

FILE

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the
Complaint of:

Drew Hansel,

Complainant,

vs.

Windstream Western
Reserve, Inc.,

Respondent.

Case No. 07-89-TP-CSS

PROCEEDINGS

before Mr. Douglas Jennings, Attorney Examiner, at
the Public Utilities Commission of Ohio, 180 East
Broad Street, Room 11-G, Columbus, Ohio, called at
10 a.m. on Thursday, October 4, 2007.

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1 APPEARANCES:

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6 Suite 2100
7 Columbus, Ohio 43215-3422

8 On behalf of the Respondent.

9 - - -

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Thursday Morning Session,

October 4, 2007.

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ATTORNEY EXAMINER JENNINGS: The Public Utilities Commission of Ohio has scheduled for this date and time a hearing in Case No. 07-89-TP-CSS being in the Matter of the Complaint of Drew Hansel versus Windstream Western Reserve, Incorporated.

My name is Doug Jennings. I am an Attorney Examiner, and I have been assigned to hear this case at this time. I would like to note for the record that the Complainant has not made an appearance to prosecute this case. Respondents are here and represented and wish to make some statements on the record before we begin.

MR. ADAMS: Thank you, your Honor. On behalf of Windstream Western Reserve, William Adams, Bailey Cavalieri, 10 West Broad Street, Columbus, Ohio 43215.

And there are two preliminary matters that we would like to put on the record. The first is pursuant to the motion to compel that the Commission issued an entry last Friday, September 28, 2007, requiring the Complainant to respond to

1 discovery requests by October 1 which is Monday, this
2 week, and I want the record to reflect that there --
3 I did not receive any discovery requests on Monday,
4 October 1.

5 The second matter is we just wanted to
6 make a record that this Commission is a creature of
7 statute and is bound to follow the statute, do not
8 have any authority beyond what is confirmed by
9 statute. 4905.26 requires a hearing in a complaint
10 case only after a determination that reasonable
11 grounds for the complaint exists. The Commission has
12 never made that determination in this case and indeed
13 there are no reasonable grounds for the complaint we
14 would submit. So we wanted to make that on the
15 record this morning before we begin with our first
16 witness.

17 ATTORNEY EXAMINER JENNINGS: Thank you,
18 Mr. Adams. There being no Complainant to prosecute
19 this case I'll give the Respondents an opportunity to
20 put on a case.

21 MR. ADAMS: Thank you, your Honor. Our
22 first witness is Mr. Rick Baum. We have taken the
23 liberty of premarking our exhibits for today.

24 ATTORNEY EXAMINER JENNINGS: Okay. Thank

1 you.

2 MR. ADAMS: Here is a packet for you to
3 follow and the originals will be here and I will give
4 those to the witness to work with and I have got an
5 extra copy of everything except for two exhibits, 3A
6 and 3B, which you will see in a minute are -- we only
7 have one copy of them. One is a phone book, and one
8 is a pamphlet that will be with the official record.

9 ATTORNEY EXAMINER JENNINGS: Okay.

10 (Witness sworn.)

11 ATTORNEY EXAMINER JENNINGS: You may
12 proceed.

13 - - -

14 RICK BAUM

15 called as a witness on behalf of the Respondent,
16 being first duly sworn, testified as follows:

17 DIRECT EXAMINATION

18 By Mr. Adams:

19 Q. Please state your name for the record and
20 business address.

21 A. Rick Baum, 1720 Galleria Boulevard,
22 Charlotte, North Carolina.

23 Q. How do you spell your last name?

24 A. B-A-U-M.

1 Q. And can you tell us your educational
2 background, please?

3 A. I have a Bachelor's degree in political
4 science, prelaw, and a Master's degree in public
5 affairs.

6 Q. There is some fans running in the
7 background here, if you could speak up just a little
8 bit, please.

9 And can you tell us what your current
10 position is.

11 A. My current position is director of
12 broadband customer service.

13 Q. And who are you employed by?

14 A. Windstream.

15 Q. And in that job what is your
16 responsibilities in that position now?

17 A. My team takes incoming calls from
18 customers regarding issues with their dial up and
19 high speed internet service.

20 Q. When did you begin that job?

21 A. September 1.

22 Q. Of this year?

23 A. Of this year.

24 Q. So a little more volume, please.

1 A. Okay.

2 Q. Before that what was your position?

3 A. I was the director of customer service
4 for the past nine and a half years.

5 Q. And where was that job?

6 A. That was based in Charlotte, North
7 Carolina.

8 Q. And what kind of responsibilities did
9 that job have?

10 A. It was director of customer service. I
11 had the inbound customer service reps that took calls
12 from residential and business customers regarding the
13 installation of service and any adds, moves, or
14 changes they wanted to make to their existing
15 service.

16 Q. Are you familiar with the training that
17 customer service representatives go through before
18 they begin working?

19 A. I am.

20 Q. Can you describe that, please.

21 A. We have an eight-week new hire training
22 program where we put new hires through system
23 training on how to use our order entry and billing
24 system. We go through customer service training, how

1 to deal with customers, and we go through product and
2 service training with them so they understand the
3 products and services they would be offering.

4 Q. Can you tell -- tell us how -- is there
5 any special staffing for new customer service orders?

6 A. In our center the new installation
7 requests go to a particular team, so if a customer
8 calls in and it's the new installation option, they
9 would be answered by a rep in that particular
10 department. If they choose a -- an incorrect option,
11 the rep would transfer them to that group so all of
12 them would be taken within that group.

13 Q. Is there any extra training that that
14 group goes through?

15 A. That group would go through an additional
16 week of training focused solely on the new
17 installation process.

18 Q. And would that training include new local
19 calling plan options?

20 A. It would.

21 Q. And how about other features like
22 non-published number?

23 A. Correct. That would be covered in both
24 training sessions.

1 Q. And how about protection plus which is
2 inside wire maintenance?

3 A. Yes. We cover that in training as well.

4 Q. Do you have any training -- ongoing
5 training for customer service reps once they begin --
6 they finish their eight-week training process?

7 A. We do. If it's a significant change in
8 our process, procedures, or our systems, we would
9 have -- we would pull the reps from the floor and do
10 specific training on that topic. If it's just
11 general reminders or small procedure updates, we have
12 what are called huddle sessions each week. Each rep
13 is scheduled for two 15-minute huddle sessions a week
14 with their supervisor.

15 Q. Is there any particular training for
16 upset customers or angry customers that might call
17 in?

18 A. There is. We have a training program
19 called Keys to Customer Service that we put all reps
20 through in their first eight weeks of training.

21 Q. And what kind of specific training advice
22 would there be for --

23 A. That would train them on how to deal with
24 upset customers and it would also go into detail

1 about the escalation process. Our procedures are a
2 rep would handle the call that comes into them. If
3 they are unable to do so, they would have the ability
4 to escalate that to a supervisor or a team leader.

5 Q. Would they be permitted to hang up on a
6 customer?

7 A. No, they would not.

8 Q. And is there any monitoring or review
9 process of the customer service representatives?

10 A. We do have a monitoring and coaching
11 process. We have eight full -- full-time dedicated
12 monitoring coaches that do nothing but listen to
13 calls and score calls and meet with reps on the
14 results of that. Each rep is monitored on a weekly
15 basis.

16 Q. And by saying score calls what do you
17 mean by that?

18 A. We have a set list of expectations on
19 each call, and the monitor coach is looking for the
20 rep's completion of those activities. And if they
21 complete it correctly, they get points. If they do
22 not, they lose points.

23 Q. And is that part of their employment
24 record in any way?

1 A. Yes. It is part of their merit review,
2 and it's kept in their personnel file in their local
3 file.

4 Q. So if, for example, a customer service
5 representative hung up on a customer, what would
6 happen?

7 A. If that particular call was monitored, we
8 would not score the call. We would escalate that
9 immediately to the supervisor/manager of that rep who
10 would then involve human resources, and then we
11 determine what type of disciplinary action up to
12 termination we would take with that employee.

13 Q. You need to speak up a little bit more.
14 There is a fan running back here. For customers in
15 the Northfield exchange in Western Reserve --
16 Windstream Western Reserve service area which
17 includes Sagamore Hills, would there be particular
18 training on what the local calling plans are in that
19 particular area for the customer service
20 representatives?

21 A. Yes, there would be.

22 Q. And what is that training?

23 A. The reps would have training on what we
24 could offer the customer as far as their options in

1 that particular exchange so that would include
2 unlimited long distance, a Northfield to Cleveland
3 optional calling or Northfield to Akron or a message
4 rate service option.

5 Q. In your job as director of the --
6 director of the call center, are you familiar with
7 the field operations resulting from call center
8 contacts?

9 A. I am.

10 Q. Are you familiar with the internal
11 systems to process orders and handle customer
12 contacts within --

13 A. I am.

14 Q. You have before you a stack of exhibits.
15 I would like to turn your attention for a moment to
16 Exhibits 2, 5, and 7. And if you could just
17 generally identify for the record what those
18 documents are.

19 A. Exhibit 2 would be a copy of the original
20 new installation request.

21 Q. So that's a screen shot of a computer
22 screen that a customer service representative -- or
23 that's the output from the new service order process?

24 A. That is correct.

1 Q. Okay. But these are screen shots of
2 actual computer screens.

3 A. That is correct.

4 Q. Okay. And Exhibit 5?

5 A. Exhibit 5 would be the screen shots of
6 the customer's request to add broadband tier 1
7 service.

8 Q. And Exhibit 7?

9 A. 7 would be the screen shots of the
10 customer's request to remove inside wire maintenance.

11 Q. Okay. And, now, turn your attention to
12 Exhibit 2A. Can you describe what that is, please.

13 A. Exhibit 2A are copies of screen shots of
14 our reference system that customer service
15 representatives would use in order to process calls.

16 Q. Okay. So this would be the screen that a
17 customer service representative would be looking at
18 as they talk to a new customer calling in?

19 A. That is correct.

20 Q. Exhibit 4, please, would you describe
21 that.

22 A. Exhibit 4 is a screen shot from our
23 billing system and that would be a copy of the
24 treatment remarks page where our customer service

1 reps would note any contacts with customers.

2 Q. So this would be subsequent to becoming a
3 new customer?

4 A. That is correct.

5 Q. And Exhibit 6.

6 A. Exhibit 6 is a screen shot from our
7 broadband customer service department highlighting a
8 customer reported trouble with their broadband
9 service.

10 Q. Are you also familiar with information
11 sent to new customers and the customer billing
12 process?

13 A. I am.

14 Q. Can you look at Exhibits 1A through 1J
15 and describe generally what those are.

16 A. These would be bills sent to Mr. Hansel
17 regarding his Windstream service.

18 Q. Okay. And how about Exhibits 3, 3A, and
19 3B?

20 A. Exhibit 3 would be an internal screen
21 shot of an internal system that we could reference to
22 see if collateral was sent to a customer. 3A --

23 Q. What do you mean by collateral?

24 A. It could be a broadband modem we switched

1 to a customer, a phone book, brochures.

2 Q. Okay.

3 A. And 3A would be a copy of the Rights and
4 Responsibilities brochure that was sent.

5 Q. Why don't you hold up 3A so the Examiner
6 can see it because he doesn't have a copy.

7 A. Okay.

8 Q. Okay. And 3B?

9 A. And 3B would be a copy of the local phone
10 book that we would send to customers in that
11 exchange.

12 Q. Okay. With respect to all of the
13 documents that we've talked about, all the exhibits,
14 are you familiar -- you are familiar with all these
15 exhibits, right?

16 A. Yes, I am.

17 Q. Were all these exhibits made by a person
18 with knowledge of the information in the exhibit?

19 A. Yes, they were.

20 Q. Was the record made at or near the time
21 the event described in the exhibit?

22 A. Yes.

23 Q. Was the exhibit made as part of a regular
24 business activity?

1 A. Yes.

2 Q. And was the exhibit kept as a normal part
3 of your business practice?

4 A. Yes.

5 MR. ADAMS: Okay. Your Honor, I would
6 offer all of the exhibits identified into evidence as
7 business records.

8 ATTORNEY EXAMINER JENNINGS: They will be
9 accepted as such.

10 (EXHIBITS ADMITTED INTO EVIDENCE.)

11 MR. ADAMS: Thank you.

12 Q. Okay. Now, let's step through these
13 documents in a little bit more detail and look at
14 what information is contained in them. If you could
15 turn to Exhibit 2A first and describe in a little
16 more detail what some of the pages of the information
17 contained in the various pages of this exhibit are.

18 A. Our customer service representatives
19 reference these particular pages any time they have a
20 request from a customer, especially regarding a new
21 installation. The first thing the customer service
22 rep would do would be to identify the state and then
23 the exchange that the customer was moving into. From
24 there on the exhibit you would -- this would give the

1 customer service rep information as to what is
2 available in that particular area regarding calling
3 features, local calling areas, payment agencies,
4 pretty much anything that that rep needs to explain
5 to or review with a customer would all be detailed to
6 that particular exchange.

7 Q. So for Mr. Hansel in particular, this is
8 a screen that the customer service representative
9 would have been looking at when he talked to -- when
10 they talked to Mr. Hansel, right?

11 A. That is correct.

12 Q. And on this first page what are some of
13 the different options that are shown there?

14 A. On the first page it would show the rep
15 that the customer could have a Northfield to Akron
16 calling in that area or Hudson to Cleveland calling
17 in that area -- not Hudson, Northfield to Cleveland
18 calling in that area.

19 Q. And by calling you are saying that's
20 unlimited local calling into Cleveland or into Akron?

21 A. Correct.

22 Q. Those are two different choices?

23 A. That is correct.

24 Q. Okay. And then keep going on. Just walk

1 through page by page.

2 A. On page 2 that would provide some of the
3 key information the customer service rep would need
4 to complete the service order. They would not be
5 able to enter a service order without seeing this
6 page because there is certain information in here in
7 order to process the order they would have to have.
8 In addition to that information they would be able to
9 see the products and services if they are available
10 or not in that exchange. They would also be able to
11 see on page 3 on the right-hand side under access
12 lines you would see the customer would have an option
13 of a residential one party access line for \$15.25.

14 Q. Hold up. Where you are looking so the
15 Examiner can follow where you are under --

16 A. And the access line \$15.25, the customer
17 would also have the option of the message rate access
18 line \$9.60.

19 Q. And what is message rate access line
20 service?

21 A. That would provide the ability for that
22 customer to pay \$9.60 a month. They would have a 30
23 call limit, and it would be 8 cents for each
24 additional call after the 30.

1 Q. And how would that be different from
2 residential one party access line above it?

3 A. The residential one party would be
4 unlimited calling.

5 Q. Unlimited local calling, right?

6 A. Correct.

7 Q. Into Cleveland?

8 A. That is correct.

9 Q. And so you see a price difference of
10 \$15.25 versus \$9.60; is that correct?

11 A. That is correct.

12 Q. Okay.

13 A. The next page would provide additional
14 information as to what the rep could offer the
15 customer as far as 900 blocking, international
16 blocking, non-published number service.

17 Q. And you are in the same vicinity on that
18 page?

19 A. That is true, same area of the screen.

20 Q. Okay. And non-pub, P-U-B, is listed
21 there and what is that, please?

22 A. That would be if the customer is
23 requesting to not have their number published in the
24 directory and directory assistance.

1 Q. And there is a rate for that? \$2?

2 A. That is correct.

3 Q. Okay. And how about protection plus?

4 We've talked about that earlier. Is there any
5 information on protection plus in here?

6 A. Protection plus, there is a section on
7 protection plus under our products and services tab.
8 That's available in all of our exchanges so we don't
9 break it out individually on an exchange sheet like
10 this but what we train our customer service reps to
11 do is offer the inside wire maintenance plan, to
12 ensure the customer understands they are responsible
13 for their inside wiring and jacks from their --
14 inside their home and that they know they have the
15 option to purchase that service for us to cover those
16 things.

17 Q. So that would be a normal part of the new
18 customer process.

19 A. Yes, it would.

20 Q. Okay. Now, let's turn to Exhibit 2,
21 please. You've previously identified that as the new
22 service order for Mr. Hansel. But could you go
23 through and on the first page identify the date that
24 the service order was taken and the information

1 included in the order.

2 A. Yes. This shows an initiation date of
3 November 8 of 2006.

4 Q. And, again, identify where you are on the
5 page.

6 A. Oh, okay. On the installation order you
7 can see initiation date of -- on here it says
8 6-11-08. That's November 8 of 2006. It has a due
9 date of November 15, 2006. And the only other
10 relevant information on here would be the work force
11 simple. That means facilities were in place for the
12 customer so we could turn on service at any time.

13 Q. Okay. The next page, page 2.

14 A. Page 2 provides the directory information
15 that the customer would have requested -- in this
16 case the customer requested a non-published number.
17 The representative would have had to type in
18 additional -- additional characters to note that
19 non-published as opposed to he wanted it listed in a
20 phone book.

21 Q. Okay. Page 3?

22 A. Page 3 is an identification of the
23 non-recurring service order charges to install that
24 service.

1 Q. Page 4.

2 A. Page 4 would have been the optional
3 products and services that the customer requested
4 starting with the long distance carrier which is
5 Windstream. The R1 charge of \$15.25 denoting he took
6 the Northfield to Cleveland plan.

7 Q. Unlimited local calling plan, right?

8 A. That is correct. ALRS is a subcode to
9 denote Windstream 10 cents a minute long distance for
10 his calling outside of that area and then PPR is our
11 indication for inside wire maintenance that he
12 subscribed to, inside wire maintenance \$4.65 a month.

13 Q. Okay. So this -- again, this document
14 resulted from the discussion that a customer service
15 representative had with the new customer, right?

16 A. That is true.

17 Q. So based upon your review of this
18 document, what services did Mr. Hansel request at the
19 time of that initial conversation?

20 A. A non-published number, a Northfield to
21 Cleveland calling plan, a 10 cents a minute long
22 distance plan with Windstream, and inside wire
23 maintenance.

24 Q. Now, turn your attention to Exhibits 3,

1 3A, and 3B. And I think you described that as being
2 information that would have been sent to Mr. Hansel.
3 Let's look at Exhibit 3 first. What does that show?

4 A. Exhibit 3 would show an internal
5 resource. A service rep or a supervisor in my group
6 would show them what was sent to the customer and if
7 it -- and what date it was sent and if it was -- you
8 can track it. We can call the warehouse and verify
9 it was sent if we need to but that just tells us what
10 was sent to the customer.

11 Q. Okay. And Exhibit 3A is -- what is that?

12 A. 3A is a Rights and Responsibilities
13 brochure.

14 Q. Is that one of the things identified on
15 Exhibit 3?

16 A. It is.

17 Q. And is that -- does 3A include
18 information on a complaint and other places to
19 contact if you are unhappy with your service?

20 A. It does. It has a resolving problems and
21 disputes section.

22 Q. And what is Exhibit 3B?

23 A. 3B is the Greater Western Reserve
24 Telephone Directory.

1 Q. And does Exhibit 3 indicate that that
2 document was mailed to Mr. Hansel?

3 A. It does.

4 Q. And is there anything in that phone book
5 that would be relevant to service issues?

6 A. It does. There's information on page 30
7 of the directory that details out questions and
8 issues that customers may have regarding their
9 service.

10 Q. Looking back at Exhibit 2 for a minute,
11 does it say the date that the installation of the new
12 telephone line was completed?

13 A. It shows an effective date of November 15
14 which was the due date.

15 Q. Okay. So that would have been one week
16 after the call first came in?

17 A. Correct.

18 Q. Which was November 8, right?

19 A. That is correct.

20 Q. Now, I want to take your attention to
21 Exhibits 4 and 5. Are you there?

22 A. I am there.

23 Q. Okay. Exhibit 4, can you -- you have
24 already identified that as the internal -- why don't

1 you say what Exhibit 4 is again.

2 A. Sure. Exhibit 4 is a screen shot of our
3 treatment remarks page in our billing system so this
4 would be the customer's billing account notes.

5 Q. Can you look at -- there's different
6 remarks and dates on there. Can you describe the
7 first one -- the first entry in that.

8 A. On November 16 of 2006, a rep added a
9 note to this account to -- per Drew add broadband
10 tier 1 service.

11 Q. So what does that mean?

12 A. That means the customer service rep
13 placed an order to add tier 1 broadband service for
14 the customer.

15 Q. Per the customer's request?

16 A. Yes.

17 Q. And so then looking at Exhibit 5,
18 describe what that is.

19 A. Exhibit 5 is a request for Mr. Hansel to
20 add broadband service to his account.

21 Q. Okay. Can you go through the same kind
22 of information I described with Exhibit 2.

23 A. Okay. On page 1 of this screen shot it
24 shows an initiation date of November 16, 2006. And

1 it shows a due date and a work or effective date of
2 November 22, 2006.

3 Q. Is there any other relevant information?

4 A. The final page would show just the notes
5 the customer service rep put on the account per Drew
6 put on broadband \$39.95 a month for that service.

7 Q. Are there different rate options for
8 broadband DSL service?

9 A. There are.

10 Q. And what is the \$39.95 per month plan?

11 A. That would be the rate we would charge a
12 customer for tier 1 broadband service without a
13 one-year commitment.

14 Q. And what -- is there a separate price for
15 a one-year commitment?

16 A. Yes. The customer would receive a \$10
17 discount if they had the commitment.

18 Q. Okay. So the records here reflect that
19 the customer did not request a 12-month contract,
20 right?

21 A. Correct.

22 Q. Would a customer service representative
23 be trained to offer that discount?

24 A. Yes, they would.

1 Q. At the time -- yes?

2 A. Yes, they would.

3 Q. So what does this mean to you when you
4 look at this record?

5 A. To me this meant the customer was offered
6 the broadband service originally. They took the
7 broadband service but did not agree to the one-year
8 commitment at that time.

9 Q. Can you tell when the service was
10 installed?

11 A. The order shows an effective date of
12 November 22, 2006.

13 Q. Now, I call your attention to Exhibit 6,
14 please. Can you describe the information contained
15 in this document.

16 A. On Exhibit 6 this page 1 is an
17 identification of the trouble reported by the
18 customer with their broadband service.

19 Q. What's the date of that trouble?

20 A. The date of that trouble is December 5,
21 2006.

22 Q. So this is just a week or two weeks after
23 he had DSL installed, right?

24 A. That is correct.

1 Q. Okay. And that's -- what about the next
2 several pages attached to that?

3 A. Page 2 and page 3 would be the detail of
4 the trouble ticket that was entered based on that
5 customer's reported broadband issue and that the
6 technician cleared the trouble due to a bad cable
7 pair. It indicates that the technician swapped that
8 customer from one cable pair to another to fix the
9 issue.

10 Q. So that did not require a customer
11 residence visit?

12 A. Correct. It did not require access to
13 the home.

14 Q. Okay. Now, I would like to call your
15 attention to Exhibit 1A. You previously identified
16 that as one of Mr. Hansel's bills. Can -- what is
17 the date of this bill?

18 A. December 13, 2006.

19 Q. Would this have been the first bill that
20 Mr. Hansel received?

21 A. Yes, it would have been.

22 Q. Okay. Can you look and tell us what the
23 services are reflected on this bill?

24 A. On page 3 of the exhibit.

1 Q. Okay. Again, point out the part of the
2 page you are on.

3 A. On the right-hand side of the bill you
4 would see that the customer had non-published number
5 for \$2, you would see a residential access line that
6 would indicate the Northfield-Cleveland calling for
7 \$15.25, you would see a dime all the time that
8 reflected the Windstream long distance plan of a
9 \$1.95, and you would see protection plus it indicated
10 \$4.65.

11 Q. And what about DSL standard?

12 A. And DSL standard at \$39.35 a month.

13 Q. Okay. Is this -- from the records we
14 have already talked about today, does it look to you
15 like this bill accurately reflects the services that
16 were ordered?

17 A. It does.

18 Q. Okay. Now, turn your attention back to
19 Exhibit 4 for a minute, please. What is the next
20 entry on that document in the chronology of calls?

21 A. Next item is dated December 18, 2006.

22 Q. Okay. So this would be -- just keep a
23 relative time frame, the bill we just looked at,
24 Exhibit 1A, was mailed on December 13, correct? So

1 he would have received it within a couple of days
2 probably, and then, now, he's calling within just a
3 few days after he got his bill, correct?

4 A. That would be correct.

5 Q. Okay. And then what does that say?

6 A. CSR add discount for broadband, customer
7 agreed to one year, also issue credit for the
8 difference on the bill.

9 Q. Okay. So what does that mean?

10 A. What that means is the customer's account
11 was updated that they would begin receiving a lower
12 rate for the broadband service and that the rep went
13 back to the installation date of the broadband
14 service and gave credit back to him for the lower
15 rate.

16 Q. Does it show the customer complained
17 about any other issues or asked for any other kind of
18 credits?

19 A. No. There is no other notes.

20 Q. And would your customer service
21 representative be trained to identify any other
22 issues raised at that time?

23 A. They would have been, yes.

24 Q. And record them here?

1 A. Yes.

2 Q. Okay. Now, let's look at Exhibit 1B.
3 Can you describe what that is first with the date.

4 A. Exhibit 1B would have been the customer's
5 second bill, and it was mailed on January 12, 2007.

6 Q. Okay. What -- if you look at page 3 of
7 that bill, what is shown on this bill now?

8 A. It continues to show a non-published
9 number at \$2, a residential access line at \$15.25,
10 continued to have the long distance dime all the time
11 plan, the DSL standard continues to show at \$39.95
12 but directly under it it now shows a promotional
13 discount of a \$10 credit, and then protection plus at
14 \$4.65 is still there.

15 Q. Is the 12-month discounted DSL plan you
16 spoke about, is this the way it shows up on bills?

17 A. That is correct.

18 Q. So it's a \$29.95 charge, but it's billed
19 at 39 and then a \$10 credit is given.

20 A. That is correct.

21 Q. Okay. What other -- are there any other
22 credits on this page?

23 A. On this page you would also see the
24 Windstream other charges and credits where he was

1 given --

2 Q. Again, where are you looking on the page
3 now?

4 A. On the right-hand side about one-third of
5 the way down the customer got a \$7.33 credit from
6 proration from 12-18 to 1-9. And then on the
7 left-hand side of the page under summary of payments
8 and adjustments there's an adjustment there for
9 \$15.31. That would have been the adjustment from the
10 rep giving the customer credit -- the \$10 credit back
11 to their start of the broadband service.

12 Q. So the customer service representative
13 made a retroactive adjustment to accommodate the
14 12-month plan from the beginning of DSL service,
15 right?

16 A. That is correct.

17 Q. Now, let's turn back to Exhibit 4. What
18 is the next entry on that document?

19 A. The next entry is dated January 27, 2007.
20 And my CSR remarked advised Drew customer had options
21 of having either a Northfield-Cleveland or
22 Northfield-Akron. He then asked if he could reduce
23 line charge. Advised customer of message rate
24 service, 30 call allowance, 8 cents a call over for

1 \$9.60 a month. He then got upset and stated he
2 called three times, it was never provided, all the
3 info he was needing, that Windstream is holding out
4 on customers. No changes made. Customer hung up.

5 Q. Okay. What does that mean to you? Can
6 you explain these notes?

7 A. To me those notes would mean the customer
8 had called into us asking what calling options he
9 had. The customer service rep explained the
10 Cleveland-Akron options along with the message rate
11 service. The customer is unhappy he wasn't aware of
12 the message rate service sooner. And then ultimately
13 he hung up on my customer service rep.

14 Q. Now, how would your representative be
15 trained to handle -- if he had said I want to switch
16 to the message rate service during this call, what
17 training would you have given your customer service
18 representative?

19 A. In this scenario the most likely
20 resolution would have been the customer would have
21 been moved to the message rate service if that's what
22 he wanted to do. And then if the customer had stated
23 he was unhappy, he hadn't been advised of that
24 sooner, we would have given an adjustment back to his

1 installation date because it hadn't been that much
2 previous to this that that occurred.

3 Q. And that's the same thing that he had
4 just done with DSL, right?

5 A. That is true, yes.

6 Q. Okay. What is the -- back to Exhibit 4
7 what is the next entry on that document?

8 A. The next entry is dated February 16,
9 2007, from Molly Chewning, customer filed a formal
10 PUC complaint because we are not quoting him the
11 message rate service. Left message at home to call
12 me. Molly would be our escalated complaint contact
13 person, PUC complaints, executive complaints, things
14 like that.

15 Q. So what does this mean then?

16 A. This would mean that she got a copy of
17 the complaint and she attempted to make contact with
18 the customer.

19 Q. And left him a message?

20 A. And left him a message.

21 Q. Okay. Is there any indication he
22 returned that call?

23 A. There is not.

24 Q. Okay. And what is the next entry then?

1 A. Next entry is dated February 19, 2007,
2 from Molly Chewning again. The note states left
3 another message to call me about PUC complaint.

4 Q. Is there any indication he returned that
5 call?

6 A. There is no indication he returned a
7 call.

8 Q. Would they normally make an entry if he
9 had returned the call and they had a conversation?

10 A. Yes, she would.

11 Q. Now, if you could look at Exhibit 8,
12 please, and tell me what that document is.

13 A. Exhibit 8 is a letter addressed to
14 Mr. Hansel from Molly Chewning, the executive
15 customer relations contact.

16 Q. Is that -- and is that the same Molly
17 Chewning you were just talking about?

18 A. Yes, it is.

19 Q. Okay. And what does that -- the general
20 substance of that letter?

21 A. This letter reviews with the customer the
22 various calling options that he has that he could
23 subscribe to in his exchange.

24 MR. ADAMS: Your Honor, I would move for

1 admission of this exhibit as well.

2 ATTORNEY EXAMINER JENNINGS: It will be
3 accepted into evidence.

4 (EXHIBIT ADMITTED INTO EVIDENCE.)

5 MR. ADAMS: Thank you.

6 Q. Okay. Now, let's go back to Exhibit 4
7 again. There's one last entry on that. And can you
8 describe that, please.

9 A. On May 19, 2007, the customer called in
10 and requested to remove inside wire maintenance from
11 their account. The note says removed PPR per
12 Mr. Hansel.

13 Q. And if Mr. Hansel would have been unhappy
14 about having it previously like I never ordered this
15 service, how would your customer service
16 representatives have been trained to handle that
17 situation?

18 A. That would have occurred -- two things
19 would have happened. They would have noted that on
20 this screen, and they would have been trained to give
21 that customer credit back to that initiation date to
22 make him whole if he stated that he never was aware
23 of that product.

24 Q. Which is the same thing that, again, he

1 had requested with DSL.

2 A. Correct.

3 Q. So the absence of that information here
4 leads you to believe he did not make that request.

5 A. That is correct.

6 Q. So his request was simply I don't want
7 that service any longer.

8 A. That is correct.

9 Q. Okay. Now, let's look at Exhibit 1G.
10 Can you describe the date of that and what it is?

11 A. This bill was generated on June 13, 2007.

12 Q. Again, it's a bill to Mr. Hansel, right?

13 A. That is correct.

14 Q. And if you would turn to page 3, can you
15 describe the changes? Now, this is after the call to
16 remove the protection plus that he made that we just
17 talked about, right?

18 A. That is correct.

19 Q. Okay. And so what -- are there any
20 changes reflected on this bill?

21 A. This bill reflects the change that inside
22 wire maintenance was removed.

23 Q. And where are you looking for that?

24 A. I am looking on the right-hand side of

1 the bill. It no longer shows -- under the non-basic
2 service, you no longer receive a charge, and you also
3 see non-basic service proration of \$3.16.

4 Q. And what is that for?

5 A. So by removing that service the customer
6 was giving credit from the date he removed that
7 service until the end of that bill cycle.

8 Q. Okay. Now, in -- generally looking
9 through Exhibits 1A through 1J, do those represent
10 all the bills Mr. Hansel would have been sent up to
11 the present time?

12 A. That is correct.

13 Q. Can you tell from those bills whether
14 he's paid all his bills on a timely basis?

15 A. He has.

16 Q. So it doesn't appear that he's disputed
17 any of the bills for at least not wanting to pay
18 something?

19 A. No. Based on the remarks on his account
20 and his payment history, it does not appear there is
21 anything in dispute.

22 Q. Do you see anything in the bills that
23 looks like it was improperly billed based upon all
24 the other records that we have talked about today?

1 A. No.

2 Q. Does Exhibit 4 reflect all of the
3 contacts that Mr. Hansel would have had with the
4 customer service representatives to discuss his
5 account?

6 A. The customer service representative would
7 note any contact that they had with a customer
8 provided they had the phone number. If Mr. Hansel or
9 any customer would call in for a general inquiry or
10 would not provide their phone number, then we would
11 have no way to note -- note that particular account.

12 Q. Has there been any contacts from
13 Mr. Hansel since the last entry of May 19, 2007?

14 A. Not to my knowledge.

15 MR. ADAMS: Your Honor, I have nothing
16 further at this time.

17 - - -

18 EXAMINATION

19 By Attorney Examiner Jennings:

20 Q. Mr. Baum, let me turn your attention to
21 Exhibit No. 8. Does this letter delineate all the
22 local calling plans that are available to Mr. Hansel?

23 A. It does.

24 Q. Is there any record of Mr. Hansel

1 requesting this information through a customer
2 representative?

3 A. The only notation we have where he
4 requested it, his options, was on January 27 where
5 the customer service rep explained these same exact
6 options.

7 Q. Okay. And that appears on Exhibit No. 4?

8 A. On No. 4, that's correct.

9 Q. Does that indicate whether there is an
10 attempt to determine whether -- which was the
11 cheapest calling plan for him?

12 A. The letter or the notes?

13 Q. Either.

14 A. Either one? Based on what I read on his
15 account notes on Exhibit 4, I would say the
16 representative was providing him what options he had.
17 It doesn't indicate he explained what his calling
18 needs were.

19 Q. Okay.

20 A. How often he called to either location.

21 Q. So without any information of his calling
22 needs, it would be difficult to determine which would
23 be the best for him?

24 A. That is correct.

1 Q. And in response to his inquiry I take it
2 that the Exhibit 8 gives him all the options so he
3 can make that determination himself?

4 A. That is correct.

5 Q. Looking at Exhibit 3, I believe it was
6 your testimony that indicates everything that was
7 given to Mr. Hansel after he initiated service; is
8 that correct?

9 A. That is correct.

10 Q. And one of those -- part of the
11 information he was given was a pamphlet, I believe,
12 which I believe is marked as 3A?

13 A. Yes, that's correct.

14 Q. Does that pamphlet show the local calling
15 plans that are available generally or specific to
16 him?

17 A. It would not provide specific detail to
18 his exchange, no.

19 Q. So that pamphlet would not be responsive
20 to his inquiry about which is the cheapest calling
21 plan?

22 A. That is correct, it would not provide the
23 same detail that her letter did.

24 Q. Okay. Would the directory Exhibit 3B

1 provide that information?

2 A. Without looking I am not sure.

3 Q. Just to complete Exhibit 3 the direct --
4 I believe the company sent him a directory, a
5 pamphlet, and what are the other three items that
6 were sent?

7 A. They would have been brochures on
8 features. You got the directory, the Rights and
9 Responsibilities, a feature brochure, and I do not
10 have a copy of the other two that he got. I am not
11 sure exactly what those are other than general
12 welcome information that we provide all customers.

13 Q. Would it include equipment perhaps?

14 MR. ADAMS: Include what? I'm sorry.

15 ATTORNEY EXAMINER JENNINGS: Equipment.

16 A. I do not believe so. I think the third
17 reference, the thank you, I think that's a welcome to
18 Windstream type -- type notification.

19 Q. Okay.

20 A. The at home services, that's the one I am
21 not sure about.

22 Q. Okay. Are these all written materials?
23 Do you know?

24 A. These are all printed when the customer

1 service rep places the order. It automatically
2 generates a request to our warehouse. The rep
3 doesn't have to do anything to send it. It's
4 automatically issued.

5 ATTORNEY EXAMINER JENNINGS: I have no
6 further questions. If you want some follow-up.

7 MR. ADAMS: Yeah. Just a little bit of
8 follow-up.

9

- - -

10 DIRECT EXAMINATION (Continued)

11 By Mr. Adams:

12 Q. First, when you've got -- you mentioned
13 the specialized customer service reps who handle new
14 service orders. So drawing your attention back to
15 that, are they trained to offer all the various local
16 calling plans when a customer first contacts them?

17 A. They are.

18 Q. And how long does that conversation
19 typically last to go through all the information they
20 need?

21 A. I would estimate 2 to 3 minutes. It
22 really is the basis for the main discussion on their
23 products and services, what is their calling
24 requirements, you know, unlimited long distance

1 versus message rate versus I call to Cleveland a lot.
2 That sort of guides the rep where to go from there.

3 Q. So they are all trained to go through
4 that at that first telephone call.

5 A. That's correct.

6 Q. And how long is that entire call
7 typically?

8 A. The new installation on average takes 20
9 to 25 minutes.

10 Q. Then referring to Exhibit 8 for a minute,
11 if Mr. Hansel received this letter, it's dated
12 April 17, 2007, and said I want to change my service
13 to the message rate at that time, would Windstream
14 have been willing to provide a credit of the
15 difference in charge back to the time he began
16 service?

17 A. Yes, we would.

18 Q. And did he make any requests of that
19 nature?

20 A. We see no account notes that would
21 represent that.

22 MR. ADAMS: I don't have anything
23 further, your Honor. Thank you.

24

- - -

FURTHER EXAMINATION

By Attorney Examiner Jennings:

Q. Just one final question, Exhibit 4, there is an entry with a date of I believe January 27, 2007.

A. Yes.

Q. And I believe that indicates that the customer called for a request of local service options; is that correct?

A. Options, yes, that would be true, local calling options.

Q. And according to the records that is the first time that the customer made such a request?

A. That is correct.

Q. And then in April, the customer received a letter outlining additional information?

A. That is correct.

Q. Can you explain the time gap between January and April from the time that the customer requested the information to the time four months later when he received written information?

A. In January that would have been in response to the customer's calling to the center. In April that would have been in response to the PUC

1 complaint.

2 Q. Oh, okay.

3 MR. ADAMS: PUC complaint was filed at
4 the end of January, 2007. And there was a process by
5 which Attorney Examiner Jim Lynn who had been
6 assigned to the case at that time was trying to
7 contact the Complainant and have discussions with
8 him. And I think it was his request that that letter
9 go out and that's referenced in the first paragraph
10 of the letter.

11 ATTORNEY EXAMINER JENNINGS: Okay. Thank
12 you. I have no further questions.

13 MR. ADAMS: That's all we have, your
14 Honor, unless you would like some closing argument or
15 anything else.

16 ATTORNEY EXAMINER JENNINGS: If you wish,
17 I will give you an opportunity for closing argument.

18 MR. ADAMS: Okay. I think our witness
19 has walked through the documents and these are all
20 the documents we have been able to identify on this
21 particular customer. And he's first described all
22 the careful training that the customer service
23 representatives have, eight weeks initially before
24 they even begin offering service, and the customer

1 service representatives that work on new service
2 orders have additional training and they are a
3 specialized unit and they handle those calls all the
4 time which can be typically a 30-minute call and they
5 are well trained and all of the information needed to
6 set up new service including the local calling plans
7 and they routinely solicit that kind of information
8 on do you call into Cleveland, do you call into Akron
9 and figure out the best plan to put customers on.

10 And there's no reason to believe that
11 that didn't happen with Mr. Hansel here in this --
12 this time. There is supervision and reinforcement of
13 those customer service representatives so if they do
14 not follow routine procedure, that that adversely
15 affects their employment evaluation.

16 So in this particular case Mr. Hansel
17 called in on November 8 to order new service, and new
18 service was installed in a timely way. He asked for
19 special -- he wanted unlimited local calling into
20 Cleveland which is what he got. He wanted protection
21 plus which was inside wire maintenance and that's
22 what he got and he wanted a non-published number
23 which is what he got and that's what the bills
24 reflect, that he was billed for that. About a week

1 later he called in and ordered DSL service. He did
2 not request the 12-month discount at that time. But
3 after he got his first bill, he looked at his bill
4 charge there and that charge \$39.95 was right next to
5 all the other charges, for the non-published number,
6 for the unlimited local calling into Cleveland, and
7 he called up and he said I want the 12-month price,
8 and the customer service rep got that call and gave
9 him and started the \$29.99 -- 95 price but also gave
10 him a credit back to when he began service which was
11 reflected in the subsequent month's bill.

12 Now, there is no indication that
13 Mr. Hansel at that time said I want to change my
14 local calling plan or I want to change my
15 non-published number. He -- and he called within
16 just a couple of days of receiving that first bill,
17 and so he was an astute person. He is looking at his
18 bill and didn't hesitate to call and change the DSL.

19 And that happened again later in May when
20 he called. He looked at his bill. He said I don't
21 want protection plus any more. He called up and the
22 rep properly changed protection plus and the bill
23 was -- properly reflected that change. He didn't --
24 again, at that time in May when he made the change to

1 protection plus, he didn't say I want to change my
2 local calling plan. And by the way he had received
3 Exhibit 8, that letter, before that time. So he --
4 and he's had -- and there were other contacts as well
5 that aren't part of the report but so it is -- it
6 appears that all the bills have been properly made
7 for all the requested services that Mr. Hansel sought
8 and received and he's -- and indeed he has paid all
9 his bills on a timely basis. There is not a late
10 charge on any of these bills. And it appears he
11 reviewed his bills closely because he's made changes
12 and adjustments and those have been made properly.

13 So, I mean, we don't understand why we're
14 here today which kind of comes back to the beginning
15 of the day which is there's no reasonable cause for
16 this complaint and, you know, we made that as part of
17 the record earlier today so with that, your Honor, we
18 will rest.

19 ATTORNEY EXAMINER JENNINGS: Thank you.
20 With that the record of the proceeding is complete.
21 We will end it here. Thank you.

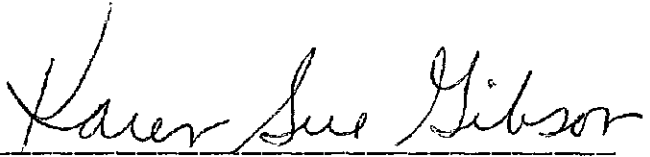
22 (Thereupon, the hearing was concluded at
23 11:16 a.m.)

24

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CERTIFICATE

I do hereby certify that the foregoing is
a true and correct transcript of the proceedings
taken by me in this matter on Thursday, October 4,
2007, and carefully compared with my original
stenographic notes.


Karen Sue Gibson, Registered
Merit Reporter.

(KSG-4777)

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EXHIBITS

GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

EXPLANATION OF CALL CODESLong Distance Class of Call

P = Person to Person

S = Station to Station

Long Distance Rate Periods

D = Day

E = Evening

N = Night

DM = Day Multirate

EM = Evening Multirate

NM = Night Multirate

IC = International Call Rate Period

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order / CLEC Network Access: Local telephone companies recover a portion of the costs incurred to provide interstate telecommunications service to customers through a monthly charge on the local telephone bill. This charge, the Federal Subscriber Line Charge or "SLC", is regulated by the FCC.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Federal USF Fee: The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the USF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenues to the SUSF. The states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing local telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

Keep
SendKeep this portion for your records.
Return this portion with your payment.

WS00010B 561810

Change of Address Effective Date ____ / ____ / ____

Name Attention New Address Apt / Suite # City State Zip Business Phone Home Phone

Comments _____

Mail Date:
Billing Number:
Account Number:

DECEMBER 13, 2006
330-467-9690
002 301 256 999

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

* If you have multiple telephone numbers further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

SUMMARY OF CURRENT CHARGES

BASIC	
WINDSTREAM	86.67
TOTAL	86.67
TOLL	
WINDSTREAM COMMUNICATIONS	15.49
TOTAL	15.49
NON-BASIC	
WINDSTREAM	126.09
WINDSTREAM INTERNET	9.95
TOTAL	136.04
CURRENT CHARGES DUE 01/02/07	240.20

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

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



WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 12/10/06 to 01/09/07
Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.62
SUMMIT COUNTY E911	.25
ACCESS CHARGE PER FCC ORDER	6.50
OTHER CHARGES AND CREDITS	57.03
FEDERAL TAX	1.30
STATE TAX	2.83
FEDERAL UNIVERSAL SERVICE FEE	1.06
TOTAL BASIC SERVICE	86.57
NON-BASIC SERVICE	
LOCAL SERVICE	39.95
PROTECTION PLUS PLAN	4.65
OTHER CHARGES AND CREDITS	77.85
STATE TAX	3.60
FEDERAL UNIVERSAL SERVICE FEE	1.98
TOTAL NON-BASIC SERVICE	126.09
TOTAL WINDSTREAM CHARGES	214.76

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL ACCESS LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.85
NON-BASIC SERVICE		
1	DSL-STANDARD	39.95
1	PER LINE BLOCK W/NON PUB-RES	.00
1	PROTECTION PLUS PLAN-RES	4.65

WINDSTREAM OTHER CHARGES AND CREDITS

BASIC SERVICE	
ACCESS CHARGE PRORATION	5.42
from 11/15/06 to 12/09/06	
BASIC SERVICE	
BASIC SERVICE PRORATION	14.08
from 11/15/06 to 12/09/06	
RATE CHANGE PRORATION/BASIC	.30
from 12/01/06 to 12/09/06	
SERVICE CONNECTION CHARGES FOR 11/15/06	
CENTRAL OFFICE CHARGE - RES	20.50
SVC ORDER CHG RESIDENCE - REG	18.75
TOTAL SERVICE CONNECTION CHARGES	37.25
TOTAL OTHER CHARGES AND CREDITS	57.03

WINDSTREAM OTHER CHARGES AND CREDITS

NON-BASIC SERVICE	
BROADBAND MODEM REBATE PROGRAM	50.00
from 11/22/06	
NONBASIC SERVICE PRORATION	3.88
from 11/15/06 to 12/09/06	
NONBASIC SERVICE PRORATION	23.97
from 11/22/06 to 12/09/06	
TOTAL OTHER CHARGES AND CREDITS	77.85

WINDSTREAM CUSTOMER MESSAGE**Important Information for Customers Paying by Check**

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

Thank you for signing up for broadband service! The Speedstream 4200 Modem is provided free of charge (after a mail-in rebate) as long as the terms and conditions of the one-year agreement are met. An early termination penalty may apply if you do not meet the one-year agreement.

Attention Dime All The Time Customers

Thank you for choosing Windstream Communications. Your current rate plan is

Dime All The Time, which is \$0.10 per minute with a \$1.95 monthly recurring charge.

For more information on other available rate plans, please call customer service at the number listed on your bill. Thank you for being a valued Windstream customer.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6826.

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

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUOD. The OCC can be contacted toll free at 1-877-742-5822 from 9.00 a.m. to 5.00 p.m. weekdays, or visit www.pvccoc.org.

*69 - CALL RETURN. If you missed a call, just dial *69 (1169 for rotary phones) to recall your last caller.

*66 - REPEAT DIALING If you keep getting a busy signal, just press *66 (1166 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

Late Payment Charge

Subject to approval by the Public Utilities Commission of Ohio, Windstream Western Reserve has proposed that all delinquent accounts for its services will be assessed a new Late Payment Charge of \$6.00, or 1.6% of any unpaid balance, whichever is greater, after the due date on the bill, when the unpaid balance is more than \$25.00, beginning January 1, 2007. Late payment charges will not apply to any installation charges incurred by a Lifetime customer.

For questions or to cancel a service, please call us toll free at 1-800-347-1991. Thank you for being a valued Windstream customer. Visit our Web site at www.windstream.com.

**WINDSTREAM INTERNET
SUMMARY OF CURRENT CHARGES**

NON-BASIC SERVICE	
OTHER CHARGES AND CREDITS	9.05
TOTAL NON-BASIC SERVICE	9.95
TOTAL WINDSTREAM INTERNET CHARGES	9.95

NON-BASIC SERVICE	
SERVICE CONNECTION CHARGES FOR 11/22/06	
INTERNET SHIPPING & HANDLING	9.95
TOTAL SERVICE CONNECTION CHARGES	9.95
TOTAL OTHER CHARGES AND CREDITS	9.95



WINDSTREAM COMMUNICATIONS SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1891

TOLL SERVICE	
LOCAL SERVICE/TOLL	1.95
LONG DISTANCE CHARGES	8.70
OTHER CHARGES AND CREDITS	1.63
STATE TAX	.91
INTERSTATE SERVICE FEE	1.97
UNIVERSAL SERVICE FUND CHARGE	.33
TOTAL TOLL SERVICE	15.49
TOTAL WINDSTREAM COMMUNICATIONS CHARGES	15.49

WINDSTREAM COMMUNICATIONS OTHER CHARGES AND CREDITS

TOLL SERVICE	
TOLL SERVICE PRORATION	1.83
from 11/15/06 to 12/06/06	
TOTAL OTHER CHARGES AND CREDITS	1.63

**WINDSTREAM COMMUNICATIONS Direct Dialed Calls
FOR (330) 467-8590**

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	11/25	0127P	WELLINGTON	OH	440	647-3545	S N	30.0	3.00
2	11/27	0642P	BAINBRIDGE	OH	440	643-3448	S E	58.0	5.80
3	11/29	0652P	KENT	OH	330	676-0453	S E	1.0	.10
SUBTOTAL EXCLUDING TAX FOR (330) 467-9590								87.0	8.70

PO BOX 625
MATTHEWS, NC 28106-0625
ADDRESS SERVICE REQUESTED

Mail Date:
Billing Number:
Account Number:

Page 1 of 4
JANUARY 12, 2007
330-467-9590
002 301 256 999

*Thank you for selecting
Windstream
as your communications
partner!*

#BWNKCCG
#0023012569993# 025038 01 AV 0.293 0080
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44087-3125
#####

For local billing inquiries
please call

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)
See page 3 for your service providers.

*If you are paying for
multiple Windstream
accounts with one
check, please include
the remittance slip for
each account and note
the account numbers
on the memo line
of your check.
Thank you.*

Windstream now offers
online billing at
www.windstream.com
Your PIN to
register is:
124496067

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	240.20
Payments/Adjustments thru 01/10	\$	240.20 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES

 LOCAL	\$	55.63
 LONG DISTANCE	\$	14.40



CURRENT CHARGES DUE JANUARY 31, 2007 \$ 70.03

TOTAL AMOUNT DUE \$ 70.03

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC)



Yes! I am interested
in Windstream Broadband.
Please contact me.

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44087-3125

Account Number 002 301 256 999
Mailed Date JANUARY 12, 2007
Total Amount Due 70.03
Due Date JANUARY 31, 2007
Amount Paid \$

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments.
Please write on reverse side.

#####

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

#####

7000999000000000230125600701100000000700327

EXHIBIT

1B

ALL-STATE® INTERNATIONAL

GENERAL INFORMATION

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If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

TAXES, SURCHARGES AND FEES

9-1-3 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order / CLEC Network Access: Local telephone companies recover a portion of the costs incurred to provide interstate telecommunications service to customers through a monthly charge on the local telephone bill. This charge, the Federal Subscriber Line Charge or "SLC," is regulated by the FCC.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Federal USF Fee. The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the USF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenue to the SUSF. The states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing local telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

EXPLANATION OF CALL CODES

Long Distance Class of Call

P = Person to Person

S = Station to Station

Long Distance Rate Periods

D Day

E = Evening

N = Night

DM = Day Multirate

EM = Evening Multirale

NM = Night Multirale

IC = International Call Rate Period

Keep
Send

Keep this portion for your records

Return this portion with your payment.

WS000108 566187

Change of Address Effective Date / /

[illegible][illegible]

New Address													Apt / Suite #						
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	----------------------	--	--	--	--	--	--

[illegible]

Business Phone									Home Phone								
-----------------------	--	--	--	--	--	--	--	--	-------------------	--	--	--	--	--	--	--	--

Comments

Mail Date: JANUARY 12, 2007
 Billing Number: 330-467-9690
 Account Number: 002 301 256 988

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	224.89 CR
ADJUSTMENTS	15.31 CR
TOTAL PAYMENTS AND ADJUSTMENTS	240.20 CR

SUMMARY OF CURRENT CHARGES

BASIC	
WINDSTREAM	27.32
TOTAL	27.32
TOLL	
WINDSTREAM COMMUNICATIONS	14.40
TOTAL	14.40
NON-BASIC	
WINDSTREAM	28.31
TOTAL	28.31
CURRENT CHARGES DUE 01/31/07	70.03

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

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

WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 01/10/07 to 02/09/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.62
SUMMIT COUNTY E911	.25
ACCESS CHARGE PER FCC ORDER	6.50
FEDERAL TAX	.76
STATE TAX	1.57
FEDERAL UNIVERSAL SERVICE FEE	.63
TOTAL BASIC SERVICE	27.32
NON-BASIC SERVICE	
LOCAL SERVICE	29.95
PROTECTION PLUS PLAN	4.06
OTHER CHARGES AND CREDITS	7.33 CR
STATE TAX	.29
FEDERAL UNIVERSAL SERVICE FEE	.75
TOTAL NON-BASIC SERVICE	28.31
TOTAL WINDSTREAM CHARGES	66.63

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	25
1	LOCAL NUMBER PORTABILITY SURCH	37
1	AKRON CALLING PLAN	00
1	NON-PUBLISHED NUMBER	2 00
1	ACCESS CHARGE PER FCC ORDER	6 50
1	RESIDENTIAL ACCESS LINE	15 25
TOLL SERVICE		
1	DIME ALL THE TIME	1 95
NON-BASIC SERVICE		
1	DSL STANDARD	39 95
1	DSL PROMO DISCOUNT-12 MONTHS	10 00 CR
1	PER LINE BLOCK W/ NON PUB-RES	00
1	PROTECTION PLUS PLAN-RES	4 85

WINDSTREAM OTHER CHARGES AND CREDITS

NON-BASIC SERVICE	
NONBASIC SERVICE PRORATION	7.33 CR
from 12/18/06 to 01/09/07	
TOTAL OTHER CHARGES AND CREDITS	7.33 CR

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check
 Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

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

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

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis

*69 - CALL RETURN If you missed a call, just dial *69 (1169 for rotary phones) to radial your last caller.

*66 - REPEAT DIALING If you keep getting a busy signal, just press *66 (1166 for rotary phones) and your phone will automatically radial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.



Mail Date:
Billing Number:
Account Number:

JANUARY 12, 2007
330-467-9590
002 301 256 999

WINDSTREAM CUSTOMER MESSAGE

Windstream continuously strives to provide the best possible service for our customers, but occasionally we must make adjustments to our rates. With this in mind, please be aware the rate for Protection Plus will increase from \$4.85 to \$4.99, effective February 1, 2007. Protection Plus is a convenient and economical service that lets you avoid costly repair bills. Windstream's Protection Plus Plan offers protection for your inside telephone wiring and phone jacks.

Even with this adjustment, our rates are still competitive with other telecommunications providers in the state. We will continue our pledge to provide quality service at affordable rates and keep you connected to family, friends and business.

If you have questions or wish to cancel your Protection Plus service, please contact us toll free at 1-800-347-1991 (residential customers) or 1-800-843-9214 (business customers). You can also visit us at www.windstream.com.

Thank you for being a valued Windstream customer. We appreciate your business.



WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1991

TOLL SERVICE

LOCAL SERVICE/TOLL	1.05	
LONG DISTANCE CHARGES	8.90	
STATE TAX	.85	
INTERSTATE SERVICE FEE	1.97	
UNIVERSAL SERVICE FUND CHARGE	.73	
TOTAL TOLL SERVICE		14.40

TOTAL WINDSTREAM COMMUNICATIONS CHARGES 14.40

WINDSTREAM COMMUNICATIONS Direct Dialed Calls

FOR (330) 467-9590

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	12/02	0754P	WINTERPARK	FL	407 921-2587	S	N	1.0	.10
2	12/12	0803P	WELLINGTON	OH	440 647-3545	S	E	35.0	3.50
3	12/13	0841P	ATLANTA NE	GA	770 338-1948	S	E	1.0	.10
4	12/14	0757P	ATLANTA	GA	678 860-3361	S	E	2.0	.20
5	12/15	0632P	ATLANTA	GA	678 860-3361	S	E	39.0	3.90
6	12/17	0529P	SACRAMENTO	CA	916 730-1010	S	E	9.0	.90
7	12/19	0652P	WELLINGTON	OH	440 647-3546	S	E	1.0	.10
8	01/04	0606P	WELLINGTON	OH	440 647-3545	S	E	1.0	.10
SUBTOTAL EXCLUDING TAX FOR (330) 467-9590								89.0	8.90

***Thank you for selecting
Windstream
as your communications
partner!***

#BWNKCCG
#0023012689993# 024973 01 AV 0.293 0080
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

**For local billing inquiries
please call**

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)

See page 3 for your service providers.

*If you are paying for multiple Windstream accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check.
Thank you.*

Thank you for
signing up for
Windstream's
free online
billing service.

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	70.03
Payments/Adjustments thru 02/09	\$	70.03 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES



LOCAL	\$	64.99
--------------	-----------	--------------

LONG DISTANCE	\$	26.02
---------------	----	-------

CURRENT CHARGES DUE MARCH 05, 2007 \$ 91.01

TOTAL AMOUNT DUE	\$	91.01
-------------------------	-----------	--------------

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC.)

**Yes! I am interested
in Windstream Broadband.
Please contact me.**

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

Account Number	002 301 256 999
Mailed Date	FEBRUARY 14, 2007
Total Amount Due	91.01
Due Date	MARCH 05, 2007
Amount Paid \$	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments.
Please write on reverse side.

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

7000999000000000230125600702100000000910197



GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

EXPLANATION OF CALL CODES

Long Distance Class of Call
 P = Person to Person
 S = Station to Station
Long Distance Rate Period
 D = Day
 E = Evening
 N = Night
 DM = Day Multirate
 EM = Evening Multirate
 NM = Night Multirate
 IC = International Call Rate Period

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order / CLEC Network Access: Local telephone companies recover a portion of the costs incurred to provide interstate telecommunications service to customers through a monthly charge on the local telephone bill. This charge, the Federal Subscriber Line Charge or "SLC", is regulated by the FCC.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Federal USF Fee: The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the USF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenue to the SUSF. The states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

Keep
Send

Keep this portion for your records.
Return this portion with your payment.

WS000108 571835

Change of Address Effective Date ____ / ____ / ____

Name

Attention

New Address **Apt / Suite #**

City **State** **Zip**

Business Phone **Home Phone**

Comments _____

SERVICE PROVIDER(S)

The following telephone numbers have changed their InterLATA long distance carrier(s):

Telephone number Changed to:
 330-467-9690 SPRINT

Your InterLATA long distance carrier(s) are*:
 SPRINT

Your IntraLATA long distance carrier(s) are*:
 WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:
 Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	70.03 CR
TOTAL PAYMENTS AND ADJUSTMENTS	70.03 CR

SUMMARY OF CURRENT CHARGES

BASIC	
WINDSTREAM	28.75
TOTAL	28.75
TOLL	
WINDSTREAM COMMUNICATIONS	26.02
TOTAL	26.02
NON-BASIC	
WINDSTREAM	36.24
TOTAL	36.24
CURRENT CHARGES DUE 03/05/07	91.01

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

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



WINDSTREAM SUMMARY OF CURRENT CHARGES

Service from 02/10/07 to 03/08/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.62
SUMMIT COUNTY E911	.25
CALLING PLAN CHARGES	.07
ACCESS CHARGE PER FCC ORDER	6.50
OTHER CHARGES AND CREDITS	1.25
FEDERAL TAX	.78
STATE TAX	1.64
FEDERAL UNIVERSAL SERVICE FEE	.83
TOTAL BASIC SERVICE	28.75

WINDSTREAM SUMMARY OF CURRENT CHARGES

NON-BASIC SERVICE	
LOCAL SERVICE	28.05
PROTECTION PLUS PLAN	4.99
STATE TAX	.31
FEDERAL UNIVERSAL SERVICE FEE	.00
TOTAL NON-BASIC SERVICE	33.24
TOTAL WINDSTREAM CHARGES	64.99

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL ACCESS LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.05
NON-BASIC SERVICE		
1	DSL STANDARD	39.05
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/NO PUS-RES	.00
1	PROTECTION PLUS PLAN-RES	4.99

WINDSTREAM OTHER CHARGES AND CREDITS

BASIC SERVICE	
CARRIER CHANGE CHARGE	1.25
Item 02/07/07	
TOTAL OTHER CHARGES AND CREDITS	1.25

SUMMARY OF CALLING PLAN(S)

Akron Calling Measured Summary
 From 01/10/07 to 02/10/07 for (330) 467-9690

1 calls for 1 minutes @ .07/minute 07

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. This debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$5.00, or 4.5%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a

Mail Date:
Billing Number:
Account Number:

FEBRUARY 14, 2007
330-467-8690
002 301 256 999

WINDSTREAM CUSTOMER MESSAGE

Lifeline customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6826.

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

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-6622 from 8:00 a.m. to 6:00 p.m. weekdays or visit www.pickocc.org.

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis

*69 - CALL RETURN. If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.

*68 - REPEAT DIALING. If you keep getting a busy signal, just press *68 (1168 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.



WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1991

TOLL SERVICE		
LOCAL SERVICE/TOLL	1.85	
LONG DISTANCE CHARGES	21.90	
STATE TAX	1.64	
UNIVERSAL SERVICE FUND CHARGE	.63	
TOTAL TOLL SERVICE	26.02	
TOTAL WINDSTREAM COMMUNICATIONS CHARGES	26.02	

WINDSTREAM COMMUNICATIONS

Direct Dialed Calls

FOR (330) 467-8690

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	01/12	0621P	WINTERPARK	FL	407 921-3587	S	E	3.0	.30
2	01/13	0820P	BIRMINGHAM	OH	440 965-4858	S	N	1.0	.10
3	01/13	0839P	ATLANTA	GA	878 880-3381	S	N	54.0	5.40
4	01/14	0540P	BIRMINGHAM	OH	440 965-4850	S	E	1.0	.10
5	01/14	0549P	BIRMINGHAM	OH	440 965-4858	S	E	108.0	10.80
6	01/24	1259P	BIRMINGHAM	OH	440 965-4850	S	D	1.0	.10
7	01/24	0949P	WELLINGTON	OH	440 947-3545	S	E	48.0	4.80
8	02/01	0642P	WELLINGTON	OH	440 947-3545	S	E	5.0	.50
SUBTOTAL EXCLUDING TAX FOR (330) 467-8690								219.0	21.90

PO BOX 625
MATTHEWS, NC 28106-0625
ADDRESS SERVICE REQUESTED

Mail Date:
Billing Number:
Account Number:

Page 1 of 4
MARCH 13, 2007
330-467-8690
002 301 256 999

*Thank you for selecting
Windstream
as your communications
partner!*

#BWNKCCG
#00230125689983# 028100 01 AV 0.293 0084
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125
#####

For local billing inquiries
please call

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)

See page 3 for your service providers.

*If you are paying for
multiple Windstream
accounts with one
check, please include
the remittance slip for
each account and note
the account numbers
on the memo line
of your check.
Thank you.*

*Thank you for
signing up for
Windstream's
free online
billing service.*

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	91.01
Payments/Adjustments thru 03/09	\$	91.01 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES

 LOCAL	\$	63.58
 LONG DISTANCE	\$	15.33



CURRENT CHARGES DUE APRIL 02, 2007 \$ 78.89

TOTAL AMOUNT DUE \$ 78.89

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to WINDSTREAM WESTERN RESERVE INC.)

☐ Yes! I am interested
in Windstream Broadband.
Please contact me.

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

Account Number 002 301 256 999
Mailed Date MARCH 13, 2007
Total Amount Due 78.89
Due Date APRIL 02, 2007
Amount Paid \$

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments.
Please write on reverse side.

#####

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

#####

70009990000000002301256007031000000000788914

EXHIBIT

LD

ALL-STATE® INTERNATIONAL

GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

EXPLANATION OF CALL CODES**Long Distance Class of Call**

P = Person to Person
S = Station to Station

Long Distance Rate Periods

D = Day
E = Evening
N = Night
DM = Day Multirate
EM = Evening Multirate
NM = Night Multirate
IC = International Call Rate Period

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order / CLEC Network Access: Local telephone companies recover a portion of the costs incurred to provide interstate telecommunications service to customers through a monthly charge on the local telephone bill. This charge, the Federal Subscriber Line Charge or "SLC", is regulated by the FCC.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Federal USF Fee: The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the FUSF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenue to the SUSF. The states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

Keep
Send

Keep this portion for your records.
Return this portion with your payment.

WS000108 577490

Change of Address Effective Date ____ / ____ / ____



Name

Attention

New Address Apt / Suite #

City State Zip

Business Phone Home Phone

Comments _____

Mail Date: MARCH 13, 2007
 Billing Number: 330-487-9690
 Account Number: 002 301 256 999

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	91.01 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		91.01 CR

SUMMARY OF CURRENT CHARGES

BASIC		
WINDSTREAM	27.32	
TOTAL		27.32
TOLL		
WINDSTREAM COMMUNICATIONS	15.33	
TOTAL		15.33
NON-BASIC		
WINDSTREAM	36.24	
TOTAL		36.24
CURRENT CHARGES DUE 04/02/07		78.89

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

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



WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 03/10/07 to 04/02/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE		
LOCAL SERVICE	17.62	
SUMMIT COUNTY E911	.25	
ACCESS CHARGE PER FCC ORDER	6.50	
FEDERAL TAX	.75	
STATE TAX	1.57	
FEDERAL UNIVERSAL SERVICE FEE	.63	
TOTAL BASIC SERVICE		27.32
NON-BASIC SERVICE		
LOCAL SERVICE	29.95	
PROTECTION PLUS PLAN	4.99	
STATE TAX	.31	
FEDERAL UNIVERSAL SERVICE FEE	.00	
TOTAL NON-BASIC SERVICE		36.24
TOTAL WINDSTREAM CHARGES		63.56

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.95
NON-BASIC SERVICE		
1	DSL-STANDARD	39.85
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/IN PUB-RES	.00
1	PROTECTION PLUS PLAN-RES	4.99

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check
 Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$5.00, or 1.0%, whichever is greater, will apply to any unpaid balance of \$26.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a Lifetime customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7629, or TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit www.puco.ohio.gov

The Ohio Consumer's Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-8622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickace.org.

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis
 *69 - CALL RETURN: If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.

*68 - REPEAT DIALING: If you keep getting a busy signal, just press *68 (1168 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

Mail Date: MARCH 13, 2007
 Billing Number: 330-487-9690
 Account Number: 002 301 258 999



WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1991

TOLL SERVICE	
LOCAL SERVICE/TOLL	1.06
LONG DISTANCE CHARGES	12.40
STATE TAX	.90
UNIVERSAL SERVICE FUND CHARGE	.08
TOTAL TOLL SERVICE	15.33
TOTAL WINDSTREAM COMMUNICATIONS CHARGES	15.33

WINDSTREAM COMMUNICATIONS
Direct Dialed Calls
FOR (330) 487-9590

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	02/17	0448P	WELLINGTON OH	440	847-6859	B	N	70.0	7.00
2	02/21	0741P	WELLINGTON OH	440	847-3545	S	E	42.0	4.20
3	02/27	0739P	WELLINGTON OH	440	847-3545	S	E	12.0	1.20
SUBTOTAL EXCLUDING TAX FOR (330) 487-9590								124.0	12.40

PO BOX 625
MATTHEWS, NC 28105-0025
ADDRESS SERVICE REQUESTED

Mail Date: APRIL 12, 2007
Billing Number: 330-487-9690
Account Number: 002 301 256 999

Page 1 of 4

*Thank you for selecting
Windstream
as your communications
partner!*

#BWNKCCG
#0023012569993# 024759 01 AV 0.293 0079
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3126
#####

For local billing inquiries
please call

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)

See page 3 for your service providers.

*If you are paying for
multiple Windstream
accounts with one
check, please include
the remittance slip for
each account and note
the account numbers
on the memo line
of your check.
Thank you.*

*Thank you for
signing up for
Windstream's
free online
billing service.*

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	78.89
Payments/Adjustments thru 04/10	\$	78.89 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES

 LOCAL	\$	63.89
 LONG DISTANCE	\$	5.69



CURRENT CHARGES DUE MAY 01, 2007 \$ 69.58

TOTAL AMOUNT DUE \$ 69.58

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC)

☐ Yes! I am interested
in Windstream Broadband.
Please contact me.

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3126

Account Number 002 301 256 999
Mailed Date APRIL 12, 2007
Total Amount Due 69.58
Due Date MAY 01, 2007
Amount Paid \$

010 330-487-9690 111506 999 002301256 5 10

☐ Check here for address change or comments
Please write on reverse side.

#####

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

#####

7000999000000000230125600704100000000695893

EXHIBIT

1E
ALL-STATE® INTERNATIONAL

Comments _____

Mail Date: APRIL 12, 2007
 Billing Number: 330-467-8590
 Account Number: 002 301 256 990

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	78.89 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		78.89 CR

SUMMARY OF CURRENT CHARGES

BASIC		
WINDSTREAM	27.45	
TOTAL		27.45
TOLL		
WINDSTREAM COMMUNICATIONS	5.66	
TOTAL		5.66
NON-BASIC		
WINDSTREAM	36.44	
TOTAL		36.44
CURRENT CHARGES DUE 05/01/07		69.59

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

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


WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 04/10/07 to 05/06/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE		
LOCAL SERVICE	17.62	
SUMMIT COUNTY E911	.25	
ACCESS CHARGE PER FCC ORDER	6.50	
FEDERAL TAX	.75	
STATE TAX	1.57	
FEDERAL UNIVERSAL SERVICE FEE	.78	
TOTAL BASIC SERVICE		27.45
NON-BASIC SERVICE		
LOCAL SERVICE	29.95	
PROTECTION PLUS PLAN	4.89	
STATE TAX	.31	
FEDERAL UNIVERSAL SERVICE FEE	1.19	
TOTAL NON-BASIC SERVICE		36.44
TOTAL WINDSTREAM CHARGES		63.89

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.85
NON-BASIC SERVICE		
1	DSL-STANDARD	39.85
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/NO PUB-RES	.00
1	PROTECTION PLUS PLAN-RES	4.99

WINDSTREAM CUSTOMER MESSAGE**Important Information for Customers Paying by Check**

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$6.00, or 1.5%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a lifetime customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-886-7826, or TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov.

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-8622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis

*69 - CALL RETURN: If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.
 *66 - REPEAT DIALING: If you keep getting a busy signal, just press *66 (1166 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

Mail Date:
Billing Number:
Account Number:

APRIL 12, 2007
330-467-8690
002 301 258 889



WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1881

TOLL SERVICE

LOCAL SERVICE/TOLL	1.95	
LONG DISTANCE CHARGES	3.30	
STATE TAX	.34	
UNIVERSAL SERVICE FUND CHARGE	.10	
TOTAL TOLL SERVICE		5.69
TOTAL WINDSTREAM COMMUNICATIONS CHARGES		5.69

WINDSTREAM COMMUNICATIONS

Direct Diated Calls

FOR (330) 467-8690

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	0308	0810P	WELLINGTON	OH	440 647-3545	8	E	22.0	2.29
2	0314	0745P	WELLINGTON	OH	440 647-3545	8	E	9.0	.98
3	0327	0700P	WELLINGTON	OH	440 647-3545	8	E	1.0	.10
SUBTOTAL EXCLUDING TAX FOR (330) 467-8690									33.0 3.38

MAY 14, 2007
330-467-9690
002 301 258 999

***Thank you for selecting
Windstream
as your communications
partner!***

#BWNKCCG
#0023012569993# 021624 01 AV 0.312 0070
DREW HANSEL
328 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44087-3125

1-800-347-1991

See page 3 for your service providers.

*If you are paying for multiple Windstream accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check.
Thank you.*

*Thank you for
signing up for
Windstream's
free online
billing service.*

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$ 69.58
Payments/Adjustments thru 05/10	\$ 139.16 CR
Amount Previously Due	\$ 69.58 CR

SUMMARY OF CURRENT CHARGES



LOCAL	\$	63.89
LONG DISTANCE	\$	3.77

CURRENT CHARGES DUE JUNE 04, 2007	\$	67.66
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TOTAL AMOUNT DUE	\$	1.92 CR
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KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC.)

**Yes! I am interested
in Windstream Broadband.
Please contact me.**

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

Account Number 002 301 256 999
Mailed Date MAY 14, 2007
CREDIT BALANCE DO NOT PAY 1.92 CR

NO PAYMENT DUE AT THIS TIME

010 330-467-9590 111506 999 002301256 6 10

☐ Check here for address change or comments.
Please write on reverse side.



7000999000000000230125600705100000000019281

GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

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eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

TAXES, SURCHARGES AND FEES

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Access Charge per FCC Order/ GLEC Network Access: This charge, also known as the Federal Subscriber Line Charge (SLC), is an FCC regulated fee that enables local telephone companies to recover a portion of the costs of connecting customers' homes or businesses to the telephone network, so those customers may receive and/or initiate interstate calls.

Federal Tax: A federal excise tax paid to the Federal Government, which applies to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

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Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing Interstate long distance service including, for example, Interstate and International connection charges.

EXPLANATION OF CALL CODES

Long Distance Class of Call

P = Person to Person
S = Station to Station

Long Distance Rate Periods

D = Day
E = Evening
N = Night
DM = Day Multirate
EM = Evening Multirate
NM = Night Multirate
IC = International Call Rate Period

Keep
Send

Keep this portion for your records.
Return this portion with your payment.

YVS00010B 589933

Change of Address Effective Date / /

[illegible][illegible]

New Address													Apt / Suite #					
--------------------	--	--	--	--	--	--	--	--	--	--	--	--	----------------------	--	--	--	--	--

[illegible]

Business Phone									Home Phone								
-----------------------	--	--	--	--	--	--	--	--	-------------------	--	--	--	--	--	--	--	--

Comments

Mail Date: MAY 14, 2007
 Billing Number: 330-467-9690
 Account Number: 002 301 256 998

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	139.18 CR
TOTAL PAYMENTS AND ADJUSTMENTS	139.18 CR

SUMMARY OF CURRENT CHARGES

BASIC	
WINDSTREAM	27.45
TOTAL	27.45
TOLL	
WINDSTREAM COMMUNICATIONS	3.77
TOTAL	3.77
NON-BASIC	
WINDSTREAM	36.44
TOTAL	36.44
CURRENT CHARGES DUE 06/04/07	67.66

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

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



WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 05/10/07 to 06/06/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.62
SUMMIT COUNTY E911	.25
ACCESS CHARGE PER FCC ORDER	6.50
FEDERAL TAX	.75
STATE TAX	1.57
FEDERAL UNIVERSAL SERVICE FEE	.76
TOTAL BASIC SERVICE	27.45
NON-BASIC SERVICE	
LOCAL SERVICE	29.95
PROTECTION PLUS PLAN	4.99
STATE TAX	.31
FEDERAL UNIVERSAL SERVICE FEE	1.19
TOTAL NON-BASIC SERVICE	36.44
TOTAL WINDSTREAM CHARGES	63.89

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.95
NON-BASIC SERVICE		
1	DSL-STANDARD	36.95
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK WINCON PUB-RES	.00
1	PROTECTION PLUS PLAN-RES	4.99

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check
 Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$6.00, or 1.5%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a Lifeline customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7826, or TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 6:30 p.m. weekdays, or visit www.puco.ohio.gov.

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-8622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickco.org.

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis

*69 - CALL RETURN: If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.

*66 - REPEAT DIALING: If you keep getting a busy signal, just press *66 (1166 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

Mail Date:
Billing Number:
Account Number:

MAY 14, 2007
330-467-9590
002 301 258 999



WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1991

TOLL SERVICE

LOCAL SERVICE/TOLL	1.95	
LONG DISTANCE CHARGES	1.50	
STATE TAX	.22	
UNIVERSAL SERVICE FUND CHARGE	.10	
TOTAL TOLL SERVICE		3.77

TOTAL WINDSTREAM COMMUNICATIONS CHARGES 3.77

WINDSTREAM COMMUNICATIONS

Direct Dialed Calls

FOR (330) 467-9590

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	04/14	0903A	WELLINGTON	OH	440	847-3545	S N	15.0	1.50
								SUBTOTAL EXCLUDING TAX FOR (330) 467-9590	15.0 1.50

JUNE 13, 2007
330-467-9690
002 301 258 998

***Thank you for selecting
Windstream
as your communications
partner!***

#BWNKCCG
#0023012569993# 026186 01 AV 0.312 0084
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)
See page 3 for your service providers.

*If you are paying for multiple Windstream accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check.
Thank you.*

*Thank you for
signing up for
Windstream's
free online
billing service.*

Previous Bill
Payments/Adjustments thru 06/11
Amount Previously Due

\$	1.92CR
\$.00
\$	<u>1.92CR</u>

SUMMARY OF CURRENT CHARGES



LOCAL	\$	55.24
LONG DISTANCE	\$	8.24

CURRENT CHARGES DUE JULY 02, 2007

\$ 63.48

TOTAL AMOUNT DUE

\$ 61.56

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC.)

**Yes! I am interested
in Windstream Broadband.
Please contact me.**

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

Account Number	002 301 256 999
Mailed Date	JUNE 13, 2007
Total Amount Due	61.56
Due Date	JULY 02, 2007
Amount Paid \$	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments.
Please write on reverse side.

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

[illegible]

7000999000000000230125600706100000000615698

EXHIBIT

ALL-STATE® INTERNATIONAL

GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

EXPLANATION OF CALL CODES

Long Distance Class of Call
P = Person to Person
S = Station to Station
Long Distance Rate Periods
D = Day
E = Evening
N = Night
DM = Day Multirate
EM = Evening Multirate
NM = Night Multirate
IC = International Call Rate Period

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order/ CLEC Network Access: This charge, also known as the Federal Subscriber Line Charge (SLC), is an FCC regulated fee that enables local telephone companies to recover a portion of the costs of connecting customers' homes or businesses to the telephone network, so those customers may receive and/or initiate interstate calls.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Gross Receipts Tax/Surcharge: This charge recovers for a tax that is imposed either on Windstream or on customers directly by various states for the provision of communications services. In the case of gross receipts surcharges, they are not government mandated charges.

Federal USF Fee: The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the FUSF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenue to the SUSF. The states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

Keep

Keep this portion for your records.

Send

Return this portion with your payment.

WS000108 595382

Change of Address Effective Date ____ / ____ / ____

Name Attention New Address Apt / Suite # City State Zip Business Phone Home Phone

Comments _____

Mail Date: JUNE 13, 2007
 Billing Number: 330-467-9590
 Account Number: 002 301 256 888

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF CURRENT CHARGES

BASIC	
WINDSTREAM	27.45
TOTAL	27.45
TOLL	
WINDSTREAM COMMUNICATIONS	8.24
TOTAL	8.24
NON-BASIC	
WINDSTREAM	27.79
TOTAL	27.79
CURRENT CHARGES DUE 07/02/07	63.48

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

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

WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 06/10/07 to 07/09/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.62
SUMMIT COUNTY E911	.25
ACCESS CHARGE PER FCC ORDER	6.60
FEDERAL TAX	.75
STATE TAX	1.67
FEDERAL UNIVERSAL SERVICE FEE	.76
TOTAL BASIC SERVICE	27.45
NON-BASIC SERVICE	
LOCAL SERVICE	29.95
OTHER CHARGES AND CREDITS	3.16 CR
STATE TAX	.18 CR
FEDERAL UNIVERSAL SERVICE FEE	1.19
TOTAL NON-BASIC SERVICE	27.79
TOTAL WINDSTREAM CHARGES	55.24

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	25
1	LOCAL NUMBER PORTABILITY SURCH	37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.95
NON-BASIC SERVICE		
1	DSL STANDARD	39.95
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/ NON PUB-RES	.00

WINDSTREAM OTHER CHARGES AND CREDITS

NON-BASIC SERVICE	
NONBASIC SERVICE PRORATION	3.16 CR
from 05/21/07 to 06/09/07	
TOTAL OTHER CHARGES AND CREDITS	3.16 CR

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check
 Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$5.00, or 1.6%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a Lifetime customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-886-7828, or TDD/TTY toll free at 1-800-886-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov.

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Windstream's Great Calling Features are Available on a Pay-Per-Use Basis
 *69 - CALL RETURN. If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.
 *66 - REPEAT DIALING. If you keep getting a busy signal, just press *66 (1166 for rotary phones) and your phone will automatically redial the

Page 4 of 4
 Mail Date: JUNE 13, 2007
 Billing Number: 330-467-9690
 Account Number: 002 301 258 999

WINDSTREAM CUSTOMER MESSAGE

number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.



**WINDSTREAM COMMUNICATIONS
 SUMMARY OF CURRENT CHARGES**

Toll charge inquiries call 1-800-347-1991

TOLL SERVICE	
LOCAL SERVICE/TOLL	1.95
LONG DISTANCE CHARGES	5.70
STATE TAX	.49
UNIVERSAL SERVICE FUND CHARGE	.10
TOTAL TOLL SERVICE	8.24
TOTAL WINDSTREAM COMMUNICATIONS CHARGES	8.24

WINDSTREAM COMMUNICATIONS

Direct Dialed Calls

FOR (330) 467-9590

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL RP	MIN	AMOUNT
1	05/01	0551P	WELLINGTON	OH	440 647-3545	S E	15.0	1.50
2	05/10	0712P	WELLINGTON	OH	440 647-3545	S E	28.0	2.80
3	05/28	0658P	WELLINGTON	OH	440 647-3545	S E	9.0	.90
4	06/02	0737P	WELLINGTON	OH	440 647-3545	S N	5.0	.50
SUBTOTAL EXCLUDING TAX FOR (330) 467-9590							57.0	5.70

PO BOX 625
MATTHEWS, NC 28108-0625
ADDRESS SERVICE REQUESTED

Mail Date:
Billing Number:
Account Number:

Page 1 of 4
JULY 12, 2007
330-467-9590
002 301 256 999

*Thank you for selecting
Windstream
as your communications
partner!*

#BWNKCCG
#0023012569993# 024571 01 AV 0.312 0078
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125
#####

For local billing inquiries
please call

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)

See page 3 for your service providers.

*If you are paying for
multiple Windstream
accounts with one
check, please include
the remittance slip for
each account and note
the account numbers
on the memo line
of your check.
Thank you.*

*Thank you for
signing up for
Windstream's
free online
billing service.*

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	61.58
Payments/Adjustments thru 07/10	\$	61.56 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES

 LOCAL	\$	58.52
 LONG DISTANCE	\$	7.28



CURRENT CHARGES DUE JULY 31, 2007 \$ 65.80

TOTAL AMOUNT DUE \$ 65.80

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC.)

☐ Yes! I am interested
in Windstream Broadband.
Please contact me.

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

Account Number 002 301 256 999
Mailed Date JULY 12, 2007
Total Amount Due 65.80
Due Date JULY 31, 2007
Amount Paid \$

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments.
Please write on reverse side.

#####

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

#####

EXHIBIT

ALL-STATE® INTERNATIONAL

7000999000000000230125600707100000000658050

GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order/ CLEC Network Access: This charge, also known as the Federal Subscriber Line Charge (SLC), is an FCC regulated fee that enables local telephone companies to recover a portion of the costs of connecting customers' homes or businesses to the telephone network, so those customers may receive and/or initiate interstate calls.

Federal Tax: A federal excise tax paid to the Federal Government, which is all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Gross Receipts Tax/Surcharge: This charge recovers for a tax that is imposed either on Windstream or on customers directly by various states for the provision of communications services. In the case of gross receipts surcharges, they are not government mandated charges.

EXPLANATION OF CALL CODES

Long Distance Class of Call

P = Person to Person

S = Station to Station

Long Distance Rate Periods

D = Day

E = Evening

N = Night

DM = Day Multirate

EM = Evening Multirale

NM = Night Multirater

IC = International Call Rate Period

Keep this portion for your records.

Return this portion with your payment.

W500010B 600767

Change of Address Effective Date

Name

Attention

New Address

Apt / Suite #

City

State:

Zip

Business Phone**Home Phone**

Comments

Mail Date: JULY 12, 2007
 Billing Number: 330-487-9690
 Account Number: 002 301 265 999

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	61.56 CR
TOTAL PAYMENTS AND ADJUSTMENTS	61.56 CR

SUMMARY OF CURRENT CHARGES

BASIC		
WINDSTREAM	27.42	
TOTAL		27.42
TOLL		
WINDSTREAM COMMUNICATIONS	7.28	
TOTAL		7.28
NON-BASIC		
WINDSTREAM	31.10	
TOTAL		31.10
CURRENT CHARGES DUE 07/31/07		65.80

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

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

**WINDSTREAM
SUMMARY OF CURRENT CHARGES**

Service from 07/10/07 to 08/09/07
 Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.62
SUMMIT COUNTY E911	.25
ACCESS CHARGE PER FCC ORDER	8.50
FEDERAL TAX	.75
STATE TAX	1.57
FEDERAL UNIVERSAL SERVICE FEE	.73
TOTAL BASIC SERVICE	27.42
NON-BASIC SERVICE	
LOCAL SERVICE	29.65
FEDERAL UNIVERSAL SERVICE FEE	1.15
TOTAL NON-BASIC SERVICE	31.10
TOTAL WINDSTREAM CHARGES	58.52

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
	BASIC SERVICE	
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.37
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	8.50
1	RESIDENTIAL LINE	15.25
	TOLL SERVICE	
1	DIME ALL THE TIME	1.95
	NON-BASIC SERVICE	
1	DSL-STANDARD	39.65
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/ NON PUB-RES	.00

WINDSTREAM CUSTOMER MESSAGE**Important Information for Customers Paying by Check**

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$5.00, or 1.5%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a Lifeline customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-855-7828, or TDD/TTY toll free at 1-800-685-1570, from 8:00 a.m. to 5:30 p.m. weekdays or visit www.puco.ohio.gov.

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-6622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickoc.org.

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis

*69 - CALL RETURN If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.
 *68 - REPEAT DIALING If you keep getting a busy signal, just press *68 (1168 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

Beginning September 1, 2007, there will be a \$1.95 "convenience" fee for each payment by phone where the payment is immediately credited to your account. This includes payments by credit card, electronic check or any other discretionary type of payment that may be accepted by Windstream.

through live telephone contact.

This fee will not apply for payments made at authorized Windstream payment locations, payments by mail, automatic funds transfers or other conventional methods of payments, including online and IVR (interactive voice response). IVR is a telephone payment method that plays a pre-recorded message and requests you to select options from a voice menu.

You will always be advised of the charge prior to payment processing and given an opportunity to transfer to the automated payment system to avoid paying the convenience fee.

For questions regarding this fee, please call us toll free at 1-800-347-1991 (residential customers) or 1-800-843-8214 (business customers); or visit our Web site at www.windstream.com.

Thank you for being a valued Mindstream customer. We appreciate your business.

**WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES**

Toll charge inquiries call 1-800-947-1981

TOLL SERVICE

LOCAL SERVICE/TOLL	1.96	
LONG DISTANCE CHARGES	4.80	
STATE TAX	.44	
UNIVERSAL SERVICE FUND CHARGE	.00	
TOTAL TOLL SERVICE		7.20

TOTAL WINDSTREAM COMMUNICATIONS CHARGES	7.28
---	------

WINDSTREAM COMMUNICATIONS

Direct Dialed Calls

FOR (330) 467-9590

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
------	------	------	-------------	------	--------	----	----	-----	--------

1	06113	0554P	WELLINGTON	OH	440	647-3545	S E	27.0	2.70
2	06728	0746P	WELLINGTON	OH	440	647-3545	S E	21.0	2.10

SUBTOTAL EXCLUDING TAX FOR (330) 467-4360	48.0	4.00
---	------	------

PO BOX 625
MATTHEWS, NC 28108-0625
ADDRESS SERVICE REQUESTED

Mail Date:
Billing Number:
Account Number:

Page 1 of 4
AUGUST 13, 2007
330-467-9590
002 301 256 999

*Thank you for selecting
Windstream
as your communications
partner!*

0023012569993# 023364 01 AV 0.312 0067
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44087-3125

For local billing inquiries
please call

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)

See page 3 for your service providers.

*If you are paying for
multiple Windstream
accounts with one
check, please include
the remittance slip for
each account and note
the account numbers
on the memo line
of your check.
Thank you.*

*Thank you for
signing up for
Windstream's
free online
billing service.*

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	65.80
Payments/Adjustments thru 08/08	\$	65.80 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES

 LOCAL	\$	58.12
 LONG DISTANCE	\$	2.38



CURRENT CHARGES DUE SEPTEMBER 04, 2007 \$ 60.50

TOTAL AMOUNT DUE \$ 60.50

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC.)

☐ Yes! I am interested
in Windstream Broadband.
Please contact me.

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44087-3125

Account Number 002 301 256 999
Mailed Date AUGUST 13, 2007
Total Amount Due 60.50
Due Date SEPTEMBER 04, 2007
Amount Paid \$

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments.
Please write on reverse side.

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908



7000599000000000230125600708100000000605067

GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

EXPLANATION OF CALL CODES

Long Distance Class of Call
 P = Person to Person
 S = Station to Station
Long Distance Rate Periods
 D = Day
 E = Evening
 N = Night
 DM = Day Multirate
 EM = Evening Multirate
 NM = Night Multirate
 IC = International Call Rate Period

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services. In states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order/ CLEC Network Access: This charge, also known as the Federal Subscriber Line Charge (SLC), is an FCC regulated fee that enables local telephone companies to recover a portion of the costs of connecting customers' homes or businesses to the telephone network, so those customers may receive and/or initiate interstate calls.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Gross Receipts Tax/Surcharge: This charge recovers for a tax that is imposed either on Windstream or on customers directly by various states for the provision of communications services. In the case of gross receipts surcharges, they are not government mandated charges.

Federal USF Fee: The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the USF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenue to the SUSF. The states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

Keep
 Send

Keep this portion for your records
 Return this portion with your payment.

WS000108 006563

Change of Address Effective Date ____ / ____ / ____



Name

Attention

New Address Apt / Suite #

City State Zip

Business Phone Home Phone

Comments _____

Mail Date: AUGUST 13, 2007
 Billing Number: 330-487-8690
 Account Number: 002 301 255 889

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1891

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	65.80 CR
TOTAL PAYMENTS AND ADJUSTMENTS	65.80 CR

SUMMARY OF CURRENT CHARGES

BASIC		
WINDSTREAM	27.02	
TOTAL		27.02
TOLL		
WINDSTREAM COMMUNICATIONS	2.38	
TOTAL		2.38
NON-BASIC		
WINDSTREAM	31.10	
TOTAL		31.10
CURRENT CHARGES DUE 08/04/07		60.50

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

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

WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 08/10/07 to 08/06/07
 Toll charge inquiries call 1-800-347-1891

BASIC SERVICE		
LOCAL SERVICE	17.25	
SUMMIT COUNTY E911	.25	
ACCESS CHARGE PER FCC ORDER	6.50	
FEDERAL TAX	.74	
STATE TAX	1.55	
FEDERAL UNIVERSAL SERVICE FEE	.75	
TOTAL BASIC SERVICE		27.02
NON-BASIC SERVICE		
LOCAL SERVICE	20.05	
FEDERAL UNIVERSAL SERVICE FEE	1.15	
TOTAL NON-BASIC SERVICE		31.10
TOTAL WINDSTREAM CHARGES		58.12

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY E911	.25
1	LOCAL NUMBER PORTABILITY SURCH	.00
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	6.50
1	RESIDENTIAL LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.95
NON-BASIC SERVICE		
1	DSL-STANDARD	38.95
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/NO PUB-RES	.00

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check
 Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$5.00, or 1.5%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a Lifetime customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1891. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

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

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-6622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis
 *69 - CALL RETURN: If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.
 *66 - REPEAT DIALING: If you keep getting a busy signal, just press *66 (1166 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

At Windstream, our goal is to continue to provide the best possible service while keeping the rates of all our customers as low as possible. To do this, we must occasionally make adjustments to ensure you have the most reliable service. With this in mind, the following rate adjustments will become

Mail Date:
Billing Number:
Account Number:

AUGUST 13, 2007
330-487-9690
002 301 268 998

WINDSTREAM CUSTOMER MESSAGE

effective September 10, 2007:

Calling Features	Current Monthly Rate	New Monthly Rate:
Anonymous Call Rejection	\$2.00	\$2.99
Enhanced Call Forward - Additional	\$3.50	\$3.99
Enhanced Call Forward - First Residence	\$3.50	\$3.99
Call Return - Additional	\$4.00	\$4.99
Call Return - First Residence	\$4.00	\$4.99
Call Selector - Additional	\$4.00	\$4.99
Call Selector - First Residence	\$4.00	\$4.99
Call Forward	\$3.00	\$3.99
3-Way Calling	\$3.00	\$3.99
8-Number Speed Call	\$2.25	\$2.99
30-Number Speed Call	\$3.00	\$3.99
Enhanced Call Waiting	\$3.00	\$3.99
Preferred Call Forward - Additional	\$4.00	\$4.99
Preferred Call Forward - First Residence	\$4.00	\$4.99
Ring +1 Additional Number	\$3.00	\$3.99
Repeat Dial - First Residence	\$4.00	\$4.99
Repeat Dial - Additional	\$4.00	\$4.99
Revert Call	\$1.00	\$1.99
Selective Call Acceptance - Additional	\$4.00	\$4.99
Selective Call Acceptance - First Residence	\$4.00	\$4.99
Caller ID on Call Waiting	\$1.10	\$1.99
Selective Call Rejection - Additional	\$4.00	\$4.99
Selective Call Rejection - First Residence	\$4.00	\$4.99
Toll Restrictor - Central Office	\$2.50	\$2.99
Call Forward/Enhanced Call Waiting/3-Way Calling/8-Number Speed Call	\$4.95	\$5.95

Custom Calling Features	Current Rate Per Use	New Rate Per Use:
Call Return	\$0.95	\$1.25
Repeat Dial	\$0.95	\$1.25
3-Way Calling	\$0.95	\$1.25
Call Forward	\$0.95	\$1.25
Maximum Monthly Cap	\$5.00	\$10.00
Call Trace	\$4.00	\$4.99

Directory Listings	Current Monthly Rate	New Monthly Rate:
Additional Listing	\$1.75	\$2.99
Line of Info Listing	\$1.00	\$1.99
Voice Mail Direct Listing	\$1.00	\$1.99
Transfer of Toll Service - Enterprise	\$5.70	\$6.99

Even with these adjustments, our rates are still competitive with other telecommunications providers in Ohio. We will continue our pledge to provide quality service at affordable rates and keep you connected to family, friends and business. If you wish to cancel or add any of these services, please call us toll free at 1-800-347-1991.

Thank you for being a valued Windstream customer. Visit our Web site at www.windstream.com.

**WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES**

Toll charge inquiries call 1-800-347-1991

**WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES**

TOTAL TOLL SERVICE	2.38
TOTAL WINDSTREAM COMMUNICATIONS CHARGES	2.38

**WINDSTREAM COMMUNICATIONS
Direct Dialed Calls
FOR (330) 487-8890**

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	07/24	0831P	WELLINGTON	OH	440	647-3545	B E	2.0	.20
SUBTOTAL EXCLUDING TAX FOR (330) 487-8890								2.0	.20

TOLL SERVICE

LOCAL SERVICE/TOLL	1.95
LONG DISTANCE CHARGES	.20
STATE TAX	.14
UNIVERSAL SERVICE FUND CHARGE	.09

PO BOX 625
MATTHEWS, NC 28106-0625
ADDRESS SERVICE REQUESTED

Mail Date:
Billing Number:
Account Number:

Page 1 of 4
SEPTEMBER 12, 2007
330-467-9590
002 301 256 999

*Thank you for selecting
Windstream
as your communications
partner!*

#BWNKCGG
#0023012569993# 025937 01 AV 0.312 0082
DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125
#####

For local billing inquiries
please call

1-800-347-1991

MONDAY THROUGH FRIDAY 7:00 A.M. TO 7:00 P.M. (EST)
SATURDAY 8:30 A.M. TO 5:00 P.M. (EST)

See page 3 for your service providers.

If you are paying for
multiple Windstream
accounts with one
check, please include
the remittance slip for
each account and note
the account numbers
on the memo line
of your check.
Thank you.

Thank you for
signing up for
Windstream's
free online
billing service.

WINDSTREAM SERVICE AT-A-GLANCE

Previous Bill	\$	60.50
Payments/Adjustments thru 09/10	\$	60.50 CR
Amount Previously Due	\$.00

SUMMARY OF CURRENT CHARGES



LOCAL	\$	58.12
LONG DISTANCE	\$	5.04

CURRENT CHARGES DUE OCTOBER 01, 2007 \$ 63.16

TOTAL AMOUNT DUE \$ **63.16**

KEEP
SEND

Please detach here and return with remittance
(Make checks payable to: WINDSTREAM WESTERN RESERVE INC.)

☐ Yes! I am interested
in Windstream Broadband.
Please contact me.

windstream.

DREW HANSEL
828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS OH 44067-3125

Account Number 002 301 256 999
Mailed Date SEPTEMBER 12, 2007
Total Amount Due 63.16
Due Date OCTOBER 01, 2007
Amount Paid \$

010 330-467-9590 111506 999 002301256 5 10

☐ Check here for address change or comments
Please write on reverse side

#####

Windstream
P O BOX 9001908
LOUISVILLE, KY 40290-1908

#####

7000999000000000230125600709100000000631665



GENERAL INFORMATION

Payments that you have made but do not appear on this bill as a credit should be deducted from the "Total Amount Due" before you make the payment. The remittance slip should always accompany your payment. When paying in person, please bring your remittance slip. The "Amount Due" date on this bill refers to the current month's charges and does not extend any previous billing due dates or payment arrangements. An explanation of the various charges, rate schedules, and instructions on how to verify the accuracy of this bill can be obtained at a local Windstream retail location or by calling Windstream Customer Service toll-free at the number on the front page of this bill. All federal, state and local taxes are computed in accordance with the appropriate tax laws.

Billing or service questions or complaints should be referred to Windstream Customer Service. Discrepancies should be reported within 20 days of the date of the bill to allow necessary adjustments to be made before the next bill cycle. If a portion of your bill is incorrect or disputed, that amount only may be deducted from your payment. All other charges must be paid to avoid interruption of your service. Please call Windstream Customer Service toll-free to report the error.

If your amount due is less than \$2.01, you may not receive a billing statement.

A "Late Payment Charge" may apply to each customer bill when the previous month's bill has not been paid in full, leaving an unpaid balance carried forward. The charge is applied to the total amount carried forward and is included in the amount due on the current bill. Service and equipment are billed one month in advance. If you begin service or make any additions or changes to existing service in the middle of the billing period, your bill will show a PRORATION. This amount represents the partial month charge or credit from the date of the addition or change to the next bill date. The minimum service period is 30 days. "CR" next to a charge, denotes a credit. If "CR" appears next to the "Total Amount Due", do not pay.

eCheck authorization: 44067 By entering this 5-digit code when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. CST on my specified payment date.

EXPLANATION OF CALL CODESLong Distance Class of Call

P = Person to Person
S = Station to Station

Long Distance Rate Periods

D = Day
E = Evening
N = Night
DM = Day Multirate
EM = Evening Multirate
NM = Night Multirate
IC = International Call Rate Period

TAXES, SURCHARGES AND FEES

9-1-1 Service: This fee is charged to recover the costs incurred by Windstream associated with construction, maintenance and upgrades of 911 services and related facilities. This fee also recovers the costs of local government providing 911 services in states that have enacted a 911 surcharge, in which case the amount of the fee is set in accordance with state law.

Access Charge per FCC Order/ CLEC Network Access: This charge, also known as the Federal Subscriber Line Charge (SLC), is an FCC regulated fee that enables local telephone companies to recover a portion of the costs of connecting customers' homes or businesses to the telephone network, so those customers may receive and/or initiate interstate calls.

Federal Tax: A federal excise tax paid to the Federal Government, which to all wireline customers.

State Tax: A state tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by state.

County Tax: A county tax levied on all wireline customers. The tax usually applies only to local monthly service charges and usually takes the form of a sales tax. The application of this tax may vary by county.

City Tax: A city tax levied on all wireline customers. The tax usually applies only to local monthly service charges and can be a sales tax, a franchise fee tax, or both. The application of this tax may vary by city.

Intrastate Toll Tax / Equalization Surcharge: A usage-based tax levied by some individual states on long distance calls made in the state.

Gross Receipts Tax/Surcharge: This charge recovers for a tax that is imposed either on Windstream or on customers directly by various states for the provision of communications services. In the case of gross receipts surcharges, they are not government mandated charges.

Federal USF Fee: The Federal Universal Service Fund (USF) was established by the FCC to ensure that telecommunications services are affordable for customers with low incomes and customers living in rural areas where the cost of providing service is high. The fund also provides discounted telecommunication services to schools, libraries and rural healthcare providers. Through this fee, Windstream recovers the cost of its mandated contribution to the USF as permitted by the FCC.

State USF Fee: Some states have implemented a State Universal Service Fund (SUSF) similar to the federal USF. In those states, telecommunications companies must contribute a percentage of billed revenue to the SUSF. This states, in turn, allow telecommunications companies to recover their mandatory contribution to SUSF from their customers.

Relay Service Surcharge: The Americans with Disabilities Act requires all companies offering voice service to provide access to a Telecommunications Relay Service (TRS) and to contribute to a shared fund to support this service. This service enables an individual who is hearing or speech impaired to communicate with others through access to a Teletypewriter (TTY) and/or Telecommunications Device for the Deaf (TDD).

Local Number Portability (LNP) Fee: Where available, LNP allows a customer to keep his or her current local telephone number when changing telephone service providers. In order to provide this service, local telephone companies must make investments and upgrades to their local telephone network. The FCC has determined that the local telephone company may recover certain costs for providing LNP.

Interstate Service Fee: The Interstate Service Fee helps recover costs associated with providing interstate long distance service including, for example, interstate and international connection charges.

Keep
Send

Keep this portion for your records.
Return this portion with your payment.

WS000108 612279

Change of Address Effective Date ____ / ____ / ____

XXXXXXXXXX

Name

Attention

New Address Apt / Suite #

City State Zip

Business Phone Home Phone

Comments _____

Mail Date:
Billing Number:
Account Number:

SEPTEMBER 12, 2007
330-467-9590
002 301 258 988

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

SPRINT

Your IntraLATA long distance carrier(s) are*:

WINDSTREAM COMMUNICATIONS 1-800-223-4844

Your Local carrier is*:

Windstream 1-800-347-1991

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

SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS	80.50 CR
TOTAL PAYMENTS AND ADJUSTMENTS	80.50 CR

SUMMARY OF CURRENT CHARGES

BASIC	
WINDSTREAM	27.02
TOTAL	27.02
TOLL	
WINDSTREAM COMMUNICATIONS	5.04
TOTAL	5.04
NON-BASIC	
WINDSTREAM	31.10
TOTAL	31.10
CURRENT CHARGES DUE 10/01/07	63.16

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

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

WINDSTREAM
SUMMARY OF CURRENT CHARGES

Service from 09/10/07 to 10/09/07
Toll charge inquiries call 1-800-347-1991

BASIC SERVICE	
LOCAL SERVICE	17.25
SUMMIT COUNTY EB11	.26
ACCESS CHARGE PER FCC ORDER	8.50
FEDERAL TAX	.74
STATE TAX	1.58
FEDERAL UNIVERSAL SERVICE FEE	.73
TOTAL BASIC SERVICE	27.02
NON-BASIC SERVICE	
LOCAL SERVICE	29.66
FEDERAL UNIVERSAL SERVICE FEE	1.15
TOTAL NON-BASIC SERVICE	31.10
TOTAL WINDSTREAM CHARGES	58.12

DETAIL OF LOCAL SERVICE CHARGES

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

Quantity	Service Description	Monthly Charges
BASIC SERVICE		
1	SUMMIT COUNTY EB11	.25
1	LOCAL NUMBER PORTABILITY SURCH	.00
1	AKRON CALLING PLAN	.00
1	NON-PUBLISHED NUMBER	2.00
1	ACCESS CHARGE PER FCC ORDER	8.50
1	RESIDENTIAL LINE	15.25
TOLL SERVICE		
1	DIME ALL THE TIME	1.95
NON-BASIC SERVICE		
1	DSL-STANDARD	39.65
1	DSL PROMO DISCOUNT-12 MONTHS	10.00 CR
1	PER LINE BLOCK W/NO PUB-RES	.00

WINDSTREAM CUSTOMER MESSAGE

Important Information for Customers Paying by Check
Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically. Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms. We value your business and appreciate you selecting Windstream as your telecommunications provider.

To help us serve you faster, please bring your entire billing statement with you when paying in person at one of our payment center locations.

A Late Payment Charge of \$6.00, or 1.5%, whichever is greater, will apply to any unpaid balance of \$25.00 or more after the due date on the bill. Late payment charges will not apply to any installation charges incurred by a Lifetime customer.

Questions about your telephone service or billing should first be directed to our business office at 1-800-347-1991. If efforts to respond to your inquiry are unsuccessful, please call the Windstream Action Line at 1-800-222-6825.

If your complaint is not resolved after you have called Windstream, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-7526, or TDD/TTY toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov.

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

Windstream's Great Calling Features are Available on a Pay-Per-Use Basis
*69 - CALL RETURN If you missed a call, just dial *69 (1169 for rotary phones) to redial your last caller.

*68 - REPEAT DIALING If you keep getting a busy signal, just press *68 (1168 for rotary phones) and your phone will automatically redial the number for 30 minutes until it gets through.

Contact the number on this billing statement for more information on Windstream's other great calling features.

Mail Date: SEPTEMBER 12, 2007
 Billing Number: 330-467-9590
 Account Number: 002 301 286 888



WINDSTREAM COMMUNICATIONS
SUMMARY OF CURRENT CHARGES

Toll charge inquiries call 1-800-347-1991

TOLL SERVICE	
LOCAL SERVICE/TOLL	1.95
LONG DISTANCE CHARGES	2.70
STATE TAX	.30
UNIVERSAL SERVICE FUND CHARGE	.09
TOTAL TOLL SERVICE	5.04
TOTAL WINDSTREAM COMMUNICATIONS CHARGES	5.04

WINDSTREAM COMMUNICATIONS
Direct Dialed Calls
FOR (330) 467-9590

LINE	DATE	TIME	CITY CALLED	AREA	NUMBER	CL	RP	MIN	AMOUNT
1	09/01	0553P	WELLINGTON	OH	440 847-3545	S	E	4.0	.40
2	09/03	0851P	WELLINGTON	OH	440 847-3545	S	E	4.0	.40
3	09/12	1151A	WELLINGTON	OH	440 847-3545	S	N	3.0	.30
4	09/21	0624P	WELLINGTON	OH	440 847-3545	S	E	16.0	1.60
SUBTOTAL EXCLUDING TAX FOR (330) 467-9590								27.0	2.70

COMMAND ==>		SCROLL ==>	
CS040126	20070120 203931	P	6162 R 22 C 1
OCC TOTAL	37.25	37.25	
I&R WORK FORCE EMP#:		I&R JOB CODE:	I&R JOB TIME:
*** DIRECTORY PAGE ***			
BUSINESS/RESIDENT CODE:	ACTION CODE	LIST CODE	INDENT TEXT
	REMARKS:	R1/	
	REMARKS:	(NON PUB)HANSEL, DREW	
	REMARKS:	(OAD)	
	REMARKS:	(SC2)(NON PUB)HANSEL, DR	
	REMARKS:	828 SMITHFIELD DR SUITE	
	REMARKS:	SAGAMORE HILLS TWP	
*** INDICATIVE DATA PAGE ***			
CUST: RES	ACT CODE: 1		
BILL NAME:	DREW HANSEL		
BILL ADDR1:	828 SMITHFIELD DR		
BILL ADDR2:	SUITE 1110		
BILL ADDR5:			
BILL CITY:	SAGAMORE HILLS		
BILL STATE:	OH	BILL ZIP:	44067

M4
02/015

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
3270 Display 2:15 Copy Wrap Print On-line
Start R D A C F A M L
3036 VICON 4:07 PM

SCROLL ==> 00000000

P 6163 R 22 C 1

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82

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SLE REMARKS
SELLP=0098889
SELLA=NONE
FOHSUMM
5253/MODE=C/PDATE=110806
5253/IMODE=C/IDATE=110806
API=467-9590(330)

02/015

1985 DEC 01 4:11 PM



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<div>***** CUSTOMER REMARKS PAGE *</div> <div>CUS REMARKS: 110806 RANDROLIAKOS/EXT.2192/DD=111506/PER DREW INST SVC/PR=\$00.36</div> <div>***** CREDIT HISTORY PAGE ****</div> <div> <div>HOME TEL NUMBER : 4409422182</div> <div>WORK TEL NUMBER:</div> </div> <div> <div>PREV TEL CD :</div> <div>PREV TEL NUMBER:</div> </div> <div> <div>PREV CAMS TEL NUMBER.</div> <div>PREV CTRL DATE.</div> </div> <div> <div>EMPLOYER NAME/ ADDR : OFFICE TEAM</div> <div>GUARANTOR NAME/ ADDR:</div> </div> <div> <div>TYPE OF BUSINESS :</div> <div>OFFICER NAME 1: TEL#:</div> </div> <div> <div>OFFICER NAME 2. TEL#.</div> <div>AUTHORIZED REP: **NO AUTH** TEL#: 9999999999</div> </div> <div> <div>CREDIT REMARKS: 166173-110806 RANDROLIAKOS/EXT.2192/SINGLE/GBR(H)</div> <div>CELL/RENT- LL WILLIAMSBURG TOWNHOMES</div> </div>											
<div>*****</div> <div> <div>BUSINESS OFFICE: 431</div> <div>CUSTOMER NAME: CZERR L J SR</div> </div> <div> <div>BEX # / SERVICE ORDER #: 4467 / C46904</div> <div>PHONE NUMBER : 3304679728</div> </div>											
<div> <div>MA</div> <div>02/015</div> </div>											
F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
S270 Display	2:15	Caps	Wrap	Help	On-line						
Start		R	D	A	C	F	M	C	D		
										10/20/07 4:20 PM	

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Back Forward Stop Reload Search Favorites

Address http://segodnnw001.windstream.com/jalref/index.html

WINfo
Windstream Information & News

03/02/2007

Customer Communication Search

Intranet Links

- Alabama
- Arkansas
- Florida
- Georgia
- Kentucky
- Mississippi
- Missouri
- Nebraska
- New Mexico
- New York
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- South Carolina
- Texas

WINfo Updates
Call Center Information
Contact Numbers
CSR Forms
Events Calendar
First Call Resolution
Intranet Links
Misc. Valor Information
Sales
Training
Vacation Databases
WIN Updates

- 6Mb Qualification Database
- Available Numbers
- Bad Debt
- BAL-ASOC Lookup
- Broadband Qualification Database
- Bundle Builder Tool
- CAMS/DCRIS
- CSR Forms
- Dish-Business
- Partner Web
- eBill / ePay
- ePort
- Goal Setting
- Intranet
- BAL-LD Carrier Lookup Tool
- Lost Time Database

Ohio Foreign Central Offices

- Foreign Central Office Service is exchange service furnished to a customer through a central office other than the central office the customer is regularly serviced.
- The customer's NXX, access line ASOC and calling LATA will be determined by the type of foreign central office selected.
- Detailed information about the customer's exchange can be accessed by selecting the applicable exchange name.

Exchange	NPA	NXX	ASOCs
Hudson-Akron	330	342, 650, 655	R1, B1, BTK, KBL
Hudson-Cleveland	330	463, 528, 656	FCOR, FCOB, FCOP, FCOK
Northfield-Akron	330	342, 650, 655	FCOR, FCOB, FCOP, FCOK
Northfield-Cleveland	330	467, 468, 908	R1, B1, BTK, KBL
Peninsula-Akron	330	657	R1, B1, BTK, KBL
Peninsula-Cleveland	330	467, 468, 908	FCOR, FCOB, FCOP, FCOK

Local Intranet

Start | Stop | W | W | L | M | L | M | C | T | W | C | F | 1:12 PM

EXHIBIT


2A

ALL-STATE® INTERNATIONAL

File Edit View Favorites Tools Help

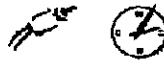
Back Forward Stop Search Favorites

Address http://segadmwww001.windstream.com/jsp/index.html



Customer Communication Search

WINfo
Windstream Information & News



windstream

Intranet Links

- Alabama
- Arkansas
- Florida
- Georgia
- Kentucky
- Mississippi
- Missouri
- Nebraska
- New Mexico
- New York
- North Carolina
- Ohio
- Oklahoma
- Pennsylvania
- South Carolina
- Texas

WINfo Updates

Call Center Information

Contact Numbers

CSR Forms

Events Calendar

First Call Resolution

IntraNet Links

Misc. Valor Information

Sales

Training

Vacation Databases

WIN Updates

6Mb Qualification Database

Available Numbers Database

Bad Debt

BAL-ASOC Lookup

Broadband Qualification Database

Bundle Builder Tool

CAMS/DCRIS

CSR Forms

Dish-Business

Partner Web

eBill / ePay

ePort

Goal Setting

Intranet

BAL-LD Carrier

Lookup Tool

Lost Time Database

Advance Payment Information (N/A)

Available Numbers Database

Contact Numbers Database

Deposit Information

Directory

D/A Charges

ES11 Information

Installment Billing

Plans

Mandatory ASOCs

Misc Access Line Services

OCC Charges

Telco Mover

WLU

Blocks

Broadband

Cable

Calling

Features

Equipment

Greenstreak

Internet

Paging

Digital TV

Usage

Sensitive

Voicemail

WNP

Access Lines

Description	ASOC	Rate
Residential One Party Access Line	R1	\$15.25
Residential Message Rate Access Line (30 call limit, \$.08 each add'l call)	MSGC	\$9.60
Business One Party Access Line	B1	\$30.55
Business PBX Line	BTK	\$51.80
Customer Owned Coin Phone	COP1	\$30.55
Key Business Line	KBL	\$46.95
Semi-Pub Paystation Access Line	CB	\$30.55

Local Intranet

Start W I L X N E I E X M C C T W C F 1:12 PM

Start 10 11 12 W T F S L X H I O M C D T W C F ÷ 60 30 15 V N U 1:15 PM





Order Status Detail

General Information

Order Number: 7448552
Date Ordered: 11/16/2006
P.O. Number: 3304679590
Placed By:

Shipping Address

828 SMITHFIELD DR
SUITE 1110
SAGAMORE HILLS, OH 44067

Status Item

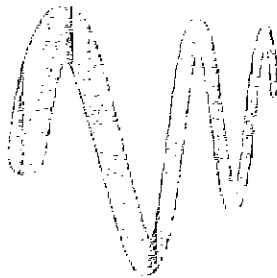
Invoiced	FEATURE & INFO (BILINGUAL) SKU: WS 07/06 F&I Price/Unit: \$0.0000 Qty: 1 ENG/SPAN Tracking Number: Not available, search UPS by Reference Number
Invoiced	WESTERN RESERVE, OH SKU: 57403 Price/Unit: \$0.0000 Qty: 1 Tracking Number: Not available, search UPS by Reference Number
Invoiced	THANK YOU/CPNI SKU: WS 07/06 THX-CPNI Price/Unit: \$0.0000 Qty: 1 Tracking Number: Not available, search UPS by Reference Number
Invoiced	AT HOME SERVICES SKU: WS 07/06 ATHOME Price/Unit: \$0.0000 Qty: 1 Tracking Number: Not available, search UPS by Reference Number
Invoiced	RIGHTS & RESPONSIBILITIES - OH SKU: WS 07/06 BOR-OH Price/Unit: \$0.0000 Qty: 1 Tracking Number: Not available, search UPS by Reference Number

Subtotal:
Freight:
Tax:
Order Total:

Back

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windstream[™]
communications

RIGHTS & RESPONSIBILITIES

LOCAL PHONE

EXHIBIT

3A

ALL-STATE® INTERNATIONAL

PHONE

Telephone Customer Bill of Rights

The Public Utilities Commission of Ohio (PUCO) is a state agency that has authority over many aspects of the service provided by your telephone company, including rates and quality of service.

This "bill of rights" summarizes some of the PUCO's rules for telephone companies. For more detailed information, please contact your telephone company or the PUCO.

Resolving Problems and Disputes

Informal Complaints

If you have a question about your telephone bill or service, contact the phone company first. You may call or send a letter to the company. The telephone number to your phone company is printed on your bill. It is also in your local telephone directory, along with an address of the company.

If your concern is not resolved after contacting a customer service representative, ask to speak with a supervisor. If your problem is still not resolved, contact the consumer hotline for help. The hotline staff will review rules with you, advise you of your rights, and if needed, will work with you and the company to try to solve your problem.

You may reach the PUCO toll free at: 1-800-686-7826 or 1-614-466-3292 or for TDD/TTY at 1-800-686-1570 or 1-614-466-8180, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.PUCO.ohio.gov.

Mail Address:

Service Monitoring and Enforcement
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

Formal Complaints

If you are not able to reach an agreement with the company through the PUCO informal complaint process, you have the right to file a formal complaint. You can get a formal complaint form from the PUCO by telephone, by writing to the address listed above or by accessing the PUCO's Web page.

If you are a residential customer, you may represent yourself in the formal complaint proceeding or hire an attorney to represent you.

The OCC, as the legal representative for residential customers, may also assist you. The Ohio Consumer's Council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m.

weekdays, or visit www.pickocc.org. Corporations must be represented by an attorney.

After you file a formal complaint form with the PUCO, the company is given an opportunity to respond to your complaint. Provided the PUCO determines that reasonable grounds exist for proceeding with your complaint, the PUCO will mail a notice setting a hearing date and time. The hearing will take place before a PUCO attorney examiner at the PUCO's offices in Columbus. The attorney examiner may set a prehearing conference with both you and the company for one last attempt to resolve the matter informally before a formal hearing begins. The formal hearing is similar to a court hearing with a court reporter recording the proceedings. The hearing examiner will consider the testimony and evidence presented. You have the responsibility to prove the merits of the complaint. The PUCO will then review all the evidence and make a decision on the case.

Ordering Service

When you order local service, your phone company will explain the choices available to you. These choices will include different types of local service and any extra features you might want or need. The company will explain the cost of each option as well as how to use any special features.

If you receive federal or state benefits of any kind, be sure to tell your phone company. You may be eligible for low-income assistance that may include a discount on your basic local service, a waiver of service connection fees, a waiver of your deposit and/or a special payment plan.

When you order your local service, you will be asked to choose a long-distance carrier. However, you do not have to choose a specific long-distance carrier. You may want to have local-only service and to use other long-distance options, such as prepaid calling cards or a 10-10-xxx carrier. If you don't want anyone to be able to make long-distance calls from your phone, you should ask for a long-distance block. You may also wish to ask the company if it has any other long-distance protection.

You may want to request other blocking options, such as blocks to 900 services, collect calls, third-party calls or pay-per-use features. Some or all of these options are free of charge.

Some charges on your bill, including charges for basic service and some optional services, are approved by the PUCO. These charges are called regulated charges. Basic services are necessary for your telephone to operate. Your phone will work without optional services, such as call waiting, three-way calling and caller ID.



Other charges on your bill are unregulated and do not require PUCO approval of the rates. Charges in this category are for some services or products that you can get from the phone company or other sources. Examples of unregulated services or products would be voice mail, telephone sets, inside wire maintenance or Internet service.

When you order service and once each year, your phone company will provide you with a free directory(ies), unless the company chooses to provide directory assistance free of charge. The front of your directory will provide information, such as: emergency numbers, the phone number of your local phone company, locations where you can pay your bill, an explanation of your local calling area or a phone number to call to get this information, and your responsibilities regarding inside wiring. You have a right to receive, upon request, a directory or directories listing all of the extended area service (EAS) numbers within your local calling area.

Service Connection Fees

Your local telephone company may charge you an installation or "service connection" fee when you first establish service and each time you transfer service to a new address. You have the right to spread the payment of these charges over three months.

Deposits

Your local or long-distance phone company may require you, as a new or existing customer, to pay a cash deposit if you do not pay your bill on time or if you do not have credit established with the company. Your telephone company has a policy to determine your credit status and then you will have to pay a deposit.

The company may look at your credit history when deciding whether or not to require a deposit. However, a deposit may not be based upon where you live, your race, your gender or your marital status. A deposit is not required if another person, acceptable to the telephone company, will guarantee payment of your local service.

If you are already a customer, you may be required to pay a deposit if you make two or more late payments in a one-year period. A deposit for local service will be based only on your local usage. You may also have to pay an additional deposit for long-distance service.

After you have paid a deposit, the company must refund your original deposit amount plus simple interest if you pay all your telephone bills on time for the following 12 months. If you pay a deposit, you still have to pay your telephone bill on time. Your deposit cannot be used to pay a current bill. Your deposit will be applied to an outstanding account balance only after you stop service at your current address.

Pay-Per-Use Features

Your local phone company may offer a variety of pay-per-use features, such as call return, three-way calling, call forward, and repeat dialing. Often these are automatically available to you. All you have to do is activate the feature and pay for its use on an as-used basis. Before you use a feature, check with your local phone company to see how much the features cost for each use. If you wish to block access to pay-per-use telephone features on your line, call your local phone company. Blocking for these features should be free.

Blocking

You have the right to prevent your phone number from appearing on a caller ID device. Two options are available to you. You may block individual phone calls by using per-call blocking. You simply dial *67 from your touch-tone phone (rotary - dial 1167) before dialing the number you wish to call. Per-call blocking is free.

For a monthly fee, you can use per-line blocking, which blocks all calls automatically. The charge for this service will not be more than the charge for nonpublished number service. Per-line blocking is free to customers with a nonpublished number. If you wish to have per-line blocking, you should contact your local phone company and request it. If you use this service, you can unblock individual calls by dialing *82 (rotary - dial 1182).

Due to technical limitations, either service (per-call or per-line blocking) may not be able to block the appearance of your phone number on caller ID devices when you call an "800" number.

Providing Your Service

Your local phone company must provide adequate service at rates approved by the PUCO. The company must provide you with its rates upon your request.

When you order new service, the company has to install the service within five business days or on a later day if you request. If the company does not provide service within this time frame, you may receive a full or partial waiver of installation charges.

The company will bill you monthly for service. Each bill must show: (1) all charges for regulated and any unregulated services that may appear on your bill; (2) an itemized listing of and charges for long-distance calls; (3) an itemized listing for all charges for "900" and other pay-per-call services; (4) the total amount due; and (5) the date when your payment must be received by the company before the bill is considered past due.

If you disagree with the charges shown on your bill, you should contact your telephone company. If you have a billing dispute, the company will not disconnect your service if you pay the undisputed portion of the bill. While the complaint is being investigated, you must pay all current undisputed bills and continue discussion with the company to settle the complaint.

If your telephone service is not working, call your company's repair office immediately. If the telephone company takes more than 24 hours to fix your phone service, you may receive a credit on your bill for that day. If you are without telephone service for more than 48 hours, additional service credits may be applied to your account by your local telephone company. If you do not see a credit on your next bill, you should contact the company to see when your bill will be adjusted.

Repairing Out-of-Service Conditions

Where Medical or Life-Threatening Conditions Exist
Your local service provider must always act quickly and responsibly in responding to reports of out-of-service conditions. Your local service provider is required to have procedures that prioritize the restoration of service to customers with special needs, including police and fire stations, hospitals, key medical personnel and subscribers with medical or life-threatening conditions. If a medical or life-threatening situation exists in your household, you should let your local service provider know of your circumstances. You should find out from the company what you need to do to be placed on their priority restoration list. Even if you are placed on the company's priority restoration list, the restoration of your service may take longer than you expect. Therefore, you should consider alternative means of communication during any periods you are without service.

Customer Appointments

Your local company must provide you with a four-hour window for scheduling an installation or repair appointment. If you do not need to be present at the premises when the company repairs service, the company will give you a commitment time for having the repair done.

If the company does not show up for your scheduled installation appointment, you may be eligible for an automatic waiver of at least one-half of the installation charges. If the company fails to meet your repair appointment or commitment, you may be eligible for an automatic credit on your bill in the amount of one-half month's charges for any regulated local services not working as a result of that failure.

Paying for Your Service

Paying Your Bill

You must pay for regulated charges and any required deposit by the due date on your bill. The due date has to be at least 14 days after the postmark on your bill. If you pay only part of your bill, the telephone company will apply your payment toward your local service charges first. In order to get a final bill, you must tell the company when you are moving and need to have service shut off or transferred to another address.

Undercharges and Refunds

If you have been undercharged, the company will bill you for the difference between what you were actually billed and what you should have been billed. You will be given at least the same number of months to pay as the time period over which the billing error occurred.

If you have been overcharged for phone service, you will get a refund or a credit on your future bills. The company is required to pay interest on any overpayment that was made because of an overcharge.

Service Disconnection

The phone company will send you a bill every month and allow you 14 days to pay it. If you do not pay it on time, the company may disconnect your service. Before disconnecting your phone, the phone company must send you a disconnection notice at least seven days before the shut-off date.

The disconnection notice will tell you the amount past due of your local service and the date when you must pay that amount to avoid disconnection of your local service. Your local service can be disconnected only for nonpayment of regulated local service charges.

The disconnect notice may also include any amount past due for long distance that must be paid to avoid disconnection of your long-distance service. Your long-distance service can be disconnected only for failure to pay your regulated long-distance charges.

The company does not have to notify you before disconnecting service for safety reasons or if tampering with the company's equipment is discovered.

If your residential service is disconnected for nonpayment, you may have access to emergency services (9-1-1 or "0" for operator, where 9-1-1 is not available) for at least 14 days.

Stop Disconnection

You can keep your local and long-distance services on if you pay the exact amount shown on the disconnection notice on or before the disconnection date on the notice.

6

You may keep at least your local service on by paying the exact amount past due for local charges (as shown on the disconnection notice) on or before the disconnection date on the notice.

You may also avoid disconnection by setting up a payment plan with the phone company to pay your past due balance.

If you have any complaints regarding a disconnection notice that cannot be resolved after calling the telephone company, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO) toll free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit www.PUCO.ohio.gov.

Residential and business customers can also file a formal complaint with the PUCO with a request to delay disconnection of your service until after the formal complaint hearing.

Your service cannot be disconnected between 12:30 p.m. on the last business day of the week and 8 a.m. the following Monday. Should your service be disconnected, contact the company to find out what you need to do to have it restored. The company will have someone available to reconnect service until at least the close of business, Monday through Friday.

Harassing Calls

The following are some recommendations on how to deal with obscene or harassing calls:

- Say hello only once.
- Do not talk or listen.
- Hang up gently so as not to let the caller know you are angry or upset.
- Write down the date and time of the call.

If the calls continue, contact your phone company. If you receive a threatening call, report it to the police immediately.

The company may be able to offer you additional tips on how to deal with the harassing calls. The company may place a trace on your line to determine who is placing the calls. The caller may then be warned of potential legal action and possible disconnection of phone service if the calls continue.

Some companies now offer a service that permits you to dial a code to automatically trace the number of a caller. You must follow up with the phone company if you use this service. Contact your local company to see if it offers other call management tools that can help you deter unwanted calls of any type.

If you do not want to get calls from telemarketers, you can ask to be placed on a "do-not-call" list by writing to:

Telephone Preference Service
Direct Marketing Association
P.O. Box 9014
Farmingdale, NY 11735-9014

You may register with them by sending your name(s), home address and home telephone number (including area code) and signature in a letter or on a postcard. If you do not want to get telemarketing calls from your telephone company, contact the company and ask to be placed on a "do-not-call" list.

Maintenance of Equipment & Service

Local phone companies are responsible for providing and maintaining service leading up to your home or business. You are responsible for maintaining and repairing the wire and equipment inside your home or business. You may contract with the company to maintain or repair your inside wiring and/or equipment, but you are not under any obligation to do so.

When repairs are needed, you can pay the company to service the equipment, hire someone else to do the work or do the work yourself. If you rent, you should check with your landlord prior to scheduling any repairs.

If you choose an inside wire maintenance plan with the phone company, your company must give you a ten-day "cooling-off" period to allow you to change your mind about whether to keep the maintenance contract for inside wiring. You will not be charged for the plan if you cancel during this ten-day period.

Buying or Leasing Your Telephone

You may buy or lease your telephone. Leasing may offer certain benefits, such as free replacement or repairs, but you may find that buying your phone is the cheapest alternative for you.

8

You have the right to choose your local and long-distance providers. No one has the right to change your company without your permission. If this happens, it is called slamming. If you are slammed, you must contact your chosen company to re-establish service with that company. You must also contact the company that slammed you to cancel service with them and to arrange any credits or refunds. If you are not satisfied after these calls, contact the PUCO.

Notes



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The Official **Windstream** Directory

Directories Available Online at
windstreamyellowpages.com

Distributed to and Serving the Communities of:

Greater Western Reserve Area

Including Listings for and Distributed to:

Aurora | Bainbridge | Boston | Boston Heights | Chagrin Falls | Cuyahoga Falls | Hinckley | Hiram
Hudson | Kent | Macedonia | Mantua Township | Northfield | Northfield Center | Northfield Village
Peninsula | Richfield | Sagamore Hills | Silver Lake | Solon | Stow | Streetsboro | Twinsburg

Including Listings for Portions of:

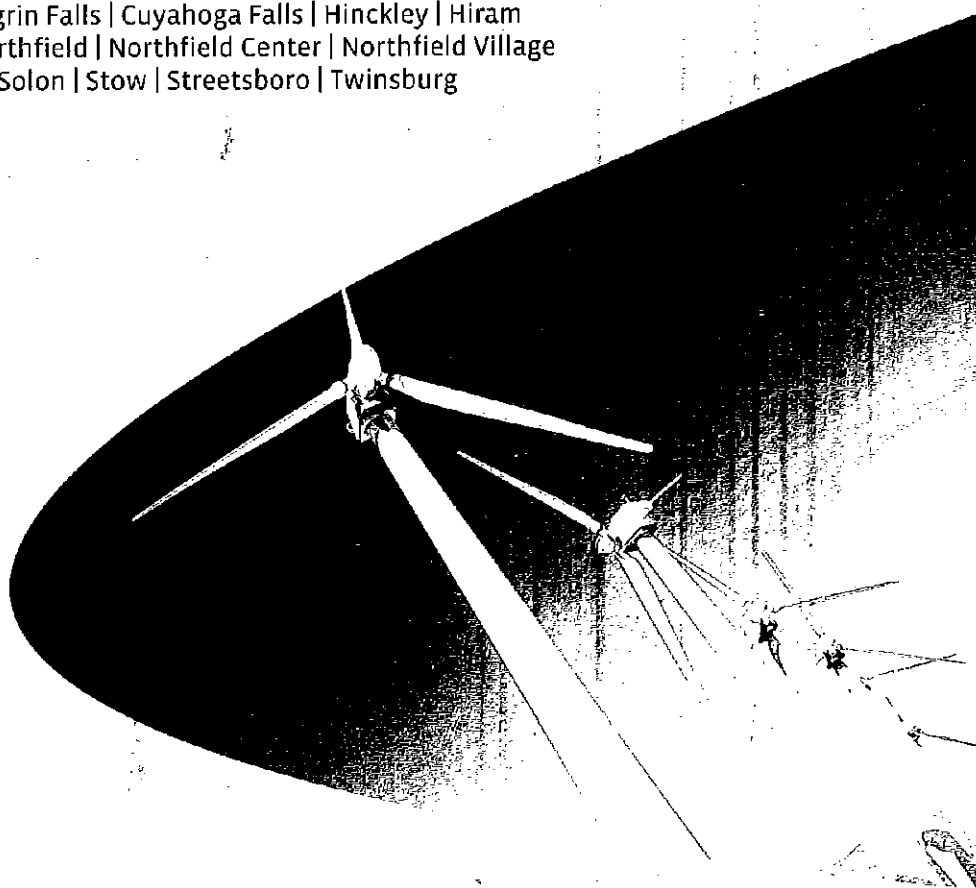
Bath | Reminderville

Including Courtesy White Page Listings for:

Garrettsville | Russell

Inside:

- Attorney Guide
- Church Guide
- Dentist Guide
- Physician & Surgeon Guide
- Home Improvement Guide
- Insurance Guide
- Restaurant Guide & Menu Section
- Easy-To-Use Telephone Company Information
- Detailed Maps - Red Section
- Money Saving Coupons - Green Section
- Extensive Community Information Section
- Area Wide ZIP Codes & Much More!



June 2007

Keep Until June 2008

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175 BROADWAY

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CTR503DS CHEWNIN WINDSTREAM CAMPRD.M 10/01/07 15:08
 TRNK TRE: TREATMENT REMARKS

TEL/ACCT #: (330) 467-9590H DREW HANSEL
 CTRL DATE : 11/15/06 PREV TEL/ACCT #: BILL CYCLE: 10

REMARKS:
 051907/CHARRELL/2437/RMV PPR PER MR HANSEL/CS4553
 021907 MCHENNING/LEFT ANOTHER MESSAGE TO CALL ME ABOUT PUC COMPLAINT
 021607 MCHENNING/CUSTOMER FILED A FORMAL PUC COMPLAINT BECAUSE WE ARE NOT QUOTI
 NG HIM THE MESSAGE RATE SERVICE/LEFT MESSAGE AT HOME NUMBER TO CALL ME
 ***** CONT ***** WE THEN GOT UPSET STAT'G HE HAS CLD 3 TIMES AND WAS NEVER PRO-
 VIDED ALL THE INFO HE WAS NEEDING THAT WINDSTREAM IS HOLDING OUT ON CUST
 OMERS ..NO CHGS MADE ..CUST HUNG UP
 012707 TIMCOWELL EXT=2406<>ADV DREW CUST HAVE OPTS OF HAVING EITHER A NORTH-
 FIELD-CLEV OR NORTHFIELD-AKRON ..HE THEN ASKED IF HE COULD REDUCE LINE
 CHRG..ADV CUST OF MSGC (30 CALL ALLOWANCE ..\$.08/CALL OVER) FOR \$9.60/MO
 121806 JABERMETHY,EXT2210 ADD DISCOUNT FOR BB/CUST AGREED TO 1YR/C49773/ALSO
 ISSUED CREDIT FOR DIFFERENCE ON BILL
 111606*ACAMP*2281*PER DREW ADD BBT1

CMD: **TRMK**
 X0115-T-MO MORE RECORDS

Select Option Switch Region 2nd Region Help

Time Remaining: 74:40 Local Intranet



COMMAND ===>										SCROLL ===>									
CS040126 20070127 205026										P 4348 R 1 C 1									
CS07000 BUSINESS OFFICE 431										WINDSTREAM TELECOM									
RUN DATE 01/27/07										PURGED SERVICE ORDERS									
=====																			
PIC	1	I		.00	5253/MODE=C/PDATE=111406														
IPIC	1	I		.00	5253/IMODE=C/IDATE=111406														
R1A	1	I		15.25-															
ANNU1	1	I		49.05															
LDU1	1	I		25.00															
LDU1C	1	I		25.00															
CBRLC	1	I		.00															
BBD14	1	I		24.95															
*** CUSTOMER REMARKS PAGE ***																			
CUS REMARKS: 111406 EDILLAMAN PR ROBERTA ADD DSL TIER 1 AND CONNECT UNLIMITED P																			

BUSINESS OFFICE: 431										CUSTOMER NAME: DREW HANSEL									
BEX # / SERVICE ORDER # : 4467 / C48790										PHONE NUMBER : 3304679590									
*** CONTROL PAGE ***																			
CONTROL DATE: 61115					PURGE DATE: 70124					ACCESS NAME: DREW HANSEL									
USER ID: CAMP40A					INIT DATE: 61116					CONTACT DATE: 61116					CONTACT				
DUE DATE: 61122					WORK UNIT:					WORK FORCE: NRPDP									
EFF DATE: 61122					--ACTUAL--					--QUOTE--					TRANS DATE: 61124				
															ACK DA				
MAN 02/015																			
F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12																			
3270 Display 2:15 Copy Wrap Print On-line																			
Start A. L.																			
3:26 PM																			



Winburg Mainframe Tower Term 1/2 Enterprise

File Edit View Terminal Communication Sessions Options Tools Script Window Help

COMMAND ==> SCROLL ==>

CS040126 20070127 205026 P 4346 R 22 C 1

ADV PAY/DEP TOTAL 00 SEE INDICATIVE DATA PAGE

RECURRING TOTAL 39.95 39.95

QCC TOTAL 59.95 59.95

I&R WORK FORCE EMP# I&R JOB CODE: I&R JOB TIME:

*** INDICATIVE DATA PAGE **

CUST. RES ACT CODE: 1

BILL NAME:

BILL ADDR1:

BILL ADDR2:

BILL ADDR5:

BILL CITY:

BILL STATE: BILL ZIP:

--- CONTROL DATA ---

--- QUOTE --- --- ADVANCE PAYMENT --- --- DEPOSIT ---

APAY/DEP TOT 00 00 00

OLD NUMBER/REFERENCE -- BOLD 000 BEX TEL#: 00000000 CTRL DATE:

02/015

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

3270 Display 2:15 Cons Wrap Hold On-line

Start A C L

3:27 PM

01/27/07 14:23:40

COMMAND ==>SCROLL ==>

CS040126 20070127 205026P 4347 R 1 C 1

CG07000 BUSINESS OFFICE 431WINDSTREAM TELECOM

RUN DATE 01/27/07PURGED SERVICE ORDERS

*** OCC PAGE ***

TIER	ADM	0	1-TM	0	A-TM	00	1-WR	0	A-WR	00	JK-D	00	JK-
OCC ITEMS													
OCC	QTY	TOT	CHARGE	DESCRIPTION									
SAD9	1		00	DREW HANSEL									

*** OCC PAGE ***

TIER	ADM	0	1-TM	0	A-TM	00	1-WR		A-WR	00	JK-D	00	JK-
OCC ITEMS													
OCC	QTY	TOT	CHARGE	DESCRIPTION									
ISHPH	1		9.95										
4200M	1		50.00										

*** S AND E PAGE ***

CO ACT: TEL# 4679590 PBX EXT 9900 ID PREMISE: 8 SMITHFIELD

CABLE 0603 PAIR 5506 LINE EQPMT 050173 AS

FACILITIES REMARKS: SGN=112006/MRUDOLPH/PIN 1742 BLK 00/RAC TO CO 7569/914

ACCESS REMARKS: R DREW ADD BBT1

INST CMPL REMARKS:

82

MA

02/015

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

3270 Display 2:15 Caps Wrap HLRG On-line

Start 1 A 3:27 PM

COMMAND ==>										SCROLL ==>									
CS040126 20070127 205026										P 4347 R 22 C 1									
S&E ITEMS ---																			
S&E	QTY	ACT	TOT	CHARGE	S&E REMARKS														
SELLP	1	I		00	SELLP=0117781														
SELLA	1	I		00	SELLA=NONE														
BBD11	1	I		39.95															
LOGID	1	I		00	DREWHANSEL														
PWD	1	I		00	RUNDGREN														
TRAK1	1	I		00	STOP=112207														
MISC	1	I		00	CUST WANTS ISP IF DISQUALIFIED														
DSLST	1	I		00	DSL ACTIVE														
*** CUSTOMER REMARKS PAGE *																			
CUS REMARKS: 111806*ACAMP*2281*PER DREW ADD BB T1																			
BUSINESS OFFICE: 431										CUSTOMER NAME: K CAROL CLEARAGE									
DEX # / SERVICE ORDER #: 4467 / C49000										PHONE NUMBER: 3304679679									
MA										02/015									
F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12																			
3270 Display 2:15 Cess Wrap On-line																			
Start 1 A. C. L.										3:27 PM									

Microsoft Internet Explorer - http://bc3.windstream.com/spark/

Windstream 11 DSL Guides DSL Tools General Tools General Guides Sales SL: BCCC MTD Service Lvl 68.55 %

Home UnWin Site Map TMS

http:// Search NPA: HXX: Go

3304570880 Go

Auto Notes ^ Chat? ☐

E-mail
 Hardware
 No Technical Trouble
 No Train
 No WAN IP
 Slowness
 Software

Outage/WOP
 Hardware/Software
 Provisioning
 Customer
 Line Issues
 No DRS Record

Save Note

General Notes			Sort By Date
Low Speed - Low Train --	CLD	cu unable to maintain connection, mrgn and train very low, tarped for low train/speed	Ray Thompson DEC 05 2006 08:25PM
Low Speed - Low Train --	CLD	cu unable to maintain connection, mrgn and train very low, tarped for low train/speed	Ray Thompson DEC 05 2006 08:25PM

Local Intranet 3:49 PM

EXHIBIT

ALL-STATE® INTERNATIONAL

Task Name : 33046795900000
Customer Name: NP-HANSEL DREW
Lead Task Nm :
Address : 828 SMITHFIELD DR
Phone Number : 330-467-9590 Billing Phone : 330-467-9590
CustomerType : RES Circuit Num :
Status : CLD Out of Svc : Y Orig OOS : Y
Class of Svc : 1R Service Type : POTS Work Order # :
Skill : RDSL Report Categ : F
Grid : OHNRFD05 Access A/B Tm :
Appt Time : Access Code : ALL
Tot Mins : 120 # of Reports : 0
Priority Code: O CTT Number : # of Subseq. : 1
Due Date : 12/06/06 Due Time : 15:00 Ld Grp ID :
Orig Due Date: 12/06/06 Orig Due Time : 15:00
Test Date : Test Time : TRC Code :
Log Date : 12/05/06 Log Time : 21:24

Test Date : Test Time :
TRC Code:

CLOSING INFORMATION

REFUND : REFUND CD :
MISSED : ACT : 15 CL/ITM: 0795 FAULT: 76 CAUSE: 76
CLR RMKS : no access, chngd to Calix, 40db@bldg term, lft m
OOS : Y OOS MET : N COMM MET : Y CLOSING DT/TM : 2006-12-06 09:28

TASK COMMENTS

Comments Date: 12/05/06 Time: 2125 Proc Cd: I Emp ID:
RMT/KS/Slow Speeds/Low Margins - Low Train-plz vrf
y w cu b4 cld/Mrgn-7db Trn-608k Speed-/CBR-4406222 348/ Dmn-windstream.net Usr-drewhansel / exst sub/
NRFD0HNRFDCL00-PIN-1742-BLK-00-SLT-3.5-PRT-14/ TI

Comments Date: 12/05/06 Time: 2153 Proc Cd: I Emp ID:
RMT/KS/Slow Speeds/Low Margins - Low Train-plz vrf
y w cu b4 cld/Mrgn-7db Trn-608k Speed-/CBR-4406222
348/ Dmn-windstream.net Usr-drewhansel / exst sub/
NRFD0HNRFDCL00-PIN-1742-BLK-00-SLT-3.5-PRT-14/ TI

Comments Date: 12/06/06 Time: 1024 Proc Cd: HA Emp ID:
no access, chngd to Calix, 40db@bldg term, lft m
ACTION: 15 CL/ITM: 0795 FAULT: 76 CAUSE: 76

ROADBLOCK TIME SPENT ROADBLOCK CODE
CODES IN MINUTES DESCRIPTION

BADP 45 BAD PAIR

TROUBLE TICKET HISTORY

Lead Employee on this Trouble :0013618 HUTH, KEN

Dispatched To / Dispatched-Updated by	TrxDate/ TrxTm/ Act/Est Prc Stat ETA Log Date LogTm Dur	Miss
--	--	------

HUTH, KEN	HA CLD 12/06/06 1025 10	
INTERFACES	12/06/06 0945 12	

HUTH, KEN	HA STA 12/06/06 1024	
INTERFACES	12/06/06 0800 12	

HUTH, KEN	DP ADD 12/06/06 0717	
COOPER, RHONDA	12	

KRUSZELNICKI, DAVID	DP t 12/06/06 0716	
COOPER, RHONDA	12	

KRUSZELNICKI, DAVID	DP ADD 12/06/06 0712	
COOPER, RHONDA	12	

I PND 12/05/06 2153		
INTERFACES	12	

I PND 12/05/06 2125		
INTERFACES	12	

TROUBLE TICKET FACILITIES INFORMATION

WCTR/ FAC LEN/	CABLE	FROM-# TO-#	PR 1/	PR 2	PR 3
TERMID NUM	TERM-ADDRESS	NUMBER	PR GN		

OHNRFD 0 060-50-173

OHNRFD 1	00006	355			
----------	-------	-----	--	--	--


```

COMMAND ==>
CS040126      20070721 214134      P      3993 R 1 C 1
CS07000      BUSINESS OFFICE: 431      WINDSTREAM TELECOM
RUN DATE      07/21/07      PURGED SERVICE ORDERS
=====
*** CONTROL PAGE ***
CONTROL DATE: 61115      PURGE DATE: 70721      ACCESS NAME: DREW HANSEL
USER ID: HARRELLA      INIT DATE: 70519      CONTACT DATE: 70519      CONTACT
DUE DATE: 70521      WORK UNIT:      WORK FORCE: SIMPLE
EFF DATE: 70521      --ACTUAL--      --QUOTE--      TRANS DATE: 70521      ACK DA
ADV PAY/DEP TOTAL: .00      SEE INDICATIVE DATA PAGE
RECURRING TOTAL: 4.99-      4.99-
OCC TOTAL: .00      .00
I&R WORK FORCE EMP#:      I&R JOB CODE:      I&R JOB TIME:
=====
*** INDICATIVE DATA PAGE **
CUST. RES      ACT CODE: 1
BILL NAME:
BILL ADDR1:
BILL ADDR2:
BILL ADDR3:
BILL CITY:
BILL STATE:      BILL ZIP:
--- CONTROL DATA ---

```

```

(A) 3270 Main Menu - 3270 Terminal Emulation
File Edit View Terminal Communication Sessions Options Tools Script Window Help
[Icons]
COMMAND ==>                                SCROLL ==>
CS040126      20070721 214134              P      3993 R 22 C 1
      QUOTE      ADVANCE PAYMENT      --DEPOSIT--
APAY/DEP TOT:      00      00      00
OLD NUMBER/REFERENCE-- BOID: 000      BEX:      TEL#: 0000000      CTRL DATE:
----- S AND E PAGE -----
CO ACT:      TEL#: 4679590      PBX EXT: 0000      ID PREMISE: 8 SMITHFIELD
CABLE: 0104      PAIR: 84A0      LINE EQPMT: 160190465wc
FACILITIES REMARKS: .NRFD\coe.GNND\map.OHNRF005\rl.7569\term:000914\res:0060\xc
016\rc:33\card.ADSL\
ACCESS REMARKS: V PPR PER MR HANSEL      82
INST CMPL REMARKS:
      S&E ITEMS
S&E      QTY      ACT      TOT CHARGE      S&E REMARKS
PPR      1      0      4.99
SELLP      1      1      00      SELLP=0099412
SELLA      1      1      00      SELLA=NONE
----- *** CUSTOMER REMARKS PAGE ***
CUS REMARKS: 051907/CHARRELL/2437/RMV PPR PER MR HANSEL/C54553
MA
3270 Display 2:15 Caps Wrac Hold On-line
Start [Icons] [E] [S] [W] [I] [X] [M] [L] [E] [N] [C] [B] [H] [C] [V] [N] 3:38 PM
  
```

Windstream Communications, Inc.
1720 Galleria Boulevard
Charlotte, NC 28270



April 17, 2007

Drew Hansel
828 Smithfield Dr.
Suite 1110
Sagamore Hills, OH 44067

Re: Windstream Account 002301256-999

Mr. Hansel,

Per your conversation with Attorney Examiner Jim Lynn of the Public Utilities Commission of Ohio please see the following Windstream calling options available to you as a Sagamore Hills Windstream customer.

For \$15.25 a month you can have a Northfield - Cleveland line. With the Northfield - Cleveland line your unlimited local calling area would be:

10 digit dialing to:

Hudson, Northfield, Peninsula and Twinsburg.

11 digit (1+) dialing to:

Cleveland, Cleveland Metropolitan, Bedford, Berea, Brecksville, Chagrin Falls (Solon), Gates Mill (Lyndhurst), Hillcrest, Independence, Maple Springs, North Royalton, Olmstead Falls, Strongsville, Terrace (Pepperpike), Trinity (Westlake), Victory (Parma), Wickliffe and Willoughby.

With a Northfield - Cleveland line you are auto-enrolled in a Modified Extended Local Calling Service. Calls to Akron are rated at \$.07 per minute.

For \$9.60 a month you can have a Message Rate access line. This line would give you 30 calls each month, \$.08 for each additional call. These 30 calls include both incoming and outgoing calls. The calling area for this plan is the same as the Northfield - Cleveland area listed above.

For \$28.70 a month you can have a Northfield - Akron line. With a Northfield - Akron line your unlimited local calling area would be:

10 digit dialing to:

Akron, Aurora, Hudson, Kent, Northfield, Peninsula, Streetsboro and Twinsburg.

Your current account is listed as having the Northfield - Cleveland line at \$15.25 per month with the calling areas listed above.

If you have any questions or require any additional information please feel free to contact me.

Thank You,

Mollie Chewning
Executive Customer Relations
800-326-6314

