

Keller

electric

204 West Dakota Avenue Pierre, SD 57501

Craig spoke with a person from USBI on September 8, 2008 about them switching our long distance. They said Becky Hedman, secretary, gave them authorization to switch. Craig told them she is not authorized and that she did not give them permission. They immediately gave him a cancellation number which is 0722. They also told him they would refund him \$71.81.

They actually switched the long distance service in March 2007 and the total amount from March 2007 to September of 2008 that was charged to us is \$366.00.

People authorized to make changes are Andy and Craig Keller.