

FILE

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## Business Savings Plan

02-2917-07-055

November 15, 2002

Gary E. Vigorito  
Public Utilities Commission of Ohio  
Public Interest Center  
180 E. Broad Street  
Columbus, OH 43215-3793

RE: Ideal Packaging & Supply  
330.494.7016

2002 NOV 22 10:14 AM

Dear Sir or Madam::

This is response to a complaint dated November 5, 2002. Please be advised that we acquired this account thru the purchase of a customer base we made this year. According to their records, William Barron gave authorization to change the long distance service on May 6, 2002. This account was under active when we converted their database to ours, therefore changed the long distance to our network.

Please be advised this account was disconnected as of October 23, 2002.

If you should have any questions, or need further assistance please contact me at 949.567.1880.

Sincerely,

Gabrielle Ruelas  
Regulatory Affairs

This is to certify that the images appearing are an  
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Technician Am Date Processed 11/22/02

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