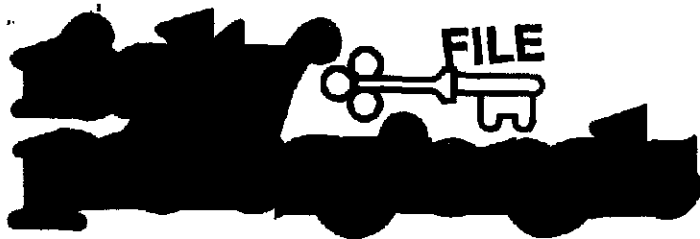


38



RECEIVED-DOCKETING DIV

2008 FEB -5 AM 9:29

REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0772 **BUGO** FAX 440-835-0287

February 1, 2008

08-101-TP-CSS

Public Utilities Commission of Ohio  
180 E. Broad Street  
Columbus, OH 43215

Gentlemen:

We are in dispute with our former long distance service. We would appreciate your take on whether or not we have been "more than fair" with these people and whether or not we should pay the enclosed bill.

On January 2, 2007, Realty Professionals, Inc. signed a contract to switch our local telephone service from AT+T to McLeodUSA -and- our long distance service from Primus to McLeodUSA.

On January 2, 2007, we gave McLeodUSA permission to switch over our local, long distance and toll free numbers to their organization, signed by Dennis Troyan, President of Realty Professionals, Inc.

On February 7, 2007, we AGAIN AUTHORIZED McLeodUSA to switch the toll free numbers from Primus, signed by Anthony J. Apotsos, Vice President of Realty Professionals, Inc. All of our requests were continually rejected by Primus advising us that the authorized signature was incorrect and they would not release the numbers to McLeodUSA. Another request submitted July 9, 2007.

On July 9, 2007 we gave McLeodUSA authorization to switch over the toll free numbers -signed by ALL of the owners of Realty Professionals, Inc. This too was rejected as not the correct authorized signature.

On July 12, 2007, I spoke with a gentleman named Vance who worked for DCT customer service who set us up originally with Primus. He said all of his paperwork showed Anthony J. Apotsos as our authorized person. Primus rejected that signature too.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician                      Date Processed 2-5-08

All of our requests were continually rejected by Primus advising McLeodUSA that the authorized signature was incorrect and they would not release the numbers to McLeodUSA.

On July 27, 2007, we realized that Primus had not switched over all of the calling lines other than the toll free and we were still getting a few calls being charged to the company for some of our home phone numbers. We cancelled the long distance service from those numbers by letter, (no problem at all with this), so that we now only had the toll-free numbers to deal with.

On August 28, 2007, we sent yet another letter demanding that they transfer our toll free numbers to McLeodUSA or we would be contacting the Ohio PUCO (see enclosed). We gave them until September 5, 2007 to comply.

During this time we continued to pay Primus invoices for tiny amounts of calls but with large amounts of "low usage, administrative fees, taxes and surcharges."

On September 6, 2007, we received notification from McLeodUSA that the toll free numbers had been transferred over, finally. It only took them nine (9) months. So - we sent Primus one last check on October 3, 2007 covering the last two months of billing, just as a show of good faith and happiness that this would be the "last" bill.

Now we have an invoice from Primus for a \$.22 toll free call on 9/6/07 and the total invoice is \$25.12, (\$24.90 are low usage, administration fee, tax & surcharge). We wrote to Primus on January 9, 2008, refusing to pay. We feel we have been more than generous and more than patient in the past few months, but enough is enough.

Please advise if you can be of help to us. I am enclosing copies of the forms signed and dated as well as the last few bills paid.

Sincerely.

REALTY PROFESSIONALS, INC.

A handwritten signature in black ink, appearing to read "Janet L. Fitch". The signature is fluid and cursive, with the first name "Janet" being more prominent.

Janet L. Fitch  
Bookkeeper

JLF/jf

Enc.



## Toll Free Letter Of Agency

McLeodUSA Telecommunications Services, Inc. (McLeodUSA) has authorization for the management and administration of our Toll-Free number(s) listed below. The undersigned toll free number holder ("the holder") appoints McLeodUSA ("CDN01") as the Responsible Organization ("RESP ORG") for the toll free numbers listed below. The holder attests that it is the exclusive end using subscriber of the toll free numbers listed and releases from liability any person to whom this letter is provided for carrying out the requested transfer of RESP ORG designation, as specified with this letter.

Physical Address		Address as it appears on Current Carrier Bill	
Company Name	Realty Professionals, Inc	Company Name	Realty Professionals, Inc
Address Line 1	26016 Detroit Rd	Billing Address Line 1	26016 Detroit Rd
Address Line 2	, BLDG: Suite 1	Billing Address Line 2	, BLDG: Suite 1
City	Westlake	City	Westlake
State	OH	State	OH
Zip	44145	Zip	44145

Toll Free #	DAL	Rings To	Toll Free #	DAL	Rings To	Toll Free #	DAL	Rings To
(800)227-6153	No	(440)835-0272	(800)787-3550	No	(440)835-0272	(800)989-3665	No	(440)835-0272
(877)835-0277	No	(440)835-0272	(888)406-0357	No	(440)835-0272	(877)938-9444	No	(440)409-0057

We agree to pay all charges for toll-free service and any additional charges billed by previous provider(s) of service(s). The undersigned has read this LOA form, and by his/her signature acknowledges receipt of a copy of this form and agrees to the terms and conditions outlined here in. Customer retains full liability for publication or distribution of a number prior to connection of the service to the proper facility.

Authorized Signature: *[Signature]*Date: 1-02-07Print Authorized Name: DENNIS R THOMAS, President

Title: \_\_\_\_\_

Phone Number: 440-835-0272

(For RESP ORG use Only)				Current RESP ORG:
Requested Date of Transfer:		Time:	AM/PM	AWLD1



### Toll Free Letter Of Agency

McLeodUSA Telecommunications Services, Inc. (McLeodUSA) has authorization for the management and administration of our Toll-Free number(s) listed below. The undersigned toll free number holder ("the holder") appoints McLeodUSA ("CDN01") as the Responsible Organization ("RESP ORG") for the toll free numbers listed below. The holder attests that it is the exclusive end using subscriber of the toll free numbers listed and releases from liability any person to whom this letter is provided for carrying out the requested transfer of RESP ORG designation, as specified with this letter.

Physical Address		Address as it appears on Current Carrier Bill	
Company Name	Realty Professionals, Inc	Company Name	Realty Professionals, Inc
Address Line 1	26016 Detroit Rd	Billing Address Line 1	26016 Detroit Rd
Address Line 2	, BLDG: Suite 1	Billing Address Line 2	, BLDG: Suite 1
City	Westlake	City	Westlake
State	OH	State	OH
Zip	44145	Zip	44145

Toll Free #	DAL	Rings To	Toll Free #	DAL	Rings To	Toll Free #	DAL	Rings To
(800)227-6153	No	(440)835-0272	(800)787-3550	No	(440)835-0272	(800)989-3665	No	(440)835-0272
(877)835-0277	No	(440)835-0272	(888)406-0357	No	(440)835-0272	(877)936-9444	No	(440)409-0057
(877)835-0272	No	(440)835-0272	(800)859-5830	No	(440)835-0272	(877)835-0270	No	(440)835-0272
(877)276-8767	No	(440)835-0272						

356-0996

We agree to pay all charges for toll-free service and any additional charges billed by previous provider(s) of service(s). The undersigned has read this LOA form, and by his/her signature acknowledges receipt of a copy of this form and agrees to the terms and conditions outlined here in. Customer retains full liability for publication or distribution of a number prior to connection of the service to the proper facility.

Authorized Signature: Anthony J. Apotsos Date: 2-7-07  
Print Authorized Name: ANTHONY G. APOTSOS  
Title: VP  
Phone Number: (440) 835-0272 X-17

(For RESP ORG use Only)				Current RESP ORG:
Requested Date of Transfer:		Time:	AM/PM	AWLD1

# YAHOO! MAIL

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**From:** "Smith, Bob W." <Bob.Smith@mcleodusa.com> [Add to Address Book](#) [Add Mobile Alert](#)

**To:** "realtyprofessionalsinc@yahoo.com" <realtyprofessionalsinc@yahoo.com>

**CC:** "Underation, Joe" <Joe.Underation@mcleodusa.com>

**Subject:** McLeodUSA and Realty Professionals

**Date:** Tue, 23 Jan 2007 14:09:44 -0600

Tony,

I will follow up with a call, but here is a snap shot of the new services you ordered through Joe Underation. I also have a couple questions at the bottom that I would like to verify. Thanks.

### VOICE:

These numbers will be delivered via T-1 but will look just like POTS lines to your phone system. If you currently dial a "9" or an "8" to make a call, you will no longer have to do so with MCLD. If you do not dial a "9" or "8", then that means it is "buried" in your phone system and you or your vendor will need to be onsite during the change over so they can take the "9" out.

HG = Hunt Group aka roll over

(440)835-0272 HG1  
 (440)835-0273 HG2  
 (440)835-0274 HG3  
 (440)835-0275 HG4  
 (440)835-0276 HG5  
 (440)835-0277 HG6  
 (440)835-0278 HG7  
 (440)835-0279 HG8  
 (440)835-3744 HG9  
 (440)835-4148  
 (440)835-5040 HG10

This number below is a currently a POTS line with DSL on it. Once the above numbers are on your new MCLD T-1 and your data vendor or IT tech has our Internet up and running you will need to contact ATT to cancel your DSL. (again dont do this until your up and running with MCLD Internet, its not bad to have a couple days of our Internet running then cancel DSL). We can discuss this more when we get closer. I will also cover the data/Internet portion below.

(440)835-0287 Fax (analog POTS)

**Folders** [Add - Edit]

- [Inbox](#)
- [Draft](#)
- [Sent](#)
- [Bulk](#) [Empty]
- [Trash](#) [Empty]

**Search Shortcuts**

- [My Photos](#)
- [My Attachments](#)

See your credit score - free

Free People Search

performa...(more)

Automoti...(more)

Please verify all of these Toll free numbers are pointed correctly.

(800)227-8153 Points to (440)835-0272  
(800)787-3550 Points to (440)835-0272  
(800)989-3665 Points to (440)835-0272  
(877)835-0277 Points to (440)835-0272  
(888)406-0357 Points to (440)835-0272  
(877)936-9444 Points to (440)409-0057  
(877)835-0272 Points to (440)835-0272  
(800)859-5930 Points to (440)835-0272  
(877)835-0270 Points to (440)835-0272  
(877)276-8767 Points to (440)835-0272

#### INTERNET:

- 1.) You will receive 5 usable static IP addresses. If you need more let us know.
- 2.) MCLD will enable both DHCP and NAT in the router we provide. If you have another device running these services let us know and we will disable them in our router.
- 3.) MCLD will provide DNS service, you will receive the DNS and Static IPs at a later date so your vendor or IT tech has them.
- 4.) If you have an email server on site, please provide me with the domain name. Your vendor or IT tech will also need to contact your registrar to apply any changes needed such as MX or PTR.
- 5.) If you want MCLD to provide email services we will need to know your domain name as well. We only set up one email address and then you or your vendor will have to log into a web portal to set up the additional 19 that are included.
- 6.) If you have a third party vendor handling email, then we are all set.

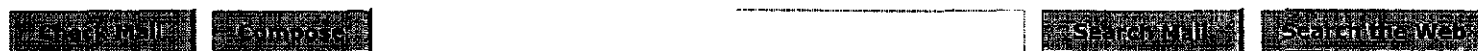
Any questions let me know,  
Thanks,  
Bob Smith  
Solutions Engineer  
216-503-5115

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MODE = MEMORY TRANSMISSION

START=JUN-28 15:29

END=JUN-28 15:30

FILE NO.=382

STN NO.	COMM.	ONE-TOUCH/ ABBR NO.	STATION NAME/EMAIL ADDRESS/TELEPHONE NO.	PAGES	DURATION
001	OK	*	18005931170	003/003	00:00:50

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*



REGENCY CENTRE  
28016 DETROIT ROAD - SUITE 1, WESTLAKE, OH 44145

PLEASE DELIVER THE ATTACHED FACSIMILE TO:

NAME: DanielloVIA FAX NO. 1-800-593-1170LOCATION: McLeodNO. OF PAGES FOLLOWING: 2FROM: Jim FitchDATE: 6/28/07

If you DO NOT receive all of the pages, please call 440-835-0272, as soon as possible.

Our FAX number is: 440-835-0287

## ORIGINAL

## ACTION REQUESTED

☐ Will be mailed☐ Please sign and return☐ Will not be mailed☐ Please call upon review☐ Please return w/ comments☐ FYI, no response needed

COMMENTS:

*Order #18678925*  
Primer bill +  
tail fee call

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If you have received the facsimile transmission in error, please notify the sender immediately by calling the number above.



---

Facsimile Transmittal Sheet

---

To: REALTY PROFESSIONALS INC

---

Fax: 440.835.0287

---

Company: McLeodUSA

---

From: Wes Spanier

---

Phone: 800-211-9320

---

Fax: 800-593-1170

---

Date: July 11, 2007

---

Notes/Comments: Attn: Jan Fitch

The previous 2 LOA's have been rejected for the name/address mismatch. Please contact your current carrier for the toll free # to find out who's listed as the contacts and verify the address also and fill out the LOA to match what the current provider has in their records. The signed and completed LOA can be faxed back to attn: Danielle @ 1-800-593-1170. Thanks!





*Mailed  
7/28*

REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

July 27, 2007

Mr. Todd Folger  
DCT, Inc.  
27877 Clemens Road  
Westlake, OH 44145

Dear Todd:

Please be advised that we would like the following local telephone numbers removed from our Primus account #82016439 at once.

440-409-0057	Fairview Park, OH	E. L. Gregory
440-409-0070	Fairview Park, OH	E. L. Gregory
440-871-9499	Bay Village, OH	A. T. Kazanas
440-331-8100	Rocky River, OH	G. C. Pescatrice
440-331-6461	Rocky River, OH	D. R. Troyan
440-356-9278	Rocky River, OH	D. R. Troyan

We would greatly appreciate your help in this matter, at your earliest convenience.

Sincerely,

REALTY PROFESSIONALS, INC.

Anthony T. Apotsos

ATA/jf

**COPY**



REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

July 27, 2007

Mr. Todd Folger  
DCT, Inc.  
27877 Clemens Road  
Westlake, OH 44145

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Please be advised that we would like the following local telephone numbers removed from our Primus account #82016439 at once.

440-409-0057	Fairview Park, OH	E. L. Gregory
440-409-0070	Fairview Park, OH	E. L. Gregory
440-871-9499	Bay Village, OH	A. T. Kazanas
440-331-8100	Rocky River, OH	G. C. Pescatrice
440-331-6461	Rocky River, OH	D. R. Troyan
440-356-9278	Rocky River, OH	D. R. Troyan

We would greatly appreciate your help in this matter, at your earliest convenience.

Sincerely,

REALTY PROFESSIONALS, INC.

Anthony T. Apotsos

ATA/jf

COPY

FAXED  
11/27/07  
to Pam at DCT  
440-892-7850

MODE = MEMORY TRANSMISSION

START=JUL-27 15:44

END=JUL-27 15:49

FILE NO.=930

STN NO.	COMM.	ONE-TOUCH/ ABBR NO.	STATION NAME/EMAIL ADDRESS/TELEPHONE NO.	PAGES	DURATION
001	OK	2	4408922850	002/002	00:00:26

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*



REGENCY CENTRE  
26016 DETROIT ROAD - SUITE 1, WESTLAKE, OH 44145

PLEASE DELIVER THE ATTACHED FACSIMILE TO:

NAME: PAM VIA FAX NO. 440-892-2850

LOCATION: DET NO. OF PAGES FOLLOWING: 1

FROM: Jan Fitch DATE: 7/27/07

If you DO NOT receive all of the pages, please call 440-336-0272, as soon as possible.

Our FAX number is: 440-835-0287

ORIGINAL

ACTION REQUESTED

☐ Will be mailed

☐ Please sign and return

☐ Will not be mailed

☐ Please call upon review

☐ Please return w/ comments

☐ FYI, no response needed

COMMENTS: \_\_\_\_\_

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MODE = MEMORY TRANSMISSION

START=JUL-27 13:57

END=JUL-27 13:59

FILE NO.=927

STN NO.	COMM.	ONE-TOUCH/ ABR NO.	STATION NAME/EMAIL ADDRESS/TELEPHONE NO.	PAGES	DURATION
001	OK	a	18005931170	003/003	00:00:49

\*\*\*\*\*

\*\*\*\*\*

\*\*\*\*\*



REGENCY CENTRE  
26016 DETROIT ROAD - SUITE 1, WESTLAKE, OH 44145

PLEASE DELIVER THE ATTACHED FACSIMILE TO:

NAME: Danielle VIA FAX NO. 800-593-1170

LOCATION: McLead USA NO. OF PAGES FOLLOWING: 2

FROM: Jim Fatch DATE: 7/27/07

If you DO NOT receive all of the pages, please call 440-835-0272 as soon as possible.

Our FAX number is: 440-835-0287

ORIGINAL

ACTION REQUESTED

☐ Will be mailed

☐ Please sign and return

☐ Will not be mailed

☐ Please call upon review

☐ Please return w/ comments

☐ FYI, no response needed

COMMENTS: \_\_\_\_\_

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REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

July 27, 2007

Danielle  
McLeod USA

Dear Danielle:

Following is the sheet with all of the 800, 877, and 888 toll free numbers that are to be transferred from Primus to McLeodUSA.

I have had **all** of the partners sign this form --- Anthony Apotsos, Dennis R. Troyan, Gary C. Pescatrice and Anthony Kazanas.

One of these has to be the authorized signature, because they are the only owners of this company.

If these signatures are not sufficient I don't know what else we can do.

Sincerely,

REALTY PROFESSIONALS, INC.

Janet L. Fitch

JLF/jf

Enc.

Main Acct #: \_\_\_\_\_

Sub Loc #: \_\_\_\_\_



## Toll Free Letter of Agency

Page: 1 of 1Location of: 1 of 1

McLeodUSA Telecommunications Services, Inc. (McLeodUSA) has authorization for the management and administration of our Toll-Free number(s) listed below. The undersigned toll free number holder ("the holder") appoints McLeodUSA ("CDN01") as the Responsible Organization ("RESP ORG") for the toll free numbers listed below. The holder attests that it is the exclusive end using subscriber of the toll free numbers listed and releases from liability any person to whom this letter is provided for carrying out the requested transfer of RESP ORG designation, as specified with this letter.

## Toll Free #:

## Rings to:

<u>(800)227-6153</u>	<u>(440)835-0272</u>	_____	_____
<u>(877)835-0277</u>	<u>(440)835-0272</u>	_____	_____
<u>(877)276-8767</u>	<u>(440)356-0996</u>	_____	_____
<u>(877)835-0272</u>	<u>(440)835-0272</u>	_____	_____
<u>(800)787-3550</u>	<u>(440)835-0272</u>	_____	_____
<u>(888)406-0357</u>	<u>(440)835-0272</u>	_____	_____
<u>(800)859-5930</u>	<u>(440)835-0272</u>	_____	_____
<u>(800)989-3665</u>	<u>(440)835-0272</u>	_____	_____
<u>(877)936-9444</u>	<u>(440)835-0272</u>	_____	_____
<u>(877)835-0270</u>	<u>(440)835-0272</u>	_____	_____

Provide the following information as it exactly appears on the most recent bill copy:

Company Name (holder): ☒ Realty Professionals

Current Billing Address: ☒ 28016 Detroit Road Suite 1

(Street)

☒

(Street)

☒ Westlake, OH 44145-2453

(City, State, Zip)

We agree to pay all charges for toll-free service and any additional charges billed by previous provider(s) of service(s).

The undersigned has read this LOA form, and by his/her signature acknowledges receipt of a copy of this form and agrees to the terms and conditions outlined here in.

Customer retains full liability for publication or distribution of a number prior to connection of the service to the proper facility.

Authorized Signature: ☒ Anthony Apotos

Print Authorized Name: ☒ ANTHONY APOTOS

Date: ☒ 7/9/07

Title: VP

Phone Number: 440-835-0272 x17

(For RESP ORG use Only)

Requested Date of Transfer:

Time:

AM/PM

Current RESP ORG:

## OFFICERS OF THE CORPORATION:

[Signature]  
[Signature]  
[Signature]

DENNIS R. TROYAN, PRESIDENT

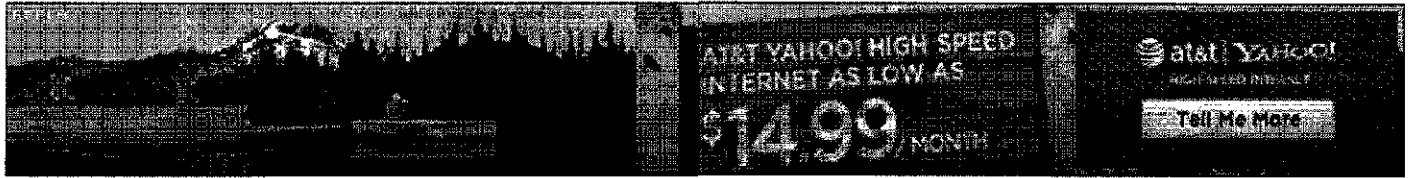
GARY C. PESCATRICE, VICE PRESIDENT

ANTHONY T. KAZANAS, VICE PRESIDENT

PER VANCE at <sup>DOY</sup> ~~Front~~ Customer Service 440-892-0300  
7/12/07, Anthony Apotos is the authorized person to



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Draft	
Sent	
Bulk	[Empty]
Trash	[Empty]
My Folders	[Hide]
Bob	
Emmy	
Maryann	
gary	
tony a	
tony k	

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Check your 3 Scores!

Online Degree Programs

Refinancing is hot 5.9% 30-yr.\*

Top Schools for Online Degrees

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**From:** "Edabum, Danielle E." <Danielle.Edabum@mcleodusa.com> [Add to Address Book](#) [Add Mobile](#)  
Alert

**To:** "realtyprofessionalsinc@yahoo.com" <realtyprofessionalsinc@yahoo.com>

**Subject:** FW: Question about the reject

**Date:** Fri, 17 Aug 2007 15:15:22 -0500

Jan,

Here is the response we are getting from Primus.

Danielle

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

**From:** Findlater, Flora E.

**Sent:** Friday, August 03, 2007 11:44 AM

**To:** 'tfrespong@primustel.com'

**Cc:** Edabum, Danielle E.; Spanier, Wes R.; Goddard, Sarah A.; Winger, Michelle A.

**Subject:** RE: Question about the reject

Hi Nicolas,

Thank you so much for the reply. I'm a little bit confused though because all the rejects have been on the authorized signature mismatch so on this LOA we had all the owners of the realty business sign it but it still was rejected for mismatch? This customer is becoming very frustrated by the process where the LOA has been submitted 5 times and rejected all 5 times. Would it be better for our customer to contact you directly to make sure they are providing the information to match what you have on file? So the authorized name and signature you have in your records is NOT one of the owners of this business? Are these toll free numbers being sold to another carrier?

Please let me know.

Thank you,  
Flora

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

**From:** Nic Watson [mailto:NWatson@ia.primustel.com]

**Sent:** Friday, August 03, 2007 11:29 AM

**To:** Findlater, Flora E.

**Subject:** RE: Question about the reject

We cannot release TFNs without the correct information on the LOA. If the contact name and signature matched up correctly the TFNs would have been released. Please resubmit valid paperwork and we will release the TFNs accordingly. Thank you.

Best regards,  
Nicolas Watson

Primus Toll Free  
Primus Agent Support  
800-338-0225

---

**From:** Findlater, Flora E. [mailto:Flora.Findlater@mcleodusa.com]  
**Sent:** Thursday, August 02, 2007 12:28 PM  
**To:** tfresporq@primustel.com  
**Cc:** Findlater, Flora E.; Edaburn, Danielle E.; Spanier, Wes R.; Winger, Michelle A.  
**Subject:** Question about the reject

Hello,

I just received the reject on my LOA requesting release of the toll free numbers:

<u>877-835-0272</u>	<u>800-227-6153</u>
<u>800-787-3550</u>	<u>800-989-3665</u>
<u>877-835-0270</u>	<u>877-835-0277</u>
<u>877-936-9444</u>	<u>877-276-8767</u>
<u>800-859-5930</u>	<u>888-406-0357</u>

Order #18678925

I have submitted the LOA to you several times now. You were rejecting it saying it was a signature mismatch so after sending one with each individual owners' signature - I had all the owners sign the LOA and now you have rejected it with a very illegible and invalid reject message. I am including your reject message with this requesting that you release these toll free numbers to us (CDN01) immediately.

<<Realty Professionals.tif>>

I would have spoken to you on the phone about this latest reject but you don't seem to have a number to contact someone in the TF group. Please give this your immediate attention.

Thank you,  
*Flora Findlater*  
McLeodUSA  
Email: [ffindlater@mcleodusa.com](mailto:ffindlater@mcleodusa.com)

**NOTICE:** This electronic mail transmission may contain confidential information and is intended only for the person(s) named. Any use, copying or disclosure by any other person is strictly prohibited. If you have received this transmission in error, please notify the sender via e-mail.

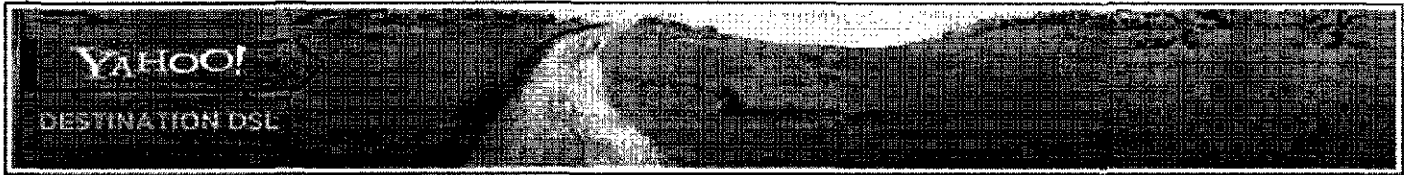
---

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A card in 3 days for bad credit\*

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**From:** "Edaburn, Danielle E." <Danielle.Edaburn@mcleodusa.com> [Add to Address Book](#) [Add Mobile](#)  
**To:** "realtyprofessionalsinc@yahoo.com" <realtyprofessionalsinc@yahoo.com>  
**Subject:** FW: Question about the reject  
**Date:** Fri, 17 Aug 2007 15:15:22 -0500

Jan,

Here is the response we are getting from Primus.

Danielle

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

**From:** Findlater, Flora E.  
**Sent:** Friday, August 03, 2007 11:44 AM  
**To:** 'tfresporg@primustel.com'  
**Cc:** Edaburn, Danielle E.; Spanier, Wes R.; Goddard, Sarah A.; Winger, Michelle A.  
**Subject:** RE: Question about the reject

Hi Nicolas,

Thank you so much for the reply. I'm a little bit confused though because all the rejects have been on the authorized signature mismatch so on this LOA we had all the owners of the realty business sign it but it still was rejected for mismatch? This customer is becoming very frustrated by the process where the LOA has been submitted 5 times and rejected all 5 times. Would it be better for our customer to contact you directly to make sure they are providing the information to match what you have on file? So the authorized name and signature you have in your records is NOT one of the owners of this business? Are these toll free numbers being sold to another carrier?

Please let me know.

Thank you,  
 Flora

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

**From:** Nic Watson [mailto:NWatson@ia.primustel.com]  
**Sent:** Friday, August 03, 2007 11:29 AM  
**To:** Findlater, Flora E.  
**Subject:** RE: Question about the reject

We cannot release TFNs without the correct information on the LOA. If the contact name and signature matched up correctly the TFNs would have been released. Please resubmit valid paperwork and we will release the TFNs accordingly.  
 Thank you.

*Handwritten note:*  
 9-6-07  
 Per Danielle  
 Numbers switched  
 to McLeod USA

Folders	[Add - Edit]
Inbox	
Draft	
Sent	
Bulk	[Empty]
Trash	[Empty]

Search Shortcuts
My Photos
My Attachments

- Netflix  
 Only \$4.99/mo.
- Free People Search
- 5.9%\* 30yr fix  
 Good credit refi
- Find Any Email Address

Best regards,  
Nicolas Watson

Primus Toll Free  
Primus Agent Support  
800-338-0225

---

**From:** Findlater, Flora E. [mailto:Flora.Findlater@mcleodusa.com]  
**Sent:** Thursday, August 02, 2007 12:28 PM  
**To:** tfrespor@primustel.com  
**Cc:** Findlater, Flora E.; Edaburn, Danielle E.; Spanier, Wes R.; Winger, Michelle A.  
**Subject:** Question about the reject

Hello,

I just received the reject on my LOA requesting release of the toll free numbers:

<u>877-835-0272</u>	<u>800-227-6153</u>
<u>800-787-3550</u>	<u>800-989-3665</u>
<u>877-835-0270</u>	<u>877-835-0277</u>
<u>877-936-9444</u>	<u>877-276-8767</u>
<u>800-859-5930</u>	<u>888-406-0357</u>

Order #18678925

I have submitted the LOA to you several times now. You were rejecting it saying it was a signature mismatch so after sending one with each individual owners' signature - I had all the owners sign the LOA and now you have rejected it with a very illegible and invalid reject message. I am including your reject message with this requesting that you release these toll free numbers to us (CDN01) immediately.

<<Realty Professionals.tif>>

I would have spoken to you on the phone about this latest reject but you don't seem to have a number to contact someone in the TF group. Please give this your immediate attention.

Thank you,  
*Flora Findlater*  
McLeodUSA  
Email: [ffindlater@mcleodusa.com](mailto:ffindlater@mcleodusa.com)

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REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

August 28, 2007

COPY.

Primus  
Account Information  
2094 - 185<sup>th</sup> Street  
Fairfield, IA 52556

Subject: Transferring our 800, 877, and 888 numbers to new carrier

Gentlemen:

For several months now we have been attempting to transfer our 800, 877, and 888 toll free numbers to our new long distance carrier, McLeod USA.

You keep refusing to transfer the numbers, stating that we (and McLeod) have not supplied you with the correct authorized signature from Realty Professionals, Inc. that would allow you to make this transfer.

On July 12, 2007 I spoke with your customer service representative, Vance. He advised me that the authorized signature he had on his paperwork was that of Anthony Apotsos. Not only have we submitted Mr. Apotsos' signature to McLeod for release of our numbers, but we have also submitted the signatures of all of the principles of Realty Professionals, Inc. The two other former owners - Kenneth Ramella has retired and Michael Atkinson has moved on to another company.

We are fast coming to a position where we will be contacting the Ohio PUCO if you do not release our numbers to McLeod USA immediately. The numbers in question are as follows:

toll free #  
800-227-6153  
877-835-9277  
877-276-8767

rings to  
440-835-0272  
440-835-0272  
440-356-0996

877-835-0272  
800-787-3550  
888-406-0357  
800-859-5930  
800-989-3665  
877-936-9444  
877-835-0270

440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272

The costs incurred for "low usage" and then the tax and surcharges on the low usage figure are outrageous. They will come to an end, one way or the other.

Our current bill shows:

direct dialed calls	.84
tollfree calls	5.50
low usage	15.00
administrative fee	3.00
taxes & surcharges	24.55

a total of \$48.89 for a phone bill of only \$6.34 for actual calls.

We demand that you immediately release our 800, 877,888 numbers to McLeod USA.

If we do not receive your acknowledgement and McLeod's confirmation by the 5<sup>th</sup> of September we will forward all of this information to the Ohio PUCO for disposition.

Sincerely,

REALTY PROFESSIONALS, INC.

Janet L. Fitch  
Bookkeeper

JLF/jf

MODE = MEMORY TRANSMISSION

START=AUG-27 15:25

END=AUG-27 15:26

FILE NO.=630

STN NO.	COMM.	ONE-TOUCH/ ABBR NO.	STATION NAME/EMAIL ADDRESS/TELEPHONE NO.	PAGES	DURATION
001	OK	8	19005931170	004/004	00:00:52

\*\*\*\*\* - \*\*\*\*\* - \*\*\*\*\*



REGENCY CENTRE  
28016 DETROIT ROAD - SUITE 1, WESTLAKE, OH 44148

PLEASE DELIVER THE ATTACHED FACSIMILE TO:

NAME: Danielle VIA FAX NO. 1-800-593-1170

LOCATION: McLeod USA NO. OF PAGES FOLLOWING: 3

FROM: Jan Fitch DATE: 8-28-07

If you DO NOT receive all of the pages, please call 440-835-0272 as soon as possible.

Our FAX number is: 440-835-0287

ORIGINAL

ACTION REQUESTED

☐ Will be mailed

☐ Please sign and return

☐ Will not be mailed

☐ Please call upon review

☐ Please return w/ comments

☐ FYI, no response needed

COMMENTS: Re: 800, 877, 888 numbers.

**CONFIDENTIALITY NOTICE:** This message is intended for use only by the individual or entity to which it is addressed, as it may contain information that is privileged and confidential pursuant to Ohio Real Estate License Law.

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REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

August 28, 2007

Attn: Danielle  
McLeodUSA

Dear Danielle:

Attached please find a copy of our letter to Primus, demanding that they release our 800, 877, and 888 toll free numbers to McLeod.

If you have any additional past correspondence with Primus that we can use when we contact the PUCO on September 5<sup>th</sup>, please fax or e-mail to me. (fax 440-835-0287, e-mail: [realtyprofessionalsinc@yahoo.com](mailto:realtyprofessionalsinc@yahoo.com)).

Thanks for all you help. Let's hope this will do it.

Cordially,

REALTY PROFESSIONALS, INC.

  
Janet L Fitch

JLF/jf

Enc.



REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

August 28, 2007

Primus  
Account Information  
2094 - 185<sup>th</sup> Street  
Fairfield, IA 52556

Subject: Transferring our 800, 877, and 888 numbers to new carrier

Gentlemen:

For several months now we have been attempting to transfer our 800, 877. and 888 toll free numbers to our new long distance carrier, McLeod USA.

You keep refusing to transfer the numbers, stating that we (and McLeod) have not supplied you with the correct authorized signature from Realty Professionals, Inc. that would allow you to make this transfer.

On July 12, 2007 I spoke with your customer service representative, Vance. He advised me that the authorized signature he had on his paperwork was that of Anthony Apotsos. Not only have we submitted Mr. Apotsos' signature to McLeod for release of our numbers, but we have also submitted the signatures of all of the principles of Realty Professionals, Inc. The two other former owners - Kenneth Ramella has retired and Michael Atkinson has moved on to another company.

We are fast coming to a position where we will be contacting the Ohio PUCO if you do not release our numbers to McLeod USA immediately. The numbers in question are as follows:

toll free #  
800-227-6153  
877-835-9277  
877-276-8767

rings to  
440-835-0272  
440-835-0272  
440-356-0996

COPY



877-835-0272  
800-787-3550  
888-406-0357  
800-859-5930  
800-989-3665  
877-936-9444  
877-835-0270

440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272  
440-835-0272

The costs incurred for "low usage" and then the tax and surcharges on the low usage figure are outrageous. They will come to an end, one way or the other.

Our current bill shows:

direct dialed calls	.84
tollfree calls	5.50
low usage	15.00
administrative fee	3.00
taxes & surcharges	24.55

a total of \$48.89 for a phone bill of only \$6.34 for actual calls.

We demand that you immediately release our 800, 877,888 numbers to McLeod USA.

If we do not receive your acknowledgement and McLeod's confirmation by the 5<sup>th</sup> of September we will forward all of this information to the Ohio PUCO for disposition.

Sincerely,

REALTY PROFESSIONALS, INC.

Janet L. Fitch  
Bookkeeper

JLF/jf

COPY



2094 - 185th Street  
Fairfield, IA 52556  
USA

## MONTHLY INVOICE

Customer Name: REALTY PROFESSIONALS  
Account Number: 82016439  
Billing Number: 1-440-835-0002  
Invoice Period: Mar 10, 2007 - Apr 9, 2007  
Invoice Number: 92702875  
Invoice Via: Mail  
Fax Number:

\*\*AUTO\*\*MIXED AADC 750 42 MAAD 37969N3-B-2  
9410 2 MB 0-563



PAYABLE  
REALTY PROFESSIONALS  
26016 DETROIT ROAD SUITE 1  
WESTLAKE OH 44145-2453

**POSTED**  
5/8/07

Due Date: 05/08/2007

### CUSTOMER SERVICE

Tel 1-800-842-6024

usacs@ia.primustel.com

### REFERRALS & SALES

DCT

Tel

Or 1-440-892-0300

Customer Care hours of  
operation are:  
Mon -Fri 8am-11pm EST,  
Sat/Sun 8am -5pm EST.

### SUMMARY OF CHARGES

Balance Due as of 03/18/07:	38.02
Payments Posted through 04/16/07:	-38.02
Credits Posted through 04/16/07:	0.00
<b>Past Balance Due:</b>	<b>\$ 0.00</b>

Direct Dialed Calls:	8.12
Card Calls:	0.00
Operator Asst, Collect and 900 Calls:	0.00
Tollfree/800/888 Calls:	3.99
Low Usage Fee:	-15.00

<b>Total New Charges:</b>	<b>\$ 27.11</b>
<b>Total Taxes &amp; Surcharges:</b>	<b><del>\$ 7.03</del></b>
(For itemization, see page 2)	

<b>Total Current Charges:</b>	<b>\$ 34.14</b>
-------------------------------	-----------------

**Please Pay This Amount:**

**\$ 34.14**

*pd 5/3/07  
cur 2513*

A \$15.00 service fee will be applied to your account for all returned checks.

### THANK YOU...

For paying your invoices on time. This keeps our costs low and your savings high. Please call if you have any questions.  
QA 1.5% charge will be assessed on any overdue balances.



REALTY PROFESSIONALS, INC.

REGENCY CENTRE - 26016 DETROIT ROAD, SUITE #1 - CLEVELAND, OHIO 44145 - 440-835-0272 - FAX 440-835-0287

January 9, 2008

Primus  
P. O. Box 3246  
Milwaukee, WI 532301-3246

Subject: Enclosed invoice for \$25.12

Gentlemen:

We are herewith returning your invoice without a check.

Our 800/888 toll free calls were switched to McLeodUSA on September 6, 2007. Since it took you from March, 2007 until September 6, 2007 to comply with our wishes, we feel no obligation to pay you \$25.12 for a \$.22 call.

Sincerely,

REALTY PROFESSIONALS, INC.

Janet L. Fitch  
Bookkeeper

JLF/jf

Enc.

COPY

Rec'd  
5/23/07

**Customer Name:** REALTY PROFESSIONALS  
**Account Number:** 82016439  
**Billing Number:** 1-440-835-0002  
**Invoice Period:** Apr 10, 2007 - May 9, 2007  
**Invoice Number:** 83140854  
**Invoice via:** Mail  
**Fax Number:**

[illegible]

PAYABLE  
REALTY PROFESSIONALS  
26016 DETROIT ROAD SUITE 1  
WESTLAKE OH 44145-2453

**POSTED**  
Gene Hill

usacs@ia.primustel.com

Balance Due as of 04/18/07:	34.14
Payments Posted through 05/15/07:	-34.14
Credits Posted through 05/15/07:	0.00
<b>Past Balance Due:</b>	<b>\$ 0.00</b>

Direct Dialed Calls:	3.82
Card Calls:	0.00
Operator Asst, Collect and 900 Calls:	0.00
Tollfree/800/888 Calls:	3.68
Low Usage Fee:	15.00

<b>Total New Charges:</b>	<b>\$ 22.50</b>
<b>Total Taxes &amp; Surcharges:</b>	<b>\$ 7.79</b>
<b>(For Itemization, see page 2)</b>	

**Total Current Charges:**

**\$ 30.29**

**\$ 30.29**

pd 6-7-07  
cm 2543

**Or 1-440-892-0300**

**Effective June of 2007 Primus will be assessing a \$1 monthly fee per active toll-free number**

For paying your invoices on time. This keeps our costs low and your savings high. Please call if you have any questions.

☐ A 1.5% charge will be assessed on any overdue balances.

**POSTED**  
7/27/07

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

RECEIVED  
JUN 25 1997

**PAID**  
DATE 6/28/07  
CHECK No. 2565

A \$16.00 service fee will be applied to your account for all returned checks.

## MONTHLY INVOICE

1730/07

## SUMMARY OF CHARGES

PA 4/24/07  
Ch 2600  
#4283

☐ A 1.5% charge will be assessed on any overdue balances.



2094 - 185th Street  
Fairfield, IA 52556  
USA

## MONTHLY INVOICE

Customer Name: REALTY PROFESSIONALS  
Account Number: 82016439  
Billing Number: 1-440-835-0002  
Invoice Period: Aug 10, 2007 - Sep 9, 2007  
Invoice Number: 94858052  
Invoice Via: Mail  
Fax Number:

\*\*AUTO\*\*MIXED AADC 750 40 MAA 38990N3-B-2  
B744 2 MB 0-485

|||||

PAYABLE  
REALTY PROFESSIONALS  
26016 DETROIT ROAD SUITE 1  
WESTLAKE OH 44145-2453

**RECEIVED**  
**SEP 24 2007**

Due Date: 10/08/2007

### CUSTOMER SERVICE

Tel 1-800-842-6024

usacs@ia.primustel.com

### REFERRALS & SALES

DCT

Tel

Or 1-440-892-0300

Effective October 1st 2007 your billing date will be changed to the 14th of each month. This means that FOR THE MONTH OF OCTOBER, YOUR PAYMENT IS REQUESTED 4 DAYS EARLIER THAN IN PREVIOUS BILLING CYCLES. Please contact our customer care for further questions.

## SUMMARY OF CHARGES

Balance Due as of 08/18/07:	48.89
Payments Posted through 09/16/07:	0.00
Credits Posted through 09/16/07:	0.00
<b>Past Balance Due:</b>	<b>\$ 48.89</b>
Direct Dialed Calls:	0.03
Card Calls:	0.00
Operator Asst, Collect and 900 Calls:	0.00
Tollfree/800/888 Calls:	2.41
Low Usage Fee:	15.00
Administration Fee:	3.00

**Total New Charges:** \$ 20.44  
**Total Taxes & Surcharges:** \$ 6.75  
(For Itemization, see page 2)

**Total Current Charges:**

\$ 27.19

**Please Pay This Amount:**

**\$ 76.08**

### Important!

We currently show a past balance due on your account. If you have not already remitted this payment, please do so at once. If there is a credit balance on your account, you may apply it to this invoice. A 1.5% charge will be assessed on any overdue balances.



2094 - 185th Street  
Fairfield, IA 52556  
USA

\*\*AUTO\*\*MIXED AADC 750 39 NAAD 38965N3-B-2  
8837 2 MB 0.485



PAYABLE  
REALTY PROFESSIONALS  
26016 DETROIT ROAD SUITE 1  
WESTLAKE OH 44145-2453

## MONTHLY INVOICE

Customer Name: REALTY PROFESSIONALS  
Account Number: 82016439  
Billing Number: 1-440-835-0002  
Invoice Period: Jul 10, 2007 - Aug 9, 2007  
Invoice Number: 94435813  
Invoice Via: Mail  
Fax Number:

Due Date: 09/07/2007

### CUSTOMER SERVICE

Tel 1-800-842-6024

usacs@ia.primustel.com

### REFERRALS & SALES

DCT

Tel

Or 1-440-892-0300

## SUMMARY OF CHARGES

Balance Due as of 07/18/07:	42.83
Payments Posted through 08/15/07:	-42.83
Credits Posted through 08/15/07:	0.00
<b>Past Balance Due:</b>	<b>\$ 0.00</b>

Direct Dialed Calls:	0.84
Card Calls:	0.00
Operator Asst, Collect and 900 Calls:	0.00
Tollfree/800/888 Calls:	5.50
Low Usage Fee:	<del>15.00</del>
Administration Fee:	3.00

**Total New Charges:**  
**Total Taxes & Surcharges:**  
(For Remittance, see page 2)

**\$ 24.34** ✓

**\$ 24.55** ✓

**Total Current Charges:**

**\$ 48.89** ✓

**Please Pay This Amount:**

**\$ 48.89** ✓

If you have any questions about your service, the terms and conditions associated with the service are at

[www.primustel.com/prtlpdfs/GSA.pdf](http://www.primustel.com/prtlpdfs/GSA.pdf)

### THANK YOU...

For paying your invoices on time. This keeps our costs low and your savings high. Please call if you have any questions.

☐ A 1.5% charge will be assessed on any overdue balances.

A \$15.00 service fee will be applied to your account for all returned checks.

To insure proper credit, please detach this portion and return with remittance.





## NOTICE OF LATE PAYMENT

Please respond to ensure continued uninterrupted service.

January/28/2008

ACCTS PAYABLE  
REALTY PROFESSIONALS  
26016 DETROIT ROAD SUITE 1  
WESTLAKE, OH 44145  
United States

Domestic Collections  
1-(800)-338-0225 ext 2999  
Hours M-F, 9-5 CST  
Fax: 1-(641)-469-4641

Dear ACCTS PAYABLE,

To date your Primus Telecommunications, Inc. account has not been credited with payment for the following invoices. To resolve this situation, please contact us as soon as possible.

Business Unit: USA01 Account Number: 82016439 BTN: 14408350002

Invoice #	Invoice Date	Balance	Currency	Due Date	Days Late
96052771	12/14/2007	25.12	USD	01/13/2008	15

**Balance Due 25.12**

If you have recently made a payment: Please disregard this notice.

**If you have not yet paid:** Please select the payment method below that is most convenient for you or call us at one of the contact numbers listed above:

**To pay by credit card:** Please fill out and fax back the information below to:  
1-(641)-469-4641

Credit Card # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Exp Date \_\_\_\_\_ / \_\_\_\_\_

Cardholder \_\_\_\_\_ Cardholder Signature \_\_\_\_\_

**To pay by check:** Please make check payable to Primus Telecommunications, Inc. and include your 8 digit Primus Telecommunications, Inc. Account Number on your check.

**Express Mail or Priority Mail to:**

Primus Telecommunications, Inc.  
P.O. Box 3246  
Milwaukee, WI 53201-3246

**Or, send by overnight courier to:**

US Bank  
LB3246, Primus Telecommunications, Inc.  
777 E. Wisconsin Ave.  
Milwaukee, WI 53278-3246

For Customers in the state of Ohio, you may contact the Public Utilities Comm. Of Ohio (PUCO) toll free 1-800-866-7826 or 1-614-466-466-3292 or for TDD/ YY toll free 1-800-686-1570 or 1-614-466-8180, 8:00 am

Thank you for using Primus Telecommunications, Inc. as your long distance company.

1400

Sincerely,  
Domestic Collections  
1-(800)-338-0225 ext 2999  
Hours M-F, 9-5 CST

RECEIVED

JAN 31 2008

MEMBER, NATIONAL CONSUMER TELECOMMUNICATIONS DATA EXCHANGE

MEMBER, NATIONAL TELECOMMUNICATIONS DATA EXCHANGE

Members of NTDE and NCTDE are required to report to the NTDE and NCTDE NATIONAL DATABASES all unpaid accounts that are disconnected in accordance with the member's standard business practice.

2094 - 185th Street  
Fairfield, IA 52556  
USA

## MONTHLY INVOICE

**Customer Name:** REALTY PROFESSIONALS  
**Account Number:** 82016439  
**Billing Number:** 1-440-835-0002  
**Invoice Period:** Nov 10, 2007 - Dec 9, 2007  
**Invoice Number:** 96052771  
**Invoice Via:** Mail  
**Fax Number:**

\*\*AUTO\*\*MIXED AADC 750.120 MAAJ 42445N2-B-2  
24505 2 MB 0.465

**XX**

PAYABLE  
REALTY PROFESSIONALS  
26016 DETROIT ROAD SUITE 1  
WESTLAKE OH 44145-2453

RECEIVED

DEC 27 2007

**Due Date: 01/03/2008**

## CUSTOMER SERVICE

**Tel 1-800-842-6024**

usacs@ia.primustel.com

## SUMMARY OF CHARGES

Balance Due as of 11/14/07:	0.00
Payments Posted through 12/13/07:	0.00
Credits Posted through 12/13/07:	0.00
<b>Past Balance Due:</b>	<b>\$ 0.00</b>

Direct Dialed Calls:	0.00
Card Calls:	0.00
Operator Asst, Collect and 900 Calls:	0.00
Tollfree/800/888 Calls:	0.22
Low Usage Fee:	15.00
Administration Fee:	3.00

**Total New Charges: \$ 18.22**  
**Total Taxes & Surcharges: \$ 6.80**  
 (For Itemization, see page 2)

**Total Current Charges: \$ 25.12**

<b>Please Pay This Amount:</b>	<b>\$ 25.12</b>
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**REMITTANCE DOCUMENT**

**Customer Name: REALTY PROFESSIONALS**  
**Account Number: 82016439**  
**Billing Number: 1-440-835-0002**

**Please contact customer service for additional payment options or to properly handle all of your service needs. Do not send correspondence with your payment.**

**- Please make check payable to:**

**Primus**  
**P.O. BOX 3246**  
**Milwaukee, WI 53201-3246**

Invoice Date: Dec 9, 2007  
Invoice Number: 96052771  
Due Date: 01/03/2008

<b>Please Pay:</b>	<b>\$ 25.12</b>
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Amount remitted: \$

If name or address changes are required, please enter new information on the back of document.

PRIMUS  
P.O. BOX 3246  
MILWAUKEE WI 53201-3246

pseq#

30612064

0002512 096052771 0002512 12140724

**CALL DETAIL PAGE 1**

Customer Name: REALTY PROFESSIONALS

Account Number: 82016439

Billing Number: 1-440-835-0002

Invoice Period: Nov 10, 2007 - Dec 9, 2007

Invoice Number: 96052771

All amounts in: \$US

#	Date	Time	Type	Call From	Call To	Duration (hrs:mins:secs)	Amount
Calls for Main Billing Number 1-440-835-0002 - Tollfree Calls							
Calls billed to Line 1-800-787-3550							
*1	09/06/2007	11:42	11 8W	CLEVELAND, OH USA	1-216-221-0555 CAMDEN, OH USA	0:04:00	0.22
Total for 1-800-787-3550:						0:04:00	0.22

## Explanation of the Call Type Codes and Billing Symbols:

1st Character: Time Period used for rating the call: 1 - Standard, 2 - Economy/Offpeak, A - Directory Assistance

2nd Character: Geographical type of call: I - Intrastate, L - IntraLATA, U - Interstate, X - International

3rd Character: Service Type: S - SDN Direct-Dial, 8 - 800 Service, T - Telecard, 9 - 900 Call, P - Operator Assisted, 3 - Third Party, K - GAD Net, B - Primus Fusion

C or R - Spectra Direct-Dial, I - VoiceLink Direct-Dial, G - Global Access USA, H - Global Access Card, F - Teleserve, D - SDN Plus, E - Spectra Plus, X - T1, A - 800 Plus,

L - Carrier Resale, M - GADirect Authorization Code, J - GADirect, Q - Qwest Direct Dial

4th Character: Network Used: A - AT&amp;T, S, W or C - Spectra, G, P, T - Primus, Q - Qwest

+ Call included in Promotion.

\* Calls not billed on earlier invoices.

**SUMMARY OF CALLS**

Customer Name: REALTY PROFESSIONALS  
 Account Number: 82016439  
 Billing Number: 1-440-835-0002  
 Invoice Period: Nov 10, 2007 - Dec 9, 2007  
 Invoice Number: 96052771

**SUMMARY OF TOLLFREE CALLS**

All amounts in: \$US

Line Or Acct Code	Intrastate			IntraLATA			Interstate			International			Total		
	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost
Calls For Main Billing # 1-440-835-0272															
1-800-787-3550	1	0:04:00	0.22	0	0:00:00	0.00	0	0:00:00	0.00	0	0:00:00	0.00	1	0:04:00	0.22
Totals For Main Billing # 1-440-835-0272															
	1	0:04:00	0.22	0	0:00:00	0.00	0	0:00:00	0.00	0	0:00:00	0.00	1	0:04:00	0.22

**TOTAL OF ALL TOLLFREE CALLS**

	Intrastate			IntraLATA			Interstate			International			Total		
	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost	Calls	Duration (h:m:s)	Cost
	1	0:04:00	0.22	0	0:00:00	0.00	0	0:00:00	0.00	0	0:00:00	0.00	1	0:04:00	0.22

**CORPORATE SUMMARY**

Customer Name: REALTY PROFESSIONALS

Account Number: 82016439

Billing Number: 1-440-835-0002

Invoice Period: Nov 10, 2007 - Dec 9, 2007

Invoice Number: 96052771

**REALTY PROFESSIONALS**

26016 DETROIT ROAD SUITE 1

WESTLAKE, OH 44145

All amounts in: \$US

	Usage Costs	Recurring Charges	Non Recurring Charges	Taxes & Surcharges	Account Total	%Con Total
<b>REALTY PROFESSIONALS</b>						
ACCT: 81931969	0.22	1.00		0.22	1.44	5.7
26016 DETROIT ROAD SUITE 1						
WESTLAKE, OH 44145						
<b>REALTY PROFESSIONALS</b>						
ACCT: 82016439		4.95	15.00	3.73	23.68	94.2
26016 DETROIT ROAD SUITE 1						
WESTLAKE, OH 44145						
<b>Total:</b>	0.22	5.95	15.00	3.95	25.12	100.0

**CORPORATE USAGE SUMMARY**

**REALTY PROFESSIONALS**  
**26016 DETROIT ROAD SUITE 1**  
**WESTLAKE, OH 44145**

**Customer Name: REALTY PROFESSIONALS**  
**Account Number: 82016439**  
**Billing Number: 1-440-835-0002**  
**Invoice Period: Nov 10, 2007 - Dec 9, 2007**  
**Invoice Number: 96052771**

All amounts in: \$US

Account Name	Service	Calls	Duration (hrs:min:secs)	Avg. Per Call	Total Call Charges	Avg. Per Call
<b>REALTY PROFESSIONALS</b>	<b>WESTLAKE, OH</b>			<b>Acct # 81931969</b>		
	Intrastate Switched Inbound	1	0:04:00	0:04:00	0.22	0.22
<b>Account Total</b>		<b>1</b>	<b>0:04:00</b>	<b>0:04:00</b>	<b>0.22</b>	<b>0.22</b>
<b>% of Corporate Total</b>		<b>100.00%</b>	<b>100.00%</b>		<b>100.00%</b>	
	Intrastate Switched Inbound	1	0:04:00	0:04:00	0.22	0.22
<b>Grand Total</b>		<b>1</b>	<b>0:04:00</b>	<b>0:04:00</b>	<b>0.22</b>	<b>0.22</b>
<b>% Corporate Total</b>		<b>100.00%</b>	<b>100.00%</b>		<b>100.00%</b>	