# olutions, Inc.

**576 CHARRING CROSS DRIVE** SUITE B WESTERVILLE, OH 43081

> (614) 899-8333 FAX (614) 899-7110

"We Offer Business Solutions" Since 1988

**PUCO Docketing Division**,

I wish to file a formal complaint against SBC Ohio.

Account # 20064898.

Toward the end of January, 2004, I spoke with Anna Manolios regarding a credit we were due. During subsequent conversations, over a 3 week period, she informed me that our February, 2003 (invoice 20167019) payment was never received. I told her I would have to speak to my boss regarding this matter. My concern was the length of time with absolutely no phone call or statement from SBC regarding a late payment. For this whole year, we always paid promptly the total amount due on every invoice. My boss and I investigated, and felt we had paid that invoice. When Anna called back, I informed her that we disputed that no payment was made, but it would take time to prove, due to the length of time that had passed. She said she would give me time to find the cancelled check.

The first week of March, Anna called me asking about our February, 2004 payment (invoice 20228597). I quickly found the cancelled check, as it was only a couple weeks past. I faxed her copy and Anna called me back within the hour. Anna informed me that the check was applied to invoice 20167019 from February 2003. I asked her how she could do that when the invoice number was on the check, and we were disputing that open invoice. Her response was that Accounts Receivable just applied it to the oldest invoice. She had no answer to my question of why that was done now, and not months ago. I feel the check was misapplied on purpose, after I told her we were disputing it.

I have enclosed:

Invoice #20167019b along with check number 27485 Invoice #20228597 along with check number 28510

Pickus

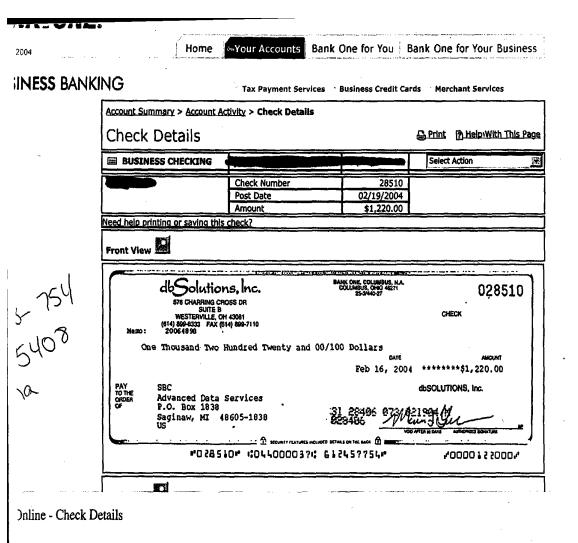
Melanie Pickens Accountant

dbSolutions

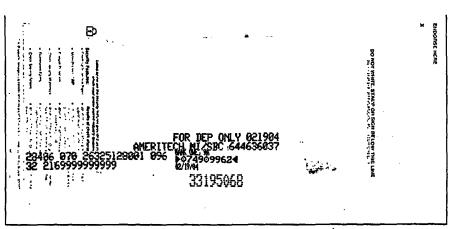
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This is to certify that the images appearing are an acturate and complete reproduction of a case file document selivered in the regular course of business Date Processed 3

Internet Networking Office Automation Accounting



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MB 01 000877 26313 B 6 A hhabibhalambhabhalahabhbabhabh dbSolutions Inc. - ATM 576 Cherring Cross Dr. Westerville, OH 43081-4974

# SBC Advanced Solutions Invoice Summary

Current Charges	1,302.36
Adjustments	0.00
Total Amount Due	\$1,302.36
Amount Due in Full By	Feb 29, 2004

# Contact Information

SBC Advanced Solutions 1 (800) 972-7826

Billing ID Number: N25707 Please have this number available when inquiring about invoice charges.

# Important Information

\* This is not a Statement of Account. Please note the "Current Charges" include recurring and non-necurring amounts billed on this invoice. The "Adjustments" are credits applied to prior month's invoices. Any balances due on prior invoices are not reflected.

Return bottom portion with your check in the englased anvelope.

### Important Information (cont'd)

ASI's monthly charge for Federal Universal Service Fund is in accord with the current assessment rate set by the Federal Commission. The FUSF was created to preserve and advance universal telecommunications services.

Attention Illinois customers: Beginning on February 2004 a line item surcharge will appear on your monthly bill for the Illinois Universal Service Fund (IUSF). The line item will appear as "IL Universal Service Fee."

SBC ADVANCED SOLUTIONS FIN NUMBER 36-3251481

RECEIVED

# dbSolutions Inc. - ATM

Columbus - 240 N Fifth Street 2nd Floor Columbus, OH ATM - US1 IO: 94HCGS223735QB

RECURRING CHARGES
Description/Date
Monthly Charge
02/01/04-01/29/04

Unit Price Amount 618.00 610.00

DB Solutions Inc-ATM (2) - 240 N 5 St 2nd Floor Columbus, 9H ATM with Equipment - DS1 ID: 94HCGS22929708

RECURRING CHARGES

Description/Date

Monthly Charge

02/01/04-02/29/04 Unit Price 610,00

State/Local Taxes - Ohio

610.00 82.36

Amount

Total Current Charges For: dbSolutions Inc. - ATM

\$1,302,36

IbSOLUTIONS, Inc.

Item to be Paid - Description

20228597

Check Number: 28510

Check Date: Feb 16, 2004

Check Amount: \$1,220.00

Discount Taken

1,220.00

Amount Paid

576 CHARRING CROSS DR SUITE B WESTERVILLE, OH 43081 (614) 899-8333 FAX (614) 899-7110 20064898

BANK ONE, COLUMBUS, N.A. COLUMBUS, OHIO 48271 25-3/440-27

028510

CHECK

One Thousand Two Hundred Twenty and 00/100 Dollars

Feb 16, 2004 \*\*\*\*\*\*\*\$1,220.00

dbSOLUTIONS, Inc.

O THE RDER

SBC

Advanced Data Services

P.O. Box 1838

Saginaw, MI 48605-1838

US

#028510# #044000037# 612457754#

Page 1 of 1 Customer Number: 20064898 Invoice Number: 20167019 Invoice Data: Feb 1, 2003

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CbSolutions Inc. ATM CARAGE 576 Charring Cross Dr. Westerville, OH 43081

**Invoice Summary** 

**Current Charges** 

1,220.00

Adjustments\_\_\_\_\_

Total Amount Due

\$1,220.00

Amount Due in Full By

Feb 28, 2003

#### **Contact Information**

Ameritech Advanced Data Services 1 (800) 972-7826

Billing ID Number: N25707
Please have this number available when

(co.orat c 144 02022805 N 99)

# Important Information

\*

This is not a Statement of Account, Please note the "Current Charges' include recurring and non-recurring amounts billed on this invoice. The "Adjustments" are credits applied to prior month's invoices. Any balances due on prior invoices are not Important Information (cont'd)

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AMERITECH FIN NUMBER 36-3251481

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**Current Charges** 

dbSolutions Inc. - ATM

Columbus - 240 N Fith Street 2nd Floor Columbus, OH

Ameritech ATM - DS 1 ID: 94HCGS2237350B

RECURRING CHARGES

Description/Date Monthly Charge 02/01/03-02/28/03 Unit Price

SUCCESS COUNTY

3.0 %

DB Solutions Inc-ATM (2) - 240 N 5 St 2nd Floor Columbus, OH

Ameritech ATM with Equipment - DS1 ID: 94HCGS2292970B

RECURRING CHARGES

Description/Date

<u>Unit Price</u>

Amount

Monthly Charge 02/01/03-02/28/03

610.00

Total Current Charges For: dbSolutions Inc. - ATM

\$1,220.00

Ameritech. Advanced Data Services

AMERITECH Advanced Data Services PO Box 1838 Saginaw, MI 48605-1838

and Invoice Number on check.

Invoice Date: Feb 1, 2003

dbSolutions Inc. - ATM 576 Charring Cross Dr. Westerville, OH 43081

Amount Due On or Before

Feb 28, 2003

\$1,220.00

dbSOLUTIONS, Inc.

Check Number: 27485

Check Date: Feb 3, 2003

Check Amount: \$1,960.27

Item to be Paid - Description

20064898

Discount Taken

Amount Paid 1,960.27

576 CHARRING CROSS DR SUITE B WESTERVILLE, OH 43081 (614) 899-8333 FAX (614) 899-7110

027485

CHECK

One Thousand Nine Hundred Sixty and 27/100 Dollars

DATE

AMOUNT

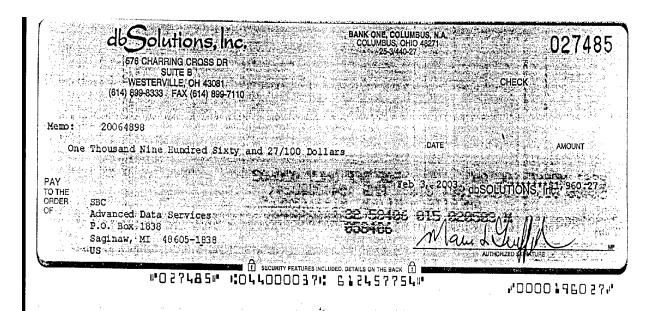
TO THE ORDER

SBC

Advanced Data Services P.O. Box 1838 Saginaw, MI 48605-1839

Feb 3, 2003 dbSOLUTIONS, 1181, 960.27

#027485# #044000037# 612457754#



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