

EXHIBIT D

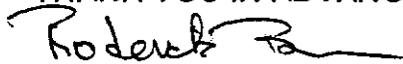
**AUGUST 18, 2000
NOTICE OF DISPUTE**

KAYLA COMMUNICATONS, INC.
5904 W. NORTH AVE
CHICAGO, ILLINOIS 60639
773. 745.4504

DON THOMPSON
DIRECTOR
LOCAL INTERCONNECTION

MR. THOMPSON PER OUR CONSERVATION KAYLA IS FILLING A BILLING CLAIM. BEGINNNG/16/00 THRU 5/16/00. IF YOU HAVE ANY QUESTION'S WE CAN BE REACH AT ABOVE NUMBER.

THANK YOU IN ADVANCE



RODERICK BRIM

Roderick Brim,
CEO, Kayla Communications, Inc.

RB/sp

BILLING OVERVIEW**The Billing Process**

As a Telecommunications Carrier (TC) purchasing either Resale services or Unbundled elements from Ameritech Information Industry Services (AIIS), you will receive a monthly bill based on the products and services you've purchased. In addition, our billing process allows you to receive unrated usage files and submit a Resale Claim Form to request adjustments when necessary.

During this process, you will receive:

- **The Daily Usage File (DUF)** - This file contains the recorded or received daily usage information for your end-users. The recorded usage is unrated and unedited on this file, and is intended to provide you with the information necessary for you to bill your end-users for usage. This file is not AIIS' bill to you.
- **The Monthly Paper Bill** - This is AIIS' bill to you. It summarizes all the charges and credits associated with the purchase of Resale and/or Unbundling from AIIS and will be directed to your Accounts Payable department. This bill will be sent to you within ten calendar days of your bill period date.
- **The Monthly Electronic Bill File** - This file details the charges included on the Monthly Paper Bill and will be sent to you two working days after the Monthly Paper Bill is sent.

Getting Started

Prior to submitting an order with AIIS, you will be asked to complete an Implementation Questionnaire in which you select the medium for receiving the DUF and the Monthly Electronic Bill File. You also select your desired bill date and provide the contact information for the Monthly Paper Bill. The Ameritech TC Usage and Billing Interface Guide will provide you with the detailed record formats used in AIIS's usage and billing files.

After the required interfaces are established and you have placed an order with AIIS to establish an end-user, you will be notified when that order has successfully completed within all the necessary Ameritech systems and the account has been established and marked to your company. See The Order Process for details about placing an order and receiving order status information. The completion date on the notification is the date on which you can begin to bill your end-user for monthly local service and is the date on which AIIS will begin to bill you. In addition, Ameritech's network will begin to capture end-user local and toll usage information for both inclusion on your Daily Usage Files and on your Monthly Electronic Bill File.

Local, IntraLATA Toll and Operator-Handled Usage Information

The following provides a high-level overview of the flow of usage information through Ameritech's network:

Step 1: Recording of Usage/Toll

When an end-user makes a local, intraLATA toll or operator-handled call, the Central Office switch records information about the call (i.e., time of day, length of call, etc.).

Step 2: Electronic Transmission of Switch Information

The recorded usage is transmitted electronically from the Central Office switch to one of three Data Processing Offices (DPOs) – Chicago, Akron, and Southfield – for Automatic Message Accounting (AMA) processing. Factors such as the Central Office location and the level of traffic recorded in the switch determine the timing of the transmission. As a result, not all of the switches in Ameritech's network transmit information at the same time or within the same day. Some switches may even transmit information multiple times during a day.

Step 3: Processing of Information

As noted above, the usage information received from the network is processed by three different DPOs, which distributes the usage information into thirteen separate Revenue Accounting Office (RAO) streams and separates the local, intraLATA toll and operator-handled usage. In addition, any rated messages received through the Centralized Message Distribution System (CMDS) is combined with the intraLATA toll usage.

After the information is distributed into the RAO streams and the usage is separated, usage that is associated with resold accounts is identified for inclusion in both the TC's Daily Usage File and a file that is used to process the information through the Ameritech Electronic Billing System (AEBS).

Step 4: Transmission of Daily Usage File and Processing of Usage through AEBS

The Daily Usage File is transmitted to the TC on a daily basis and includes ALL information received through AMA and CMDS at the point the DUF is transmitted. This transmission occurs at the same time each day. Therefore, if usage information is not received from either AMA or CMDS via the thirteen Revenue Accounting Office streams, the DUF will still be transmitted to the TC. Any lagging usage information will be transmitted on a subsequent day.

The processing of the information through AEBS occurs on a monthly basis, depending on the TC's pre-determined bill period. AEBS performs various edits during the billing process which include, but are not limited to, the following:

- If an end-user has purchased a Call Plan, the local usage associated with the number of messages allowed under the Call Plan is edited (since this usage will not be subject to usage billing), and only usage associated with messages that exceed the Call Plan limit will remain. This remaining usage will be rated and included on the TC's Monthly Electronic Bill File.
- If the TC has not established a Billing and Collection agreement with AHS, any usage associated with 976, Calling Party Pays, Paging Party Pays is edited and not included on the TC's Monthly Electronic Bill File.
- If the usage is associated with an Extended Area and is subject to flat rate pricing, the usage is edited and not included on the TC's Monthly Electronic Bill File.
- In areas in which Call Plans are offered, AEBS will not process usage that was generated during a subsequent bill period. As a result, this usage will be held for inclusion on the next month's Monthly Electronic Bill File.

Understanding the Daily Usage File

As described above, the Daily Usage File (DUF) contains the recorded or received daily usage information for your end-users (based on working telephone number). Due to transmission intervals associated with each Central Office switch and processing schedules for the Data Processing Centers and Revenue Accounting Offices, the DUF from a given day may contain

INTRODUCTION

The Usage and Billing Interface Guide provides Ameritech Information Industry Services' (AIIS) Telecommunication Carriers (TC) with an overview of the billing processes that will support the AIIS/TC relationship. It also describes the transactions that AIIS sends to the TCs and explains what AIIS expects from the TC if disputes are identified. Unless specified, the contents of this document apply to TCs who purchase either resale or Unbundled Network Elements from AIIS.

While other TC-related Ameritech processes may be mentioned, other documents that discuss those processes in detail are available on TCNet or through the AIIS Resource Center(1-800-607-0090). This document provides details about the types of daily and monthly records sent to the TC. Where appropriate, the document refers to other documents that provide the TC with the detailed technical specifications that may be used to aid in the development of the TC's data processing applications.

ESTABLISHING AIIS/TC RELATIONSHIP

AIIS will start sending the daily and monthly transactions to the TC once the following conditions are met:

- The TC has submitted a completed questionnaire and has received confirmation from AIIS that the questionnaire is complete and that the systems have been updated.
- The TC has placed a valid order with AIIS.
- The valid order has been processed successfully within all necessary Ameritech systems.

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Resale Claim Form

Where You've Been
Billing Adjustments and Claims

Reseller Name: Kayla Com, Inc. Reseller ID: kay Claim #: 0001

Initiator: Roderick Brim Tel. #: 745-4504 Fax #: 745-4514

Invoice #: 103335 Invoice Bill Date: 1/16/00

Claim Amount: \$3,103.47 Working TN: ALL State: IL

Reason for Claim: We Have Never Recived Duf Records as well
as AEBS Records.

Per our Interconection Agremment.

(For Ameritech use only:)

Claim Granted Amount of Adjustment: _____

Invoice Bill Date adjustment will appear: _____

Claim Denied Reason claim denied: _____

FAX form to: 1-414-678-2550

Attn: Resale Claims Department

For additional copies, please contact the AHS Regional Customer Service Center: 1-414-390-2600.

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Ameritech Information Industry Services

Resale Claim Form

Where You've Been
Billing Adjustments and Claims

Reseller Name: Kayla Com, Inc. Reseller ID: Kay Claim #: 0002

Initiator: Roderick Brim Tel. #: 745-4504 Fax #: 745-4514

Invoice #: 103516 Invoice Bill Date: 2/16/00

Claim Amount: \$ 26,616.45 Working TN: ALL State: IL

Reason for Claim: We Have Never Received Duf Records as well
as AEBS Records.

Per our Interconnection Agreement

(For Ameritech use only:)

Claim Granted Amount of Adjustment: _____

Invoice Bill Date adjustment will appear: _____

Claim Denied Reason claim denied: _____

FAX form to: 1-414-678-2550

Attn: Resale Claims Department

For additional copies, please contact the AIIIS Regional Customer Service Center: 1-414-390-2600.

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Resale Claim Form

Where You've Been
Billing Adjustments and Claims

Reseller Name: Kayla Com, Inc. Reseller ID: Kay Claim #: 0003

Initiator: Roderick Brim Tel. #: 745-4504 Fax #: 745-4514

Invoice #: 103696 Invoice Bill Date: 3/16/00

Claim Amount: \$11,457.11 Working TN: ALL State: IL

Reason for Claim: We Have Never Received Duf Records as well
as AEBS Records.
Per our Interconection Agremment.

(For Ameritech use only)

Claim Granted Amount of Adjustment: _____

Invoice Bill Date adjustment will appear: _____

Claim Denied Reason claim denied: _____

FAX form to: 1-414-678-2550

Attn: Resale Claims Department

For additional copies, please contact the AII Regional Customer Service Center: 1-414-390-2600.

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Resale Claim Form

Where You've Been
Billing Adjustments and Claims

Reseller Name: Kayla Com, Inc. Reseller ID: Kay Claim #: 0004

Initiator: Roderick Brim Tel. #: 745-4504 Fax #: 745-4514

Invoice #: 103871 Invoice Bill Date: 4/16/00

Claim Amount: \$10,953.10 Working TN: ALL State: IL

Reason for Claim: We Have Never Received Duf Records as well
as AEBS Records.

Per our Interconnection Agreement.

(For Ameritech use only:)

Claim Granted Amount of Adjustment: _____

Invoice Bill Date adjustment will appear: _____

Claim Denied Reason claim denied: _____

FAX form to: 1-414-678-2550

Attn: Resale Claims Department

For additional copies, please contact the AIS Regional Customer Service Center: 1-414-390-2600.

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Resale Claim Form

Where You've Been
Billing Adjustments and Claims

Reseller Name: Kayla Com, Inc. Reseller ID: Kay Claim #: 0005

Initiator: Roderick Brim Tel. #: 745-4504 Fax #: 745-4514

Invoice #: 104042 Invoice Bill Date: 5/16/00

Claim Amount: \$9,080.91 Working TN: ALL State: IL

Reason for Claim: We Have Never Received Duf Records as well
as AEBS Records.
Per our Interconnection Agreement.

(For Ameritech use only)

Claim Granted Amount of Adjustment: _____

Invoice Bill Date adjustment will appear: _____

Claim Denied Reason claim denied: _____

FAX form to: 1-414-678-2550

Attn: Resale Claims Department

For additional copies, please contact the AHS Regional Customer Service Center: 1-414-390-2600.

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