



The CommLaw Group

HELEIN & MARASHLIAN, LLC
1483 Chain Bridge Road
Suite 301
McLean, Virginia 22101

Telephone: (703) 714-1300
Facsimile: (703) 714-1330
E-mail: mail@CommLawGroup.com
Website: www.CommLawGroup.com

Writer's Direct Dial Number
703-714-1313

Writer's E-mail Address
jsm@commlawgroup.com

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VIA E-MAIL & OVERNIGHT COURIER

E-mail: skrivanm@madisonriver.net; springem@madisonriver.net; murrays@madisonriver.net;
jmurphy@MeyerCapel.com

Vice President – Revenues
Gallatin River Communications
P.O. Box 430
103 S. Fifth Street
Mebane, NC 27302

Copies to:
Stephen Murray
Director, Regulatory Affairs
P.O. Box 430
103 S. Fifth Street
Mebane, NC 27302

Joseph D. Murphy
Meyer Capel
306 West Church Street
Champaign, IL 61820

**Re: Notice of BitWise Communications, Inc.'s Intent to File Formal Complaint
against Gallatin River Communications, LLC for Violations of
Interconnection Agreement, Illinois Public Utilities Act and Federal
Communications Act, as Amended by Telecommunications Act of 1996**

To Whom It May Concern:

Pursuant to 220 ILCS 5/13-515(c), BitWise Communications, Inc. ("BitWise") hereby provides Gallatin River Communications, LLC ("GRC") notice of its intent to file a formal complaint against GRC with the Illinois Commerce Commission ("ICC"). GRC may avoid the complaint if it cures its violations of the parties' Interconnection Agreement, Illinois Public

Utilities Act ("IPUA") and federal Communications Act of 1934, as amended by the Telecommunications Act of 1996 ("FCA"), as alleged herein, within forty-eight (48) hours of receipt of this notice.

BitWise is a small, Illinois-based competitive local exchange carrier that directly competes with GRC for retail telecommunications consumers. BitWise also relies on GRC for access to wholesale services, facilities and colocation needed to provide its retail services. During the past twenty-four (24) months, GRC has violated various provisions of the parties' current and predecessor Interconnection Agreements ("ICA"), state and federal statutes and regulations, and has otherwise engaged in a pattern of anticompetitive and abusive conduct against BitWise. This letter memorializes current and prior unresolved allegations and provides GRC with notice and an opportunity to cure its alleged violations of the following: (1) various provisions of the parties' ICAs, (2) various Sections of the IPUA, including Sections 13-514 and 13-801, and (3) the following FCA provisions, 47 U.S.C §§ 201, 202, 251 and 252. BitWise alleges that GRC has violated and continues to violate the parties' ICAs and the cited statutes and rules in the following manner:

1. By its purposeful and repeated ignorance of BitWise's billing disputes and through other actions and inactions, GRC manufactured and perpetuated an improper billing/late payment "situation" on which GRC now seeks to capitalize through unreasonable, unjustifiable and improper enforcement of Sections 5 (Assurances of Payment clause) and 11 (Default/Termination clause) of the parties' December 20, 2006 ICA. At the time it invoked Section 5, on March 7, 2007, GRC had unclean hands due to its involvement in the creation and perpetuation of the improper billing/late payment situation. GRC, therefore, knowingly lacked the legal authority and factual prerequisites needed to trigger Section 5's demand for assurances. Moreover, even if GRC can pick and choose isolated facts which might superficially support its demand for assurances, enforcement of Section 5 is unreasonable given the underlying facts and circumstances and subsequent developments. Nevertheless, to this day GRC steadfastly maintains its March 7th demand for assurances and threatened cancellation of the parties' ICA and termination of services there under.¹ Wherefore, GRC's demand for assurances and threatened cancellation/termination violate both the terms and spirit of the parties' ICA, in violation of IPUA Sections 13-514(8), specifically, and 13-514, generally. In addition, GRC's actions to date and any new actions in furtherance of its demand for assurance and threatened cancellation/termination of the parties' ICA are unreasonable and unduly discriminatory practices in violation of Sections 201(b) and 202(a), respectively, of the FCA.²

¹ In a May 9, 2007 letter from David O. Rudd, GRC's counsel, to Michael Shuler, CEO of BitWise, GRC notifies BitWise of its intent to cancel the parties' ICA and terminate services thereunder on June 18, 2007; in the presence of the following ICC staff: Jim Zolnierik, Stephanie Glover, Robert Koch and others, GRC agreed to extend the termination/cancellation deadline until June 25, 2007.

² GRC's violations are even more sinister when viewed in conjunction with GRC's continuing refusal to pay BitWise reciprocal compensation, as required by the parties' ICA and which GRC even admits to owing. When GRC's actions are viewed within the proper and complete factual context, it is patently obvious that GRC's invocation of Section 5 and the course of action it has pursued ever since is directly related to GRC management's unwillingness to honor the reciprocal compensation terms of the parties' ICA. Should GRC fail to cure, by withdrawing its demand for assurances and threatened cancellation/termination, within forty-eight (48) hours of receipt of this

2. By charging retail tariff rates for DS-1 UNE Loops instead of UNE, cost-based rates, as required by both federal and state laws (or, at a minimum the agreed upon "promotional" DS-1 rates), failing to issue invoices containing sufficient detail to support the charges contained therein, unreasonably and repeatedly refusing to honor BitWise's billing disputes regarding same, and thereafter improperly including late fees for such unsubstantiated and disputed charges and refusing to honor BitWise's disputes of even the late fees, GRC has repeatedly violated and continues to violate Section 13-514(8) of the IPUA through its breaches of (i) Section 8 and (ii) Attachment 3, Section 3, of the parties' ICA. Furthermore, GRC's billing practices towards BitWise and treatment of BitWise's disputes constitute unreasonable and unduly discriminatory practices in violation of Sections 201(b) and 202(a) of the FCA, respectively.³
3. By failing to act in good faith and deal fairly, as required by Section 17 of the parties' ICA. By proposing "promotional" pricing for UNEs, subsequently failing to properly bill BitWise at the negotiated UNE rates (or at a minimum, specifically invoicing the individual elements of the tariffed service), and as a result of this failure to render invoices containing the agreed upon rates for DS-1 UNE Loops and subsequent refusals to honor disputes related thereto and/or timely and fully implement and honor agreed upon interim resolutions, culminating in GRC's demand for assurances and threatened cancellation of the parties' ICA, GRC failed to negotiate and act in good faith. Furthermore, GRC violated Section 17 of the parties' ICA by not complying with all applicable laws.
4. By failing to pay the required reciprocal compensation under Attachment 1, Section 5 and Attachment 6, Section 2, of the parties' ICA. GRC has failed either to pay BitWise all duly invoiced reciprocal compensation charges by the invoice due date or, in the alternative, properly dispute charges pursuant to the terms of the ICA.
5. By refusing to offer and provision DS-1 UNE Loops in accordance with the terms of the parties' ICA or, in the alternative, offering and provisioning DS-1 UNE Loops on rates, terms and conditions that were just, reasonable, and non-discriminatory, at the time of their offering and invoicing, in violation of the parties' ICA, IPUA Section 13-801(g), and Section 251 of the FCA. Furthermore, by failing to offer unbundled network elements to BitWise at cost-based rates, GRC violated 220 ILCS 5/13-514(10).
6. By knowingly offering and provisioning DS-1 UNE Loops (which are network elements subject to unbundling) at "promotional" rates, as opposed to cost-based rates as set forth in the parties' ICA, and thereafter failing to memorialize the "promotional" agreement in writing and in the form of an amendment to the parties'

notice, BitWise will pursue allegations that GRC conspired to avoid both current and anticipated reciprocal compensation payments.

³ Even more egregious in all of this has been the underhanded and duplicitous manner in which GRC has, on more than one occasion, reached agreement with BitWise on the resolution of disputed issues, including non-payment issues, only to fail to implement the agreements in full and thereafter use its own failed implementation as the basis for demanding assurances and threatening cancellation/termination.

then-existing ICA, and failing to file any such written amendment with the ICC, GRC violated 47 U.S.C. § 252(a) and various state laws and regulations implementing federal law on this subject. As alleged in 5., above, GRC's refusal to provision DS-1 UNE Loops violated Section 251 of the FCA. However, it was GRC's actions or, better stated, inactions in the aftermath of making its "promotional" offering to BitWise that resulted in tremendous uncertainty with regard to availability, pricing and billing of these DS-1 UNE Loops. Ultimately, as discussed above, GRC's billing practices with regard to these DS-1 UNE Loops gave rise to protracted billing disputes which GRC now latches upon to support its improper demand for assurances and threatened cancellation/termination. According to the Federal Communications Commission, Section 252(a) was enacted by Congress with the express purposes of preventing these types of abusive practices by incumbent providers, such as GRC.

7. By failing to provide BitWise with unbundled network elements at the same level and quality of service for all available Network Elements. As demonstrated in Exhibit 1, GRC has purposely provided BitWise with substandard loops and failed to adequately respond to repair requests in order to impair BitWise's ability to compete with GRC for retail customers.
8. By unreasonably acting, and failing to act, pursuant to 220 ILCS 5/13-514(6), in a manner that has had a substantial adverse effect on the ability of BitWise to provide service to its customers. GRC has engaged in numerous instances of anti-competitive behavior in violation of 220 ILCS 5/13-514(6), including but not limited to:
 - a. failure to file and abide by interconnection agreements (as detailed above),
 - b. substantially delaying number porting,
 - c. capping and/or arbitrarily limiting the provisioning of loops for new orders placed by BitWise,
 - d. failing to add BitWise customers to directory listings,
 - e. substantially delaying repairs to BitWise customers,
 - f. interfering with prospective business relationships by making unsubstantiated and false claims about BitWise to potential customers, and
 - g. providing substandard service to BitWise customers.

Examples of these actions are detailed in Exhibit 1.

9. By unreasonably impairing the speed, quality, and efficiency of services provided to BitWise, GRC has violated 220 ILCS 5/13-514(2). GRC has repeatedly engaged in anticompetitive behavior in violation of 220 ILCS 5/13-514(2) by, for example, capping and/or limiting the provisioning of loop orders, unreasonably delaying line repairs for BitWise's customers and providing substandard loops to BitWise customers. See Exhibit 1.
10. By violating its obligations as an incumbent local exchange carrier pursuant to Section 13-801. 220 ILCS 5/13-514(11), as follows:

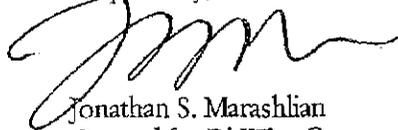
- a. By failing to provide BitWise with DS-1 UNE Loops on just, reasonable, and nondiscriminatory rates, terms, and conditions, GRC violated 220 ILCS 5/13-801(a).
 - b. By failing to provide BitWise with facilities and equipment that is at least equal in quality and functionality to that provided to itself, GRC violated 220 ILCS 5/13-801(b)(1)(C). For example, GRC has purposely provided BitWise with substandard loops and delayed repair for BitWise customers.
 - c. By failing to provision DS-1s, a UNE, at cost-based rates at BitWise's request, GRC violated 220 ILCS 5/13-801(b)(2) and 220 ILCS 5/13-801(d).
11. By engaging in unjust and unreasonable conduct with the intention of frustrating the pro-competitive policies of the FCA, GRC violated and continues to violate 47 U.S.C §§ 201(b). GRC has deliberately and repeatedly engaged in specific conduct to frustrate BitWise's provisioning of telecommunication services. Some of these specific acts include, but are not limited to:
- a. substantially delaying number porting and provisioning of telecommunications services to BitWise customers,
 - b. purposely misquoting substantially high termination fees to prospective BitWise customers,
 - c. delaying repairs to BitWise customers,
 - d. provisioning substandard lines to BitWise customers,
 - e. unreasonably refusing to provide BitWise with information necessary for BitWise to list its customers in directory assistance databases, and
 - f. knowingly providing prospective BitWise customer's with false and misleading information about the quality of BitWise's service, financial condition, and general business practices.

In light of GRC's obligations under the parties' ICA(s) and applicable state and federal communications laws, BitWise demands that GRC cure the alleged violations described above within forty-eight (48) hours. GRC may cure existing and continuing violations by its written agreement to cease all further pursuit of a course of action that is in furtherance of its unlawful objectives. Consistent with Section 13-515(a)(3) of the IPUA, GRC must cure past violations through its written agreement to pay compensatory damages of at least US \$500,000.00, plus costs and reasonable attorneys' fees.

If GRC does not rectify the violations alleged herein within 48 hours of its receipt of this notice, BitWise will seek all legal remedies afforded to it under the applicable state and federal law, including penalties, attorneys' fees and costs.

Please contact the undersigned to discuss this notice letter and any matters related thereto.

Respectfully,



Jonathan S. Marashlian
Counsel for BitWise Communications, Inc.

cc via E-mail: David Rudd
Jim Zolnierek
Stephanie Glover

EXHIBIT 1

Delays in Number Porting

	Date	Customer	Summary
1	1/8/07	Abel Vault & Monument	I submitted request for copper loop. Due date for copper loop given by Gallatin River was 1/29/07, three weeks after request submission date. Provisioning delay was unreasonable.
2	12/5/05	Abts Mortuary	I submitted request for copper loop. Gallatin River did not respond to LSR until 12/14/05 and then gave a due date of 12/21/05 - a two-week interval. This customer canceled her order before BW able to port number, but after the loop was installed. Customer stated she cancelled because of the problems she experienced while changing her home telephone service over to BW service from Gallatin River. See Mary Abts for residential account as well as Katy's Pet Burial Supplies and Cremation Society of Mid-Illinois.
3		Abts Mortuary con't	I activated the number in NPAC, however, when we test called the number it only rang. The customer verified that the phone did not ring on her end. Mike called the Gallatin River central office again, who stated they thought they had the jumper run to our equipment, but they would check. They then admitted that the jumper was not run and proceeded to finish the order. BW once again placed a test call to verify that Gallatin River completed the install, this time successfully. The customer cancelled her orders for all three of the businesses that she had signed up for with BW as a direct result of the problems experienced during the cutover. See Abt Mortuary, Cremation Society of Mid Illinois, and Katy's Pet Burial Supplies.
4	12/5/05	Abts, Mary	Submitted request for a combination copper loop/number port. We did not receive an FOC until 12/28/05 with a due date of 1/5/06. The due date was then moved to 1/9/06. However, we received a call from the customer on 1/9/07 at 8:36 AM and she stated that her phone was no longer working and that Gallatin River had already turned off her service. She stated she already called Gallatin River, who stated they did their part of the number port. While attempting to contact someone at Gallatin River's central office (which BW was unable to get ahold of any of the seven people I attempted to call), I received a call from Debbie at Gallatin River who stated she had spoken to the central office, who informed her that they had run the cables for us and that we could finish the port. That was at 8:55 AM. I attempted to do that, but was unable to activate the number in NPAC because Gallatin River had not released the number to us. I received a call back from Karen from Gallatin River at 9:21 AM, who stated the number has now been released.
5	3/19/07	Ackerson, Les	Submitted request for a copper loop. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.

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6	12/3/05	Acrylics and More	Submitted request for a copper loop. Gallatin River did not even answer the LSR until 12/14/05 and then gave a due date of 12/20/05.
7	2/27/07	Aguilar, Beth	Due date for cooper loop was 2/27/07, but when we attempted to do the install on 3/1/07, the loop was still not completed.
8	1/9/07	Alesandrini, Eugene	Submitted combination order for copper loop/number port. Did not receive an FOC until 1/24/07 with a due date of 1/31/07.
9	1/9/07	Alesandrini, Patrick	Submitted combination order for copper loop/number port. Did not receive an FOC until 1/24/07 with a due date of 1/31/07.
10	6/5/06	Aper, Richard	Submitted request for a copper loop. Did not receive an FOC until 6/22/06 with a due date of 6/29/06.
11	12/5/05	Avery, John	Submitted combination order for copper loop/number port. Did not receive an FOC until 12/28/05 with a due date of 1/5/06. The customer cancelled that same month.
12	12/14/05	Ballinger, Phillip	Submitted combination order for copper loop/number port. Did not receive an FOC until 1/6/06 with a due date of 1/9/06. Customer called on 1/9/06 and stated that Gallatin River disconnected his service at 1:30 AM, however the jumper was still not run to our equipment, so we were unable to turn his service back on. We finally were able to place a successful test call to him at approximately 3:30 PM.
13	12/14/05	Bessler Accounting	Submitted request for number port. Did not receive an FOC until 12/23/05 and the due date was for 12/28/07. By comparison, Verizon and AT&T complete number ports within three days of order submission.
14	5/30/06	Bill Martin Insurance	Gallatin River disconnected customers service early in the day of the number port, leaving customer w/o service during business hours.
15	11/30/06	Briggs, Jeremi and Melissa	Submitted combination order for copper loop/number port. Received a call from the person who process orders for Gallatin River on 12/14/06. She verbally told us that the order would be due on 12/15/06, but that we might not get written confirmation of that until 12/15/06.
16	12/3/05	Broadway Barbers	Submitted combo order for loop and number port. Did not receive an FOC until 12/23/05 and that was for a due date of 12/28/05.
17	12/20/05	Broadway Village Clearance Center	Submitted request for number port. Gallatin River did not even answer the LSR until 1/18/06 and then gave a due date of 1/23/06; over one month later.
18	4/21/06	Bugg, Beth	Submitted request for a copper loop. Did not receive an FOC until 4/27/06 and it was scheduled for the next day - provisioning of UNE loop exceeded 5 business days.
19	12/3/05	C.A.R. Financial Services	Submitted combo order for loop and number port. Did not receive an FOC until 12/23/05 and that was for a due date of 12/28/05 - provisioning of UNE loop exceeded 5 business days.
20	6/12/06	Carolyn Theis	Submitted request for a copper loop. Gallatin River did not even answer the LSR until 6/22/06 and then gave a due date of 6/30/06.

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21	6/2/06	Central Illinois Grain Inspection	Submitted combo order for loop and number port. Gallatin River did not even answer the LSR until 6/22/06 and then gave a due date of 6/28/06.
22	12/21/05	Central Illinois Service Access	Submitted request for T1 loop (DS-1 UNE loop). Did not get an FOC until 3/21/06 with a due date of 3/30/06. This customer cancelled before the numbers were ported because of the problems getting the circuit from Gallatin River.
23	4/4/06	Central Illinois Service Access	Submitted request for a number port. Received a rejection on 4/8/06 stating that the customer was under a Centrex contract. Customer stated they were aware of the contract and would pay the early termination fees. We passed that information on to Gallatin River and finally received an FOC on 4/18/06. This customer ended up cancelling before the numbers were ported and we are unsure if it was because of the length it took to get the T1 installed (see other entry on 12/21/05) or if it was because of Gallatin's excessive contract termination fees.
24	5/18/06	Charles R. Thomas	Submitted request for a number port. Due date was not until 5/30/06 for a straight number port.
25	6/5/06	Chism, Tracy	Submitted request for a copper loop. Did not receive an FOC until 6/22/06 with a due date of 6/29/06.
26	10/13/06	CJs Café	Submitted request for a copper loop. Due date was not until 11/8/06.
27	11/30/06	Clifton-Strode Insurance	New loop was due on this date. As of noon on 12/4/06, the loop was still not installed. We opened a ticket for them to complete the loop. Checked for the loop again the morning of 12/12/06 and it was still not completed. They stated they closed the last ticket on accident without completing it. The loop did get finished by the next morning.
28	12/20/06	Clifton-Strode Insurance	Gallatin disconnected the customer's service first thing in the morning instead of the agreed upon 10:00 AM.
29	10/3/06	Cole, Eleanore	Submitted request for a copper loop. Received an FOC the same day, but it was for a due date of 10/25/06.
30	9/28/06	Congregational Church	Submitted request for a copper loop. Did not get an FOC until 10/2/06 for a due date of 10/20/06.
31	10/12/06	Corso, J.	Due date for combination loop/number port. Gallatin River shut off the customer's service well before 10:00 AM, but did not concur to the number port until after 10:00 AM.
32	8/28/06	Covington, Joanna	Submitted request for combination loop/number port. We never did receive an FOC from Gallatin River because our ordering was suspended. The customer cancelled the order on 9/29/06 as a direct result of the delay in installation.
33	12/3/05	Cox, Lissa	Submitted request for a copper loop. Did not receive an FOC until 12/29/05 with a due date of 1/3/06.
34	6/13/06	Creative Photography	Submitted request for a number port. Did not get an FOC until 6/22/06 for a due date of 6/28/06.

Delays in Number Porting

35	12/5/05	Cremation Society of Mid Illinois	Submitted request for a copper loop. Gallatin River did not even answer the LSR until 12/14/05 and then gave a due date of 12/21/05. This customer ended up cancelling her order before we were able to port the numbers, but after the loop was installed. Customer stated she cancelled because of the problems she experienced while changing her home over to our service from Gallatin River. See Mary Abts for residential account as well as Katy's Pet Burial Supplies and Abts Mortuary.
36	3/28/07	Crigger, Dwight and Cammy	Submitted combination loop/number port order. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
37	6/12/06	Darr, Darren and Brenda	Submitted combination loop/number port order. Did not receive an FOC until 6/23/06 with a due date of 6/30/06.
38	11/13/06	DeGolyer, Lois	Opened a ticket with Gallatin River for severe static on the line. Gallatin worked on the line the next day and improved it marginally, but there was still a hum on the line when they closed the ticket. We reopened the ticket on 11/7/06 and the problem was solved the next day.
39	12/27/05	Derby Street Auto Repair	Submitted combo order for copper loop and number port. Gallatin River did not send us an FOC until the day of the number port, 01/10/06. We had to scramble to get the service ready on our end because we had no warning that they were doing it that day.
40	8/29/06	Ductbusters	Submitted request for number port. Did not receive an FOC until 9/12/06 and the due date was for 9/19/06.
41	3/13/07	Eckstein Auto Body	Submitted request for a copper loop. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
42	5/16/06	Erickson Steel	Submitted request for number port. Did not receive an FOC until 5/17/06 and it was for 5/25/07.
43	9/22/06	Family Video	Submitted combo order for copper loop and number port. Gallatin River did not send us an FOC until 10/02/06 with a due date of 10/09/06.
44	8/17/06	Family's Choice	Submitted request for number port with requested due dates of 8/23/06, 8/24/06, and 8/25/06. Did not receive an FOC from Gallatin until 8/23/06 and it was for a due date of 8/31/06.
45	1/22/07	Fish, Joseph	Submitted combination loop/number port order. Received an FOC on 1/24/07 for a due date of 2/7/07.
46	6/13/06	Frantz & Company	Submitted request for number port. Did not receive an FOC from Gallatin until 6/23/06 with a due date of 6/30/06.
47	12/5/05	Friends Tap	Submitted combo request for copper loop and number port. Did not get an FOC until 12/23/05 with a due date of 12/28/05.
48	4/20/06	Gastroenterology	Submitted request for number port. Did not receive an FOC until 4/28/06 for a due date of 5/3/06.

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49	1/7/06	Gregory, Marilee	Submitted combination loop/number port order. Never received an FOC from Gallatin River, but the customer called on 1/17/06 and stated her service was not working. I called Gallatin River and they stated the due date for the cut over was 1/17/06, but the jumper was still not run by Gallatin River in the CO.
50	12/8/05	Gwinn, John	Submitted combination loop/number port order. Received an FOC on 12/29/05 with a due date of that day. The number port was completed, but were then told by Gallatin River that the customer's current service was on a pair gain system and a new loop would have to be run in order for the customer to have service through us. We ported the number back to Gallatin River until they could run the new loop which they gave us a due date of 1/4/06. They should not have ported the number to us unless they could provide the loop at the same time. We have no way of knowing which of their customer's are on a pair gain. We are able to look this information up on a website with both Verizon and AT & T.
51	6/30/06	Hall, Kenneth	Due date for a copper loop. We checked the NID for dial tone and found a short on the line somewhere between the customer's residence and our equipment. We opened a ticket with Gallatin River to repair the short. The customer called on 7/5/06 and stated that Gallatin River told him that there is nothing wrong with the line and that it was on our end. They never called us so that we could change his CRV after the short was repaired, which ironically was not shorted after they stated nothing was wrong with the line.
52	6/12/06	Harrison Chiropractic	Submitted combo order for copper loop and number port. Did not receive an FOC until 6/22/06 with a due date of 6/28/06.
53	12/3/05	Hartley, Steven	Submitted combination loop/number port order. Did not receive an FOC until 12/28/05 with a due date of 12/29/05. The customer's service was disconnected by Gallatin River well before the jumper was run to our equipment by their technicians.
54	12/3/05	Hartzler, Jenny	Submitted combination loop/number port order. Did not receive an FOC until 12/29/05 with a due date of 12/30/05.
55	1/10/06	Hasty, Joyce	Combination loop/number port was due on this day. Gallatin River did not work the loop part of the order and claimed that it was a number port only. They corrected it the same day anyway.
56	12/14/05	Hayes, James	Submitted combination loop/number port order. Did not receive an FOC until 01/4/06 with a due date of 1/6/06.
57	12/23/05	Hess, David	Submitted combination loop/number port order. Never received an FOC from Gallatin River, but the customer called on 1/10/06 and stated his service was not working.
58	3/19/07	Hill, Sandra	Submitted combination loop/number port order. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.

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59	12/15/05	Hobby Horse Preschool	Submitted combo order for copper loop and number port. Did not receive an FOC until 1/6/06 with a due date of 1/9/06.
60	3/5/06	Hoff, Brad	Submitted combination loop/number port order. Received an FOC on 3/13/06 with a due date of 3/14/06. The jumper was not run, nor the number release by 10:00 AM as agreed upon. When the technician went to check the line for dial tone later, we found that there was no dial tone on the line. After some troubleshooting, we found that Gallatin River connected the jumper to the wrong jack. They corrected that problem. Also, the wrong number was ported to us. The middle two numbers were transposed.
61	1/10/07	Holzwarth, Jami	Submitted combination loop/number port order. Did not receive an FOC until 1/24/07 for a due date of 2/1/07.
62	9/7/06	Hutton, Yvonne	Submitted combination loop/number port order. Did not receive an FOC until 10/2/06 with a due date of 10/6/06.
63	1/3/07	Illinois Center for Pain and Rehab	Submitted request for number port. Did not get an FOC until 1/8/07 with a due date of 1/11/07.
64	2/24/06	Illinois Collections Unlimited	Submitted request for number port. Did not get an FOC until 3/2/06 with a due date of 3/6/06. On the day of the number port, Gallatin turned off the customer's service early in the morning instead of the agreed upon 10:00 AM.
65	2/2/06	Illinois Oil Marketing Equipment	Submitted request for T1 loop. Did not get an FOC until 3/21/06 for a due date of 3/31/06. This was because Gallatin River was trying to overcharge us for this kind of circuit and is addressed elsewhere.
66	4/13/06	Illinois Oil Marketing Equipment	Submitted request for number port. Did not get an FOC until 4/18/06 with a due date of 4/25/06.
67	11/6/06	Jess, Tammy	Due date for a combination loop/number port (supposedly a 10:00 AM Hot Cut). There was no dial tone on the line by 2:45 PM, so we opened a repair ticket with Gallatin River. They gave us a commit time of 5:00 PM the next day for something that was supposed to be a Hot Cut at 10:00 AM. We tested the line periodically throughout the next day, since Gallatin River never notifies us when they close a repair ticket and found it working by 1:15 PM on 11/7/06.
68	12/27/05	Jimmy Johns	Submitted request for copper loop. Did not get an FOC until 1/6/06 with a due date of 1/10/06. Loop was still not in as of 1/20/06. Opened a ticket with Gallatin River. Checked on the status of the ticket on 1/24/06 and was told that the loop was not due until 01/25/06. That was the due date for the number port which we had already had to move back because the loop was not in. Then they stated that the repair ticket was completed on 1/10/06. We did not even open the ticket until 01/20/06. They finally corrected the problem on 1/24/06.
69	1/12/07	Jones, Richard	Due date for a combination loop/number port (supposedly a 10:00 AM Hot Cut). Gallatin River disconnected his service approximately 1 hour early.
70	11/30/06	Juchems, Lee	Due date for a combination loop/number port (supposedly a 10:00 AM Hot Cut). Gallatin River disconnected his service early.

Delays in Number Porting

71	1/9/06	Juchems, Shirley	Submitted combination loop/number port order. Did not receive an FOC until 1/24/07 for a due date of 1/30/07.
72	12/5/05	Katy's Pet Burial Supplies	Submitted request for a copper loop. Gallatin River did not even answer the LSR until 12/14/05 and then gave a due date of 12/21/05. This customer ended up cancelling her order before we were able to port the numbers, but after the loop was installed. Customer stated she cancelled because of the problems she experienced while changing her home over to our service from Gallatin River. See Mary Abts for residential account as well as Abt Mortuary and Cremation Society of Mid-Illinois
73	1/27/06	Kegley Machine Company	Submitted request for number port. Did not get an FOC until 2/3/06 with a due date of 2/8/06.
74	12/3/05	Kellum, Charles	Submitted combination loop/number port order. Did not receive an FOC until 1/28/05 for a due date of 1/29/05. Gallatin disconnected the customer's service early, but did not connect the jumper to our equipment until after 10:00 AM. They completed the jumper approximately 1 hour later.
75	12/3/05	Kellum, Glendal	Submitted combination loop/number port order. Did not receive an FOC until 1/28/05 for a due date of 1/29/05. Gallatin disconnected the customer's service early and released the number to us before running the jumper to our equipment. Gallatin River then told us that the customer's current loop was run off of a pair gain and that they would have to run a new loop to the customer's location in order for the service to work. Gallatin River stated they would do that, but did not give a due date. I ported the number back to Gallatin River until the new loop was installed. However, as of 2/13/06 they still had not run a new loop and now stated they were not going to be able to run a copper loop that did not go through the pair gain. I had to refund the customer's installation fees and he is still unable to get service from us.
76	1/9/07	Kern, Jessica	Submitted request for a copper loop. Did not receive a FOC until 1/24/07 for a due date of 1/29/07.
78	9/1/06	Kluck, Karen	Submitted request for a copper loop. Did not receive an FOC until 10/2/06 with a due date of 10/16/06.
79	6/12/06	Koch Street Mini Storage	Submitted combo order for copper loop and number port. Did not get an FOC until 6/23/06 with a due date of 6/30/06.
80	3/9/07	Lange Animal Hospital	Submitted request for a copper loop. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
81	12/15/05	Lindell, Peter	Submitted combination loop/number port order. Did not receive an FOC until 1/8/06 with a due date of 1/9/06. On the due date, Gallatin River disconnected the customer's service without running the jumper to our equipment. I had to call them to have that part of the install finished.

Delays in Number Porting

82	3/6/07	Look, Anita	Submitted combination loop/number port request. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
83	3/14/06	Lorentz, Terry and Dennis	Due date for combination loop/number port. Gallatin River did not have the jumper run by the 10:00 AM cutover time.
84	4/20/06	Luke P. Taylor Attorney at Law	Submitted request for number port. Did not receive an LSR until 4/27/06 and it was for 4/28/06.
85	5/11/06	Lutz, Deborah A.	Due date for combination loop/number port. The number was not released in NPAC by 10:00 AM. I had to call Gallatin River and ask them to release the number.
86	12/14/05	Mangold, Eric	Submitted combination loop/number port request. Did not receive an FOC until 1/4/06 for a due date of 1/6/06.
87	12/3/05	Mariuzza, Charles	Submitted combination loop/number port request. Did not receive an FOC until 12/28/05 for a due date of 12/29/05.
88	6/9/06	Martin, Keith and Shirley	Due date for a combination loop/number port request. Jumper was run at 7:00 AM instead of 10:00 AM. Gallatin River did not notify us that the jumper would be run early, so our side of the number port was not done until 10:00 AM. This caused the customer's phone to ring continuously until we did our part of the number port and the customer had to leave the phone off the hook.
89	5/25/05	Massey, Danny	Due date for a number port. Gallatin ported the number early, but did not release the number in NPAC. They stated they would put the number back in their switch until they were able to get the NPAC part done, but did not do that. The service was not working for inbound calls until the next day because of this.
90	1/9/07	Matheny, Tom	Submitted combination loop/number port request. Did not receive an FOC until 1/24/07 for a due date of 1/31/07.
91	3/9/06	Mauries	Submitted request for a copper loop. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
92	5/18/06	McClanahan Realty	Submitted request for number port. Received an FOC the same day but it was for a due date of 5/26/06.
93	5/11/06	Mid-Illini Motorsports	This was the due date for the combination loop/number port order. The customer informed us that Gallatin River shut off his service the night before the due date.
94	12/5/05	Mid-Illini Surgical Associates	Submitted request for a copper loop. Did not get an FOC until 12/14/05 for a due date of 12/20/05. However, when we had to open an ticket for the loop on 12/30/06 because the DSL would not hold sync. We had to reopen the ticket on 1/4/06 because there was still a problem with the line.
95	1/9/06	Mid-Illini Surgical Associates	Submitted request for number port. Did not receive an FOC until 1/17/06 and it was for 1/19/06.
96	4/12/06	Miller, Grant W.	Submitted combination loop/number port request. Did not receive an FOC until 5/1/06 for a due date of 5/3/06.

Delays in Number Porting

97	10/26/06	Mills, Darlene	Due date for a 10:00 AM hot cut. The customer stated Gallatin River disconnected her phones a 7:00 PM the night before.
98	12/6/05	Mills, Teri	Submitted request for a copper loop. Did not receive an FOC by 12/28/05. We called Gallatin River on that day and asked if we could have that loop installed on 12/29/05. They stated they would get back with us the next day. They did and stated the loop would be installed that day. However, it was ordered to the wrong address. We sent a corrected order and were given a due date of 1/4/06. However, there was a problem with that loop that Gallatin was aware of o 1/4/06 which did not get resolved until 1/12/06.
99	6/6/06	Montgomery, Justin	Submitted combination loop/number port request. Did not receive an FOC until 6/22/06 for a due date of 6/29/06.
100	1/10/06	Murphy, Ralph	Due date for a 10:00 AM hot cut. Gallatin River disconnected the customer's service early.
101	6/21/06	Nichols, Connie	Submitted combination loop/number port request. Received an FOC on 6/26/06 for a due date of 7/5/06. On 6/28/07, Gallatin River rescheduled the installation to 7/6/06. At approximately 11:00 AM on 7/6/06, the customer contacted us and told us that Gallatin River disconnected her service sometime during the day of 7/5/06 (the original due date). The jumper was still not run by Gallatin River at that point. I contacted two different people at Gallatin River and only was able to leave a voice mail. At approximately 1:30 PM, I was informed by Gallatin River that they were not finished running the line yet. They did not give me a commit time, but one of my technicians saw a Gallatin River technician near the customer's house at that time and the line was completed approximately 1 hour after that.
102	3/15/07	Nichols, Cynthia	Submitted combination loop/number port request. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
103	6/12/06	Noel-Henderson Funeral Home	Submitted request for a copper loop. Did not receive an FOC until 6/22/06 with a due date of 6/29/06.
104	7/24/06	Noel-Henderson Funeral Home	Submitted request for number port. Did not receive n FOC until 7/26/06 with a due date of 8/2/06.
105	7/26/06	Parkin, Scott and Lori	Submitted combination loop/number port request. The next day, Gallatin River rejected the order stating the customer was out of bounds. On 1/9/07, we were informed by Gallatin River that we could do reach this customer after all. Resubmitted the order, but we did not receive an FOC until 1/24/07 with a due date of 1/30/07.
106	3/9/06	Parkside Auto Sales and Service	Submitted request for a copper loop. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
107	9/28/06	Parkway Marathon	Submitted request for a copper loop. Did not receive an FOC until 10/2/06 with a due date of 10/23/06.

Delays in Number Porting

108	12/3/05	Patton, Monica	Submitted request for a copper loop. Did not receive an FOC until 12/29/05 with a due date of 1/3/06. We attempted to install the service on 1/11/06, but Gallatin River claims there was no order submitted for this and asked us to resubmit the order. We received a new FOC on 1/18/06 with a due date of 1/20/06.
109	8/5/06	Patton, Monica	Opened a ticket with Gallatin River for no continuity to the demarc. They could not give a commit time. Gallatin River called back a few hours later and said that they had a move order with a disconnect on Friday and reconnect on Monday, but could not tell us why. We obviously did not place the order.
110	1/28/06	Paup, Maxine	Submitted combination loop/number port request. Received an FOC on 1/31/06 with a due date of 2/6/06. On 2/1/06, Gallatin River changed their minds and stated they could not port the number to us because the name on our order did not match the name on their records (they should not have given us an FOC in the first place if that was the case). I resubmitted the order on 2/3/06 and Gallatin River did retain the original due date of the order.
111	9/28/06	Pekin Bible Church	Submitted request for a copper loop. Did not receive an FOC until 10/2/06 with a due date of 10/19/06.
112	10/24/06	Pekin Bible Church	Submitted request for number port. Did not receive an FOC until 10/26/06 with a due date of 11/1/06.
113	8/28/06	Pekin Daily Times	Submitted request for number port. Did not receive an FOC until 9/12/06 with a due date of 9/14/06. On the due date, all of the numbers did not get removed from their switch which made it so that local Gallatin River customers would not be able to reach them. However, they did fix it later that same day to the best of our knowledge.
114	8/28/06	Pekin Daily Times	Submitted request for number port. Did not receive an FOC until 9/12/06 with a due date of 9/14/06. On the due date, all of the numbers did not get removed from their switch which made it so that local Gallatin River customers would not be able to reach them. However, they did fix it later that same day to the best of our knowledge.
115	10/25/06	Pekin Shoe Repair	Due date for combination loop/number port. Cutover was supposed to take place at 10:00 AM, but when the customer came in at 8:00, the found that Gallatin River had already turned off their service.
116	10/12/06	Peoria Monument Company	Due date for combination loop/number port. Cutover was supposed to take place at 10:00 AM, but when the customer came in at 8:00, the found that Gallatin River had already turned off their service. They also did not concur to the number port in NPAC until after 10:00 AM, so we were unable to complete the number port at 10:00 AM even though Gallatin River made their service stop working well before 10:00 AM.

Delays in Number Porting

117	10/12/06	Peoria Monument Company	Due date for combination loop/number port. Cutover was supposed to take place at 10:00 AM, but when the customer came in at 8:00, they found that Gallatin River had already turned off their service. They also did not concur to the number port in NPAC until after 10:00 AM, so we were unable to complete the number port at 10:00 AM even though Gallatin River made their service stop working well before 10:00 AM.
118	3/28/06	Primitive at Heart	Submitted request for a copper loop. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
119	5/25/06	Quality Transit Inc.	Submitted request for number port. Received an FOC the next day, but it was for a due date of 6/2/06.
120	9/1/06	Quiznos	Submitted request for a copper loop. Did not receive an FOC until 10/2/06 with a due date of 10/19/06.
121	10/24/06	Quiznos	Submitted request for number port. Received an FOC on 10/26/06 with a due date of 11/1/06.
122	1/9/07	Reis, Monica	Submitted combination loop/number port request. Did not receive an FOC until 1/25/07 with a due date of 2/2/07.
123	1/7/06	ReMax Home Realtors	Submitted request for number port. Did not receive an FOC until 1/17/06 and it was for 1/19/06.
124		Reynolds, Roy con't.	At 3:45 PM on 4/27/06, the customer called back and stated his line was still not working properly. We reopened the ticket on 4/28/06 and asked for coop testing on the line. After the testing, the DSL was holding sync, but not at a desirable speed for the customer's copper length. However, Gallatin River stated that this was the best that they were willing to do.
125	12/7/05	Reynolds, Roy	Submitted combination loop/number port request. Did not receive an FOC until 1/6/06 with a due date of 1/9/06.
126	3/10/06	Rhodes, Flavia	Submitted combination loop/number port request. Did not receive an FOC on the order, but while checking on the status of some other orders on 3/22/06, I was informed verbally that this order was due on that day.
127	6/6/06	Rice, Charlie	Submitted combination loop/number port request. Did not receive an FOC until 6/22/06 for a due date of 6/29/06.
128	12/5/05	RNJ Vinyl Sign and Graphics	Submitted request for a copper loop. Did not receive an FOC until 12/12/05 with a due date of 12/21/05.
129	1/9/07	Robbins, Laura	Submitted combination loop/number port order. Did not receive an FOC until 1/24/07 with a due date of 1/30/07.
130	12/7/05	Roland, Christa	Submitted request for a copper loop. Did not receive an FOC until 1/6/06 with a due date of 1/9/06.
131	7/24/06	Rushford Insurance and Financial Services	Submitted request for number port. Received an FOC on 7/26/06 for 8/1/06
132	5/16/06	Schwartz Electric Co.	Submitted request for number port. Received an FOC on 5/18/06 for 5/24/06. This customer subsequently cancelled after the number port because Gallatin River threatened to take all of the contracting away from them unless they switched back.

Delays in Number Porting

133	10/16/06	Simple Connections	Submitted request for a copper loop. Received an FOC on 11/18/06 for a due date of 11/7/06.
134	8/25/06	Simply Windows and More	Submitted request for number port. Received an FOC the same day, but it was for a due date of 9/6/06.
135	8/21/06	Smith & Weer Attorney's at Law	Submitted request for number port. Received an FOC the next day, but it was for a due date of 8/29/06.
136	4/6/06	Stallings, William	Submitted combination loop/number port order. Did not receive an FOC until 4/17/06 for a due date of 4/18/06. Later that day we received a rejection notice from Gallatin River stating the customer was served off a remote terminal.
137	8/31/06	Stauffer, Mike	Submitted combination loop/number port order. Did not receive an FOC until 10/2/06 with a due date of 10/6/06.
138	6/9/06	Strickler, Mike and Melissa	Due date for a 10:00 AM hot cut. The customer called at 12:15 PM and stated she had no dial tone. Everything was completed on our end, so I opened a ticket with Gallatin River. At approximately 1:15 PM, Gallatin River called back and stated they had run the jumper to the wrong jack and had corrected the problem.
139	11/30/06	Strode, Lori	Due date for a 10:00 AM hot cut. Gallatin River disconnected the customer's service early.
140	12/17/05	Stropes Real Estate and Investment	Submitted request for number port. Did not receive an FOC until 12/23/05 and the due date was for 12/29/07.
141	1/28/06	Superior Technology Enterprises LLC	Submitted request for a T1. I had to cancel the request on 3/14/06 because the customer cancelled before the loop was installed because of the excessive wait for the installation. This was because Gallatin River was trying to overcharge us for this kind of circuit and is addressed elsewhere.
142	5/4/06	Svendson Construction and Metalwork	Submitted request for number port. Did not receive an FOC until 5/9/06 with a due date of 5/12/06.
143	5/4/06	Svendson Construction and Metalwork	Submitted request for number port. Did not receive an FOC until 5/9/06 with a due date of 5/12/06.
144	10/17/06	Symula, Jody	Submitted request for a copper loop. Received an FOC the next day, but it was for the due date of 11/15/06.
145	6/6/06	Taggear Paintball Inc.	Submitted request for copper loop. Did not get an FOC until 6/22/06 with a due date of 6/28/06.
146	8/23/06	Taggear Paintball Inc.	Submitted request for number port. Received an FOC the next day, but it was for the due date of 9/5/06.
147	2/23/07	Tazewell County Democrats	Submitted request for number port. Received an FOC on 2/28/07 for a due date of 3/6/07
148	10/11/06	Tazewell County Genealogical & Historical Society	This was the original due date for the combination loop/number port order, however, for some reason NPAC requires a week to port numbers out of prefix that has never had a number ported out of it before, so on 10/10/06 we requested the due date be changed to 10/17/06. We were given verbal confirmation that this would be done, but the service was still turned off on the morning of 10/11/06. Gallatin River corrected the problem later that day and ported it correctly on 10/17/06.
149	11/1/06	Tazewell Towing	Submitted request for a copper loop. Received an FOC on 11/3/06 for a due date of 11/20/06.
150	12/5/05	TCRC Holiday Center	Submitted request for a copper loop. Received an FOC on 12/12/05 for a due date of 12/22/05.

Delays in Number Porting

151	12/5/05	TCRC Miller Home	Submitted request for a copper loop. Received an FOC on 12/12/05 for a due date of 12/22/05.
152	8/17/06	Tebben Insurance Services	Submitted request for number port. Did not receive an FOC by 8/23/06, so I sent the request again. Received an FOC on 8/24/06 for a due date of 9/5/06. However, the customer called on 9/7/06 and stated they were not receiving calls from local Gallatin River customers. We opened a ticket with Gallatin River to have them remove the numbers from their local switch, which should have been done on the day of the number port.
153	5/23/06	The Mortgage Shoppe	Submitted request for number port. Did not receive an FOC until 5/26/06 with a due date of 6/5/06 and then they disconnected the customer's service early that morning instead of the agreed upon 10:00 AM.
154	5/23/06	The Mortgage Shoppe	Submitted request for number port. Did not receive an FOC until 5/26/06 with a due date of 6/5/06 and then they disconnected the customer's service early that morning instead of the agreed upon 10:00 AM.
155	6/22/06	The Studio	Submitted request for number port. Did not receive an FOC until 2/26/06 and the due date was for 7/6/06.
156	1/9/07	The Studio	Submitted request for a copper loop to their new building. Did not receive an FOC until 1/23/07 for the due date of 1/29/07.
157	8/23/06	Theis, Carolyn	Submitted request for number port only. Received an FOC on the next day, but it wasn't due until 8/31/06.
158	5/18/06	Tiny's Triangle Service	Submitted request for number port. Received an FOC the same day, but it was for a due date of 5/26/06.
159	12/15/06	Toel, Laura	Submitted request for a copper loop. Received an FOC on 12/18/06 for a due date of 12/27/06. However, as of 12/28/06 the loop was still not completed. I had to call Gallatin River and request that they finish the loop. They stated they would call when it was finished. We never received a call, but the line was installed.
160	3/9/07	Tremont CO-OP Grain - Pekin	Submitted request for number port. Received an FOC on 3/12/07 with a due date of 3/20/07.
161	1/24/07	UAW Senior Citizen Center	Submitted request for number port. Received an FOC on 1/29/07 with a due date of 2/6/07.
162	2/10/06	Unland Companies	Submitted request for two T1s. Did not receive an FOC until 3/21/06 for a due date of 4/3/06. This was because Gallatin River was trying to overcharge us for this kind of circuit and is addressed elsewhere.
163	10/12/06	Urdu Jewelers	Submitted request for a copper loop. Received an FOC the next day, but it was for the due date of 11/7/06.
164	12/22/06	Valhalla	Due date for a copper loop. As of 12/28/06, this loop was still not completed. We contacted Gallatin River and were finally able to complete the install o 1/2/07.
165	12/22/06	Valhalla	Due date for a copper loop. As of 12/28/06, this loop was still not completed. We contacted Gallatin River and were finally able to complete the install o 1/2/07.

Delays in Number Porting

166	9/6/06	Vanderheydt, Jerry	Submitted combination loop/number port request. Did not receive an FOC until 10/2/06 for a due date of 10/6/06. On the due date, Gallatin River disconnected the customer's service before the 10:00 AM hot cut time.
167	12/3/05	Virden, Karolyn	Submitted combination loop/number port request. Did not receive an FOC until 12/28/05 for a due date of 12/29/05.
168	9/8/06	W.C. Morgan D.D.S.	Submitted request for number port. Received an FOC on 9/12/06 for a due date of 9/20/06.
169	8/4/06	Waddell, Susan	Due date for a 10:00 AM hot cut. The customer called on 8/16/06 and stated she could make calls, but could not receive them. Upon checking, we found that Gallatin had still not run the jumper, but had not disconnected her service either, but they did not tell us that they were not going to do it so we had already ported her number. The corrected the problem.
170	9/20/06	Watson, Josh	Submitted request for a copper loop. Did not receive an FOC until 10/2/06 for a due date of 10/20/06.
171	1/18/07	Wayne Carmichael P.C.	Submitted request for number port. Did not receive an FOC until 2/1/07 for a due date of 2/5/07. Also, the customer called on 3/6/07 and stated that local Gallatin River customer's could not call a couple of their numbers. We opened a ticket with Gallatin River to have them remove those numbers from their switch, but on 3/12/07 Gallatin River told us that the numbers had already been removed from the switch, which would not explain why everyone else would be able to call those numbers except for their customers. We advised the customer to have one of Gallatin River's customers who was having trouble reaching them to call Gallatin River themselves and open a ticket as an end user. The customer did not call back and let us know, but I would assume the issue was resolved when a repair ticket was opened by one of their customers instead of by us.
172	8/29/06	Weers, George	Submitted request for a copper loop. Did not receive an FOC until 10/2/06 for a due date of 10/23/06. The customer cancelled on 10/16/06 as a direct result of the delay in installation and we had to refund his installation fees.
173	3/10/07	Welborn, Bob	Submitted combination loop/number port order. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
174	11/20/06	Welborn, Ryan	Submitted request for a copper loop. Received an FOC on 11/21/06 with a due date of 11/30/06. However, the customer stated he spoke with Gallatin River who told him that since he was not going to sign up with their service, that they were not going to run the necessary drop to his new residence. (There was not already lines to the house because it was a new structure.) Gallatin River did complete the loop on 12/6/06.
175	12/14/05	Wherry, Richard	Submitted combination loop/number port request. Did not receive a rejection for out of bounds until 1/4/06.

Delays in Number Porting

176	12/14/06	Whiteman, Stacy	Submitted request for a copper loop. Did not receive an FOC until 1/4/06 with a due date of 1/6/06.
177	3/14/06	Whiteman, Tanya	Due date for a 10:00 AM hot cut. The jumper was not run until approximately 11:00 AM.
178	3/14/06	Wilcox, Charles	Due date for a 10:00 AM hot cut. The jumper was not run until approximately 3:00 PM.
179	10/30/06	Williams, Carol	Submitted request for a copper loop. Received an FOC on 11/3/06 for a due date of 11/20/06.
180	11/20/06	Williams, Chris	Due date for a copper loop. When we attempted to do the install on 12/7/06, we found there was no loop there. Gallatin River had installed it at the wrong address. They stated it would be corrected on 12/8/06.
181	3/5/06	Williams, Robert	Submitted combination loop/number port request. Did not receive a rejection for out of bounds until 3/13/06.
182	4/21/06	Wing Publishing	Submitted request for number port. Did not receive an FOC until 4/28/06 for a due date of 5/1/06.
183	6/9/06	Winstead, John	Due date for 10:00 AM hot cut. Gallatin River ran the jumper at 7:00 AM, which caused the customer's phone to ring constantly until we could complete our part of the installation.
184	3/14/06	Zuckweiler, H. Louise	Due date for a 10:00 AM hot cut. The jumper was not run until the afternoon.

KEY:

The term "I" in the spreadsheet generally refers to Heather Shuler. Ms. Shuler is a BitWise employee
 The term "We" refers to BitWise collectively..
 References to "Mike" are references to Michael Shuler, BitWise's founder and CEO.
 References to "They or Them" are references to Gallatin River.

Delay in Making Repairs

	Date	Customer	Summary
1	1/19/06	Bacon, Dean	Opened a repair ticket because the DSL would not sync. Gallatin stated there was nothing wrong with the line. We reopened the ticket and Gallatin made some repairs that allowed the DSL to sync at 1.5 Mbps, but we should be able to get 3 Mbps at least. Opened another ticket for line quality issues on 3/6/06. Customer's service improved marginally. After much negotiation, we were able to place an order to have the bridge taps removed from the customer's line on 3/15/06. The bridge taps were removed the next day and the customer was able to sync at 2 Mbps (which, sadly enough, was the best he was ever able to get).
2	3/13/06	Bradshaw, Jim and Linda	Opened a ticket with Gallatin River for line quality issues and to install a NID because the customer only had a couple of old porcelain fuses in the basement instead of a modern NID. Gallatin did this the next day, I only mention it to show a pattern because on 10/28/06 we had to open another repair ticket for no continuity to the NID. By 10/30/06 the line had dial tone on it, but was so full of static that it was hard to hear and the DSL definitely would not sync. Gallatin River closed the ticket stating there was no problem with the line. By 10/31/06, the modem would sync, but only at 1 Mbps (they had been getting 3 and probably could have been higher, but that was the speed they were paying for). We opened another ticket with Gallatin River on 11/1/06 for line quality issues. Gallatin River replaced the pair completely that day, which solved the problem.
3	3/9/06	Butler, Elsa and Michael	Opened a repair ticket with Gallatin River for line quality issues. As of 3/12/06, there was still a problem with the line, so we opened a new repair ticket with Gallatin River. Sync speeds improved marginally. Opened another repair ticket for line quality issues on 10/2/06, this time there was also a loud buzz on the line. They gave a commit time of "sometime today." Called Gallatin River on 10/3/06 for a status update and were told that they replaced the cable pair and closed the ticket the night before. The line was still having trouble, so we ordered bridge tap removals. The bridge taps were removed on 11/16/06. However, they left the test line on which made the customer's service not work until we called them to remove it.
4	10/27/06	Camp of Champions	Opened a repair ticket for no continuity to the NID at 11:27 AM. We checked the loop again at approximately 9:30 AM on 10/30/06 and the problem was still not corrected. We called Gallatin River for a status update on the ticket and were told it was still the que to be dispatched. They stated they did not have an estimated time of completion. The problem was corrected by Gallatin River later that day.
5	2/7/07	Elliott, Alicia	The customer stated that shortly after our technician left her residence after the installation, a Gallatin River truck pulled up outside her residence and her service stopped working. Our technician went back to the residence and found the wires cut inside the NID on the customer's residence.

Delay in Making Repairs

	Date	Customer	Summary
6	5/31/06	Gastroenterology	Opened a repair ticket for errors on the T1. Gallatin tested the T1 the next day and stated there was nothing wrong with the line. The T1 continued to take errors so we opened another ticket on 6/27/06. Gallatin stated there was nothing wrong with the line again, but all of the sudden there were no errors on the line anymore. However, on 8/2/06 we opened another ticket with Gallatin because the T1 was taking errors again. We called Gallatin several times for a status update with no returned calls from them. We were finally able to speak with the CO tech on 8/7/06 and he stated they replaced a bad module. The T1 started taking errors again that same day and Gallatin did move it to a new circuit. However, it began taking errors again on 8/14/06. Gallatin again repaired the line and it finally seems to be fixed.
7	2/21/07	Holzwarth, Jami	Opened a repair ticket for a loud buzz and faint busy signal on the line. Gallatin stated the ticket would be completed that day, but gave no specific commit time. The customer called back on 2/22/07 and stated her phone service still did not work. We called Gallatin River for a status update and found they had closed the ticket with no trouble found on the line. We checked the line again and found the same trouble from the NID, but clear dial tone from our equipment at the CO. We reopened the ticket with Gallatin River. They stated the ticket would be dispatched on 2/23/07. The problem was corrected on that date.
8	10/26/06	Kidwell, Ronald C.	Due date for a copper loop. We checked the NID for dial tone the next day and found the loop was still not completed. We opened a ticket with Gallatin River for no continuity to the demarc. By 10:30 AM on 10/30/06, there was still no dial tone on the line. We called Gallatin River for a status update on the ticket and they stated it was still in the que for dispatch. We received a call from Gallatin River at almost 4:30 PM that day stating that they completed the loop. However, there was still no dial tone on the line. After several calls to Gallatin River, they finally corrected the problem at approximately 7:00 PM on 10/31/06.
9	7/25/06	Kracker, Martin	Opened a ticket with Gallatin River for static on the line. Gallatin gave a commit time of 5:00 PM on 7/26/06. The customer called back at approximately 4:00 PM 7/26/06 and stated that Gallatin River had been to the residence, tested the line, and told him nothing was wrong with it. Gallatin River did not notify us of the status of this ticket. The problem seemed to be resolved anyway because the static was gone. The customer called back on 7/28/06 and stated that the static was back. We opened another ticket with Gallatin River and told them to contact us when they were testing so that we could test with them before they closed the ticket because it seemed to be an intermittant problem. We called for a status update on the ticket at approximately 1:15 PM on 7/29/06 and they stated that a tech picked up the ticket approximately 1 hour ago. The customer called back at approximately 2:00 PM on 7/30/06 and stated that there was still static on the line.

Delay in Making Repairs

	Date	Customer	Summary
10		Kracker, Martin con't.	We had not received a call from Gallatin River on the status of the ticket and at 4:15 PM we called Gallatin River and left a message asking for a status update on the ticket. I had a Voice Mail message from 3:40 PM on 7/29/06 on my office phone (it was a Saturday so I didn't get it until Monday). It stated that they checked the line and that it was OK. We had asked them to call us when they were testing it, not to just call us after they closed the ticket. This did get resolved on 7/31/06.
11	1/18/06	Reynolds, Roy	Opened a ticket with Gallatin River for line quality issues (DSL would not hold sync and there was some static on the line). Gallatin River contacted us later that day and stated they found a problem with the line and corrected it. On 3/6/06, we opened another ticket with Gallatin River because the line was still having problems since the last ticket. Gallatin River did not contact us after this ticket was closed, but the customer stated things were better. We opened another ticket with Gallatin River on 4/25/06 for the same problem. They gave us a commit time of 2:00 PM on 4/26/06. The customer called back at approximately 1:00 PM on 4/26/06 and stated that Gallatin River had been out there, but there was still a problem with the line. After testing the line ourselves, we told Gallatin River that the line has an imbalance on it and had them add that to the ticket. At 7:30 PM on 4/26/06, we called Gallatin River and asked for a status update on the ticket. They stated they were not done working on the line yet.
12	10/2/06	Rossi, Mark	Opened a ticket with Gallatin River for line quality issues (buzzing on the line) at approximately 11:00 AM. We called Gallatin River for a status update on this ticket at approximately 12:00 PM on 10/3/06 and it had not even been dispatched yet. Gallatin River called back on 10/4/06 and stated they had repaired the line.
13	4/2/07	Sloter, Danny	Opened a ticket with Gallatin River for line quality issues (DSL sync problems). Was not given a commit time by Gallatin River, nor did they call when the ticket was completed. However, when we checked with the customer on 4/4/07, he stated the problem was fixed. However, the customer called back with the same problem on 4/10/07 as well as static on the line. We tested the line on 4/11/06 and found foreign voltage on the line. We opened a ticket with Gallatin River at approximately 9:30 AM. At approximately 7:00 PM, the customer called back and stated that Gallatin River had been outside and now his phones don't work at all. We attempted to check the status on the ticket, but were unable to contact anyone at Gallatin River. We called Gallatin River at 8:45 AM on 4/12/07 and were told they were working on the line at that time, but did not explain why they left the customer down all night. The customer called back at approximately 1:45 PM and asked for a status update on the ticket. We called Gallatin River and were told they were still working on it.

Delay in Making Repairs

	Date	Customer	Summary
14		Sloter, Danny con't.	The line was repaired as far as the static on the line was concerned, however, the DSL was running even more poorly. We opened another ticket with Gallatin River on 5/1/07 for line quality issues (DSL sync and speed problems). We were given a commit time of 5:00 PM on 5/2/07. The customer called back at approximately 5:30 PM and stated that Gallatin River had never been out there. We called for a status update and were told that they repaired a buried cable at approximately 12:30 PM. On 5/3/07 at approximately 2:00 PM, we tested the line again and were still having problems with the DSL service. However, by later that night, we were informed by Gallatin River that they had a problem with a line in that neighborhood and that it has been corrected.
15	8/9/06	TCRC Holiday Center	Opened a ticket with Gallatin River because the customer has dropped calls everytime it rains. This is because the line is in such bad shape that water gets in it when it rains and causes the DSL to lose sync, which drops their phone calls. Gallatin River claimed to have corrected the problem the next day, but of course, it wasn't raining by then either. Opened another repair ticket on 8/25/06 for the same problem. Gallatin River closed the ticket stating there was nothing wrong with the line. Opened another ticket on 9/12/06 for the same problem. Customer called at 4:45 PM the next day stating that the line was now completely down and had been for approximately 1 hour. We called Gallatin River to check on the status of the ticket and they stated they closed the ticket at 4:15 PM. We reopened the ticket stating the line was now completely down. At this time, we requested that Gallatin River give us an entirely new circuit to prevent this problem from continuing.
16		TCRC Holiday Center con't	After several phone calls, they agreed, but when they changed the circuit they made a mistake and the customer was still as of 11:00 PM that night. We called Gallatin River first thing in the morning and were advised that the ticket was set for dispatch that morning, but that they had no ETA on its completion. We advised them that they never should have closed the first ticket without checking for continuity and threatened an ICC complaint if the problem was not corrected shortly. I received a phone call 1/2 hour later from Gallatin River stating that they found that the circuit was not completely plugged into the frame at the CO and they have corrected the problem and tested the line. The problem appeared to be solved for the time. However, we had to open another repair ticket on 3/22/07 for a problem with the line during a rain shower. Gallatin River closed the ticket stating nothing was wrong with the line, but again, they had waited until well after the rain had stopped and the customer's service had come back on its own.

Delay in Making Repairs

	Date	Customer	Summary
17		TCRC Holiday Center con't	After the last outage, the customer stated he was going to have to cancel the service at not only this facility, but at several other facilities which are not even in Gallatin River territory, even though the other facilities were not having the same trouble. We convinced the customer to stay, but only because we will be burying fiber to their location. We had not planned on going in that direction with the fiber until we had finished a couple of the more major routes through the city, but we are going to have to detour our build to reach this customer as soon as possible because of the poor condition of the copper to that area as well as the poor response time to repair tickets. (I will have to get with the network designer to let you know how much money this detour will end up costing.)
18	10/3/06	Tebben Insurance Services	Submitted a repair request for a line that was damaged while the lot was being mowed. Gallatin gave a commit time of 10/4/06, but no time. They called at 11:50 AM on 10/5/06 and stated the line was repaired. We did not get a notice that they were going to miss their original commit time.
19	10/3/06	Tebben Insurance Services	Submitted a repair request for a line that was damaged while the lot was being mowed. Gallatin gave a commit time of 10/4/06, but no time. They called at 11:50 AM on 10/5/06 and stated the line was repaired. We did not get a notice that they were going to miss their original commit time.
20	5/17/2007	Theis, Carolyn	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.
21	10/27/06	Woodworker s Shop Inc.	Submitted request for a T1. Received an FOC on 11/3/06 with a due date of 11/10/07, but received a rejection notice on 11/7/06 stating that there were no facilities to the business. There are some e-mails pertaining to this that I will forward to you. On 12/12/06, I submitted a request to take over an existing line instead of ordering a new loop. On 12/14/06, Gallatin River advised that they would need another circuit that the customer would be willing to give up in order to install the T1. On 12/20/06, I resubmitted the order again with two circuits that the customer agreed to give up in order to have the T1 installed. I received an FOC that day for a due date of 1/12/07, but was told that the two circuits that they were giving up would have to be disconnected on 1/11/07 for testing purposes. It should be noted that I have never run into this problem with AT&T or Verizon. When I order a new loop from them, that is exactly what I get in almost all cases and always with T1s.

KEY:

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Delay in Making Repairs

	Date	Customer	Summary
			The term "We" refers to BitWise collectively..
			References to "Mike" are references to Michael Shuler, BitWise's founder and CEO.
			References to "They or Them" are references to Gallatin River.

Provisioning of Sub-Standard Lines

Date	Customer	Summary
1 8/9/06	TCRC Holiday Center	Opened a ticket with Gallatin River because the customer has dropped calls everytime it rains. This is because the line is in such bad shape that water gets in it when it rains and causes the DSL to lose sync, which drops their phone calls. Gallatin River claimed to have corrected the problem the next day, but of course, it wasn't raining by then either. Opened another repair ticket on 8/25/06 for the same problem. Gallatin River closed the ticket stating there was nothing wrong with the line. Opened another ticket on 9/12/06 for the same problem. Customer called at 4:45 PM the next day stating that the line was now completely down and had been for approximately 1 hour. We called Gallatin River to check on the status of the ticket and they stated they closed the ticket at 4:15 PM. We reopened the ticket stating the line was now completely down. At this time, we requested that Gallatin River give us an entirely new circuit to prevent this problem from continuing.
2	TCRC Holiday Center con't	After several phone calls, they agreed, but when they changed the circuit they made a mistake and the customer was still without service as of 11:00 PM that night. We called Gallatin River first thing in the morning and were advised that the ticket was set for dispatch that morning, but that they had no ETA on its completion. We advised them that they never should have closed the first ticket without checking for continuity and threatened an ICC complaint if the problem was not corrected shortly. I received a phone call 1/2 hour later from Gallatin River stating that they found that the circuit was not completely plugged into the frame at the CO and they have corrected the problem and tested the line. The problem appeared to be solved for the time. However, we had to open another repair ticket on 3/22/07 for a problem with the line during a rain shower. Gallatin River closed the ticket stating nothing was wrong with the line, but again, they had waited until well after the rain had stopped and the customer's service had come back on its own.

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Gallatin Making False Claims Regarding BitWise

	Date	Customer	Summary
1	11/2/06	Barry's Autobody	The following was documented by one of our telemarketers: 11/2/2006 9:56:04 AM - Answered - Call Back Holly set appt. for 11-8-06 @ 1:00PM. She is concerned about her advertising in the phone book. Someone from Gallatin told her that she couldn't advertise in the book if she isn't w/Gall. Riv. I told her our rep. could answer all those questions for her. Call Tues. morn. to remind of appt. 3 lines. Next Action: Finished - Created By: Kendra Fehr. We have not been able to sign up this customer because of the statements made by Gallatin River.

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Order Suspension

Date	Customer	Summary
3/28/07	A to Z Rental	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/27/07	Burdess, Robert Jr.	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
12/20/06	Clifton-Strode Insurance	Gallatin disconnected the customer's service first thing in the morning instead of the agreed upon 10:00 AM.
3/10/07	Kesselmay er, David and Jennifer	Submitted combination loop/number port order. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/9/07	Lange Animal Hospital	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/29/06	Magazine Yellow Pages	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/29/06	Magazine Yellow Pages	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/9/06	Parkside Auto Sales and Service	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/15/07	Rickert, George	Submitted combination loop/number port order. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.

Order Suspension

3/19/07	Saliji, Qelebi	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons. This customer had already been a customer of ours, but moved after the suspension, so he had to cancel the service until we can reach him with fiber.
3/29/07	Scaif, Connie	Submitted combination loop/number port order. Was not notified that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/15/07	Schorr, Kenneth	Submitted combination loop/number port order. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons. This customer cancelled their order when they found out they would have to wait for fiber.
3/9/07	Shurtz, Bonnie	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons. This customer cancelled after finding out she would have to wait for fiber and was pretty angry about it, so we will probably not be able to get this customer back even when we do have fiber in her area.
3/10/07	Strack, Denell	Submitted combination loop/number port order. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/12/07	The Stove Shop	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.
3/10/07	The Tannery	Submitted request for a copper loop. Although required by Interconnection Agreement, we were not provided advance notice that our ordering was suspended prior to suspension. In fact, we had to call to find out why they had not answered the LSR and was told verbally only that our ordering was suspended for billing reasons.

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Order Suspension

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