

From: Heather Shuler
To: "Christopher Canter";
CC:
Subject: FW: Another Gallatin issue
Date: Thursday, May 10, 2007 6:27:30 PM
Attachments:

This shows that Gallatin was made aware of deficiencies in the response to repair problems and had not was not addressing the problems.

From: Stephen Murray [mailto:murrays@madisonriver.net]
Sent: Monday, October 30, 2006 12:34 PM
To: 'Michael Shuler'
Cc: jsm@thlglaw.com
Subject: RE: Another Gallatin issue

Mike, Jonathan, I am investigating.

Stephen V. Murray
Director, Regulatory Affairs
Madison River Communications, LLC
103 So. 5th Street
Mebane, NC 27302
919-563-8109
202-258-1657 cel
571-522-6439 Hm ofc-VA
murrays@madisonriver.net

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

From: Michael Shuler [mailto:mike@omnilec.com]
Sent: Monday, October 30, 2006 12:28 PM
To: 'Stephen Murray'
Cc: jsm@thlglaw.com
Subject: Another Gallatin issue

Contact	Detail	Event Created On	User	
Ronald C Kidwell	Customer called and stated they still have no dial tone. I checked the status on the ticket with Gallatin River and it was still in the que to be dispatched. I have forwarded this on to our network administrator, who will forward it on to our attorney.	2006-10-30 10:57:17	Heather Shuler	Edit Delete
Ronald C Kidwell	Customer called this morning with no dial tone. I called him back and left him a message letting him know that there is a problem with the cable pair. We have a ticket opened with gallatin for no dial tone at the NID. The cell number that the customer called on was 3092675975.	2006-10-28 10:52:11	Justin Padilla	Edit Delete
Ronald C Kidwell	I opened a ticket with Gallatin River for no dial tone at the NID.	2006-10-27 11:49:15	Karmin Schmidt	Edit Delete

Ronald C Kidwell	phoned customer no answer no machine. drove by left door tag. if they call in please schedule this install please.	2006-10-26 11:26:53	Charlie Rice	Edit Delete
Ronald C Kidwell	Gallatin River due date 10/26/06:	2006-10-24 16:38:47	Karmin Schmidt	Edit Delete
Ronald C Kidwell	Submitted request. Awaiting confirmation from Gallatin River.	2006-10-19 17:44:39	Karmin Schmidt	Edit Delete

Michael Shuler, C.E.O.
OmniLEC And BitWise Communications, Inc.
682 High Point Lane
East Peoria, IL 61611
OmniNumber: (309) 670-0575
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Christopher Canter

From: Heather Shuler [heather@omnilec.com]
Sent: Monday, May 21, 2007 5:07 PM
To: 'Christopher Canter'
Subject: Gallatin River Service Issues

Hello,

I am getting so tired of customer's being down for days while we wait for Gallatin River to repair lines. It is soooo frustrating to have customers yell at me and my customer service reps because their service is down for so long and there is nothing we can do to fix it. I just got off the phone with one of them so I thought I would add this to our laundry list.

We opened a ticket with Gallatin River for problems with the IAD maintaining sync for a business customer, Carolyn Theis, the evening of 5/17/07. They did not give us a commit time. Gallatin River did not even show up to the customer's location until 5:30 PM on 5/18/07 and then told her that they get off at 6:30 PM and could only work on the problem for a little while. He then immediately got in his truck and drove away. A technician did come back on 5/19/07 and told her that they repaired the drop. However, there is still a problem with the loop and we had to open another ticket with Gallatin River and again they did not give us a commit time. The spreadsheet I sent you earlier should have several other problems that we have had with this customer's loop as well as this one.

I don't know if you are still needing this information, but I am getting soooo tired of these types of things, so I thought I would let you know about this instance as well. Let me know if you still need this type of thing.

Thanks,
Heather

Heather Shuler, Office Manager
OmniLEC And BitWise Communications, Inc.
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Peoria, IL 61602
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Fax: (309) 689-1897
E-Mail: Heather@OmniLEC.com
Customer Service: (877) New-Omni

From: Michael Shuler
To: "Stephen Murray";
cc: jsm@thlglaw.com;
Subject: Another Gallatin issue
Date: Monday, October 30, 2006 1:30:03 PM

Contact	Detail	Event Created On	User	
Ronald C Kidwell	Customer called and stated they still have no dial tone. I checked the status on the ticket with Gallatin River and it was still in the queue to be dispatched. I have forwarded this on to our network administrator, who will forward it on to our attorney	2006-10-30 10:57:17	Heather Shuler	Edit Delete
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