

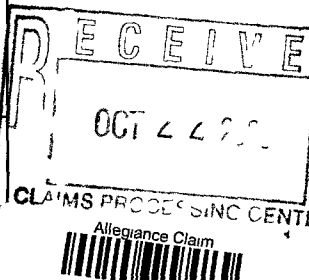


UNITED STATES BANKRUPTCY COURT FOR THE SOUTHERN DISTRICT OF NEW YORK		PROOF OF CLAIM		 s3718	
In re Allegiance Telecom of California, Inc		Case Number 03-13069		YOUR CLAIM IS SCHEDULED AS UNDETERMINED UNSECURED CONTINGENT DISPUTED UNLIQUIDATED U S B C SOUTHERN DISTRICT OF NEW YORK ALLEGIANTELECOM, INC 03-13057 (RRD) 1041	
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(b)(2)(C)				<input type="checkbox"/> Check box if you are aware that anyone else has filed a proof of claim relating to your claim. Attach copy of statement giving <input type="checkbox"/> Check box if you have never received any notices from the bankruptcy court in this case <input type="checkbox"/> Check box if this address differs from the address on the envelope sent to you by the court	
Name of Creditor and Address  0380588076914 THE COMPANION GROUP C/O ANDRE KUEHNEMUND 401 ROLAND STE 250 OAKLAND, CA 94621		The amounts and nature of your claim reflected above constitute your claim as scheduled by the Debtor. If you agree with the amounts set forth herein and have no other claim against the Debtor, you do not need to file this proof of claim EXCEPT as stated below. If the amounts shown above are listed as Contingent, Unliquidated or Disputed, a proof of claim must be filed. If you have already properly filed a proof of claim with the Bankruptcy Court, you do not need to file again.			
Creditor Telephone Number () 510-383-3100		CREDITOR TAX ID # 94-2971141 ACCOUNT OR OTHER NUMBER BY WHICH CREDITOR IDENTIFIES DEBTOR 002483076436 <input type="checkbox"/> Check here if this claim <input type="checkbox"/> replace or <input type="checkbox"/> amends a previously filed claim dated _____			
1 BASIS FOR CLAIM <input type="checkbox"/> Goods sold <input type="checkbox"/> Personal injury/wrongful death <input type="checkbox"/> Retiree benefits as defined in 11 U.S.C. § 1114(a) <input type="checkbox"/> Services performed <input type="checkbox"/> Taxes <input type="checkbox"/> Wages, salaries and compensation (Fill out below) <input type="checkbox"/> Money loaned <input checked="" type="checkbox"/> Other (describe briefly below) overpayment for erroneous charges Your social security number _____ Unpaid compensation for services performed from _____ to _____ (date) (date)					
2 DATE DEBT WAS INCURRED 2002		3 IF COURT JUDGMENT, DATE OBTAINED			
4 TOTAL AMOUNT OF CLAIM AT TIME CASE FILED \$ 1,385.53 (unsecured) \$ _____ (secured) \$ _____ (unsecured priority) \$ _____ (total)					
If all or part of your claim is secured or entitled to priority, also complete Item 5 or 6 below <input type="checkbox"/> 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 <input type="checkbox"/> Check this box if your claim is secured by collateral (including a right of setoff) Brief description of collateral _____ <input type="checkbox"/> Real Estate <input type="checkbox"/> Motor Vehicle <input type="checkbox"/> Other _____ Value of collateral \$ _____ Amount of arrearage and other charges at time case filed included in secured claim above, if any \$ _____			6 UNSECURED PRIORITY CLAIM <input type="checkbox"/> Check this box if you have an unsecured priority claim Specify the priority of the claim: <input type="checkbox"/> 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) <input type="checkbox"/> Contributions to an employee benefit plan 11 U.S.C. § 507(a)(4) <input type="checkbox"/> 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) <input type="checkbox"/> Alimony, maintenance or support owed to a spouse or former spouse or child 11 U.S.C. § 507(a)(7) <input type="checkbox"/> Taxes or penalties owed to governmental units 11 U.S.C. § 507(a)(8) <input type="checkbox"/> Other Specify applicable paragraph of 11 U.S.C. § 507(a) _____ <small>Amounts are subject to adjustment on 4/1/01 and every 3 years thereafter with respect to cases commenced on or after the date of adjustment.</small>		
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 your claim, please enclose a self-addressed stamped envelope and an additional copy of this proof of claim.					
The original of this completed proof of claim form must be sent by mail or hand delivered (FAXES NOT ACCEPTED) so that it is received on or before 5:00 p.m. November 26, 2003, Prevailing Eastern Time. BY MAIL: United States Bankruptcy Court, Southern District of New York, Allegiance Claims Docketing Center, Bowling Green Station, P.O. Box 95, New York, NY 10004-1408. BY HAND OR OVERNIGHT DELIVERY TO: United States Bankruptcy Court, Southern District of New York, Allegiance Claims Docketing Center, One Bowling Green, Room 534, New York, NY 10004-1408.				THIS SPACE FOR COURT USE ONLY 	
DATE SIGNED 10/20/03		SIGN and print the name and title of any of the creditor or other person authorized to file this claim (attach copy of power of attorney if any) (IT DIRECTOR) Andre Kuehnemund			
Penalty for presenting fraudulent claim is a fine of up to \$500,000 or imprisonment for up to 5 years or both 18 U.S.C. §§ 152 AND 3571 See Other Side For Instructions					

Steve Dumais / Allgize

f- 469-259-9122

1/6 469-259-2002

4/13/03

400 07 + 704 21 = 1104 28

281 25

check for \$1385.53 ←

→ \$220.97 will be credited
to account



Facsimile Transmittal Sheet

To **Steve Dumais** From **Andre Kuehnemund**

Company **Allegiance Telecom** Date **4/2/03**

Fax # **469-259-9122** Subject **BBB complaint**

Total # of pages including cover

~~2~~ 30

Notes

Steve,
enclosed please find most of the paperwork pertaining to our dispute with Allegiance Telecom. Please feel free to ask for more. If I have what you're looking for, I'll be glad to send it to you.

I also would like to say that I truly appreciate your call from earlier this morning. It is sad that it takes having to file a complaint with the Better Business Bureau in order to elicit a response from Allegiance.

As you can see from the attached paperwork, I spoke to one Allegiance employee after another, only to have to open a new trouble ticket and resubmit all the paperwork every single time because none of the persons who had promised to get this case resolved followed through. Somebody named Rosalind (direct phone # 214-261-7256) being the most recent one - having last spoken with her on 2/25/03, not having heard from her since.

It also does not bode well for Allegiance to include a 'Customer Bill of Rights' postcard with every invoice, and then, when one takes the opportunity to submit serious feedback like I did in my letter to Catherine Weekley dated 06/27/02, to not even receive an acknowledgement - not to mention a follow-up, trying to resolve whatever the issue was. It also does not bode well for Allegiance to have Lee Turner (Customer Bill of Rights Manager at the Pleasanton, CA office) introduce himself to me by saying to call him directly if I ever had a problem with anything - only to be told a few weeks later that he does not usually deal with end users, when I went to him for help with the mess we had gotten into by then.

At this point, I am simply asking for the early termination fee to be reccredited, for the \$281.50 invoice to be paid to The Companion Group and for the credit we had on our account prior to the assessment of the early termination fee to be refunded.

Sincerely,

Andre Kuehnemund



THANK YOU FOR BEING AN ALLEGIANCE TELECOM CUSTOMER



At Allegiance Telecom, we try to provide the same high quality of service we would want as a valued customer. That is why we developed the Customer Bill of Rights as a means of focusing the attention of our company on each individual customer's needs one at a time. Please take a moment to tell us how we can help you or you may e-mail us at CustomerBillOfRights@algx.com

Sincerely, Catherine Weekley Director Customer Bill of Rights

I would like an Allegiance Telecom Representative to contact me regarding

(Check one) New Services ☐ Phone Trouble ☐ Billing ☐ Other ☐

The best time to reach me is Morning ☐ Afternoon ☐ Either ☐ Phone ☐ - ☐ - ☐

Account Name Billing Telephone Number

Comments

(Signature) (Date)



1/28/03 Rec'd early term fee invoice from Allegiance

1/28/03 - Called Cust Svc @ 800-553-1989

Spoke w/ Yajaira, opened dispute ticket # 1520532 for early term fee

- Opened dispute ticket for \$281.25 owed to us for John Wiesner invoice Allegiance never paid (Ref # 1520566)

- Faxed supporting docs to Yajaira @ 214-261-7185

- Rec'd call from Robert/Allegiance, he asked for copy of contract Faxed to him @ 469-461-6201
His phone #: 214-261-7263

1/31/03 - Regina called Term fee credit rejected because we were with them from 7/23 - 11/27

- Called Donna, told her that after we had cancelled the contract on 6/27/03. Therefore they had no authorization to switch us. Was asked for everything again (to Regina's Attn.)

- Contract copy to Robert did not get through (fax did not respond)

- We should get back overpayment of \$400.07 (see Invoice)

2/6/03 - Valborne (?) called. Said she needs copy of contract left VM w/ her phone # (214-261-7256) & fax # (214-261-7185)

- Called back, left VM saying I'll fax service order. Never rec'd contract because W. T. Hand left company. Pleasanton office should have contract.

2/19/03 - Called Valborne (?) again, LATC.

2/21/03 - Called ——— ———

2/25/03 - Called Rosalind (1) she's sending email

Fax: 214-261-7776 to Jeff Prince inquiring about invoice

← New Ticket re: term fee # 1565848
faxed paperwork to her attention

3/2/03 Still no word from Rosalind

Steve Dumais called in response to

BBB complaint (ph 469-259-2002),

asked to fax paperwork to him (469-259-9122)



Facsimile Transmittal Sheet

To ROSALIND

From Andre Kuehnemund

Company Allegiance

Date 2/25/03

Fax # 214-261-7776

Subject Ref# [REDACTED] 1520566

Total # of pages including cover

Notes

Rosalind

Here's a copy of the invoice I had faxed to Jeff prince along with proof of receipt This was following my phone conversation via conference call with both Jeff Prince and Michelle Richardson earlier that day

Regards,

Andre Kuehnemund

Attn: ROSALIND



Facsimile Transmittal Sheet

To Jeff Prince From Andre Kuehnemund

Company Allegiance Telecom, Inc Date 8/6/02

Fax # 469-259-9082 Subject Invoice

Total # of pages including cover 2

Notes

Jeff,

enclosed please find the invoice from our phone vendor (John Wiesner, Weez-Talkin Communications) for his help during the PRI switchover I'll put the original in the mail today and have John Wiesner give you a call as well
Please, feel free to contact me if you have any questions

Best regards,

Andre Kuehnemund

INVOICE

1352 JACKSON 1000
 1352 JACKSON 1000
 1352 JACKSON 1000
 1352 JACKSON 1000

No.

INVOICE DATE	
--------------	--

7-23-02

CUSTOMER'S
ORDER NO

000338

SOLD TO

Companion Group

401 Roanoke Way

OAKLAND CA. 94621

SHIP TO

SALESPERSON

SHIPPED VIA

TERMS

TEOB

QTY. ORDERED	QTY. SHIPPED	DESCRIPTION	UNIT	AMOUNT
		" <u>EMERGENCY SERVICE CALL</u> "		
		PRI (NEW) WAS TURNED UP BY		
		ALLEGIANCE AND OLD PRI WAS		
		TERMINATED BY ALLEGIANCE		
		CUSTOMER COULD NOT MAKE CALLS		
		OR RECEIVING CALLS INSTALLED		
		AND TESTED NEW PRI FROM		
		ALLEGIANCE ALL TESTED GOOD		
		Total		\$71.25

```

*****
*
*                                     P.01
*
*               TRANSACTION REPORT
*
*                                     AUG-06-02 TUE 11:44 AM
*
*   DATE  START  RECEIVER      TX TIME  PAGES TYPE      NOTE      M#  DP
*-----
*   AUG-06 11:42 AM 14692599082    1'44"     2  SEND      OK      644
*-----
*
*                                     TOTAL :      1M 44S  PAGES:  2
*
*****

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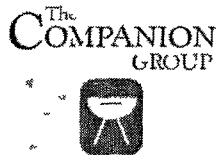
JOURNAL

Feb 25 2002 02 55PM

YOUR LOGO CONFIRMATION GROUP
GROUP FAX NO 5103933101

NO	OTHER FACSIMILE	STRT TIME	USAGE TIME	MODE	PAGES	RESULT
01	17702420407	Feb 19 01 07PM	00'29	SHD	01	OK
02	16783073697	Feb 19 01 06PM	00'34	SHD	01	OK
03	13052621054	Feb 19 04 47PM	00'26	END	01	OK
04	13529062283	Feb 19 04 49PM	00'40	END	01	OK
05	13005773503	Feb 20 10 50AM	00'39	END	01	OK
06	12533706315	Feb 20 11 47AM	00'42	END	00	OTHER FAX NOT RESPOND
07	13522706315	Feb 20 11 43AM	00'59	SHD	02	OK
08	17073962046	Feb 20 03 33PM	01'07	END	01	OK
09	19205635411	Feb 20 05 11PM	00'26	SHD	01	OK
10	13034340202	Feb 20 06 10PM	00'09	SHD	00	NO DOCUMENT
11	2600100	Feb 21 10 13AM	00'05	PCF	00	PRESSED THE STOP KEY
12	2600101	Feb 21 10 13AM	00'39	END	01	OK
13	2474505	Feb 21 10 23AM	00'22	END	01	OK
14	15102474505	Feb 21 03 27PM	00'50	SHD	02	OK
15	2474505	Feb 21 04 06PM	00'29	SHD	01	OK
16	2474505	Feb 21 04 34PM	01'07	SHD	03	OK
17	13054057557	Feb 24 04 32PM	01'46	SHD	05	OK
18	17702420407	Feb 25 03 51AM	00'28	END	01	OK
19	16729079637	Feb 25 09 53AM	00'20	SHD	00	PRESSED THE STOP KEY
20	16739079637	Feb 25 09 54AM	00'32	SHD	01	OK
21	13037241203	Feb 25 11 25AM	00'51	END	01	OK
22	12137457332	Feb 25 11 27AM	00'42	SHD	00	OTHER FAX NOT RESPOND
23	12137457332	Feb 25 11 33AM	00'32	SHD	01	OK
24	17704077714	Feb 25 12 41PM	00'27	SHD	01	OK
25	2474505	Feb 25 12 46PM	01'15	SHD	06	OK
26	14025376331	Feb 25 12 51PM	00'42	SHD	01	OK
27	2474505	Feb 25 01 02PM	01'16	SHD	03	OK
28	12025477346	Feb 25 01 05PM	00'44	END	01	OK
29	12142617776	Feb 25 02 25PM	07'57	SHD	20	OK
→ 30	12142617776	Feb 25 02 45PM	07'20	SHD	04	OK ←

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329)



Facsimile Transmittal Sheet

To ROSALIND

From Andre Kuehnemund

Company Allegiance

Date 2/25/03

Fax # 214-261-7776

Subject Ref# 1565848 & 1520566

Total # of pages including cover

Notes

Rosalind

Please see attached paperwork

Regards,

Andre Kuehnemund

Andre Kuehnemund
IT Director

ATTN: ROSALIND

JOURNAL

Jan 31 2007 11 11AM

OUR LOGO CONFIRMATION GROUP
 OUR FA NO 5107377101

NO	OTHER FACSIMILE	STRT TIME	USAGE TIME	MODE	PAGES	RESULT
01	15004000300	Jan 30 10 30AM	01'34	END	04	OK
02	15063300336	Jan 30 10 44AM	00'59	END	02	OK
03	15102474505	Jan 30 11 11AM	00'55	END	03	OK
04	15033415541	Jan 30 11 27AM	00'50	END	01	OK
05	15004000300	Jan 30 12 42PM	00'12	END	00	NO DOCUMENT
06	15004000300	Jan 30 12 42PM	00'20	END	00	NO DOCUMENT
07	15004000300	Jan 30 12 44PM	00'12	END	00	NO DOCUMENT
08	15004000300	Jan 30 01 43PM	00'34	END	01	OK
09	12019861394	Jan 30 02 08PM	01'15	END	03	OK
10	14160371099	Jan 30 02 26PM	01'06	END	02	OK
11	13054057537	Jan 30 02 23PM	00'10	END	00	NO DOCUMENT
12	13054057537	Jan 30 02 30PM	07'23	END	09	OK
13	12026023600	Jan 30 02 50PM	00'36	END	01	OK
14	12107373190	Jan 30 02 07PM	00'42	END	00	OTHER FA NOT RESPOND
15	12107373190	Jan 30 02 08PM	00'42	END	00	OTHER FA NOT RESPOND
16	12105340062	Jan 30 03 10PM	00'40	END	01	OK
17	13705605362	Jan 30 02 12PM	00'17	END	00	FFEEED THE STOP I.E.
18	13075605362	Jan 30 02 14PM	00'23	END	01	OK
19	15007559275	Jan 30 02 20PM	00'40	END	01	OK
20	16004557990	Jan 30 03 21PM	00'20	END	01	OK
21	18135350231	Jan 30 03 22PM	00'40	END	00	OTHER FA NOT RESPOND
22	18165350231	Jan 30 03 24PM	00'40	END	00	OTHER FA NOT RESPOND
23	12135350231	Jan 30 03 26PM	00'42	END	00	OTHER FA NOT RESPOND
24	18135350231	Jan 30 02 54PM	00'40	END	00	OTHER FA NOT RESPOND
25	18135350264	Jan 30 02 56PM	00'23	END	01	OK
26	2474505	Jan 30 04 03PM	00'30	END	01	OK
27	15072334367	Jan 31 10 15AM	00'23	END	01	OK
28	13700501000	Jan 31 10 17AM	00'47	END	01	OK
29	16735000510	Jan 31 10 26AM	00'25	END	01	OK
30	12140817379	Jan 31 10 52AM	07'14	END	17	OK

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329)



Facsimile Transmittal Sheet

To Robert From Andre Kuehnemund

Company Allegiance Telecom Date 1/28/03

Fax # 469-461-6201 Subject Ref# 1520532

Total # of pages including cover 2

Notes

Robert

enclosed please find a copy of the contract Please feel free to contact me at 510-383-3131
(service order)

Best regards,

Andre Kuehnemund
IT Director

To: 214-261-7185



allegiantelecom, inc.

VOICE SERVICES/ INTEGRATED SERVICES ORDER

CUSTOMER CARE NUMBER 1-800-553-1989

CUSTOMER PROFILE					
COMPANY NAME <i>The Companion Group</i>		ORDERED BY <i>Andre Kuehnemund</i>		BILLING CONTACT <i>Suzanne Duckert</i>	
BILLING ADDRESS <i>401 Roland Way, #250</i>		CITY <i>Oakland</i>		STATE <i>CA</i>	ZIP <i>94612</i>
PHONE <i>510-383-3131</i>		FAX -		MULTI LOCATION (IF YES USE MULTI LOCATION FORM) <input type="checkbox"/> NO <input checked="" type="checkbox"/> YES # of Locations <i>2</i>	
SERVICE LOCATION ADDRESS <i>See multi-location form</i>		CITY		STATE	ZIP
SERVICE LOCATION CONTACT		E MAIL ADDRESS			
PHONE -		FAX -		MARKET <i>Oakland</i>	
SALESPERSON <i>William Hand</i>		PHONE NUMBER <i>925-1405-4046</i>		PROMOTIONAL NAME/CODE <i>594031001</i>	
CUSTOMER ACCOUNT #		BILLING ACCOUNT #		\$25.00 ACCOUNT SET-UP FEE	
TERM (Beginning from date of installation) <input type="checkbox"/> ONE YEAR <input checked="" type="checkbox"/> TWO YEAR		MINIMUM MONTHLY REVENUE COMMITMENT (MMRC) <input checked="" type="checkbox"/> \$0 <input type="checkbox"/> \$100 <input type="checkbox"/> \$200 <input type="checkbox"/> \$500 <input type="checkbox"/> \$1000 <input type="checkbox"/> OTHER _____ <small>A minimum \$100 MMRC required for customers with less than 3 lines</small>			
<input type="checkbox"/> TAX EXEMPT (TAX EXEMPT CERTIFICATE MUST BE ATTACHED OTHERWISE ORDER WILL BE REJECTED)		TAX ID NUMBER <i>17-2971141</i>			

VOICE SERVICE DESCRIPTION OF SERVICE					
Local Service (UNE) <input type="checkbox"/> New <input checked="" type="checkbox"/> Conversion	Digital PBX Trunk (Local T 1) <input type="checkbox"/> New <input type="checkbox"/> Conversion	ISDN PRI <input type="checkbox"/> New <input type="checkbox"/> Conversion	Integrated Services <input type="checkbox"/> IA Channel Package <input type="checkbox"/> Total Communications	<input type="checkbox"/> Calling Card <input checked="" type="checkbox"/> Toll Free	<input type="checkbox"/> Wire Maintenance Plan ⁽¹⁾ <input type="checkbox"/> Voice Mail
<small>(1) Wire Maintenance Plan is a per line charge. Additional terms are set forth in the Wire Maintenance Plan Addendum.</small>					
LOCAL CALLING and IntraLATA TOLL			LONG DISTANCE TOLL (InterLATA) and TOLL-FREE SERVICES		
Allegiance Local Calling Options <input type="checkbox"/> Allegiance Telecom Local Calling Options (where available) * IntraLATA Toll Options <input checked="" type="checkbox"/> Allegiance Telecom LATA Toll <input type="checkbox"/> Allegiance Standard <input checked="" type="checkbox"/> Optional Calling Plan (where available) * <input type="checkbox"/> Current Carrier _____ Account No _____ <input type="checkbox"/> Other Carrier _____			<input checked="" type="checkbox"/> Allegiance Telecom ⁽²⁾ • Standard IntraState/InterLATA Toll/Instate Toll Free Service • Allegiance Telecom Across America 1+Plans (InterState plans) <input type="checkbox"/> Allegiance Telecom 9 9 LD \$0 00 <input type="checkbox"/> Allegiance Telecom Small Business 7 9 LD \$5 00 ⁽³⁾ <input type="checkbox"/> Allegiance Telecom Business Value 6 9 LD ⁽⁴⁾ \$50 00 ⁽³⁾ <input checked="" type="checkbox"/> Allegiance Telecom Business Saver 5 9 LD ⁽⁴⁾ \$200 00 ⁽³⁾ <input type="checkbox"/> Allegiance Optional Plan (where available) * <input type="checkbox"/> Current Carrier _____ Account No _____ <input type="checkbox"/> Other Carrier _____		
<p>* If selecting an Allegiance Telecom optional plan, you must complete the applicable addendum and attach it hereto <input type="checkbox"/> Central Region Addendum <input checked="" type="checkbox"/> Western Region Addendum <input type="checkbox"/> Eastern Region Addendum</p> <p><small>(2) Must select an Allegiance InterState plan (3) Must choose Allegiance for the IntraLATA and InterLATA Carrier (4) Minimum 1 year term required</small></p>					

INTEGRATED SERVICES ⁽⁵⁾					
INTEGRATED ACCESS CHANNEL PACKAGE			TOTAL COMMUNICATIONS OPTIONS ⁽⁶⁾		
Select Channel Package	QTY	Installation Fee	Choose Speed	QTY	
<input type="checkbox"/> 12 Voice Channels	_____	X _____	<input type="checkbox"/> 64K	_____	
<input type="checkbox"/> 16 Voice Channels	_____	X _____	<input type="checkbox"/> 128K	_____	
<input type="checkbox"/> 20 Voice Channels	_____	X _____	<input type="checkbox"/> 256K	_____	
<input type="checkbox"/> 23 Voice Channels	_____	X _____	<input type="checkbox"/> 512K	_____	
			<input type="checkbox"/> 768K	_____	
Total # of Device Matrices _____			<input type="checkbox"/> TC Package _____ X _____ • 6 Voice Lines • 256K Internet Access <input type="checkbox"/> Additional Voice Lines _____ Total # of Device Matrices _____		

(5) Certain fees apply for early termination as set forth on the reverse of this form

ADD-ONS					
Monthly Fee			QTY		
<input type="checkbox"/> Domain Pointer ⁽⁶⁾	\$10	_____	<input type="checkbox"/> Web Hosting 50MB ^{(7) (8)}	\$35	_____
<input type="checkbox"/> E Mail Boxes (5MB per box)	\$2	_____	<input type="checkbox"/> Web Disk Space 2MB	\$2	_____
<input type="checkbox"/> E Mail Disk Space 25MB	\$10	_____	<input type="checkbox"/> Dial Up ⁽⁸⁾	\$20	_____
			<input type="checkbox"/> UPS \$250 each	\$0	_____

(6) InterNIC fee not included

(7) Only available with the purchase of Multi Meg product

(8) A \$10 Set up Fee will apply to each purchased



Facsimile Transmittal Sheet

To Regina From Andre Kuehnemund

Company Allegiance

Date 1/31/03

Fax # 214-261-7878

Subject Ref# 1520532

Total # of pages including cover 0 17

Notes

Regina,

thank you for your phone call from earlier this morning I wonder what happened to the faxed documents from two days ago and why I need to resubmit everything everytime I talk to a different person but here are the documents once again

We had cancelled our contract with Allegiance on 6/27/02 That was after Allegiance had been unable to get the PRI switched over for several months, after Allegiance had screwed up one of our analog lines and after one of Allegiance's technicians had disconnected one of our T-1 lines (which had nothing to do with the services that were supposed to be switched over)

Yet, ONE MONTH AFTER we had cancelled the contract, Allegiance switched us anyway That, after I had called Allegiance repeatedly to confirm that the PRI WOULD NOT BE SWITCHED OVER (Ref# 1120724, 7/11/02 & 7/19/02) After your company had switched us over against our wishes, Pacific Bell tried for 4 months to get us back Allegiance rejected their requests twice

So, you switched us against our wishes, without a contract authorizing you to do so, and now you want to collect an early termination fee from us? How ridiculous is that?

When will Allegiance finally accept responsibility for its various screw-ups, pay us the money you owe us (Ref# 1520566) and leave us alone?

Andre Kuehnemund
IT Director

P S And while we're at it I see that we had a \$400 07 credit on our account prior to the assessment of the early termination fee With us being done with your company, how about issuing a check for those \$400 07 and sending it to us???

401 Roland Way, Suite 250 Oakland CA 94621
800 521 0505 510 383 3100 Fax 510 383 3101
info@companion-group.com

JOURNAL

Tan 23 2002 04 51PM

GROUP LOGO COMPANION GROUP
GROUP FAX NO 5103922101

NO	OTHER FACSIMILE	START TIME	USAGE TIME	MODE	PAGES	RESULT
01	13017813033	Tan 27 11 33AM	00'51	SHD	01	OK
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02	13053631054	Tan 27 11 50AM	00'12	SHD	00	FFEEED THE STOP IE,
04	13053631054	Tan 27 11 50AM	03'10	SHD	05	OK
05	2474505	Tan 27 11 50AM	00'47	SHD	01	OK
06	14107740378	Tan 28 11 06AM	00'52	SHD	01	OK
07	16046351321	Tan 28 02 07PM	00'42	SHD	01	OK
08	16046351321	Tan 28 02 10PM	00'48	SHD	01	OK
09	12142817125	Tan 28 02 23PM	00'42	SHD	00	OTHER FAX NOT RESPOND
10	12143817125	Tan 28 02 23PM	12'57	SHD	12	OK
11	14834616201	Tan 28 02 56PM	00'42	SHD	00	OTHER FAX NOT RESPOND
12	14834616201	Tan 28 03 00PM	00'42	SHD	00	OTHER FAX NOT RESPOND
12	14834616201	Tan 28 03 01PM	00'42	SHD	00	OTHER FAX NOT RESPOND
14	12102200333	Tan 28 05 27PM	00'28	SHD	01	OK
15	17187974231	Tan 28 05 23PM	00'24	SHD	01	OK
16	15206701803	Tan 28 05 23PM	00'23	SHD	01	OK
17	16178357255	Tan 28 06 03PM	03'14	SHD	06	OK
18	12067674391	Tan 28 06 52PM	00'37	SHD	01	OK
19	12108050180	Tan 29 10 16AM	00'21	SHD	00	NO DOCUMENT
20	12108050180	Tan 29 10 17AM	00'55	SHD	03	OK
21	17303643253	Tan 29 11 06AM	00'36	SHD	01	OK
22	12067673173	Tan 29 11 06AM	00'34	SHD	01	OK
22	14255511055	Tan 29 11 10AM	00'22	SHD	01	OK
24	2474505	Tan 29 11 25AM	00'23	SHD	01	OK
25	15103838775	Tan 29 11 44AM	00'24	SHD	01	OK
26	16185352333	Tan 29 12 03PM	00'29	SHD	01	OK
27	13004037834	Tan 29 01 03PM	00'43	SHD	01	OK
28	16043556120	Tan 29 04 13PM	01'21	SHD	02	OK
29	12018681994	Tan 29 04 20PM	01'40	SHD	04	OK
30	12067674391	Tan 29 04 50PM	00'29	SHD	01	OK

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329)



Facsimile Transmittal Sheet

To Yajaira From Andre Kuehnemund

Company Allegiance Telecom Date 1/28/03

Fax # 214-261-7185 Subject Ref# 1520532 & 1520566

Total # of pages including cover 12

Notes

Dear Yajaira,

enclosed please find the documents pertaining to both reference numbers Please feel free to contact me at 510-383-3131 Thanks again for your help!

Best regards,

Andre Kuehnemund
IT Director



Cancellation Letter ←
(faxed to Corporate)

Facsimile Transmittal Sheet

To Customer Bill of Rights From Andre Kuehnemund

Company Allegiance Telecom Date 6/27/02

Fax # 214-261-7110 Subject Contract Termination

Total # of pages including cover 1

Notes

Dear Catherine Weekley,

We signed a contract with Allegiance on 3/22/02. More than 3 months later, the switchover still has not been completed. My account rep (Will Hand) has left Allegiance. No one ever called me to introduce him/herself as my new account rep. The so-called "Customer Bill of Rights Manager", Lee Turner has not returned any of my repeated phone calls for several weeks. An engineer named Trina tried to help me get this done, but couldn't. Another manager named Audrey Schumer (?) promised to get the switchover completed, but has not followed through either. I last heard from her when she left a voice message for me on the afternoon of 6/25/02, promising to call me the following morning. She never called. I called her later yesterday to remind her, left a message (as usual, since I'm never able to get a hold of anyone in that office), but have not heard back from her.

I called the corporate office in Houston several weeks ago, complained about the complete lack of service and was promised that someone from the local office (Pleasanton, CA) would call me. That never happened either.

All this in addition to an Allegiance employee named Sean disconnecting our (clearly labeled) T-1 line at the warehouse while moving several analog phone lines, which had nothing to do with the switchover. In addition, one of the analog phone lines stopped working after the switchover. Allegiance employees were unable to determine the cause of the problem and asked that I test the inside wiring in our warehouse (which we knew was fine). Lee Turner promised to pay my phone technician's invoice if it turned out to be an Allegiance problem. The inside wiring turned out to be fine and the problem was found to be with Allegiance, so I submitted the phone technician's invoice to Lee Turner who asked me to fax it to him and he would take care of it. That invoice still has not been paid.

All this talk about "we try to provide the same high quality of service we would want as a valued customer. That is why we developed the Customer Bill of Rights as a means of focusing the attention of our company on each individual customer's needs. Please take a moment to tell us how we can help you." sounds good, but that's where it ends.

I don't know what Lee Turner is doing in the Pleasanton office. He is certainly not working on making sure his customers are happy. Not even returning a customer's repeated phone calls shows complete disrespect and rudeness towards that customer. Given our treatment, I can only assume that we are not the only customer being treated this way. Obviously, neither he nor the rest of Allegiance is interested in having us as a customer. We are therefore terminating our contract with Allegiance effective immediately and will switch back to Pacific Bell.

Andre Kuehnemund
IT Director
The Companion Group
Oakland, CA
ph 510-383-3131

401 Roland Way, Suite 250 Oakland CA 94621
800 521 0505 510 383 3100 Fax 510 383 3101
info@companion-group.com



Cancellation letter ←
(faxed to Pleasanton, CA
office)

Facsimile Transmittal Sheet

To Customer Bill of Rights From Andre Kuehnemund

Company Allegiance Telecom Date 6/27/02

Fax # 214-261-7110 & 925-405-4001 Subject Contract Termination

Total # of pages including cover 1

Notes

Dear Catherine Weekley,

We signed a contract with Allegiance on 3/22/02. More than 3 months later, the switchover still has not been completed. My account rep (Will Hand) has left Allegiance. No one ever called me to introduce him/herself as my new account rep. The so-called "Customer Bill of Rights Manager", Lee Turner has not returned any of my repeated phone calls for several weeks. An engineer named Trina tried to help me get this done, but couldn't. Another manager named Audrey Schumer (?) promised to get the switchover completed, but has not followed through either. I last heard from her when she left a voice message for me on the afternoon of 6/25/02, promising to call me the following morning. She never called. I called her later yesterday to remind her, left a message (as usual, since I'm never able to get a hold of anyone in that office), but have not heard back from her.

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Andre Kuehnemund
IT Director
The Companion Group
Oakland, CA
ph 510-383-3131

401 Roland Way, Suite 250 Oakland CA 94621
800 521 0505 510 383 3100 Fax 510 383 3101
info@companion-group.com

Cancellation letter

FedEx receipt

From sysdeliv@fn3a prod fedex com
To <andre@companion-group.com>
Date 7/1/02 5 48PM
Subject FedEx shipment 790554473339

Our records indicate that the shipment sent from DANA M GARCIA/THE COMPANION GROUP to Customer Bill of Rights/Houston Allegian has been delivered
The package was delivered on 07/1/2002 at 2 26 PM and signed for or released by H TREVINO

The ship date of the shipment was 06/28/2002

The tracking number of this shipment was 790554473339

Thank you for shipping with FedEx Ship Manager at FedEx.com
https://www.fedex.com/cgi-bin/ship_it/interNetShip/

To track the status of this shipment online click on the following
http://www.fedex.com/cgi-bin/tracking?tracknumbers=790554473339&action=track&language=english&cntry_code=us

Disclaimer

FedEx has not validated the authenticity of any email address



allegiancetelecom, inc.

3480 Buskirk Ave

Suite 301

Pleasant Hill CA 94523

925/405-4000 phone

925/405-4001 fax

*satisfaction guarantee
extension/clarification letter*

June 29, 2002

Mr Andre Kuehnemund
The Companion Group
401 Roland, Suite 250
Oakland CA 94621

Dear Mr Kuehnemund,

First, I would like to apologize for the inconvenience and lack of communication from Allegiance Telecom. Due to the frustration that you have experienced, I would like to extend the 90-day satisfaction guarantee trial period to begin on the day that your T-1 is ported over to Allegiance Telecom.

Thank you for your patience and remaining an Allegiance customer.

Sincerely,

Jason Doolittle

East Bay Regional Vice President

*allegiance telecom, inc*

3480 Buskirk Avenue
Suite 301
Pleasant Hill, CA 94523
925-405-4000

facsimile transmittal

To	Andre Kuehnemund	From	Audrey Schumer	
Fax	510 383 3101	Fax	925.405 4001	
Phone	510.383 3131	Phone	925 405 4000 ext.4014	
Re	90 Day Satisfaction Guarantee	Date	6/28/02	
<input type="checkbox"/> Urgent	<input checked="" type="checkbox"/> For Review	<input type="checkbox"/> Please Comment	<input type="checkbox"/> Please Reply	<input type="checkbox"/> Please Recycle

Comments

Andre,

Thank you again for your patience Here is the letter per your request

Sincerely,


Audrey Schumer

Nike Perkins / 925-824-7705

11 00 PDT

Pa Bell

1 00 CDT

- Old invoice (John) \$187.50

- new invoice (John) \$281.25

- future invoice (John) \$?

- Allegiance invoice \$785.44

fax 469-259-9082

OPEN INVOICE

Jeff Price

(Switch back to PB)
Original invoice to: 9201 N Central
Expressway

750 Dallas, TX 75231

Middle Riderback Dir of Billing

John's invoice to Jeff

Middle credit \$187.50

U 2x \$100 \$200.00

fax 214-261-7185

Postback charges: will be credited

Subtract \$187.50
\$200.00

The
COMPANION
GROUP



*This invoice was paid by
Michelle Richardson
Please ignore, EXCEPT for
notes at bottom of page*

Facsimile Transmittal Sheet

To	Audrey Schumer	From	Andre Kuehnemund
Company Allegiance		Date	7/1/02
Fax #	925-405-4001	Subject	outstanding invoice
Total # of pages including cover 4			

Notes

Audrey,

as you can see from the attached coversheet and confirmation page, this invoice was faxed to Lee Turner on 5/8/02. That was almost two (2) months ago!!! I just spoke with John Wiesner who informed me that he still has not received payment for this invoice

When can John and I expect this invoice to be paid???? I have instructed my accounting department not to pay any more Allegiance invoices until Allegiance has paid ours

Please let me know when the cheque for this invoice will be mailed out

Regards,

Andre Kuehnemund

harcus

*PRI cancellation (7/11/02)
David. Ref # 1120724*

*7/11/02
Called Audrey, CA,
cancellation still needs done?
want PRI switched on 7/20/02.*

*Leila (7/19/02):
She confirmed that the order was cancelled.*

401 Roland Way, Suite 250 Oakland CA 94621
800 521 0505 510 383 3100 Fax 510 383 3101
info@companion-group.com



Open invoice. Jeff Prince never paid this invoice nor did he contact me or John Wiesner. Phone calls were never returned.

Facsimile Transmittal Sheet

To Jeff Prince From Andre Kuehnemund

Company Allegiance Telecom, Inc Date 8/6/02

Fax # 469-259-9082 Subject Invoice

Total # of pages including cover 2

Notes

Jeff,

enclosed please find the invoice from our phone vendor (John Wiesner, Weez-Talkin Communications) for his help during the PRI switchover I'll put the original in the mail today and have John Wiesner give you a call as well
Please, feel free to contact me if you have any questions

Best regards,

Andre Kuehnemund

INVOICE

1352 1400 1450 1500 1550
 1552 1600 1650 1700
 1702 1750 1800 1850
 1852 1900 1950 2000

No.

INVOICE DATE	
--------------	--

7-23-02

CUSTOMER'S
ORDER NO

00038

SOLD TO

COMPANION GROUP

401 Rossmore Way

OAKLAND CA 94621

SHIP TO

SALESPERSON

SHIPPED VIA

TERMS

FQB

QTY. ORDERED	QTY. SHIPPED	DESCRIPTION	UNIT	AMOUNT
		" <u>EMERGENCY SERVICE CALL</u> "		
		PRI (NEW) WAS TURNED UP BY		
		ALLEGIANCE AND OLD PRI WAS		
		TERMINATED BY ALLEGIANCE		
		CUSTOMER COULD NOT MAKE CALLS		
		OR RECEIVE CALLS INSTALLED		
		AND TESTED NEW PRI FROM		
		ALLEGIANCE ALL TESTING GOOD		
		Total		\$61.05

2 adams

INVOICE

TRANSACTION REPORT

P. 01

AUG-06-02 TUE 11:44 AM

DATE	START	RECEIVER	TX TIME	PAGES	TYPE	NOTE	M#	DP
AUG-06	11:42 AM	14692599082	1' 44"	2	SEND	OK	644	
TOTAL .				1M 44S	PAGES:	2		

047809

VENDOR NO JOHN MW

NAME WEEZ-TALKIN COMM

CHECK DATE Jan 23 03

REFERENCE NUMBER	INVOICE DATE	GROSS AMOUNT	DISCOUNT TAKEN	NET AMOUNT PAID
38	Dec 23 02	281 25	0 00	281 25
11503 #76	Jan 15 03	170 00	0 00	170 00
TOTAL		451.25	0.00	451.25

After not having been paid by Allegiance we issued a check to John Wiesner instead. This money is now owed to the Companion Group

VOICE MAIL SYSTEM - (X3112 NOT GOING TO VM,
WHICH CALLED OR TRANSFERRED)

TESTED GOOD

HOURS @ \$85 = 170.00

ENTERED
JAN 16 2002

513

Please pay. Thx!

1/15/02 [Signature]

All Material is guaranteed to be as specified, and the above work was performed in accordance with the drawings and specifications provided for the above work and was completed in a substantial workmanlike manner for the agreed sum of _____

Dollars (\$ _____)

This is a ☐ Partial ☒ Full invoice due and payable by _____ Month _____ Day _____ Year

in accordance with our ☐ Agreement ☐ Proposal No _____ Dated _____ Month _____ Day _____ Year

NC3822

CONTRACTORS INVOICE

JOURNAL

Jan 23 2002 02:57PM

 YOUR LOGO COMFANTION GFOUF
 YOUR FAX NO 5102332101

NO	OTHEP FAXEINILE	STHPT TIME	USHGE TIME	MODE	PAGEE	RESULT
01	15014846259	Jan 23 10 55AM	00'45	END	01	OK
02	15100572556	Jan 23 12 26PM	01'45	END	02	OK
03	3650404	Jan 23 01 23PM	01'52	END	01	OK
04	15100474505	Jan 23 02 16PM	00'22	END	01	OK
05	15100474505	Jan 23 04 25PM	00'22	END	01	OK
06	10100087307	Jan 23 05 51PM	00'44	END	01	OK
07	0474505	Jan 24 10 12AM	01'25	END	05	OK
08	10013355029	Jan 24 10 40AM	00'40	END	01	OK
09	0474505	Jan 24 11 54AM	00'57	END	02	OK
10	14040523967	Jan 24 01 19PM	00'29	END	01	OK
11	13015416429	Jan 24 03 10PM	01'50	END	02	OK
12	13015416429	Jan 24 03 15PM	00'37	END	01	OK
13	011360165733007	Jan 24 05 29PM	02'23	END	03	OK
14	10106703514	Jan 24 05 24PM	00'40	END	00	OTHEP FH NOT RESPOND
15	10106703514	Jan 24 05 35PM	00'40	END	00	OTHEP FH NOT RESPOND
16	10106703514	Jan 24 05 27PM	00'40	END	00	OTHEP FH NOT RESPOND
17	10106703514	Jan 24 05 40PM	00'06	END	00	PFEEED THE STOP FE,
18	10106703514	Jan 24 05 40PM	01'10	END	03	OK
19	011360165733007	Jan 24 06 23PM	01'47	END	02	OK
20	10002964917	Jan 27 11 29AM	00'50	END	01	OK
21	13017613003	Jan 27 11 22AM	00'51	END	01	OK
22	13050801054	Jan 27 11 49AM	00'35	END	00	PFEEED THE STOP FE,
23	13050801054	Jan 27 11 50AM	00'10	END	00	PFEEED THE STOP FE,
24	13050801054	Jan 27 11 50AM	02'10	END	05	OK
25	0474505	Jan 27 11 53AM	00'47	END	01	OK
26	14107740373	Jan 28 11 06AM	00'50	END	01	OK
27	16046351301	Jan 28 02 07PM	00'40	END	01	OK
28	16046351301	Jan 28 02 10PM	00'46	END	01	OK
29	10140617135	Jan 29 02 29PM	00'42	END	00	OTHEP FA NOT RESPOND
30	10140617135	Jan 29 02 29PM	12'57	END	10	OK

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329)

JOURNAL

Feb 25 2003 02 55PM

GROUP LOGO COMFAMION GROUP
GROUP FAX NO 510222101

NO	OTHER FAXINILE	START TIME	USAGE TIME	MODE	PAGES	RESULT
01	17702420407	Feb 19 01 07PM	00'23	END	01	OK
02	16789079637	Feb 19 01 08PM	00'34	END	01	OK
03	13092601054	Feb 19 04 47PM	00'26	END	01	OK
04	13523062263	Feb 19 04 43PM	00'40	END	01	OK
05	13003773503	Feb 20 10 50AM	00'29	END	01	OK
06	13532708315	Feb 20 11 47AM	00'42	END	00	OTHER FAX NOT RESPOND
07	13532708315	Feb 20 11 43AM	00'53	END	02	OK
08	17073962046	Feb 20 02 03PM	01'07	END	01	OK
09	13005695411	Feb 20 05 11PM	00'36	END	01	OK
10	13094340902	Feb 20 06 12PM	00'09	END	00	NO DOCUMENT
11	2503102	Feb 21 10 13AM	00'05	FCU	00	PRESSED THE STOP KEY
12	2503101	Feb 21 10 12AM	00'39	END	01	OK
13	2474505	Feb 21 10 32AM	00'22	END	01	OK
14	15102474505	Feb 21 07 27PM	00'50	END	02	OK
15	2474505	Feb 21 04 06PM	00'23	END	01	OK
16	2474505	Feb 21 04 24PM	01'03	END	02	OK
17	13054057537	Feb 24 04 02PM	01'46	END	05	OK
18	17702420407	Feb 25 03 51AM	00'26	END	01	OK
19	16789079637	Feb 25 09 52AM	00'20	END	00	PRESSED THE STOP KEY
20	16789079637	Feb 25 03 54AM	00'22	END	01	OK
21	13092641300	Feb 25 11 25AM	00'51	END	01	OK
22	12127457002	Feb 25 11 27AM	00'42	END	00	OTHER FAX NOT RESPOND
23	12127457002	Feb 25 11 26AM	00'32	END	01	OK
24	17704277714	Feb 25 12 41PM	00'27	END	01	OK
25	2474505	Feb 25 12 46PM	01'15	END	02	OK
26	14035973031	Feb 25 12 51PM	00'42	END	01	OK
27	2474505	Feb 25 01 00PM	01'16	END	02	OK
28	13065477046	Feb 25 01 05PM	00'44	END	01	OK
29	12142617776	Feb 25 02 25PM	07'57	END	20	OK
30	12142617776	Feb 25 02 45PM	07'20	END	04	OK

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329)

Posalizer

JOURNAL

Apr 02 2007 11 46AM

 YOUR LOGO COMPANION GROUP
 YOUR FAX NO 510733101

NO	OTHER FACSIMILE	STHT TIME	USAGE TIME	MODE	PAGES	RESULT
01	12470051130	Mar 26 04 44PM	00'48	SHD	01	OK
02	3474505	Mar 27 10 09AM	00'31	SHD	01	OK
03	13054057527	Mar 27 12 55PM	02'32	SHD	03	OK
04	15002332450	Mar 28 10 04AM	00'38	SHD	01	OK
05	3474505	Mar 28 10 10AM	00'44	SHD	02	OK
06	15007375270	Mar 28 10 30AM	02'02	SHD	05	OK
07	3474505	Mar 29 10 42AM	00'30	SHD	01	OK
08	14040710303	Mar 29 11 47AM	01'00	SHD	01	OK
09	19197628660	Mar 29 04 07PM	03'22	SHD	02	OK
10	3474505	Mar 28 05 02PM	00'30	SHD	01	OK
11	3474505	Mar 31 10 47AM	00'31	SHD	01	OK
12	10055352666	Mar 31 11 06AM	00'39	SHD	01	OK
13	474505	Mar 31 02 13PM	00'25	SHD	00	PREPARED THE STOP FEI
14	3474505	Mar 31 02 20PM	00'33	SHD	01	OK
15	7605564	Mar 31 02 23PM	01'30	SHD	02	OK
16	10015760165	Mar 31 05 05PM	00'59	SHD	01	OK
17	15124746007	Mar 31 05 17PM	00'53	SHD	01	OK
18	14067551300	Mar 31 05 21PM	00'50	SHD	01	OK
19	3474505	Mar 31 07 01PM	04'10	SHD	24	OK
20	16004010717	Apr 01 09 24AM	01'50	SHD	02	OK
21	3474505	Apr 01 12 05PM	00'42	SHD	01	OK
22	15057727380	Apr 01 12 47PM	00'40	SHD	01	OK
23	3474505	Apr 01 01 09PM	00'27	SHD	01	OK
24	2730516	Apr 01 04 23PM	01'04	SHD	01	OK
25	15016241650	Apr 01 05 23PM	00'40	SHD	01	OK
26	15100300141	Apr 02 10 30AM	00'06	SHD	00	NO DOCUMENT
27	7605564	Apr 02 10 05AM	00'09	SHD	00	PREPARED THE STOP FEI
28	7605564	Apr 02 10 06AM	02'27	SHD	04	OK
29	16092096059	Apr 02 11 11AM	00'49	SHD	02	OK
30	14690599122	Apr 02 11 19AM	26'11	SHD	30	OK

FOR FAX ADVANTAGE ASSISTANCE, PLEASE CALL 1-800-HELP-FAX (435-7329)