

UNITED STATES BANKRUPTCY COURT SOUTHERN DISTRICT OF NEW YORK PROOF OF CLAIM

Name of Debtor ALLEGIANCE TELECOM INC Case Number 03-13057

NOTE This form should not be used to make a claim for an administrative expense arising after the commencement of the case A request for payment of an administrative expense may be filed pursuant to 11 U.S.C. § 503

Name of Creditor (The person or other entity to whom the debtor owes money or property) CENTURION INC
Name and address where notices should be sent 4585 140TH AVE NORTH STE 1001 CLEARWATER FL 33762
Telephone number 7274315213
 Check box if you are aware that anyone else has filed a proof of claim relating to your claim Attach copy of statement giving particulars
 Check box if you have never received any notices from the bankruptcy court in this case
 Check box if the address differs from the address on the envelope sent to you by the court

Account or other number by which creditor identifies debtor 3595-ALLEGIANCE
Check here if this claim replaces a previously filed claim dated _____ amends

1 Basis for Claim
 Goods sold
 Services performed
 Money loaned
 Personal injury/wrongful death
 Taxes
 Other _____
 Retiree benefits as defined in 11 U.S.C. § 1114(a)
 Wages, salaries, and compensation (fill out below)
Your SS # _____
Unpaid compensation for services performed from _____ to _____ (date) (date)

2 Date debt was incurred 3/25/2002 3 If court judgment, date obtained

4 Total Amount of Claim at Time Case Filed \$ 825.00
If all or part of your claim is secured or entitled to priority also complete Item 5 or 6 below
 Check this box if claim includes interest or other charges in addition to the principal amount of the claim Attach itemized statement of all interest or additional charges

5 Secured Claim
 Check this box if your claim is secured by collateral (including a right of setoff)
Brief Description of Collateral:
 Real Estate Motor Vehicle
 Other _____
Value of Collateral \$ _____
Amount of arrearage and other charges at time case filed included in secured claim if any \$ _____

6 Unsecured Priority Claim
 Check this box if you have an unsecured priority claim
Amount entitled to priority \$ _____
Specify the priority of the claim
 Wages salaries or commissions (up to \$4 650) * earned within 90 days before filing of the bankruptcy petition or cessation of the debtor's business whichever is earlier 11 U.S.C. § 507(a)(3)
 Contributions to an employee benefit plan 11 U.S.C. § 507(a)(4)
 Up to \$2 100* of deposits toward purchase lease or rental of property or services for personal family or household use 11 U.S.C. § 507(a)(6)
 Alimony maintenance or support owed to a spouse former spouse or child 11 U.S.C. § 507(a)(7)
 Taxes or penalties owed to governmental units 11 U.S.C. § 507(a)(8)
 Other Specify applicable paragraph of 11 U.S.C. § 507(a)(____)
*Amounts are subject to adjustment on 4/1/04 and every 3 years thereafter with respect to cases commenced on or after the date of adjustment

7 Credits The amount of all payments on this claim has been credited and deducted for the purpose of making this proof of claim
8 Supporting Documents. Attach copies of supporting documents, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, court judgments, mortgages, security agreements, and evidence of perfection of lien DO NOT SEND ORIGINAL DOCUMENTS If the documents are not available, explain If the documents are voluminous, attach a summary
9 Date-Stamped Copy To receive an acknowledgment of the filing of your claim, enclose a stamped, self-addressed envelope and copy of this proof of claim

Date 9-30-03 Sign and print the name and title, if any, of the creditor or other person authorized to file this claim (attach copy of power of attorney, if any) DONALD A. TULLHAM V.P. FINANCE
THIS SPACE IS FOR COURT USE ONLY
FILED
OCT 06 2003
BMC
Allegiance Claim
00511



Invoice

Invoice Number
3243

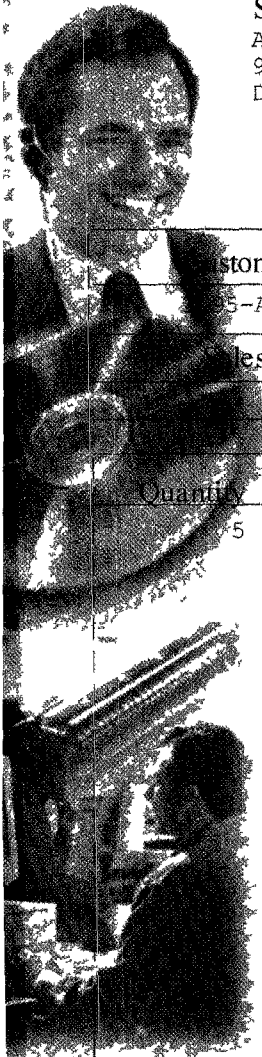
Invoice Date
Jun 12, 2002

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Centurion, Inc
2825 South Moorland Road
New Berlin, WI 53151
262-784-6411

Sold To
ALLEGIANCE TELECOM
9201 NORTH CENTRAL EXPRESSWAY
DALLAS, TX 75231

Ship To



Customer ID	Customer PO	Payment Terms	
5-ALLEGIANCE	TAR	Net 30 Days	
Sales Rep	Shipping Method	Ship Date	Due Date
815	Best Way		7/12/02

Quantity	Item	Description	Unit Price	Extension
5.50		1 HOUR TECHNICAL ASSISTANCE REQUESTED TAR #21257 DATED 3/25/02	150.00	825.00

Subtotal	825.00
Sales Tax	
Freight	
Total Invoice Amount	825.00
Payment Received	825.00
TOTAL	0.00

Check No 3243

Case Report

Case # 21257	ALLEGIANCE TELECOM
Date 3/25/2002 3 42 04 pm	1950 N STEMMONS FREEWAY
Entered by MLEDVINA	SUITE 3026
Priority 2	DALLAS, TX 75207
Status CLOSED	
Product Conversant	Cust # 7283
Problem CHANGE	Contact KREG H SOLI
Agent MLEDVINA	
Product Reg	Phone 214-261-7186
Contract #	Fax 214-261-7901
Synopsis Change to menu options	

Description Received email from Darren requesting a change to their repair menu

We would like to flatten one of our menu structures on our current script Today, if you follow the Allegiance Telecom Customer Care script through the prompts to the Telephone Service > Repair menu, this is what you hear

Good Afternoon, thank you for calling the Allegiance Telecom Customer Care Center
Please listen carefully to the following menus as our options have recently changed
Your call may be monitored for recorded for quality purposes
If you are calling about Telephone Service, press 1
If you are calling about Internet or data service, press 2
Para Espanol, el primo el numero tres
(PRESS ONE)

To add new service, press 1
To make changes to your service, press 2
If you have questions about a feature, press 3
If you have a question about the billing of your account, press 4
If you are calling about a repair issue, press 5
(PRESS FIVE)
If you are calling to check the status on a previously reported repair issue, press 1
If you are calling to report a new repair issue, press 2
To return to the main menu, press 9

The change that we are requesting is to remove the submenu under the "Repair Issue, Press 5" option above So, what would occur if the caller pressed "5" would be a transfer to VDN 7006, without performing the digit collect, and without any further prompts

Please let us know the cost and the turn-around for this as soon as possible

Thanks--

Darren Furr

THIS IS BILLABLE (T&M)

Case Report

2 of 10 Entered by MLEDVINA 3/29/2002 11 55 am Assigned to MLEDVINA

03-29-02 email

Darren

This is to confirm receipt of your email. First, I apologize for the delay in getting back to you as I have been out of the office. The case number for your requested change is 21257. The cost to make the change will be billable on a time and materials basis. The hourly rate is \$150.00 and the time is billable at 15-minute increments. This change should be done in one hour.

Darren, I would ask you to please send me your written authorization to make the requested change. If we receive your authorization today, we would be able to make this change today. If you have any further questions, please feel free to contact me.

Thank you,

Marianne G Ledvina

3 of 10 Entered by MLEDVINA 4/1/2002 8 17 am Assigned to MLEDVINA

04-01-02 email

Steve

Please see the attached email I received from Darren Furr.

Thank you,

Marianne

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

From: Furr, Darren

To: Marianne Ledvina

Sent: Sunday, March 31, 2002 11:53 AM

Subject: RE: RFQ for Menu Change

Thanks, Marianne. Waiting on a quote from Rookard for some other functionality. Want to make sure I coordinate these two projects so that they don't conflict with each other in some way. Cheers-- Darren

4 of 10 Entered by MLEDVINA 4/1/2002 3 57 pm Assigned to MLEDVINA

04-01-02 Steve called

Steve called and LM/VM that he is working with them re some changes with Jerry Day. He will call to discuss this further.

Case Report

5 of 10 Entered by MLEDVINA 4/10/2002 8 25 am Assigned to MLEDVINA

04-05-02 email

Marianne,

We are requesting the removal of all telephone (digit) collects from all portions of our Conversant's Allegiance script Following are the details for this change request

IVR Map (just an aid)
<<CURRENT- IVR Menu Map ppt>>

Scripting to be removed
<<Digit Collect Removal Requirements doc>>

Also, we are in receipt of your quote for flattening the repair sub-menu (re your email to Darren, attached) We would like a quote for the additional deletions outlined about as well Either together or separately

<<FW RFQ for Menu Change>>

Thanks and let me know if you have any questions

--Kreg H Soli
Project Coordinator - CC & NRC
allegiancetelecom,Inc
Office 214-261-7186
Mobile 214-616-7298
Fax 214-261-7901
Pager mailto ksolli@imcingular.com
* mailto kreg solli@algx.com

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Documents saved in My Documents Allegiance

6 of 10 Entered by MLEDVINA 4/11/2002 11 15 am Assigned to MLEDVINA

04-11-02 Kreg called

Kreg called and LM/VM He said that they are making changes on Saturday and they will need to have their requested changes in place He said to go ahead and make the changes Marianne had reviewed the changes and talked with Jim Marianne suggested that Jim and I call Kreg together to confirm what they want as what Darren sent seems to conflict with what Kreg sent

7 of 10 Entered by MLEDVINA 4/11/2002 12 06 pm Assigned to MLEDVINA

04-11-02 Kreg called

Kreg called Marianne discussed the changes with him Clarified option number 5 Kreg said that we should go with Darren's request and transfer out to VDN 7006 Marianne said that I will ask Jim to make the changes this afternoon Kreg said they can be made any time prior to Saturday Marianne said that this will be billable as T&M (Kreg gave his authorization via the phone) He will let Darren know Kreg will turn the modem on Confirmed the number

8 of 10 Entered by MLEDVINA 4/11/2002 6 05 pm Assigned to MLEDVINA

04-11-02 Jim online

Jim online and made the requested changes

9 of 10 Entered by MLEDVINA 4/11/2002 6 06 pm Assigned to MLEDVINA

04-11-02 Marianne called

Marianne called Kreg and LM/VM that Jim has made the requested changes

Case Report

10 of 10 Entered by MLEDVINA 4/15/2002 9 17 am Assigned to MLEDVINA

04-12-02 email

Marianne,

The IVR tests to specs Thank you for the quick turn-around
I'm sure we'll be in touch soon Have a great weekend

--Kreg H Soli

End of Report