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FILE

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dbSolutions, Inc.

04-334-TP-CSS

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

Thank you,

*Melanie Pickens*  
Melanie Pickens

Accountant

dbSolutions

614-899-8333 x10

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 C.H. Date Processed 3/10/04

Internet — Networking — Office Automation — Accounting

## BUSINESS BANKING

Tax Payment Services Business Credit Cards Merchant Services

Account Summary &gt; Account Activity &gt; Check Details

## Check Details

Print Help With This Page

BUSINESS CHECKING		Select Action
	Check Number	28510
	Post Date	02/19/2004
	Amount	\$1,220.00

Need help printing or saving this check?

Front View

5-754  
5408  
1a

dbSolutions, Inc.		BANK ONE, COLUMBUS, N.A. COLUMBUS, OH 43271 25-3440-27		028510
576 CHARRING CROSS DR SUITE B WESTERVILLE, OH 43081				CHECK
MEMO: (614) 899-8333 FAX (614) 899-7110 20064898				
One Thousand Two Hundred Twenty and 00/100 Dollars		DATE	AMOUNT	
		Feb 16, 2004	*****\$1,220.00	
PAY TO THE ORDER OF	SBC Advanced Data Services P.O. Box 1838 Saginaw, MI 48605-1838 US	dbSOLUTIONS, Inc.		
		31 28406 073 021904 029405		
		VOID AFTER 60 DAYS		
		SECURITY FEATURES INCLUDED DETAILS ON THE BACK		
		*028510* ⑆044000037⑆ 612457754⑆		*0000122000⑆

Online - Check Details

Page

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE  
NO OTHER INFORMATION IS ALLOWED

BRIDGE HERE

FOR DEP ONLY 021904  
AMERITECH MI/SBC 644636837  
28486 076 26325128001 096 0749099624  
32 2169999999999  
12/19/04  
33195068



Page 1 of 2  
Customer Number: 20064898  
Invoice Number: 20228597  
Invoice Date: Feb 1, 2004

MB 01 000877 26313 8 6 A

dbSolutions Inc. - ATM  
576 Charring Cross Dr.  
Westerville, OH 43081-4974

#### SBC Advanced Solutions Invoice Summary

Current Charges	1,302.36
Adjustments	0.00
<b>Total Amount Due</b>	<b>\$1,302.36</b>
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-recurring 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 enclosed envelope.

#### 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 Communications 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  
36-3261481

**RECEIVED**  
BY *wp* DATE 2/9/04

Page 1 of 2  
Customer Number: 20064898  
Invoice Number: 20228597  
Invoice Date: Feb 1, 2004

#### Current Charges

##### dbSolutions Inc. - ATM

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

ATM - DS1  
ID: 94HCSS22323508

##### RECURRING CHARGES

Description/Date	Unit Price	Amount
Monthly Charge 02/01/04-02/29/04	610.00	610.00

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

ATM with Equipment - DS1  
ID: 94HCSS22929708

##### RECURRING CHARGES

Description/Date	Unit Price	Amount
Monthly Charge 02/01/04-02/29/04	610.00	610.00

State/Local Taxes - Ohio 82.36

**Total Current Charges For:**  
**dbSolutions Inc. - ATM \$1,302.36**

dbSOLUTIONS, Inc.

SBC

028510

Check Number: 28510

Check Date: Feb 16, 2004

Check Amount: \$1,220.00

Discount Taken Amount Paid

Item to be Paid - Description

20228597

1,220.00

dbSolutions, Inc.

576 CHARRING CROSS DR  
SUITE B

WESTERVILLE, OH 43081

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

Memo: 20064898

BANK ONE, COLUMBUS, N.A.  
COLUMBUS, OHIO 43271  
25-3/440-27

028510

CHECK

One Thousand Two Hundred Twenty and 00/100 Dollars

DATE

AMOUNT

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

AY  
THE  
ORDER  
P

SBC

Advanced Data Services

P.O. Box 1838

Saginaw, MI 48605-1838

US

dbSOLUTIONS, Inc.

*NON-NEGOTIABLE*

VOID AFTER 90 DAYS AUTHORIZED SIGNATURE

028510 044000037 612457754

Page 1 of 1  
Customer Number: 20064898  
Invoice Number: 20167018  
Invoice Date: Feb 1, 2003

### Advanced Data Services

(0000451 66441 02022003 A 99)



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

### Invoice Summary

Current Charges	1,220.00
Adjustments	0.00
<b>Total Amount Due</b>	<b>\$1,220.00</b>
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  
inquiring about invoice charges.

### 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  
reflected.  
\*\*\*\*\*

Return bottom portion with your check in the enclosed envelope.

### Important Information (cont'd)

AMERITECH FIN NUMBER  
36-3261481

### Current Charges

#### dbSolutions Inc. - ATM

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

Ameritech ATM - DS1  
ID: 94HCGS2237350B

#### RECURRING CHARGES

Description/Date	Unit Price	Amount
Monthly Charge 02/01/03-02/28/03	610.00	610.00

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

Ameritech ATM with Equipment - DS1  
ID: 94HCGS2232970B

#### RECURRING CHARGES

Description/Date	Unit Price	Amount
Monthly Charge 02/01/03-02/28/03	610.00	610.00

**Total Current Charges For:**  
dbSolutions Inc. - ATM **\$1,220.00**



AMERITECH  
Advanced Data Services  
PO Box 1838  
Saginaw, MI 48606-1838

Please include both Customer Number  
and Invoice Number on check.

Customer Number: 20064898  
Invoice Number: 20167018

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.

027485

SBC

Check Number: 27485

Check Date: Feb 3, 2003

Check Amount: \$1,960.27

Discount Taken Amount Paid

Item to be Paid - Description

20064898

1,960.27

dbSolutions, Inc.

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

BANK ONE, COLUMBUS, N.A.  
COLUMBUS, OHIO 43271  
25-3/440-27

027485

CHECK

Memo: 20064898

One Thousand Nine Hundred Sixty and 27/100 Dollars

DATE

AMOUNT

Feb 3, 2003 dbSOLUTIONS, Inc. \*\*\*\*\*\$1,960.27

PAY  
TO THE  
ORDER  
OF

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

NON-NEGOTIABLE  
AUTHORIZED SIGNATURE

#027485# 1044000037# 612457754#

027485

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

## CHECK

Memo: 20064898

One Thousand Nine Hundred Sixty and 27/100 Dollars

DATE

AMOUNT

PAY  
TO THE  
ORDER  
OF

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

**US**

Feb 3, 2003

dbSOLUTIONS, Inc. \$1,960.27

02 50400 015 000000 1  
000400

Mamie L. Guff  
AUTHORIZED OFFICIAL

**AUTHORIZED SIGNATURE**

**RE**

**SECURITY FEATURES INCLUDED. DETAILS ON THE BACK**

① SECURITY FEATURES INCLUDED. DETAILS ON THE BACK ①

0000196027



Listed below are the security features that are **new** or **enhanced** on this occurrence of the product, which meet **and/or** exceed the minimum requirements.

Security Features:	Results of enhancement:
<ul style="list-style-type: none"> <li>• To meet the new Product Requirements, the following features are enhanced:</li> <li>• <b>MP</b> <ul style="list-style-type: none"> <li>• To meet the new Product Requirements, the following features are enhanced:</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• To meet the new Product Requirements, the following features are enhanced:</li> <li>• To meet the new Product Requirements, the following features are enhanced:</li> </ul>

2361 MORSE COIL CO  
58406 013 2907521004 010  
4MERITECH  
FBI DEP ONLY 020603  
NRB 004400024  
MI/SIC 0199120045  
34 21698888888999

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