

SENT VIA FACSIMILE – (XXX) XXX-XXXX

September 21, 2001

Talk America
Attn: Tina Teece

RE: ICC Case #2001-22122S
XXXXXXXX

The above referenced consumer has contacted the Commission's Consumer Services Division (CSD) regarding unauthorized addition of service. As the result of recent legislation in P.A.90-610 effective July 1, 1998, CSD will pursue complaints presented by customers.

Kindly investigate the complaint and respond using the attached form with appropriate documentation. In the case of an acknowledged unauthorized addition of service, an explanation of the cause is to be included. Likewise, a detailed explanation is required if you contend that the addition was authorized.

To avoid the need for follow-up, I will appreciate your furnishing the necessary information in your initial reply. If you are unable to submit your report within 14 calendar days, please contact me at (217) 782-2024 with your request for an extension.

Thank you for your cooperation in this matter.

Regards,

DoSean Harvell, Consumer Counselor
Consumer Services Division

Attachment

DH/ldt