN provided in October  
6           2009 to the outstanding balance.

7

8    **Q.**    Is Windstream seeking collection for the charges that have not been paid for that  
9           time period?

10   **A.**    No. In order to prevent the outstanding balance from becoming even more contested,  
11           as have the previous balances in this matter, Windstream is not pursuing at this time  
12           collection for services provided from November 2009 – May 2010 as part of this  
13           proceeding.

14

15   **Q.**    Based on the foregoing, is it Windstream's position that OTN owes Windstream  
16           at least \$64,641.29?

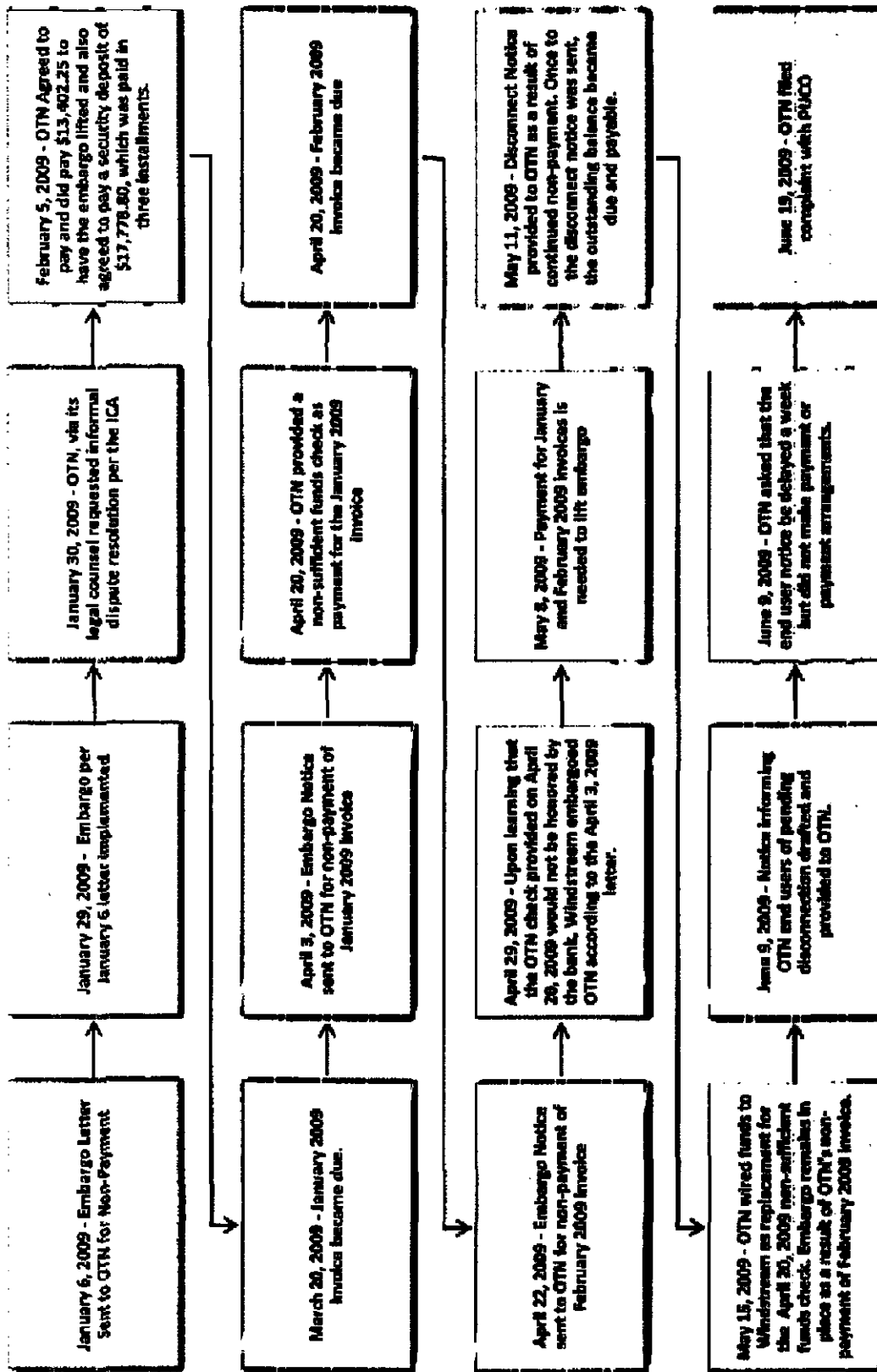
17   **A.**    Yes.

18

19   **Q.**    Does this conclude your testimony?

20   **A.**    Yes, at this time.

EXHIBIT ST1 - Timeline of Events from January 6, 2009 Through June 19, 2009



**EXHIBIT ST2**

**Terry, Scott A**

---

**From:** Terry, Scott A  
**Sent:** Thursday, February 05, 2009 3:06 PM  
**To:** 'Tom Cotton - OTN'  
**Subject:** Summary of Today's Call

Tom,

Windstream appreciates the time OTN allotted to the call this morning and certainly believes the call was productive and that such an approach can and should be used in the future should any new disputes arise. My experience has been that keeping attorneys out of the process often allows the parties to be more open and compromising regarding issues.

To summarize the call, the parties agreed that as of January 1 invoice the undisputed amount is \$13,402.25 which will be paid immediately in order to have the embargo lifted.

In addition OTN agreed to pay the deposit Windstream requested via three payments as follows:

Payment 1 due immediately in the amount of \$3,926.26 Payment 2 due March 15 in the amount of \$6,926.27 Payment 3 due April 1 in the amount of \$6,926.27.

All payments should be sent to Michelle Bright. I believe Annette has her mailing address.

In addition by the end of March OTN will provide to Windstream a detailed listing of disputes on file prior to January 1, the format of which is to be worked out between Annette DuBoe (OTN) and Tara Henson/Theresa Weiland (Windstream). Windstream will then investigate the claims again to determine if any additional credits are due to OTN.

New claims will be handled separately from the above process.

If you have any questions, please let me know.

**EXHIBIT ST3**

**Terry, Scott A**

---

**From:** Annette DuBoe [annette.duboe@ohiotelnet.com]  
**Sent:** Monday, November 16, 2009 7:36 AM  
**To:** Terry, Scott A  
**Cc:** tom.cotton@ohiotelnet.com; Hobbs, Kathy  
**Subject:** RE: Summary of Today's Call

We have agreed that at the time of the phone call the disputed amount was \$64,641.29 with further work needing to be done and we further agreed to look into \$2698.49 with Tana, Theresa and Myself and we also agreed that OTN would have a fixed disputed amount on Monday 11/16/2009.

Since then Tana, Theresa and I have spoken 4 times to work together on resolving the "not applied amounts". We are just about finished with the sheet sent on 11/12/09. We will be speaking later today.

We believe progress has been made and this type of cooperation will bring the billing disputes to a timely resolve.

Annette DuBoe  
Ohiotelnet.com, Inc.

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

**From:** Terry, Scott A [mailto:Scott.A.Terry@windstream.com]  
**Sent:** Thursday, November 12, 2009 6:44 PM  
**To:** Annette; tom.cotton@ohiotelnet.com; annette.duboe@ohiotelnet.com  
**Cc:** Hobbs, Kathy  
**Subject:** Summary of Today's Call

Tom/Annette -

Pursuant to our call this morning, 11-12-09, Windstream and Ohiotelnet agree that the outstanding balance is \$64,641.29. Further, Windstream and Ohiotelnet have agreed to use a spreadsheet sent by Windstream (Scott Terry) on November 5, and a spreadsheet sent by Ohiotelnet (Annette DuBoe) on November 12 to discuss the "not applied" numbers. Such discussions will determine if any further adjustments are needed to the \$64,641.29, which will ultimately determine the agreed upon disputed amount to be reported to the Commission by the close of business on Monday, November 16, 2009. A call between Annette and Tana took place today and a follow up call is scheduled for tomorrow morning, November 13.

In addition, a call between the companies has been scheduled for Monday, November 16 @ 11:00 (EST) to report on the findings.

The bridge number for this call is 888-390-0570 and the pass code is 5017485397.

Windstream requests that Ohiotelnet send a email to my attention confirming its agreement to this email.

>

\*\*\*\*\*  
\*\*\*\*\*

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

**EXHIBIT ST4**

April 8, 2010

Dear Customer:

Pursuant to the Public Utilities Commission of Ohio rules and regulations, you are hereby notified that on May 10, 2010, your local telephone service, currently provided by OHIOTELNET.COM, INC., (OHIOTELNET) WILL BE DISCONNECTED. This disconnection is not due to any failure on your part, but rather is the result of an internal company business decision by OHIOTELNET to cease operations.

To ensure that you continue to have local phone service after May 10, 2010, you must select an alternative provider for your telephone service. Once you select an alternative provider, if you currently have a PIC freeze on your line, you will need to notify that provider to reinstate your PIC freeze.

In the event that you choose to become a Windstream Ohio, Inc. (Windstream) customer, all rates, terms and conditions can be found at the following internet links: Windstream.com/residential/voice.aspx (residential customers) Windstream.com/business/voice.aspx (business customers). Or call Windstream Customer Service at 1-877-807-9463 (residential) or 1-866-445-5882 (business).

Windstream's entire local services tariff can be found at:  
[http://www.windstream.com/about/tariff\\_state.aspx](http://www.windstream.com/about/tariff_state.aspx)

Any future changes in Windstream rates, terms or conditions would be noted in a bill message.

The termination of your local telephone service may also affect your Digital Subscriber Line (DSL) or broadband services as well. You will need to contact your DSL provider to ensure that your DSL service will not be interrupted.

If you have any questions or concerns during the transition period, please contact OHIOTELNET directly at (740) 345-1689. You can also contact the Public Utilities Commission of Ohio at (800) 686-7826.

Sincerely,

OHIOTELNET.COM, INC.  
Windstream Ohio, Inc.

EXHIBIT ST5

**OHIOTELNET.COM**

25 West Main Street  
Newark, Ohio 43055  
Tel: 740-345-1689

April 12, 2010

Dear Ohiotelnet Customer,

Ohiotelnet.com, Inc. has chosen to exit the Windstream dial tone resale service. This will occur on May 10, 2010 unless otherwise notified. You may switch your service back to Windstream 800-347-1991 or you may switch to Time Warner 800-934-4181. If you have trouble porting your number to Time Warner we will assist you. Please call us at 740-345-1689.

Be advised Ohiotelnet.com, Inc. will continue all other services including DSL Broadband and Long Distance.

If you take no action before May 10, 2010 your dial tone service will automatically be billed by Windstream. All services provided prior to May 10, 2010 will be due and payable to Ohiotelnet.com, Inc. Your final bill for Dial Tone resale services from Ohiotelnet.com, Inc. will be mailed no later than May 10, 2010.

Thank you,  
Ohiotelnet.com, Inc.

**Monthly Windstream Resale Billings to Ohlotelnet**

Month	Lines	Current Charges	Chg/Ln
04/06	1,242	\$30,442.67	\$24.51
04/07	1,306	\$29,143.95	\$22.32
04/08	646	\$12,969.11	\$20.08
07/08	596	\$11,479.09	\$19.26
08/08	592	\$11,212.66	\$18.94
09/08	548	\$11,076.10	\$20.21
10/08	525	\$11,161.71	\$21.26
11/08	469	\$9,006.05	\$19.20
12/08	454	\$8,597.36	\$18.94
01/09	420	\$8,889.40	\$21.17
02/09	405	\$8,528.15	\$21.06
03/09	398	\$6,775.54	\$17.02
04/09	401	\$7,289.94	\$18.18
05/09	382	\$6,839.53	\$17.90
06/09	376	\$6,853.78	\$18.23
07/09	213	\$4,914.48	\$23.07
08/09	187	\$2,967.95	\$15.87
09/09	162	\$2,904.22	\$17.93
10/09	148	\$2,854.76	\$19.29
11/09	139	\$2,600.66	\$18.71
12/09	161	\$2,900.15	\$18.01

## OhioTelnet Balance Calculation

### Balance Due as Stated by Tana Henson

\$102,191.20 Total Amount Due as of 1/1/09 Invoice  
-\$8,597.36 Current Charges for Dec 2008 Invoice - not due at this time  
-\$8,889.40 Current Charges for Jan 2009 Invoice - not due at this time  

---

\$84,704.44  
-\$14,207.32 Late Payment Disputes currently open with LSPAC  

---

\$70,497.12  
-\$230.34 Service Order/Premise Visit Charge Disputes currently open with LSPAC  

---

\$70,266.78

### Balance Due as Stated by OTN

\$102,191.20 Total Amount Due as of 1/1/09 Invoice  
-\$8,597.36 Current Charges for Dec 2008 Invoice - not due at this time  
-\$8,889.40 Current Charges for Jan 2009 Invoice - not due at this time  

---

\$84,704.44  
-\$42,472.28 Outstanding Disputes as reflected by OTN  

---

\$42,232.16  
-\$28,599.57 Late Payment Disputes submitted by OTN  

---

\$13,632.59  
-\$230.34 Service Order/Premise Visit Charge Disputes currently open with LSPAC  

---

\$13,402.25

\*Note: Of the \$230.34 in dispute for service order/premise visit charges, only \$40.58 were invalid charges and credit has been issued. OTN has not been notified at this time of the dispute resolution.



BEFORE THE  
PUBLIC UTILITIES COMMISSION OF OHIO

IN RE: COMPLAINT OF :  
OHIOTELNET.COM, INC. : Case No. 09-515-TP-CSS

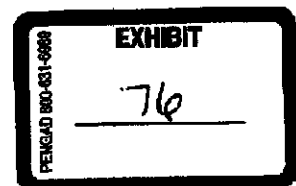
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DIRECT TESTIMONY

OF

THOMAS COTTON

ON BEHALF OF  
OHIOTELNET.COM, INC.



OTN  
EXHIBIT 76

1           Q. Tom, could you just provide your full  
2 name and your business address?

3           A. Thomas W. Cotton. 25 West Main Street,  
4 Newark, Ohio 43055.

5           Q. Okay. Are you affiliated with a company  
6 called Ohiotelnet.com?

7           A. Yes.

8           Q. Could you explain your relationship with  
9 Ohiotelnet?

10          A. I am approximately 94 percent  
11 shareholder, president, CEO, and founder.

12          Q. So that's your current position?

13          A. Current position.

14          Q. Are you also affiliated with a company  
15 known as Midwest Service Management?

16          A. Yes, I am.

17          Q. What's the official title?

18          A. Title of the company?

19          Q. Well, what's the statutory name?

20          A. Midwest Service Management, Inc.

21          Q. And what's your relationship to Midwest  
22 Service Management, Inc.?

23          A. 100 percent shareholder and president.

24          Q. Do Midwest Service Management, Inc. and

1 **Ohiotelnet have any business relationship**  
2 **together?**

3 A. Yes, they do.

4 **Q. Could you explain that relationship?**

5 A. Midwest Service Management provides all  
6 the technical support for Ohiotelnet, including  
7 customer support, billing, troubleshooting,  
8 installs.

9 **Q. Do you have any experience in the**  
10 **telecommunications industry?**

11 A. Yes, I do.

12 **Q. How about education?**

13 A. Yes.

14 **Q. Could you explain that experience and**  
15 **education?**

16 A. Start with the education?

17 **Q. Sure.**

18 A. I graduated in 1973 from a private  
19 school in Akron, Ohio, Electronic Technology  
20 Institute. It was wholly owned by George  
21 Steinbrenner. The curriculum was split into two  
22 areas, electronics engineering and  
23 telecommunications engineering, as well as  
24 digital circuits.

1           Q. And then do you have any certifications  
2 in those areas?

3           A. I hold an associate degree in  
4 electronics engineering.

5           Q. And then have you had any additional  
6 training after you graduated from school?

7           A. Company schools, on-the-job training.

8           Q. I'm sorry. Did we mention what your  
9 degree was from that school?

10          A. Associate of science in electronics  
11 engineering.

12          Q. And then do you have any mechanical  
13 expertise in the telecommunications industry like  
14 work with your hands or working in any of those  
15 areas?

16          A. Yes.

17          Q. Could you explain that as well?

18          A. I've been doing this ever since I got  
19 out of school. That was 1973.

20          Q. Did you use that experience to set up or  
21 provide infrastructure for Ohiotelnet?

22          A. Yes.

23          Q. And how so?

24          A. As part of the Interconnection Agreement

1 for us to become physically collocated, I had to  
2 provide interconnect facilities. The  
3 interconnect facilities would be copper pairs and  
4 fiberoptic cable that would terminate at the  
5 local CO, central office, for the ILEC, which  
6 would be Alltel/Windstream, so I personally  
7 managed a group of people who pulled 276 copper  
8 pairs in manholes as well as fiberoptic cable in  
9 manholes which terminated at 66 North Fourth  
10 Street, which is the Alltel CO.

11 **Q. Outside of your experience with**  
12 **Ohiotelnet and your education, what experience in**  
13 **the wiring and mechanical infrastructure do you**  
14 **have?**

15 A. I have a great deal of experience  
16 running cable. Former employees, I worked for  
17 TRW customer service, which is now Siemens. I  
18 was a senior customer engineer for them. One of  
19 the requirements was to run premise cable. I've  
20 ran a lot of ethernet cable.

21 One of our accomplishments that I would  
22 say is we were the first company to take the City  
23 of Newark off mainframe and put them on personal  
24 computers. We re-cabled the entire building over

1 there for that.

2 Q. When you say "re-cabled," are you  
3 talking about attaching cable out on the poles,  
4 in the buildings, or both?

5 A. That would be within the building.

6 Q. And then would you interface those  
7 building cables with the ones that are in the  
8 ground or on the poles?

9 A. No. That would all be internal, but  
10 I've ran cable for about 25 years.

11 Q. What is the purpose of your testimony  
12 today?

13 A. To provide information to support the  
14 billing fraud and the violations of the  
15 Communications Act in '96.

16 Q. I'd like to talk a little bit about the  
17 history of Ohiotelnet.com. What is  
18 Ohiotelnet.com's statutory name?

19 A. Ohiotelnet.com, Inc.

20 Q. When were you incorporated?

21 A. 1999, October.

22 Q. Are you incorporated in the State of  
23 Ohio?

24 A. Yes.

1           **Q. Are you incorporated in any other**  
2 **states?**

3           A. No.

4           **Q. Do you do business solely within the**  
5 **State of Ohio?**

6           A. Yes.

7           **Q. What type of services does**  
8 **Ohiotelnet.com, Inc. provide?**

9           A. We were providing resale services for  
10 Windstream Ohio, formerly Alltel, customer  
11 support, billing. We also provide UNEs, which  
12 stands for unbundled network elements. We  
13 provide DSL services, high-speed internet  
14 services, and long-distance phone services.

15           Midwest Service Management provides  
16 computer networking, servers, customer support,  
17 installation, cabling.

18           **Q. Does Ohiotelnet have customers?**

19           A. Very few at this time. We did have over  
20 1,300 customers.

21           **Q. Do you operate as a traditional phone**  
22 **company?**

23           A. Yes.

24           **Q. Can you explain more of the relationship**

1 between Windstream, formerly Alltel, and  
2 Ohiotelnet?

3 A. Ohiotelnet has an Interconnect Agreement  
4 which was arbitrated by the PUCO.

5 Q. When did Ohiotelnet first begin  
6 providing services to Central Ohio residents?

7 A. June of 2002.

8 Q. Can you summarize the steps that led to  
9 you entering into the Interconnection Agreement  
10 with Alltel?

11 A. Yes. We were the first to provide DSL  
12 services in this area. Our first customer was  
13 Goodwill. That circuit was sold to us as an  
14 unconditioned 56K line, and we conditioned it  
15 ourselves to provide high-speed internet to  
16 Goodwill.

17 Subsequently, Dick McClain, the area  
18 manager, came to us and said, "We've just put  
19 fiber in all of our remotes. We have 1,700 pair  
20 free back there in your alley. Would you like to  
21 buy copper pairs and provide DSL to customers?"

22 The answer was, yes, certainly, so I  
23 ordered several copper pairs and bragged about  
24 how we were the first in the area to have DSL.



~~1 Those pairs were never provided and was stopped~~  
~~2 by Little Rock.~~

3 **Q. When you say "Little Rock," who do you**  
4 **mean?**

5 A. Little Rock would be the home office for  
6 Alltel. After that time I determined it was  
7 necessary to become a CLEC. CLEC stands for  
8 competitive local exchange carrier.

9 **Q. Let's talk about the ILEC and CLEC.**  
10 **ILEC, what does that stand for?**

11 A. Incumbent local carrier.

12 **Q. What does that mean?**

13 A. I believe it's the Communications Act of  
14 1934. At that time every phone company  
15 everywhere was separate and running their own  
16 standards. That Communications Act provided  
17 standards and chopped the area up and basically  
18 provided monopolies to the local carries.

19 The Communications Act of '96 provided  
20 the opportunity for competition in those  
21 monopolized incumbent carrier areas, which are  
22 called LATAs.

23 **Q. And what does LATA stand for?**

24 A. I'm not exactly sure. Local area

1 something.

2 **Q. Can you summarize the duties on yourself**  
3 **and Alltel, now Windstream, under the**  
4 **Interconnection Agreement?**

5 A. They are still the local incumbent  
6 carrier and they own all the lines on all the  
7 poles.

8 I am now allowed, because of the  
9 Interconnection Agreement, to have access to all  
10 the network elements. I can provision them and  
11 provide my own services. That would be under the  
12 physical collocation portion of our interconnect.  
13 The other thing we do is resale their services,  
14 including DSL.

15 **Q. Would it be fair to say that Ohioteln**  
16 **relies on Windstream to provide network**  
17 **elements?**

18 A. Yes.

19 **Q. When you say the term "network**  
20 **elements," what are you referring to?**

21 A. It could be copper pairs. It could be  
22 something called tandening. Cross-connects would  
23 be another one.

24 **Q. How did Windstream come to be in**

1 contract with you under the Interconnection  
2 Agreement?

3 A. They inherited Alltel's  
4 interconnection.

5 Q. Did Windstream purchase Alltel?

6 A. I'm not sure of what happened on that  
7 end.

8 Q. How were you notified of Windstream's  
9 involvement with that agreement?

10 A. We received a notice that Alltel becomes  
11 Windstream. Their Interconnection Agreement says  
12 Alltel and its successors.

13 Q. Do you believe that Windstream, as a  
14 successor to Alltel, has violated the terms of  
15 your Interconnection Agreement?

16 A. Yes.

17 Q. I'd like to talk about some of those  
18 violations and the harm that it's caused to  
19 Ohiotelnet.

20 First let's talk about billing disputes.  
21 Can you characterize in general the billing  
22 disputes that you've had with Windstream under  
23 the agreements?

24 A. Yes. We've purchased for resale from

1 Windstream \$1,556,931. Of that we have submitted  
2 in total billing disputes 133,953. Of that we  
3 have 57,691 in billing disputes granted. We  
4 currently have 76,436 remaining in billing  
5 disputes. The 57,000 granted is 4 percent of the  
6 total billing. If you were to use the 133,000  
7 figure, that's 8.6 percent in billing fraud.

8 We've never had a bill that's accurate.  
9 From the first bill every bill has had something  
10 wrong with it.

11 **Q. Have you had any personal conversations**  
12 **with representatives of Windstream concerning the**  
13 **billing disputes?**

14 A. Continuously.

15 **Q. Can you identify who those conversations**  
16 **were with?**

17 A. Alfred Busby and Scott Terry. Alfred  
18 Busby was responsible for dealing with the CLECs  
19 and subsequently was replaced by Scott Terry, who  
20 calls himself director of interconnection  
21 services.

22 There was also a great deal of  
23 correspondence by e-mail in addition to the  
24 telephone conferences.

1           **Q. The billing disputes between Ohiotelnet**  
2 **and Windstream, did they involve charges from**  
3 **Ohiotelnet's customers?**

4           A. They involved charges to us from  
5 Windstream for resale services.

6           **Q. Only resale services?**

7           A. We have had a few disputes since we  
8 became collocated with UNEs.

9           **Q. Can you describe the categories of**  
10 **billing disputes?**

11          A. Yes. ~~The first issue we had with~~  
12 ~~billing disputes is they were not providing us~~  
13 ~~with appropriate CLEC discounts.~~

14          ~~We had to do informal dispute resolution~~  
15 ~~process with the PUCO. We estimated that cost us~~  
16 ~~internally about \$50,000 just to get those~~  
17 ~~resolved. That took several months. That was~~  
18 ~~done with Alfred Busby.~~

19          The very next bill after that, we  
20 started noticing just plain improper billing,  
21 improper charging, charging for services that  
22 didn't exist.

23          Then we found that they were not billing  
24 us at all for a period of time for usage

this stays  
w in  
4 15  
NOT  
EXCLUDED  
(LINES 19-22)

1 sensitive services such as star 69, contiguous  
2 county calling, and many other areas. Anything  
3 that was usage sensitive billing, they went four  
4 months and didn't bill us for any of this  
5 whatsoever. Then we received four bills from  
6 Windstream within a period of three days.

7 That resulted in customers being  
8 extremely angry at us. We had customers come in  
9 and be irate. We had customers that switched  
10 service. ~~It resulted in a great deal of~~  
11 ~~non-collectibles.~~

12 ~~That has never been resolved about how~~  
13 ~~much non-collectibles was caused directly by~~  
14 ~~Windstream. Our estimate is well over \$100,000.~~  
15 ~~That's due to customers switching or just not~~  
16 ~~paying their bill. There were approximately~~  
17 ~~17,000 billing disputes entered by Ohiotelnet.~~

*see last sentence  
stop in  
(lines 16-17)*

18 **Q. Over what period of time were these**  
19 **billing disputes submitted?**

20 A. '04 to current. It has taken us 2,726  
21 total hours just to track and deal with  
22 Windstream on billing disputes.

23 **Q. Do you believe that the tracking and the**  
24 **review of invoices of Windstream for billing**

1 **disputes was necessary considering the amount of**  
2 **time spent?**

3 A. Yes, it was necessary.

4 **Q. Why is that?**

5 A. It's necessary for us to receive proper  
6 billing each month. We don't want to pay for  
7 services not provided. We need to keep our costs  
8 as low as possible so that we can provide good  
9 service to our customers.

10 **Q. Does Windstream have a billing dispute**  
11 **process?**

12 A. Yes, we currently have a billing dispute  
13 process that's being followed by Windstream.  
14 However, in the very beginning they had no  
15 mechanism whatsoever to take care of this. They  
16 had no software installed to take care of this.  
17 They had no procedure installs to take care of  
18 it.

19 **Q. When you say "the very beginning," when**  
20 **do you mean? When you first entered the**  
21 **Interconnection Agreement?**

22 A. When we first started doing resale.

23 **Q. When you say "they had no process**  
24 **installed for doing this," do you mean for**

1 **submitting disputes?**

2 A. For formally submitting disputes. At  
3 that time what we were doing is taking a  
4 spreadsheet, defining all the improper billing  
5 practices, and sending them the whole spreadsheet  
6 with the amount of the disputes summarized.

7 We did that for a few months. They  
8 decided it was too much work. They rejected our  
9 spreadsheets, embargoed us, and then they came up  
10 with a way for us to follow a procedure to submit  
11 the billing disputes, which were individual and  
12 not total.

13 Q. I'd like to move now to Ohiotelnet's  
14 claim that Windstream failed to perform certain  
15 services under the Interconnection Agreement or  
16 delayed performing services.

17 Under the Interconnection Agreement, was  
18 Windstream obligated to perform certain services  
19 for Ohiotelnet?

20 A. Yes.

21 Q. Can you describe generally what those  
22 services were?

23 A. New installs; customer conversions from  
24 Windstream to ourselves; add or deleted features;



1 move orders; outside moves; conversions as-is,  
2 which means switched directly from Windstream to  
3 us without any changes whatsoever; conversions  
4 with changes; suspends; restores; and  
5 disconnects. We enter trouble tickets and  
6 they're supposed to do timely repairs.

7 **Q. These services are required under the**  
8 **Interconnection Agreement?**

9 A. Yes, they're required to operate as a  
10 phone company.

11 **Q. Just to be clear, under the**  
12 **Interconnection Agreement, Windstream agreed to**  
13 **provide those services to Ohiotelnet?**

14 A. Yes, under resale services.

15 **Q. Is Ohiotelnet claiming that Windstream**  
16 **failed to provide these services?**

17 A. Not in totality. In some cases,  
18 specific cases, they failed to provide these  
19 services. In other cases they operated properly.  
20 In many cases there was a long delay or it was  
21 done totally improperly when they did do it.

22 **Q. Can you describe the effect that the**  
23 **failure to perform these services had on**  
24 **Ohiotelnet and its customers?**

1 A. Customer complaints, customers coming  
2 into the building taking up our time, my customer  
3 reps spending a great deal of time on the phone  
4 or through e-mail correspondence with Windstream  
5 customer reps. Ultimately it resulted in  
6 customers leaving us and non-collectibles.

7 **Q. Do you have an estimate of the amount of**  
8 **lost revenue and non-collectibles that Ohiotelnet**  
9 **suffered as a result of Windstream failing to**  
10 **provide these services?**

11 A. Yes, I do. Our total non-collectibles  
12 is right around \$300,000. We were billing  
13 \$500,000, approximately \$500,000, in resale per  
14 year. That would be '06 and '07.

15 That number should have been a lot  
16 greater, but we were constantly in battles with  
17 Windstream to get performance to happen timely.

18 In '08 it dropped to 286,000. In '09 it  
19 went to 156,000. This current year we've only  
20 billed 51,000.

21 Our highest billing being 500,000 could  
22 have been a great deal higher, maybe potentially  
23 twice as high, but the problems with Windstream  
24 were so great we made almost no effort to

1 advertise or get new customers.

2 Almost all of our customers came to us  
3 out of frustration with Windstream and the fact  
4 that there was no local office to deal with  
5 residential customers. No customer reps were  
6 provided by Windstream.

7 It would seem that Windstream should  
8 want local customer reps, and we were doing our  
9 best effort to be Windstream's local customer  
10 rep.

11 **Q. In addition to the harm to Ohiotelnet's**  
12 **revenue, were its customers affected in any other**  
13 **way due to Windstream's failure to provide these**  
14 **services?**

15 A. Yes. The worst case example was Robert  
16 Lanning. Robert Lanning placed a new order on  
17 February 5th, '09. That order was not installed  
18 timely. It was scheduled to be installed on  
19 February 13th. The due date was pushed back with  
20 no explanation as to why.

21 Later Robert Lanning's mother came in  
22 the store and said, "You know Bobby died, didn't  
23 you?"

24 My customer service rep immediately

1 asked what happened. Robert's mother indicated  
2 Robert had medical issues and there was no way to  
3 call 911 in time.

4 **Q. I'd like to move on now to the capacity**  
5 **provided by Ohiotelnet from Windstream. Do you**  
6 **believe that there were incidents where**  
7 **Windstream intentionally failed to provide**  
8 **adequate capacity?**

9 A. Yes.

10 **Q. Did Ohiotelnet customers suffer harm?**

11 A. Yes. When I was operating as an ISP, we  
12 had approximately 3,000 dial-in customers and I  
13 believe it's 250,270 lines which were pretty much  
14 full all the time.

15 Alltel turned off all of those lines  
16 beginning Friday at about 5:30 in the evening and  
17 did not turn them back up until Monday morning at  
18 about 8:00.

19 If you were an internet customer at that  
20 time and you would try to dial in, you would have  
21 received a recording that said, "We're sorry, the  
22 number you have reached has been disconnected."

23 As a result of that, we lost hundreds of  
24 dial-in internet customers.

1 Q. Just to clarify, this was before  
2 Ohiotelnnet was incorporated?

3 A. Yes. This shows a pattern of  
4 discrimination against me and my companies.

5 Q. You believe that the incident you just  
6 described is evidence of a practice Windstream is  
7 continuing on Ohiotelnnet customers?

8 A. Yes.

9 Q. What makes you believe that that  
10 practice continues today?

11 A. Because they fail to work any kind of  
12 work order timely. They don't do service orders  
13 timely. They don't do restores timely. They  
14 have failed to take orders for unbundled network  
15 elements.

16 The very first time I sold a circuit  
17 from my collocation, it took them months, not  
18 weeks, to get it turned up.

19 Q. Do you believe that these orders and  
20 services you're describing, if they originate  
21 from Windstream, are treated in a manner  
22 differently than when they originate from  
23 Ohiotelnnet?

24 A. Yes, they are treated differently. As a

1 mart of fact, it was described to me by Scott  
2 Terry, I believe it was February of '08, that the  
3 orders are handled separately at customer  
4 service, and that CLEC orders are tracked  
5 separately and they're put in order with other  
6 CLECs, whether they're from Texas, Kentucky,  
7 Florida, and they're worked in the order that  
8 they come in. Whereas, Windstream orders are  
9 worked separately and happen extremely timely.

10 **Q. Is this method of working orders**  
11 **provided in the Interconnection Agreement?**

12 A. No.

13 **Q. When Ohiotelnet entered into the**  
14 **Interconnection Agreement, was it under the**  
15 **belief that its orders would be processed as**  
16 **timely as those from Windstream?**

17 A. My understanding is that they were  
18 supposed to be processed equally.

19 **Q. And you believe that they were not?**

20 A. They absolutely are not.

21 **Q. Can you describe the effect that this**  
22 **practice has had on Ohiotelnet's customers?**

23 A. It's resulted in losing a lot of  
24 customers, in addition to lots of customer

1 complaints, customer complaints to the PUCO in  
2 the order of formal complaints.

3 It takes up a great deal of our assets,  
4 again, dealing with Windstream and customers  
5 calling on the phone.

6 It also resulted in customers leaving  
7 and contributed to the non-collectibles.

8 **Q. Can you think of a specific customer**  
9 **where this practice caused a negative effect?**

10 A. Absolutely. The one that comes to the  
11 forefront would be Kinder Environmental. Kinder  
12 Environmental suffered outages with their DSL on  
13 three separate occasions. The most recent one  
14 lasted three weeks. They just would not turn it  
15 back up. They were just down. They could not  
16 operate.

17 Kinder Environmental is a company who  
18 does lift stations for the City of Newark and  
19 pumps sewage up over hills.

20 They monitor this. It's very important  
21 that it happens properly. It's monitored through  
22 the internet and they could not monitor it.

23 Mr. Kinder was on the phone on multiple  
24 occasions with Windstream. Finally he was told

1 in February of '09 that the reason why their  
2 service is down is because Ohiotelnet does not  
3 pay their bills and they're going out of  
4 business.

5 It is important to note that Mr.  
6 Kinder's engineer partner is named Val Jackson.  
7 Val Jackson was the engineer who helped me select  
8 conduits and helped in pulling the cables in the  
9 manholes. He believes that his company was  
10 singled out because he was that engineer.

11 **Q. Did you receive an affidavit from Mr.**  
12 **Kinder attesting to these facts?**

13 A. Yes, I did.

14 (Thereupon Exhibit TC-1 was marked.)

15 **Q. I'm handing you an exhibit we've marked**  
16 **as TC-1. Is that the affidavit?**

17 A. I hold in my hand the affidavit provided  
18 by Mr. Kinder.

19 **Q. Are there other examples of customers**  
20 **similarly affected?**

21 A. Another example in resale dial tone  
22 services would be a customer that came in and  
23 placed new service by the name of Lois Brunner.  
24 This was 198 Boyleston Avenue. It was



1 approximately three weeks and the customer was  
2 still not turned up. Windstream had excuse after  
3 excuse.

4 Finally, I believe it was on a Friday,  
5 Annette Duboe called in Windstream and pretended  
6 she was the customer. That customer was turned  
7 up Saturday morning, the following day.

8 There is another example from our  
9 collocation, which would be a company called  
10 Arboris, where they had purchased a T. The T was  
11 to provide internet access. Arboris is engaged  
12 in doing extracts from wood. That circuit took  
13 over three months to be turned up.

14 As a result, the customer canceled the  
15 contract. The contract was \$450 a month for  
16 three years. They never paid any of it and got a  
17 wireless provider.

18 I have an e-mail indicating, "The  
19 problem has now been fixed. Your T should be  
20 operative." That was approximately three months  
21 after the order was placed.

22 **Q. Do you remember who the e-mail was**  
23 **from?**

24 **A. Yes, Ray Bodner.**

1 Q. Do you have any other examples of what  
2 you believe is Windstream intentionally  
3 discriminating against Ohiotelnet and its  
4 customers?

5 A. Yes. They're too numerous for me to go  
6 through individually, but one of the things they  
7 did was complete work orders indicating that the  
8 installs were done when they actually were not  
9 done. We had to subsequently generate trouble  
10 tickets on that new customer.

11 Q. Is there a time limit in the  
12 minimum telephone service standards that requires  
13 these install orders to be completed?

14 A. Yes.

15 Q. What is that time limit?

16 A. I believe they have five business days  
17 to complete the install. If it takes six  
18 business days, then the customer is to receive  
19 half off. If it goes past ten days, it's a 100  
20 percent credit.

21 Q. Are you alleging that Windstream was  
22 showing the orders completed in order to  
23 circumvent this timeline?

24 A. Yes.

1       **Q. Approximately how many incidents are you**  
2 **aware of where this has occurred?**

3       A. Just, for example, there were 3,558  
4 installs. Out of those, 1,170 of them did not  
5 happen correctly, including installs that were  
6 closed out. We still had to generate over 500  
7 trouble tickets in order to get the customer  
8 turned up.

9       **Q. Is it your understanding that orders**  
10 **which originate from Windstream are treated in**  
11 **this way?**

12      A. No.

13       **Q. What is your understanding as to the**  
14 **difference between installs ordered by Windstream**  
15 **compared to how you described installs ordered by**  
16 **Ohiotelnet above?**

17      A. Windstream orders happen in an extremely  
18 timely fashion. Whereas, our orders are handled  
19 usually at least two days before they do anything  
20 with them. I also believe that all of their  
21 installs typically happen within five days.

22       **Q. Do you believe that Windstream is**  
23 **discriminating against Ohiotelnet in processing**  
24 **trouble tickets?**

1 A. Yes, I do.

2 Q. In what way?

3 A. An example would be we generated over  
4 3,000 trouble tickets. Out of those 3,000,  
5 approximately 900 did not happen within 48 hours.

6 This is important because customers  
7 cannot call 911 when their phone is down. A lot  
8 of our customers are Lifeline. Lifeline is a  
9 program that provides a reduced rate in their  
10 phone bills to low income customers.

11 Another example would be move orders.  
12 Outside moves are, for example, you are moving  
13 from one location to another. Out of those we  
14 had 766. There were 132 that were late more than  
15 five days. 39 were completed in more than 15  
16 days. There were 144 trouble tickets placed  
17 where these did not happen properly.

18 Q. Is it your belief that Windstream  
19 experiences the same excessive amount of trouble  
20 tickets and issues with these services in  
21 processing their own orders?

22 A. No.

23 Q. Why is that?

24 A. Because we've had experience where

1 customers have left us and had things resolved in  
2 a day or so.

3 **Q. Do you have any additional examples**  
4 **where you believe Ohiotelnet's orders were**  
5 **treated differently by Windstream?**

6 **A. Yes.** Another example would be  
7 conversions as-is and there would be another  
8 example of conversions with changes. They  
9 followed the same pattern as outside moves,  
10 installs, and trouble tickets.

11 **Q. So these services were either delayed or**  
12 **not completed as timely as they would have been**  
13 **had they originated from Windstream?**

14 **A. That's correct.**

15 **Q. I'd like to talk now about the**  
16 **allegation that Windstream failed to unbundle**  
17 **network elements pursuant to the**  
18 **Telecommunications Act of 1996. Can you describe**  
19 **what a bundled network element is?**

20 **A.** A bundled network element would be a  
21 complete and active circuit that is functioning.  
22 It would consist of copper pairs, conditioning  
23 end point, which could be described as customer  
24 premise and active circuit working.

1 Q. What is the purpose of unbundling these  
2 elements?

3 A. So that the CLEC may provide its own  
4 services over a, for example, copper pair.

5 Q. How is the unbundling accomplished? Is  
6 this something that's performed by Windstream or  
7 would Ohiotelnet have any control over whether  
8 the elements are bundled or unbundled?

9 A. It's provided by Windstream. It's  
10 outlined in the rates and elements and physical  
11 collocation portion of our Interconnect  
12 Agreement.

13 Q. So the Interconnection Agreement  
14 requires Windstream to unbundle network elements  
15 for sale to Ohiotelnet?

16 A. Yes.

17 Q. Were the network elements provided to  
18 Ohiotelnet as unbundled as required by the  
19 Interconnection Agreement?

20 A. In some cases, yes.

21 Q. When were they not?

22 A. A specific example would be we had  
23 purchased ATM ports under resale. Under the  
24 resale they were billed to us separately as a

1 port and as transport to a location, which would  
2 be a conditioned copper pair or two conditioned  
3 copper pairs.

4 Once we became collocated, they stopped  
5 billing those separate, created a new obscure  
6 tariff that resulted in our bill being almost  
7 doubled. That tariff would provide transport and  
8 the port to any location within their LATA.

9 Whereas, I am collocated and actually go get that  
10 port and we provide our own singling and  
11 conditioning.

12 As a result, that has caused us an  
13 additional \$4,623 and making it so it is not  
14 cost-effective for us to provide that service to  
15 customers in this area.

16 **Q. Ohiotelnet has claimed that Windstream**  
17 **directed a technician to install bridge coils on**  
18 **metallic circuits purchased by Midwest Service**  
19 **Management and used both for the business of**  
20 **Ohiotelnet and Midwest Service Management**  
21 **rendering these purchased circuits inoperable.**  
22 **Could you provide some details concerning this**  
23 **action by Windstream?**

24 A. Yes. We purchased several of these

1 metallic circuits which are basically dry pair,  
2 no load, no tap.

3 The technician who installed these  
4 circuits, his name is Dave Lentz. Dave came to  
5 me and told me what had happened that day.

6 As he took the work order and began to  
7 install the circuits, he called Hudson, Ohio,  
8 which is more or less their home office for here,  
9 it's where the engineering office is, and he  
10 says, "Hey, I can't put these on there. You know  
11 that'll make the circuit not work."

12 The intent of bridging coils is to keep  
13 circuits from working.

14 He was told, "Install the circuit the  
15 way the work order instructs you to do."

16 He told them again, "It'll keep the  
17 circuits from working."

18 He was told another time, "Install them  
19 the way the work order says."

20 As a result of that, and he says other  
21 things, Dave quit the company.

22 The circuits never worked. They were  
23 left up several weeks and we continued to get  
24 billed for them. Maybe it was several months.



1 Of course, we never paid for them.

2 **Q. Did Midwest Service Management purchase**  
3 **these circuits from Windstream?**

4 A. Yes. It was actually Alltel at the  
5 time.

6 **Q. What was the purpose of the circuits?**

7 A. To provide direct connectivity from 25  
8 West Main Street to the customer site.

9 **Q. If these circuits were operable, would**  
10 **it provide services that Windstream offers to**  
11 **customers?**

12 A. At that time they did not offer DSL  
13 services, which that's how we were going to  
14 condition the pairs.

15 **Q. Is it Ohiotelnet's belief that**  
16 **Windstream directed its technician to render**  
17 **these circuits inoperable to avoid MSM providing**  
18 **these services to customers?**

19 A. Yes. As a matter of fact, that  
20 statement was made to me by Dave Lentz.

21 **Q. Has Mr. Lentz indicated that he would**  
22 **testify in front of the PUCO if subpoenaed?**

23 A. Yes. He also indicated that since he is  
24 gainfully employed by a telecommunications

company, I would need to provide that subpoena.

**Q. Were the circuits purchased by MSM intended for a certain customer or customers?**

A. Yes.

**Q. Which customers were they intended for?**

A. I can recall Steve Layman, Jay Gilbert Reese, and Park National Bank.

**Q. Would these customers be a significant source of revenue for Midwest Service Management?**

A. Yes, absolutely. None of these customers are current customers and have not been since that time.

**Q. Based on Ohiotelnet's estimates, what revenue was lost in having these circuits rendered inoperable?**

A. In totality would be unknown. I have not had these customers for years. It also cost me computer business, server business, support services, because they had no confidence in me after I ordered those and couldn't get them to work. A dollar value would be hard to put. It would be in the hundreds of thousands.

1 Q. What is the current status of the  
2 metallic circuits that were purchased?

3 A. They're disconnected.

4 Q. You've indicated that the lost revenue  
5 from the use of these circuits is hard to  
6 estimate. However, given the size of the market  
7 Ohiotelnet and Midwest Service Management serves,  
8 is there any other form of harm to the company?

9 A. Reputation. I want to point out at that  
10 time we were doing roughly \$3 million a year in  
11 total sales. That has gone down to well under a  
12 million in totality for all my companies.

13 Q. You believe that the company's inability  
14 to come through for these large customers has  
15 affected that reputation?

16 A. Irreparable harm, lack of confidence.

17 Q. Did Windstream provide contiguous county  
18 long-distance service to Ohiotelnet?

19 A. Yes.

20 Q. Ohiotelnet was billed by Windstream for  
21 this service?

22 A. Yes, that's correct.

23 Q. If Ohiotelnet wished to block contiguous  
24 county long-distance calls, what steps were

1     **required?**

2           A. We ordered a block to be placed on that  
3     customer's line.

4           **Q. This was an action to be taken by**  
5     **Windstream?**

6           A. By Windstream, yes.

7           **Q. Did Ohiotelnet have any control over the**  
8     **block being placed or removed?**

9           A. Only in that we would contact Windstream  
10     and ask that it be done.

11          **Q. Have there been circumstances where a**  
12     **block was ordered by Ohiotelnet according to the**  
13     **described process and the block was not placed by**  
14     **Windstream resulting in charges to Ohiotelnet?**

15          A. Yes.

16          **Q. Could you describe that situation or**  
17     **those circumstances?**

18          A. The customer was billed for it. We  
19     passed on the contiguous long-distance charges to  
20     the customer. The customer did not pay us. They  
21     called us and complained and said they ordered it  
22     and they're not paying it. This resulted in more  
23     non-collectibles and billing disputes.

24          **Q. A customer would contact Ohiotelnet and**

1 ask for the ability to make those types of calls  
2 be blocked, correct?

3 A. Yes. It's important to note that you do  
4 not have to dial "one" first, so many of the  
5 customers didn't even know they were running up  
6 these charges.

7 Q. In addition, Ohiotelnet has claimed that  
8 Windstream delayed its billing of usage sensitive  
9 charges for a significant period of time.

10 A. That's true. In August, September, and  
11 October of 2004 we received no billing for these  
12 services for any customer usage sensitive  
13 charges.

14 Q. Could you describe what a usage  
15 sensitive charge is?

16 A. Long-distance charges, contiguous county  
17 long-distance charges, a la carte charges such as  
18 star 69.

19 Q. What makes these charges usage  
20 sensitive?

21 A. Because they're purchased a la carte  
22 based on use.

23 Q. What period of time did it take to have  
24 these charges resolved?

1           A. It took about four months to get these  
2 charges resolved.

3           **Q. It was four months before Ohiotelnet had**  
4 **notice of the charges or four months after notice**  
5 **was received?**

6           A. It took four months for us to get the  
7 actual charge. When we did receive the charge,  
8 we received four months of charges within a  
9 three-day period of time. In other words, we  
10 received revised bills that were more correct for  
11 those four months within a three-day period of  
12 time.

13           **Q. Do you have an estimate of the**  
14 **additional charges that appeared on the revised**  
15 **bills?**

16           A. Five to \$10,000.

17           **Q. What effect did this delay in billing**  
18 **from Windstream to Ohiotelnet have?**

19           A. When the customer finally realized that  
20 they had ran up thousands of dollars of a la  
21 carte charges, they simply did not pay the bill,  
22 resulting in non-collectibles, loss of customer,  
23 loss of reputation.

24           **Q. Did Windstream take any action against**

1    **Ohiotelnet as a result of these delayed**  
2    **charges?**

3            A. Yes. They placed an embargo on us. We  
4    had to contact the PUCO to work on this.

5            **Q. Was the embargo placed due to the**  
6    **nonpayment?**

7            A. Yes. We disputed these charges and they  
8    refused to hear our disputes.

9            The embargo caused us additional harm  
10   because we could not accept any new customers.  
11   They would not process move orders or restores  
12   also during that embargo time.

13           **Q. Just to be clear, the charges for**  
14   **contiguous county long-distance calls occurred**  
15   **during this delay in billing as well; is that**  
16   **accurate?**

17           A. Yes.

18           **Q. In his prefiled testimony Scott Terry**  
19   **providing statements concerning Ohiotelnet's**  
20   **relationship with its customers and Windstream's**  
21   **lack of a customer relationship.**

22           Specifically Mr. Terry stated that  
23   Windstream has no relationship with the end user  
24   of service or Ohiotelnet's customers, and if a

1 customer needs to make a change to services or  
2 report trouble, the customer deals with  
3 Ohiotelnet. Is this accurate?

4 A. That is accurate.

5 Q. How is Windstream involved when a  
6 customer requests changes or has trouble with  
7 their services?

8 A. Since we do resale services for  
9 Windstream, we are acting in their behalf to do  
10 the above described by Scott Terry.

11 We have made our best good-faith effort  
12 to provide proper customer service to the  
13 customers and many times Windstream will not  
14 provide timely.

15 Q. Mr. Terry has also stated that  
16 Ohiotelnet has tried to assert it's an agent of  
17 Windstream. Is this accurate?

18 A. The word "agent," I'm not sure. It has  
19 a legal meaning. We resale for them.

20 A similar thing would be my other  
21 business, Midwest Service Management, resells  
22 computers for many companies. These companies  
23 provide a great deal of help. Windstream  
24 provides obstructions.



1           **Q. Has Ohiotelnet ever asserted that it is**  
2 **acting on Windstream's behalf?**

3           A. We do resale services for Windstream, so  
4 any of the orders that we place with Windstream  
5 would be for Windstream.

6           **Q. Is this resale arrangement authorized by**  
7 **the PUCO?**

8           A. It is authorized by the PUCO and the  
9 arbitrated agreement.

10          **Q. Mr. Terry has stated that Ohiotelnet**  
11 **claims if its customers do not pay Ohiotelnet**  
12 **then Ohiotelnet does not have to pay Windstream**  
13 **for services. Is that accurate?**

14          A. That is not accurate. Ohiotelnet has  
15 indicated to Mr. Terry on more than one occasion  
16 that taxes on non-collectibles should not be  
17 paid.

18          **Q. Has Ohiotelnet ever refused to pay**  
19 **Windstream for undisputed services on the basis**  
20 **that its customers had not paid for those**  
21 **services?**

22          A. No.

23          **Q. In his prefiled testimony Mr. Terry**  
24 **cited August 2008 as a "drastic" turning point**

1 for paid invoices by Ohiotelnet. Are there any  
2 events or actions by Windstream which correlate  
3 to this period in time?

4 A. Yes. We were actually purchasing a  
5 great deal less from Windstream at that time. In  
6 '07 we had purchased about \$500,000 from  
7 Windstream. In '08 we purchased about \$286,000.  
8 Therefore, we would be paying a lot less because  
9 we are buying a lot less.

10 Q. Mr. Terry has also stated that  
11 Ohiotelnet has not paid an invoice in full since  
12 August of 2008 and is not acting within the terms  
13 of the Interconnection Agreement. Would you  
14 agree with this?

15 A. Those are two questions or two  
16 statements, so I will answer them individually.

17 We have never paid an invoice in full  
18 because we've never received an invoice that  
19 contained proper billing. Every invoice had  
20 improper billing and it was necessary for  
21 disputes every month.

22 The Interconnection Agreement clearly  
23 has a dispute process which we were following and  
24 they were not honoring.

1           **Q. The invoices submitted by Windstream**  
2 **were not paid in full by Ohiotelnet due to the**  
3 **disputed amounts; is this correct?**

4           A. That's correct.

5           **Q. Were undisputed amounts paid in full?**

6           A. Yes.

7           **Q. What is an embargo?**

8           A. An embargo stops us from taking any new  
9 customers, change orders, move orders. It's not  
10 supposed to, but they stopped us from restores  
11 when people would come in and pay.

12           I want to point out also no customer  
13 could use 911 after they were turned off and came  
14 in and paid the restore and could not get turned  
15 back on.

16           **Q. Did Windstream issue an embargo to**  
17 **Ohiotelnet during the period of the**  
18 **Interconnection Agreement?**

19           A. Yes.

20           **Q. When did that occur?**

21           A. It happened multiple times.

22           **Q. Was the reason for the embargo the same**  
23 **on each occasion?**

24           A. Yes.

1           Q.   What was the reason stated by  
2 Windstream?

3           A.   Short pay.

4           Q.   Could you define "short pay"?

5           A.   We paid the non-disputed amount and  
6 would not pay the disputed amount.

7           Q.   Just to be clear, the terms of the  
8 Interconnection Agreement provide that disputed  
9 amounts are not required to be paid but submitted  
10 through the dispute process. Yet, did Windstream  
11 embargo Ohiotelnet for non-payment of these  
12 disputed amounts?

13          A.   Yes. They did so on multiple  
14 occasions.

15          Q.   Mr. Terry stated the purpose of the  
16 embargo was to stop the incursion of charges that  
17 would not be paid by Ohiotelnet while having no  
18 effect on Ohiotelnet's existing customers. Did  
19 the embargo have an effect on Ohiotelnet's  
20 customers?

21          A.   Yes.

22          Q.   Could you explain the effect it had?

23          A.   Would not do move orders, change orders,  
24 or restores if the customer paid while the

1 embargo was in effect.

2 Q. Under the terms of the Interconnection  
3 Agreement, was Windstream required to perform any  
4 services while an embargo was in place?

5 A. Yes.

6 Q. Which services were those?

7 A. Disconnects, restores, suspends, and  
8 change orders to remove features.

9 Q. Did Ohiotelnet put in service requests  
10 for those services while an embargo was in  
11 place?

12 A. Yes.

13 Q. Were those services performed by  
14 Windstream?

15 A. Not all of them. They refused to do  
16 restores and change orders.

17 Q. On Page 12 of his prefiled testimony  
18 Mr. Terry disputes Windstream's embargo and  
19 disconnect actions caused Ohiotelnet to lose  
20 customers, including the notices sent to  
21 Ohiotelnet's customers, and claims Ohiotelnet  
22 began losing customers, according to his  
23 calculations, between April 2007 and April 2008.

24 Mr. Terry comes to the conclusion that

1    **Ohiotelnet was losing customers for reasons other**  
2    **than Windstream's actions and was unable to pay**  
3    **its bills resulting in action by Windstream to**  
4    **embargo and disconnect. Is this accurate?**

5       A. No.

6       **Q. How is it not accurate?**

7       A. If we would put in a move order if a  
8    customer moved, Windstream did not move the  
9    customer, so they would have to switch if they  
10   wanted phone service because they had no choice.

11       **Q. Was Ohiotelnet losing customers between**  
12   **April 2007 and April of 2008?**

13       A. Yes. The pattern of Windstream to not  
14   work orders timely, to not do move orders, to not  
15   do change orders, to not work trouble tickets  
16   timely resulted in a loss of reputation and many  
17   customers changed service to buy directly from  
18   Windstream. ✓

19       **Q. In April of 2010 Ohiotelnet's customers**  
20   **were sent a notice concerning the disconnection**  
21   **by Windstream of resale services.**

22       **Mr. Terry references a letter sent by**  
23   **Ohiotelnet (Exhibit ST5) and gives the opinion**  
24   **that this letter was the reason many of**

1    **Ohiotelnet's resale customers now have service**  
2    **with Windstream. Would you agree with his**  
3    **opinion?**

4            A. No.

5            **Q. Can you elaborate?**

6            A. Windstream had sent out a letter without  
7    my knowledge or without my approval which led the  
8    customers to believe that the PUCO had ordered  
9    that we go out of business.

10           Subsequently I sent out a letter  
11   explaining that we had chosen to exit the  
12   Windstream dial tone resale portion of our  
13   business.

14           The reason why we made that decision was  
15   because we couldn't get move orders, change  
16   orders, installs, trouble tickets worked  
17   timely.

18           **Q. The April 2010 notice sent by Windstream**  
19   **to Ohiotelnet's customers was approved by order**  
20   **of the Public Utilities Commission, correct?**

21           A. Yes. However, I had never seen the  
22   letter and it was sent out unilaterally with OTN  
23   as a signature on it.

24           It had been agreed to in the settlement

1 conference in October of '09 that the notice to  
2 the customer would be approved by both parties  
3 and that I would be notified.

4 It was also agreed to that in that  
5 letter it would have more than one choice for the  
6 customer to move to.

7 It was also agreed to during that  
8 settlement conference and was stated clearly by  
9 the PUCO staff that no customer would be  
10 disconnected.

11 It was stated by the PUCO staff that the  
12 process would be if the customer does nothing,  
13 the service would revert back to Windstream.

14 **Q. Can you explain the reason why you were**  
15 **not provided notice before the letter was sent**  
16 **out to Ohiotelnet's customers?**

17 A. Cathy Hobbs did not notify me. She did  
18 not notify anyone at Ohiotelnet.

19 She subsequently sent Annette Duboe an  
20 e-mail with the content of the letter saying that  
21 she had lost the e-mail address that she had just  
22 e-mailed to and notified her the letter was going  
23 to go out the next day.

24 **Q. Does the Interconnection Agreement**



1 specify who is to be contacted in the event of a  
2 disconnection notice sent to Ohiotelnet's  
3 customers?

4 A. Yes.

5 Q. Who is that contact?

6 A. Myself, and I was not notified.

7 Q. Had Windstream sent any notices to  
8 Ohiotelnet's customers prior to the April 2010  
9 notice?

10 A. Yes, they did.

11 Q. When was the notice sent?

12 A. It was June of '09.

13 Q. What were the circumstances leading to  
14 the June 2009 notice?

15 A. We were working with Windstream pursuant  
16 to the Interconnect Agreement to resolve billing  
17 disputes. We thought we were still in the  
18 informal dispute resolution process portion of  
19 the Interconnect Agreement. They unilaterally  
20 sent out a letter to all the customers saying  
21 that the customers would be disconnected.

22 Q. Are you aware of the contents of the  
23 letter?

24 A. Yes, I am. I will paraphrase it without

1 having it in front of me. It said something to  
2 the effect of, "Due to no action of your own, you  
3 will be disconnected on this date."

4 **Q. Did the letter include contact**  
5 **information for Windstream?**

6 A. Yes, it did.

7 **Q. When Ohiotelnet's customers contacted**  
8 **the number indicated on the notice for**  
9 **Windstream, did Windstream's representatives make**  
10 **any statements concerning Ohiotelnet?**

11 A. Yes.

12 **Q. What were those statements?**

13 A. That we were going out of business.

14 **Q. And these statements were made in June**  
15 **of 2009?**

16 A. Yes. As I had indicated earlier in  
17 testimony, Kinder Environmental was told that as  
18 early as February of 2009. I believe that they  
19 had been telling customers that for a long period  
20 before then.

21 (Thereupon Exhibits TC-2 through TC-5  
22 were marked.)

23 **Q. I've handed you a series of affidavits**  
24 **marked for identification as TC-2 through TC-5.**

1 Do you recognize these affidavits?

2 A. Yes, I do.

3 Q. Are they from customers of  
4 Ohiotelnet.com?

5 A. All but one.

6 Q. Who is the affidavit who's not a  
7 customer of Ohiotelnet?

8 A. It would be a customer service  
9 representative representing Ohiotelnet.

10 Q. Does she identify additional customers  
11 of Ohiotelnet?

12 A. Yes, she does.

13 Q. In each of these affidavits what is  
14 indicated that Ohiotelnet's customers were told  
15 when they contacted the number Windstream  
16 provided on the notice sent in June of 2009?

17 A. That we're going out of a business.

18 As a matter of fact, I called them when  
19 I received a notice just to see what they'd say.  
20 Their exact words were, "They're turning out the  
21 lights. They're done. They're going out of  
22 business."

23 ~~Q. Is it your belief that these statements~~  
24 ~~made by Windstream's representatives to~~

1 Ohiotelnet's customers after receiving the June  
2 2009 notice had an effect on Ohiotelnet's  
3 customer accounts and revenue?

4 A. Yes, it did.

5 ~~Q. What effect do you believe it had?~~

6 A. Loss of revenue, non-pays, more  
7 non-collectibles, loss of reputation, loss of DSL  
8 customers.

9 They also moved into the computer  
10 business. Many of my computer customers thought  
11 we were going out of business. They would no  
12 longer buy a maintenance contract, quit  
13 purchasing servers and PCs.

14 Q. Basically Ohiotelnet is asserting  
15 Windstream sent this notice advising Ohiotelnet's  
16 customers to contact Windstream, and when they  
17 did it informed them Ohiotelnet and Midwest  
18 Service Management were closing down and offered  
19 Windstream services as a substitute?

20 A. Yes. As I indicated earlier, Kinder  
21 Environmental was told as early as February of  
22 '09 that we were going out of business, and the  
23 reason that their service was taken down is that  
24 we did not pay our bill.

stop  
in

1       **Q. Has Ohiotelnet suffered a loss of**  
2 **productivity due to the documentation, tracking,**  
3 **and personnel requirements concerning these**  
4 **billing disputes and failure by Windstream to**  
5 **comply with the terms of the Interconnection**  
6 **Agreement?**

7       A. Yes. My customer service people have  
8 spent at least 2,726 hours documenting and  
9 tracking billing disputes.

10       This does not count productivity loss  
11 due to customer complaints, customers standing at  
12 the counter complaining, continuously talking to  
13 Windstream about things we should never talk  
14 about such as late move orders, change orders,  
15 installs, and trouble tickets.

16       **Q. Do you believe that these issues that**  
17 **you were required to track and spend additional**  
18 **time on are above and beyond the average amount**  
19 **in a company doing business in your industry?**

20       A. Yes. The total amount of billing  
21 disputes is approximately 8 percent of the total  
22 billing.

23       If we were to be compensated at contract  
24 rates to reimburse us for tracking fraudulent

~~1 billing practices, that amount is \$35 an hour and~~  
~~2 would work out to \$95,410.~~

3 Q. Does this conclude your testimony at  
4 this time?

5 A. Yes.

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**Kinder  
Environmental  
Services, Inc.**

2112 Cherry Valley Road, Newark, OH 43055  
Office: 740-522-0762 Fax: 740-522-0763

February 9, 2009

Ohlotelnet.com, Inc.  
Attn Mr. Tom Cotton  
25 West Main Street  
Newark, Ohio 43055

Dear Mr. Cotton

Here is a summary of our recent problems with the internet/e-mail and Windstream.

Wednesday Jan 28 lost our service. Not certain of the time as we were not in the office.

Tuesday Jan 29 I tried to restore service by checking modem, router, etc. called MSM talked to Mike, he said you were not having problems with service and that he would check with Windstream concerning our DSL service. Mike called back and said Windstream had an order from Kinder Environmental to transfer us to Sprint. Tried numbers in phone book to reach Windstream and could only get automated systems. John Kinder then called the Windstream office in N.C., after much discussion that we had not requested a change in service we were told that our service would be back in place 5:00 pm that day.

Friday Jan 30 arrived at office at 8:00 AM to find that the service was still off. John Kinder called Windstream's DSL Reporting Center 1-866-356-7092 to find out why service was still out. Lady again promised that service would be restored and she said she would call when service was restored. We did not receive a call back.

Sat. Jan 31 John Kinder in office and found that we still had no service. He called the above number and was told that someone would call us Monday Feb 2nd.

Monday Feb 2. Still no service at 8:00AM, waited until approximately 10:15 AM, then John again called Windstream. At this point the story changed, now we were disconnected because Ohlotelnet had not paid their bills to Windstream. Not knowing the amount John asked if we could pay Windstream directly for service. At this point Jennifer responded that we could purchase their internet/e-mail service for \$40.00 per month.




Monday Feb 2. I called you, then tried one more Windstream number. Windstream action line 1-800-336-4699, talked to Larry, he said he could not solve problem immediately, would look into the matter and call back. I am still waiting for that call.

Monday Feb 2 mid-afternoon service was restored.

This document written by S.V. Jackson, Jr., Director of Engineering for Kinder Environmental Services, Inc.

Respectfully yours;

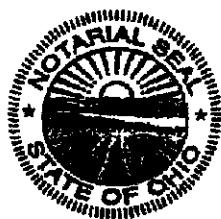
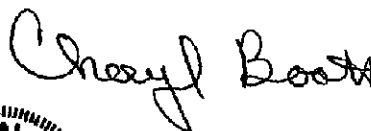


John P. Kinder  
President

Cc: File

County of Licking  
State of Ohio

Sworn to before me this 28<sup>th</sup> day  
of June, 2010.



CHERYL BOOTH  
Notary Public, State of Ohio  
My Commission Expires  
8-18-14



**AFFIDAVIT**

On or about June 15, 2009, I Michelle Ables, received a letter from Windstream, saying I was going to lose my phone service, if I did not find an alternative provider. Not wanting to go without phone service, I contacted the number that was on the letter I received. I was told Windstream, that OHIOTELNET.COM, INC. WAS GOING OUT OF BUSINESS. They told me that I had to switch my phone service provider or I would lose my phone service.

Michelle Ables

Michelle Ables

State of Ohio  
County of Licking

Sworn to before me and signed in my presence this 1<sup>st</sup> day of  
December, 2009.



CHERYL BOOTH  
Notary Public, State of Ohio  
My Commission Expires  
8-13-14

Cheryl Booth

Cheryl Booth  
Notary Public, State of Ohio  
My commission expires August 13, 2014

**EXHIBIT**

TC-2

**AFFIDAVIT**

On or about June 24, 2009, I Melisha Hindel, received several calls from our customers, saying Windstream said Ohiotelnet.com, Inc. was going out of business. The customers that told me this were all long time customers of Ohiotelnet.com, Inc. and they all switched their services to Windstream because of this, and did not want to. The customers were Crystal Lamp, Betty Lucas, Roy Eaves, Tom Cotton, Stephanie Eppley and Michelle Ables.

Melisha Hindel  
Melisha Hindel

State of Ohio  
County of Licking

Sworn to before me and signed in my presence this 1<sup>st</sup> day of  
November, 2009.



CHERYL BOOTH  
Notary Public, State of Ohio  
My Commission Expires  
8-13-14

Cheryl Booth  
Cheryl Booth  
Notary Public, State of Ohio  
My commission expires August 13, 2014



**AFFIDAVIT**

On or about June 15, 2009, I Betty Lucas, received a letter from Windstream, saying I was going to lose my phone service, if I did not find an alternative provider. Not wanting to go without phone service, I contacted the number that was on the letter I received. I was told by April, a worker of Windstream's, that OHIOTELNET.COM, INC. WAS GOING OUT OF BUSINESS. They told me that I had to switch my phone service provider or I would lose my phone service.

Betty J. Lucas  
Betty Lucas

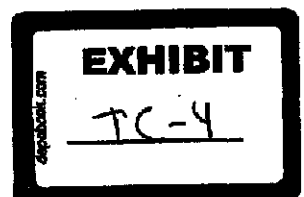
State of Ohio  
County of Licking

Sworn to before me and signed in my presence this 1<sup>st</sup> day of  
December, 2009.



CHERYL BOOTH  
Notary Public, State of Ohio  
My Commission Expires  
8-13-14

Cheryl Booth  
Cheryl Booth  
Notary Public, State of Ohio  
My commission expires August 13, 2014



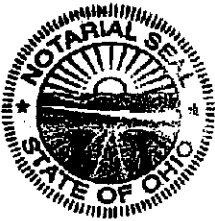
**AFFIDAVIT**

On or about June 16, 2009, I Roy Eaves, received a letter from Windstream, saying I was going to lose my phone service, if I did not find an alternative provider. Not wanting to go without phone service, I contacted the number that was on the letter I received. Windstream told me that OHIOTELNET.COM, INC. WAS GOING OUT OF BUSINESS. They told me that I had to switch my phone service provider or I would lose my phone service.

Roy J. Eaves  
ROY/EAVES

State of Ohio  
County of Licking

Sworn to before me and signed in my presence this 20<sup>th</sup> day of  
November, 2009.



CHERYL BOOTH  
Notary Public, State of Ohio  
My Commission Expires  
8-13-14

Cheryl Booth  
Cheryl Booth  
Notary Public, State of Ohio  
My commission expires August 13, 2014



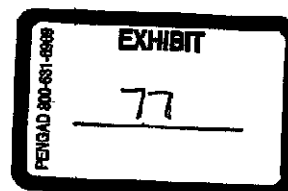
BEFORE THE  
PUBLIC UTILITIES COMMISSION OF OHIO

- - -

IN RE: COMPLAINT OF :  
OHIOTELNET.COM, INC. : Case No. 09-515-TP-CSS  
: :  
: :  
: :  
: :

- - -

DIRECT TESTIMONY  
OF  
ANNETTE DUBOE  
ON BEHALF OF  
OHIOTELNET.COM, INC.



1 Q. Could you state your name and business  
2 address?

3 A. Annette M. Duboe. 25 West Main Street,  
4 Newark, Ohio 43055.

5 Q. What was your position with Ohiotelnet  
6 during these billing disputes?

7 A. Manager.

8 Q. Were you the primary contact for  
9 Windstream in Ohiotelnet's customer accounts?

10 A. Yes.

11 Q. Were you responsible for tracking  
12 billing disputes with Windstream?

13 A. Yes.

14 Q. What is the purpose of your testimony  
15 today?

16 A. The purpose of my testimony is to  
17 provide testimony regarding the billing disputes  
18 between Ohiotelnet and Windstream, specifically  
19 where Windstream failed to perform orders  
20 requested by Ohiotelnet under our Interconnection  
21 Agreement, and give some specific incidences to  
22 back-up that information.

23 Q. I'd like to talk to you a little bit  
24 about the billing system used by Ohiotelnet. Can

1    you explain how Ohiotelnet bills and tracks the  
2    bills sent to its customers?

3           A. Ohiotelnet receives a monthly bill from  
4    Windstream for the resale services sold to  
5    Ohiotelnet's customers.

6           When the bill comes in from Windstream I  
7    review the bill item by item checking for  
8    discrepancies. If there are discrepancies, I  
9    dispute them back to Windstream and, of course,  
10   turn around and bill Ohiotelnet's customers for  
11   the accurate billing information.

12          Q. Is checking the bill for discrepancies a  
13   normal job function for you?

14          A. Yes.

15          Q. Does Windstream bill Ohiotelnet's  
16   customers directly?

17          A. No.

18          Q. Can you explain how Ohiotelnet is billed  
19   by Windstream?

20          A. Ohiotelnet places orders with Windstream  
21   from new orders to move orders to change orders,  
22   suspends, installs, disconnects.

23                It's my job to track the orders that  
24   were placed with Windstream to correctly identify

1 on the Windstream bill to Ohiotelnet that those  
2 changes have been made and make sure that the  
3 customers are not being charged for services that  
4 were dropped or services that were canceled but  
5 continue to be billed for service.

6 **Q. What is an ASOC code?**

7 A. An ASOC code would be an equivalent to a  
8 part number. There are specific ASOC codes for  
9 every feature of service that a customer could  
10 use or order with their telephone service.

11 **Q. Are the services provided by Windstream**  
12 **to Ohiotelnet designated by ASOC code on its**  
13 **invoices?**

14 A. Yes.

15 **Q. Where do the ASOC codes appear on the**  
16 **billing from Windstream to Ohiotelnet?**

17 A. The ASOC codes appear on the electronic  
18 version of the bill that we receive monthly from  
19 Windstream.

20 **Q. Are electronic bills always received by**  
21 **Ohiotelnet?**

22 A. Yes.

23 **Q. Have they always been received since the**  
24 **Interconnection Agreement was entered into?**



1 A. No.

2 Q. When did Ohiotelnet begin receiving  
3 electronic bills?

4 A. I believe December of 2002.

5 Q. In reviewing the bills received from  
6 Windstream, did you review both the paper and  
7 electronic bills?

8 A. Yes.

9 Q. I'd like to generally discuss the  
10 billing disputes and some of the charges that  
11 were improper. Can you state in general how a  
12 charge would be disputed or considered improper  
13 by Ohiotelnet?

14 A. Sure. For example, installation  
15 charges, if an installation is not done in a  
16 timely fashion, according to the minimum  
17 telephone service standards, the customer gets a  
18 discount or a complete credit off of their  
19 installation fee.

20 There are certain times that a customer  
21 will order a block to prevent certain usage  
22 sensitive charges from being bestowed on their  
23 telephone by their children, by themselves, by  
24 whomever may use their telephone. Then those

1 charges would show up on their bill even though  
2 they had the block to prevent them.

3 Q. Ohiotelnet would then dispute these  
4 charges being on that customer's bill?

5 A. Absolutely.

6 Q. Was Ohiotelnet responsible for paying  
7 these disputes to Windstream?

8 A. No.

9 Q. Why was Ohiotelnet not responsible for  
10 paying these disputes?

11 A. The Interconnection Agreement states  
12 that Ohiotelnet is to pay all undisputed amounts.  
13 Each month I would tally up the bill amounts, the  
14 disputed amounts, and we would render the amount  
15 paid based on that, the difference from the  
16 amount due and the disputed amounts, to  
17 Windstream.

18 Q. Can you explain the procedure where you  
19 would review the invoices from Windstream for  
20 improper charges?

21 A. Well, I would first review the paper  
22 bills at face value. Then I would take the  
23 electronic form of the invoice and compare it to  
24 the orders that were placed in Windstream Express

1 and also compare features within the customer  
2 telephone number, the billing telephone number.

3 If there were certain features that this  
4 customer had, the blocks, et cetera, that would  
5 prevent other charges from showing up on the  
6 invoice, I would compare within their information  
7 those two categories.

8 Q. On average how long did this process  
9 take?

10 A. 25 hours per month.

11 Q. Did an increase in the number of  
12 disputes increase the amount of time you had to  
13 spend reviewing each invoice?

14 A. Yes.

15 Q. What is Windstream Express?

16 A. Windstream Express is a software package  
17 that is web accessible that Ohiotelnet uses to  
18 enter all orders, trouble tickets, and billing  
19 disputes.

20 Q. Did this system always exist?

21 A. No.

22 Q. What type of system for submitting  
23 billing disputes existed prior to Windstream  
24 Express?

1           A. Paper. We would have to track them  
2 manually and submit them by e-mail or fax to  
3 Windstream to have them review them.

4           Q. Do you continue to track disputes  
5 manually?

6           A. Yes.

7           Q. Do you maintain a record of those  
8 disputes at Ohiotelnet?

9           A. I do. I have an Excel spreadsheet.

10          Q. Does that spreadsheet contain the entire  
11 history of disputes submitted to Windstream?

12          A. It contains the history from April of  
13 2004 on.

14          Q. Once a dispute is submitted to  
15 Windstream by Ohiotelnet, is there a timeline for  
16 that dispute to be resolved under the  
17 Interconnection Agreement?

18          A. Yes, there is.

19          Q. Does Windstream submit a response to the  
20 disputes within this timeline?

21          A. No.

22          Q. How long do the disputes usually take to  
23 be resolved, on average?

24          A. On average I would say six months. Some

1 of them are unresolved from 2004, 2005.

2 Q. What type of responses to disputes does  
3 Ohiotelnet receive from Windstream?

4 A. Windstream responds with either an  
5 acceptance, a rejection, or they close it out.

6 Q. When it's closed out, what effect does  
7 that have on the dispute?

8 A. A closed out dispute just means that  
9 it's been open too long and we have not come to  
10 an agreement on it and they close out the  
11 order.

12 Q. Is that amount still owed to Windstream  
13 by Ohiotelnet?

14 A. No.

15 Q. Is there an explanation provided with  
16 Windstream's decision when a dispute is  
17 submitted?

18 A. Yes.

19 Q. What is the process if Ohiotelnet  
20 disagrees with Windstream's decision concerning a  
21 dispute?

22 A. Ohiotelnet would either resubmit the  
23 billing dispute or they have option to invoke the  
24 informal dispute resolution process out of the

1 Interconnection Agreement.

2 Q. In Ohiotelnets prehearing statement  
3 filed November 5th, 2010, Ohiotelnets provided a  
4 list of 80 categories of disputes labeled by ASOC  
5 code. Are you the creator of this list?

6 A. Yes.

7 Q. How was this list created or what was  
8 the source used to create this list?

9 A. The source was all the billing disputes  
10 submitted to Windstream. They were taken and put  
11 into an Excel spreadsheet and compiled by whether  
12 or not Windstream agreed to give credit for the  
13 particular dispute, whether they rejected to give  
14 the credit, or if they have not worked the  
15 dispute at all.

16 Q. This spreadsheet was the one you  
17 referenced previously which was updated upon your  
18 review of each monthly invoice from Windstream,  
19 correct?

20 A. That is correct.

21 Q. Is this a record that you maintain in  
22 the normal course of your business?

23 A. I have to.

24 Q. You are the custodian of that record and

1 those invoices received from Windstream?

2 A. Yes, I am.

3 Q. Is this list of categories and the  
4 record you maintain a true and accurate  
5 reflection of the invoices from Windstream that  
6 you have in Ohiotelnet's control?

7 A. Yes, it is.

8 Q. Is that record updated only by you?

9 A. Yes.

10 (Thereupon Exhibit AD-1 was marked.)

11 Q. I've handed you a record that we're  
12 marking for identification as AD-1. Do you  
13 recognize this record?

14 A. Yes.

15 Q. What is it?

16 A. It's an invoice received by Ohiotelnet  
17 from Windstream dated September 3rd, 2008.

18 Q. Is this the type of invoice that you  
19 referenced in your testimony previously received  
20 from Windstream by Ohiotelnet?

21 A. It is.

22 Q. And this is the type of invoice you  
23 would receive on a monthly basis from Windstream  
24 for charges generated by Ohiotelnet's

1 customers?

2 A. Correct.

3 Q. Can you identify a billing dispute on  
4 this particular record?

5 A. I can.

6 Q. What is that billing dispute?

7 A. The amount is for \$14.33. It is ASOC  
8 Code C22201MR. It is for third-party billing.  
9 It is actually a service that is billed on behalf  
10 of MCI, which is another telephone company that  
11 does not have any Interconnection Agreement with  
12 Ohiotelnet.

13 Q. This was an invoice with a charge that  
14 you submitted as a dispute to Windstream?

15 A. Yes.

16 Q. Has the dispute been resolved with  
17 Windstream?

18 A. No.

19 Q. Has it been closed by Windstream?

20 A. Yes.

21 Q. When was the invoice received?

22 A. September 2008.

23 Q. And where is it located on Ohiotelnet's  
24 premises?



1 A. It is in Cabinet 1, Drawer 2.

2 Q. In which folder?

3 A. In the September 2008 folder.

4 (Thereupon Exhibit AD-2 was marked.)

5 Q. I've handed you an exhibit that's been  
6 marked for identification as AD-2. What is  
7 that?

8 A. This is a copy of the May 3rd, 2007  
9 bill.

10 Q. Is this the type of invoice that you  
11 referred to previously that Ohiotelnet receives  
12 on a monthly basis from Windstream?

13 A. It is.

14 Q. Can you identify a disputed charge on  
15 this bill?

16 A. I can.

17 Q. What is the dispute, and can you  
18 describe why it's a disputed charge?

19 A. I sure can. On this particular incident  
20 this was a new install. This was a customer's  
21 new service.

22 Actually, we had to place a trouble  
23 ticket to get the customer turned up. The order  
24 was placed on April the 18th. Windstream said

1 that they completed the order on April the 19th.  
 2 However, Ohiotelnet, upon the customer  
 3 complaining that the order was not worked, had to  
 4 place a trouble ticket.

5 Once Windstream worked the trouble  
 6 ticket, it came back that it was a programming  
 7 issue as to why the customer's phone service did  
 8 not get installed correctly on the 19th.

9 Therefore, the customer's service did  
 10 not get turned up until April the 26th, which is  
 11 past the five business day guarantee which, in  
 12 turn, gives the customer half off of the  
 13 install.

14 Q. Can you identify the ASOC code for that  
 15 type of dispute?

16 A. Actually, there are two. They are COR  
 17 and SOCRR.

18 Q. Was this dispute submitted to Windstream  
 19 in the process you described?

20 A. Yes.

21 Q. Was it resolved by Windstream? If so,  
 22 what was the resolution? Was it closed?

23 A. Windstream actually denied credit. They  
 24 said it only took one day to install.

1 Had there not have been a trouble  
2 ticket, that might have been the case. Since  
3 there was a trouble ticket that had to be placed  
4 to get the customer's installation turned up and  
5 functioning correctly, that makes it six business  
6 days.

7 Q. Was that dispute closed by Windstream?

8 A. It was, and no credit was given to  
9 Ohiotelnet.

10 Q. When was that invoice received?

11 A. May of 2007.

12 Q. And where is it located on Ohiotelnet's  
13 premises?

14 A. It is in Cabinet 1, Drawer 2, in the May  
15 2007 folder.

16 (Thereupon Exhibit AD-3 was marked.)

17 Q. I've handed you a record that's been  
18 identified as Exhibit AD-3. Can you tell me what  
19 that is?

20 A. Yes. It's the March 5th, 2007 bill.

21 Q. And is it the type of invoice, as you  
22 referred to in your testimony previously,  
23 received by Ohiotelnet from Windstream on a  
24 monthly basis?

1 A. It is.

2 Q. Can you identify a disputed charge on  
3 this invoice?

4 A. I can.

5 Q. What is that disputed charge and why was  
6 it disputed?

7 A. This is for installation fees. It was  
8 disputed because the customer is a Lifeline  
9 qualified customer. If you are qualified for the  
10 Lifeline program, you do not pay installation  
11 charges as part of that program.

12 Q. And the customer was assessed an  
13 installation charge in this case?

14 A. They were.

15 Q. What is the ASOC code for that  
16 particular dispute?

17 A. For this particular dispute there's  
18 actually three, the first one being COR, PVRR,  
19 and SOCRR.

20 Q. Was this dispute submitted to  
21 Windstream?

22 A. It was.

23 Q. And was the dispute resolved?

24 A. No. Windstream rejected the dispute.

1 Q. Did they subsequently close the  
2 dispute?

3 A. They did.

4 Q. When was the invoice received again?

5 A. March of 2007.

6 Q. And where is it located on Ohiotelnet's  
7 premises?

8 A. In Cabinet 1, Drawer 2, in the March  
9 2007 folder.

10 Q. The 80 categories of disputes we  
11 referenced previously contain an ASOC code along  
12 with a disputed amount and number of disputes; is  
13 that correct?

14 A. Yes.

15 Q. You testified that this list of ASOC  
16 codes and disputes was generated from a record  
17 you maintain in the ordinary course of business  
18 reviewing each monthly invoice; is that  
19 correct?

20 A. That is correct.

21 Q. Do each of the 80 categories, dispute  
22 amounts, and disputes listed on the prehearing  
23 statement submitted by Ohiotelnet.com have a  
24 corresponding monthly invoice similar to the

1 three invoices that we just reviewed?

2 A. They do.

3 Q. Are all of these invoices located in the  
4 prehearing statement on Ohiotelnet's premises?

5 A. Yes, they are.

6 Q. Is the location of each invoice  
7 indicated on the prehearing statement?

8 A. It is.

9 Q. And that location is as we described in  
10 each of the three invoices that we just  
11 reviewed?

12 A. Yes.

13 Q. Is Ohiotelnet able to locate and  
14 identify each invoice associated with each  
15 billing dispute listed on the prehearing  
16 statement using this method?

17 A. Yes.

18 Q. I'd like to discuss Windstream's  
19 responses to the billing disputes that were  
20 submitted.

21 Is Windstream's process for reviewing  
22 billing disputes consistent with that that's  
23 required under the Interconnection Agreement.

24 A. No.

1 Q. How is their process not consistent with  
2 the requirements under the Interconnection  
3 Agreement?

4 A. First of all, they don't review them in  
5 a timely fashion. Second of all, they just  
6 arbitrarily reject billing disputes.

7 Q. Is Windstream's process the same for  
8 each dispute?

9 A. I would assume so.

10 Q. Have you ever had a situation where  
11 Windstream would provide a credit for one type of  
12 dispute but failed to provide a credit for  
13 another dispute with a similarly situated or  
14 identical type of customer and charge?

15 A. Yes, all the time.

16 Q. That's something that happens  
17 frequently?

18 A. All the time.

19 Q. What is Windstream's explanation when  
20 this occurs?

21 A. They don't have one.

22 Q. Is that circumstance brought to  
23 Windstream's attention in the dispute process?

24 A. It has been, yes.

1           **Q. And there's been no response or change**  
2 **in their position?**

3           A. Correct. Windstream has worked with  
4 Ohiotelnnet to resolve billing issues. Once  
5 Windstream has spent the allotted amount of time  
6 given to billing disputes, they just do not work  
7 with us any further after that.

8           **Q. Has any representative of Windstream**  
9 **made any statements to you concerning why they**  
10 **won't work with you any further on these**  
11 **disputes?**

12          A. Yes. Scott Terry actually said in  
13 October of 2009 that it was taking too much of  
14 their time and that they were not going to work  
15 on these any further. Then that's when they had  
16 sent the PUCO the notice that we had reached an  
17 impasse on the billing disputes.

18          **Q. Just to clarify, that's the November**  
19 **2009 notice to the PUCO?**

20          A. That's correct.

21               (Thereupon Exhibit AD-4 was marked.)

22          **Q. I've handed you a series of e-mails**  
23 **marked for identification AD-4. Do you recognize**  
24 **that series of e-mails?**



1 A. Yes.

2 Q. Who are the e-mails to and from and what  
3 is the subject matter they're discussing?

4 A. These are e-mails between Michelle  
5 Bright and myself.

6 Q. Who is Michelle Bright?

7 A. Michelle Bright is the accounts  
8 receivable representative for Windstream.

9 Q. Was she the primary point of contact  
10 concerning the billing disputes between  
11 Windstream and Ohiotelnet?

12 A. No.

13 Q. Who was the primary point of contact?

14 A. Teresa Weiland.

15 Q. What is the series of e-mails marked as  
16 AD-4 concerning?

17 A. This is concerning payments. It shows  
18 the total amount due and the amount that is in  
19 dispute. If you take that off of the total  
20 amount due, it shows the amount that would be  
21 remitted for payment.

22 Q. Was this series of e-mails due to a  
23 request by Windstream to Ohiotelnet for payment  
24 of the outstanding amounts due?

1 A. This particular series is, yes.

2 Q. In that e-mail series you offered to pay  
3 Windstream the undisputed portion of the billing  
4 disputes; is that correct?

5 A. That is correct.

6 Q. Under the Interconnection Agreement is  
7 Ohiotelnet obligated to pay disputed billing to  
8 Windstream?

9 A. No, we are not.

10 Q. Based on that e-mail chain and the  
11 response from Scott Terry, is it your  
12 interpretation that Windstream refused to accept  
13 payment for the undisputed portion?

14 A. Correct.

15 Q. If you were to total the outstanding  
16 billing disputes if granted to Ohiotelnet, what  
17 would that total amount be?

18 A. \$76,436.

19 Q. So it's Ohiotelnet's position after  
20 review of each monthly invoice submitted since  
21 approximately April of 2004 that Windstream has  
22 incorrectly billed Ohiotelnet \$76,436; is that  
23 correct?

24 A. No. Actually, that's what's remaining

1 in dispute at this time. They have incorrectly  
2 billed us overall, \$133,953.

3 Q. In your experience reviewing these  
4 invoices, having discussions with Windstream  
5 customer service and accounts receivable, and in  
6 your interactions with Scott Terry, Teresa  
7 Weiland, and Tana Henson, can you explain the  
8 reason for these disputed amounts?

9 A. No, I cannot explain the reason.

10 Q. Was any explanation ever provided to  
11 you?

12 A. No.

13 Q. How do you know Tana Henson?

14 A. Through telephone calls and e-mails.

15 Q. She's identified herself as a  
16 representative of Windstream?

17 A. That is correct.

18 Q. Have you reviewed Tana Henson's prefiled  
19 testimony in this matter?

20 A. I have.

21 Q. On Page 5 of Tana Henson's prefiled  
22 testimony she states that, "Payment of the  
23 undisputed portion of an invoice is all that  
24 Windstream has requested and required." Would

1     **you agree with that statement?**

2           A.   No, I would not.

3           **Q.   What's your basis for disagreeing?**

4           A.   Because Ohiotelnet has provided  
5   Windstream monthly disputed amounts on a  
6   continuous basis and shown where those disputed  
7   amounts have been deducted from the amount due  
8   and Ohiotelnet has submitted the amount due to  
9   Windstream. Windstream still chose to embargo  
10   Ohiotelnet even though Ohiotelnet has paid all  
11   undisputed portions of the bill.

12          **Q.   On Page 7 of her prefiled testimony,**  
13   **Ms. Henson alleges the dispute process has been**  
14   **made more complex because of Ohiotelnet's failure**  
15   **to timely dispute or verify its bills. Would you**  
16   **agree with that statement?**

17          A.   No, I would not.

18          **Q.   Is there a time frame for Ohiotelnet to**  
19   **submit disputes to Windstream under the**  
20   **Interconnection Agreement?**

21          A.   There is. It is one year.

22          **Q.   Does Ohiotelnet consistently submit**  
23   **disputes to Windstream within one year?**

24          A.   Yes.

1 Q. How would you interpret Ms. Henson's  
2 statement that Ohiotelnet failed to verify its  
3 bills?

4 A. I'd say that that's inaccurate. I spend  
5 25 hours a month verifying the bills to ensure  
6 that Ohiotelnet's customers are not being  
7 overcharged as well. Then I always enter in the  
8 disputes when I get that done.

9 Q. On Page 9 of her prefiled testimony,  
10 Ms. Henson states that Windstream consistently  
11 targeted a return of a response to billing  
12 disputes within 90 days once a dispute was filed.  
13 Would you agree with that time frame?

14 A. I do not. Windstream has not looked at  
15 any disputes since March 17th, 2010. We have  
16 open and current disputes that Windstream has  
17 refused to work. That's more than 90 days ago.

18 Q. On Page 12 of her prefiled testimony,  
19 Ms. Henson states that she participated in a  
20 conference call on November 12th, 2009. Were you  
21 present during that call?

22 A. Yes.

23 Q. Ms. Henson stated the outstanding  
24 balance of invoices from Windstream to Ohiotelnet

1 was agreed to by the parties as \$64,641.29, and  
2 that the amount was for charges that were  
3 invoiced but not paid or disputed by Ohiotelnet.

4 Would you agree with that statement?

5 A. No.

6 Q. Which part would you disagree with?

7 A. The entire statement.

8 Q. What's the basis for disagreeing with  
9 this statement?

10 A. Windstream was trying to reach a  
11 collective figure. This is an ongoing and  
12 ever-changing document. I sometimes refer to it  
13 as a live document. It changes every day as  
14 either party does additional work. The number  
15 can go up or it can go down. It just depends on  
16 what's being done and who's doing the work.

17 They were trying to reach a set figure  
18 when we were in the middle of working on it. You  
19 just can't do that. They wanted a hard figure  
20 that they could argue. I never agreed to that.  
21 They wanted me to agree to that, but I did not.

22 Q. Would you agree that the amount of  
23 \$64,641.29 consists of charges undisputed by  
24 Ohiotelnet?

1 A. No, I would not agree with that.

2 Q. I'd like to discuss the delay or failure  
3 of Windstream to process or perform certain  
4 services under the Interconnection Agreement.

5 Under the Interconnection Agreement was  
6 Windstream obligated to perform services for  
7 Ohiotelnet's customers?

8 A. Yes.

9 Q. Could you describe those services under  
10 the Interconnection Agreement?

11 A. Sure. They're work orders; telephone  
12 services, both local and long distance.

13 Q. Did Windstream fail to perform these  
14 services?

15 A. Yes.

16 Q. What types of services did they fail to  
17 perform?

18 A. They didn't work orders timely. They  
19 would not program the lines correctly. They  
20 would charge for things that were not ordered.

21 Q. They would charge for services provided  
22 to Ohiotelnet's customers which Ohiotelnet's  
23 customers had not requested?

24 A. That is correct.

1 Q. And they invoiced Ohiotelnet for payment  
2 for these services even though they were not  
3 provided?

4 A. Correct.

5 Q. What is a trouble ticket?

6 A. A trouble ticket is when a customer is  
7 having trouble with a phone service.

8 Q. Is a trouble ticket generated when a  
9 customer calls Ohiotelnet or otherwise notifies  
10 Ohiotelnet of a problem with their service?

11 A. Yes.

12 Q. Did Ohiotelnet have, in your opinion, an  
13 average amount of trouble tickets for this type  
14 of industry?

15 A. I would say an abundance of trouble  
16 tickets.

17 Q. Were employees of Ohiotelnet responding  
18 to customer complaints due to Windstream's  
19 failure to provide services?

20 A. Yes.

21 Q. Did this cause employees of Ohiotelnet  
22 to spend additional time on these customer  
23 complaints and trouble tickets?

24 A. Yes.



1 Q. Ohiotelnet has alleged that Windstream's  
2 failure to provide services has generated an  
3 amount of trouble tickets beyond normal daily  
4 business amounts. Can you elaborate on that?

5 A. Well, I would say for an example on new  
6 install orders alone, the trouble tickets placed  
7 on new installs is between 5 and 10 percent of  
8 the installs worked.

9 Q. You testified before that you spend on  
10 average of 25 hours per month on billing dispute  
11 tracking; is that correct?

12 A. Yes.

13 ~~Q. Can you estimate the total amount of~~  
14 ~~time that you've spent tracking the billing~~  
15 ~~disputes since April 2004?~~

16 A. Yes. I've spent about 1,865 hours.  
17 Under Ohiotelnet's Interconnection Agreement with  
18 Windstream, the contracted rate is \$35 an hour  
19 for a total of \$65,275.

20 Q. Does this conclude your testimony at  
21 this time?

22 A. I believe it does.  
23  
24