

TC98-196

TC98-196

DOCKET NO.

In the Matter of

IN THE MATTER OF THE COMPLAINT
FILED BY DON JIRACEK, ON BEHALF
OF G.S.A. INC., RAPID CITY, SOUTH
DAKOTA, AGAINST MCLEODUSA
TELECOMMUNICATIONS SERVICES,
INC. REGARDING INADEQUATE
TELEPHONE SERVICE

Public Utilities Commission of the State of South Dakota

DATE	MEMORANDA
11/2 98	Received,
11/5 98	Processed,
11/5 98	Weekly Report,
12/9 98	Order Finding Violable Cause and Notice Requiring Answer,
12/10 98	Complaint,
12/11 98	Complaint (Amended),
12/15 98	Order Permitting Amendment of Complaint,
1/7 99	Answer,
1/15 99	Order for and Notice of Hearing,
2/1 99	Order Cancelling Hearing,
3/5 99	Amended Order for and Notice of Hearing,
4/14 99	Final Brief,
4/14 99	Respondent's Pre Hearing Brief,
4/14 99	Motion of Resident Attorney for the President Attorney to appear <i>Pro Hac Vice</i> ,
4/14 99	Motion of Attorney to Practice <i>Pro Hac Vice</i> ,
4/14 99	Superior Consulting Attorney to Practice <i>Pro Hac Vice</i> (William A. Reed),
4/22 99	Transcript of Hearing held on 4/15/99,
6/6 99	HSA, Inc.'s Post-Hearing Brief,
5/24 99	Brief of Respondent, McLeodUSA,
6/3 99	HSA, Inc.'s Reply Brief,

8-5500-4-1

9/14/99	Verified Petition for Reliance Re. Damages Award;
9/14/99	Brief in Support of Verified Petition for Reliance Re. Damages Award;
9/24/99	Reply Petition for Reliance Regarding Damages;
10/1/99	Supplemental Brief in Support of Petition for Reliance;
10/7/99	Plaintiff's Reply Brief to Petition for Reliance re. Damages Award;
12/31/99	Order Denying Petition for Reliance; Notice of Entry of Order;
12/31/99	Debit Added

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA
500 E. Capitol, State Capitol Building, Pierre SD 57501

COMPLAINT

1098-196

RECEIVED

NOV 07 1998

SOUTH DAKOTA PUBLIC UTILITIES COMMISSION

Complainant(s): (Persons filing the complaint)		Respondent(s): (Persons or Company complained against)	
Name	ISAAC DODTJER	Contact Person	UNKNOWN
Address	409 E 2ND	Company	MCCLELLAN USA
City, State, Zip	BAIDU CITY SD 57003	Address	6400 C STREET SW
Home Phone	605-787-9085	City, State, Zip	LOHAS RAPIDS IA 52420
Work Phone	605-341-1442 IF IT WORKS	Work Phone	319-364-2222
Cellular Phone	581-1535	Cellular Phone	319-364-2222
Fax #	342-9445	Fax #	319-364-2222

If the Complainant is represented by an attorney, please list the attorney's name, address, telephone number and fax number below. (If Complainant is not represented by an attorney, please leave blank.)

SAMUEL O KERR 731 ST JER RADIO CITY SD 57003
605-341-0400 FAX 340-3046

These are the facts giving rise to my complaint:

SEE ATTACHED

DAVID SEPT 1998
Oct 8th
Oct 13th

NOTE: Please attach additional pages, if necessary, to explain your situation. Also enclose copies of any bills or other documents which may pertain to your complaint.

RESOLUTION REQUEST

I ask that the Public Utilities Commission grant the following relief. (What do you think the Commission should do to solve this problem?)

SEE ATTACHED

NOTE: Please attach any additional pages, if necessary.

VERIFICATION

Complainant's signature must be witnessed by a notary public.

Complainant's Signature

Date

OCT 24 1998

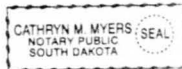
State of South Dakota

County of FLEISCHER

On this 24th day of October, 1998

before me personally came and appeared Isaac Dodtjer known to me to be the individual described herein and who executed the foregoing instrument, and who duly acknowledged to me that he/she executed same for the purpose therein contained

IN WITNESS WHEREOF, I hereunto set my hand and official seal.



Signature of Notary Public

(SEAL)

My commission expires:

My Commission Expires
January 25, 2004

64-64-000-10

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH 605-341-1490
FAX 605-342-9195

10/29/98

ATTENTION PUBLIC UTILITIES COMMISSION

SUBJECT GRANT FOR RELIEF

OUR BUSINESS IS MAINLY SELLING TO STATE AND FEDERAL AGENCIES. THE LAST WEEK OF SEPTEMBER IS THE LAST WEEK OF THE FISCAL YEAR FOR THE GOVERNMENT. IN COMPARISON, THIS WOULD BE LIKE THE WEEK PRIOR TO CHRISTMAS FOR SHOPKO.

OUR SALES THROUGH THAT WEEK ARE GENERALLY EQUAL TO APPROXIMATELY FOUR WEEKS OF NORMAL SALES. THIS YEAR UP TO SEPTEMBER 23RD THIS COMPANY HAD GENERATED APPROXIMATELY \$1,600,000.00 AND APPROXIMATELY 16% PROFIT.

IF YOU FIGURE OUR DAMAGES OF BEING WITHOUT ADDICATE PHONE SERVICE FROM SEPTEMBER 24TH THRU OCTOBER 12TH YOU CAN SEE THAT WE INCURRED A SUBSTANTIAL LOSS OF THOUSANDS OF DOLLARS. THESE FIGURES CAN BE VERIFIED BY THE ACCOUNTING FIRM OF BRUCE ASHLAND AND ASSOCIATES.

PART OF MCLEOD'S GAURANTEEE WAS IF WE WERE NOT SATISFIED WITH THEIR SERVICE THEY WOULD SWITCH US BACK AT NO CHARGE. AT THIS POINT I AM AFRAID TO ASK TO BE TRANSFERRED BACK FOR FEAR OF LOSING SERVICE AGAIN.

A. PROFIT FROM JANUARY TO SEPTEMBER 23RD
\$223,865.00

B. PER WEEK PROFIT IS APPROXIMATELY
\$6,000.00

C. SERVICE WAS OUT OR INADEQUATE FROM SEPTEMBER 23RD TO OCTOBER 12TH
OR 2 1/2 WEEKS.

D. CONSIDERING THE LAST WEEK OF THE FISCAL YEAR IS EQUAL TO FOUR WEEKS
1) FISCAL YEAR WEEK = FOUR WEEKS
2) NORMAL WEEKS LOSE 1.5 WEEKS

E. FINANCE LOSS
 $5.5 \times 6,000.00 = \$33,000.00$

SINCERELY,



DON JIRACEK
PRESIDENT

cc PUBLIC UTILITIES COMMISSION
cc SAMUEL D. KERR ATTORNEY AT LAW

0150.46.4
BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.

Attorneys & Counselors at Law

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

731 ST. JOSEPH STREET, SECOND FLOOR
P.O. Box 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

OFFICE OF SAMUEL D. KERR

TELEPHONE: (605) 341-2400
FAX: (605) 342-3616

*A PROFESSIONAL CORPORATION

October 15, 1998

G.S.A., Inc.
Attn: Don Jiracek
4509 S. I-90 Service Road
Rapid City, SD 57701

Re: Doug Shaw/Mobile Home Title
Our File No. 5-3044.02

Dear Mr. Jiracek:

I am in receipt of your file materials regarding the above-referenced matter. Please be advised that I am out of town for the rest of the week and will begin work on this matter next week.

Sincerely yours,


Samuel D. Kerr

SDK/sc

U.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH (605) 341-1490
FAX (605) 342-9195

DATE: SEPTEMBER 29, 1998
ATTENTION: AMY HASLEY
SUBJECT: #438367

IN RESPONSE TO THE FAXED LETTER DATED SEPTEMBER 29, 1998

YOU STATED THAT OUR SERVICE WAS TO BE CONVERTED ON SEPTEMBER 24, 1998 TO MCLEOD USA. THIS IS UNTRUE. ORDER WAS PLACED WITH SALES REPRESENTATIVE BRETT RITTER MONTHS PRIOR AND WAS TO BE ACTIVATED SEPTEMBER 23, 1998 BY SERVICE TECHNICIAN. REASONING WAS, WE NEEDED SERVICE TO ROLLOVER TO RESIDENCE. WE DECIDED A THREE RING AUTOMATIC FORWARDING WAS EFFICIENT AS DESCRIBED BY SALES REPRESENTATIVE, AND WOULD BE A SAVINGS ON OUR BILL.

ON SEPTEMBER 23, 1998 THE SWITCH WAS MADE OF EXCHANGE WAS FROM US WEST TO MCLEOD.

1. EVERYTHING WENT ACCORDINGLY, BUT YOUR SALES REP MISTAKENLY FORGOT TO INCLUDE ON TICKET SALES THE AUTOMATIC FORWARDING. I CALLED ON STATIS AND WAS TOLD IT TAKES TWO WEEKS FOR INSTALLATION, WHICH IS UNEXCEPTABLE. THE PHONE CALLS ARE ESSENTIAL AT OUR BUSINESS LOCATION AND MY RESIDENCE DUE TO THE FACT WE DO BUSINESS WORLDWIDE WHICH REQUIRES 24 HOUR SERVICE. THEREFORE RECEIVING PHONE CALLS AT 2:00AM IS A NORM. IT IS CRUCIAL TO RECEIVE ALL INBOUND CALLS DURING ALL HOURS AND AT MY HOME.
2. THURSDAY: SERVICE TECHNICIAN INSTALLED THE AUTOMATIC CALL FORWARDING AND CHECKED ALL LINES. PHONE WORKED PRIOR TO THE INSTALLATION THAT WAS MADE AND AFTER.
3. FRIDAY: APPROXIMATELY AROUND NOON LINE1 HAD NO DIAL TONE. CUSTOMERS CALLED IN ON LINE 2 AND NOTIFIED US THAT THE PHONE WOULD RING ON LINE 341-1490 BUT NO ONE ANSWERED. WE CHECKED THIS OUT AND USED OUR OTHER LINES TO FIND THE SAME RESULT, THAT THE NUMBER WOULD RING BUT TO NO ONE ANSWERING. WE CALLED MCLEOD AND REPORTED PROBLEM. THEY SAID THEY COULD DEADEN LINE 1, TO INSURE OUR CALLS WOULD REACH THE OFFICE, UNTIL THE PROBLEM COULD BE RECRIFIED NO LATER THAN 6:00 PM

THAT EVENING. CALLS CAME IN ONLY ON LINES 2, 3, AND 4. THIS SOLUTION TOOK OVER TWO HOURS TO ACCOMPLISH.

4. SATURDAY: SAME PROBLEM. WAS INFORMED THAT SERVICE WOULD BE FIXED NO LATER THAN 6:00 PM.
5. SUNDAY: SAME PROBLEM. WAS TOLD SERVICE WOULD BE CORRECTED FIRST THING MONDAY MORNING.
6. MONDAY: SAME PROBLEM. HOWEVER, WE DO GET A DIAL TONE ON LINE 1, BUT CALLS ONLY RING ON LINES 2, 3, AND 4. WHICH DOES NOT RECTIFY THE CALL FORWARDING TO HOME FROM OFFICE.
7. TUESDAY: 8:00 AM STILL THE SAME PROBLEM.

PLEASE REVIEW OUR COMPLAINT AND HOPEFULLY YOU CAN RESOLVE THIS DILEMMA. ASAP!

IF YOU ARE UNABLE TO CONTACT ME IMMEDIATELY, PLEASE HAVE ANOTHER REPRESENTATIVE INFORM US AS TO STATUS OF THE SOLUTION.

SINCERELY,
DON JIRACEK
PRESIDENT

0150.46.7

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH 605-341-1654
FAX 605-342-9195

OCTOBER 13, 1998
ATTENTION: PUBLIC UTILITY COMMISSION
FAX: 605-773-3809

ON SEPTEMBER 23, 1998 WE SWITCHED FROM US WEST TO MCLEOD. SINCE THAT TIME, INCLUDING TODAY, WE HAVE BEEN WITHOUT PHONE SERVICE. THE PRIMARY FUNCTION OF OUR BUSINESS IS THAT WE SELL COMMODITY ITEMS TO FEDERAL AGENCIES ALL OVER THE WORLD. THE LAST WEEK OF SEPTEMBER IS THE LAST WEEK OF THE FISCAL YEAR FOR OUR CUSTOMERS. YOU COULD COMPARE OUR SALES DURING THAT WEEK TO RETAIL BUSINESS SALES DURING THE LAST WEEK PRIOR TO CHRISTMAS.

- A) APPROXIMATELY THE FIRST 10 DAYS AFTER THE SWITCH, OUR MAIN LINE NUMBER 341-1490 AND OUR 800-456-0558, OUR CUSTOMERS TRIED TO REACH US AT THESE NUMBERS. THEY WERE UNABLE TO CONTACT US. THEY STATED THE PHONE WAS RINGING BUT THERE WAS NO ANSWER. UNFORTUNATELY, IT WAS NOT RINGING AT OUR BUSINESS. NEITHER US WEST OR MCLEOD HAVE BEEN ABLE TO TELL US WHERE THE PHONE CALLS RING TO.
- B) ON APPROXIMATELY THE 3RD OF SEPTEMBER OUR 800 NUMBER AND THE 341-1490 HAVE STARTED TO RING AT OUR BUSINESS LOCATION. WHEN WE TRY TO ANSWER, WE ARE IMMEDIATELY DISCONNECTED. IF WE DON'T ANSWER, THE CALL IS TRANSFERRED TO MY RESIDENTIAL NUMBER. THEY IN TURN, HAVE TO INFORM THE CUSTOMER OF OUR ALTERNATIVE LINES TO REACH US AT OUR BUSINESS LOCATION. UNFORTUNATELY I DO NOT HAVE AN ALTERNATE 800 NUMBER.
- C) OUR PHONE SYSTEM IS SUPPOSE TO HAVE ROLLOVER WHEN LINE ONE IS BUSY. FROM LINE ONE TO LINE TWO, TWO TO ETC.

THIS NO LONGER HAPPENS, SO IF A CUSTOMER CALLS AND SOMEONE IS ON OUR RESIDENT NUMBER, THEY WILL GET A BUSY SIGNAL. WE HAVE TRIED TO LEAVE THIS NUMBER OFF THE HOOK TO SEE IF IT WOULD ROLL BACK TO BUSINESS, BUT IT ONLY RINGS BUSY.

- D) WE HAD 6 PHONE LINES, PRIOR TO SWITCHING SERVICE. THERE WERE MANY TIMES ALL 6 LINES WERE BUSY. I STATE THIS, SO YOU CAN

0150-46-8

**G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH (605) 341-1490
FAX (605) 342-9195**

DATE: OCTOBER 8, 1998
ATTENTION: PUBLIC UTILITY COMMISSION
FAX: 605-773-3809

TO WHOM IT MAY CONCERN,

ON SEPTEMBER 23, 1998 WE HAD OUR PHONE SERVICE SWITCHED FROM US WEST PHONE SERVICE COMPANY TO MCLEOD PHONE SERVICE COMPANY. SINCE THAT DATE OUR PHONE SERVICE HAS BEEN A DISASTER. WE HAVE LOST THOUSANDS OF DOLLARS DUE TO THE FACT OUR CLIENTS HAVE NOT BEEN ABLE TO REACH US.

EACH DAY WE HAVE CONTACTED MCLEOD AND THEY PASS THE BLAME ONTO US WEST. WE HAVE CALLED US WEST NUMEROUS TIMES, AND US WEST REPLIES THAT WE ARE NO LONGER THEIR CUSTOMER. THEY CANNOT TELL US ANYTHING.

WE ARE ASKING YOUR HELP IN ACQUIRING THE TRUTH. WE NEED RESULTS TO THIS DILEMMA AND WHAT IS CAUSING THE PROBLEM WITH THE ABOVE MENTIONED CONCERNS. OUR MAIN LINE # 605-341-1490 AND OUR TOLL FREE # 1-800-456-0558 IS NO LONGER IN WORKING ORDER.

PLEASE CALL (605-341-1654) OR FAX (605-342-9195) THE NAME AND PHONE NUMBER OF THE PERSON WHO WILL BE HANDLING THIS CASE. OUR LEGAL REPRESENTATIVE MAY NEED TO CONTACT YOU.

SINCERELY,

DON JIRACEK
PRESIDENT

0150.46.9

UNDERSTAND THE HARDSHIP AND FINANCIAL REPERCUSSION THIS
PROBLEM IS CAUSING FOR OUR COMPANY.

PLEASE SEE REFERENCE LETTER WE FAXED OCTOBER 8, 1998. IT IS
CRITICAL THAT WE HAVE A RESPONSE OR FOLLOW-UP ON THIS MATTER.

THANK YOU FOR YOUR ATTENTION.

SINCERELY,
DON JIRACEK
PRESIDENT

0150046.10

South Dakota Public Utilities Commission

WEEKLY FILINGS

For the Period of October 30, 1998 through November 5, 1998

If you need a complete copy of a filing faxed, overnight expressed, or mailed to you, please contact Delaine Kolbo within five business days of this filing.
Phone: 605-773-3705 Fax: 605-773-3809

NATURAL GAS

- NG98-010 In the Matter of the Application of MidAmerican Energy for continuation of its Incentive Gas Supply Procurement Program

Application of MidAmerican Energy to continue its Incentive Gas Supply Procurement Program for an additional three-year period or until such time as its purchased gas adjustment may be eliminated, whichever comes later. MidAmerican states that under a plan it has filed in Iowa, it will enable small volume gas transportation and has proposed to eliminate its PGA in May of 2000. MidAmerican is in the process of determining whether to extend the same type of transportation service to South Dakota.

Staff Attorney: Karen Cremer
Staff Analyst: Dave Jacobson
Date Filed: 10/30/98
Intervention Deadline: 11/19/98

TELECOMMUNICATIONS

- TC98-195 In the Matter of the Application of Network Billing Systems, L.L.C. for a Certificate of Authority to Provide Telecommunications Services in South Dakota.

Application of Network Billing Systems, L.L.C. for a certificate of authority to provide intrastate telecommunications services in the state of South Dakota. Network Billing Systems is proposing to offer outbound interexchange telecommunications services. The Applicant does not propose to offer alternative operator services. Intrastate service is an add-on service available only if the customer subscribes to the company's interstate offerings.

Staff Attorney: Camron Hoseck
Staff Analyst: Harlan Best
Date Filed: 11/02/98
Intervention Deadline: 11/20/98

- TC98-196 In the Matter of the Complaint filed by Don Jiracek on behalf of GSA, Inc., Rapid City, South Dakota, against McLeod USA, Regarding Inadequate Service.

TC 98-196

731 ST. JOSEPH STREET, SECOND FLOOR
P O Box 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

OFFICE OF SAMUEL D. KERN

TELEPHONE (605) 341-2400
FAX (605) 342-3616

* A PROFESSIONAL CORPORATION

November 12, 1998

Cameron Hoseck
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

Re: G.S.A., Inc. v. McLeod U.S.A.

Dear Mr. Hoseck:

This letter will serve to advise you that I have contacted my client regarding the extent of my representation of him in the above-referenced matter. My client would like me to look after his interests and to assist him in this matter. In that regard, would you provide me with any scheduling deadlines or other deadlines which you anticipate arising in this matter. I believe you already advised me that Mr. Jurack's Complaint is in order and properly on file with the Public Utilities Commission. Of course, if you would like to visit with my client regarding this matter, we will certainly arrange for you to do so. Please confirm and advise.

Sincerely yours,


Samuel D. Kerr

SDK/lsc

cc: Mr. Don Juracik

NEXT

DOCUMENT (S)

BEST IMAGE

POSSIBLE

TC 98-196

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH 605-341-1490
FAX 605-342-9195

12/01/98

ATTENTION: PUBLIC UTILITY COMMISSION
605-773-3809

THIS LETTER IS TO INFORM YOU CURRENTLY OF WHAT IS HAPPENING BETWEEN MY COMPANY AND MCLEOD PHONE SERVICE. WE HAVE BEEN TRYING TO GET OUR SERVICE SWITCHED BACK TO OUR ORIGINAL CARRIER, OF NOS. WE HAVE BEEN ATTEMPTING TO DO THIS FOR THREE WEEKS NOW.

I HAVE JUST BEEN INFORMED THAT THE REASON THIS IS TAKING SO LONG IS MCLEOD HAD INFORMED NOS THAT WE OWE THEM A TREMENDOUS AMOUNT OF MONEY. THIS WAS VERBALLY TOLD TO ME BY MR. CARTER COLLINS, SENIOR ACCOUNTING MANAGER WITH NOS. HE MAY BE REACHED AT 800-636-6670. THIS IS TOTALLY UNTRUE. SEE ATTACHED

A. MCLEOD ACCOUNTING STATEMENT
B. COPY OF CHECK SENT TO MCLEOD

I AUTHORIZED PAYMENT OF \$618.11 EVEN THOUGH I BELIEVE WE DO NOT OWE THIS, FOR THE FACT DURING THIS BILLING PERIOD WE HAD NO SERVICE OR VERY INADEQUATE SERVICE.

SINCERELY,
DON JIRACEK
PRESIDENT

P.S. WE ARE NO LONGER ABLE TO CALL OR FAX ANY OF OUR CUSTOMERS OVERSEAS. THIS IS 75% OF OUR BUSINESS.

P.S.S. COULD YOU PLEASE TELL US OF THE STATUS OF OUR COMPLAINT CONCERNING MCLEOD.



McLeodUSA Management Report and Account Statement

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2001844
Invoice Date: 11/17/98
Invoice Period: 10/01-10/31
Page Number: 1 OF 28

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	618.11
RSVP Discount Earned	.00
Payment Received.....Thank You	.00
Previous Balance Due	618.11
Current Month	
Local Charges	250.74
Long Distance Charges	283.10
Enhanced Business Services	.00
Additional Services	30.00
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	19.78
Total Current Charges	593.68
Total Due	1,211.79

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.

McLeodUSA

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2001844
Invoice Date: 11/17/98

Amount Due: \$1211.79

Amount Enclosed _____
Payment Due Date 12/07/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 20018446 0001211796 0001211796 1207984

87

656240001

656240001

G/G.S.A., INC.

10894

DATE INVOICE NO COMMENT
10/15/98 1871556 1197987

AMOUNT DISCOUNT NET AMOUNT
618.11 .00 618.11

CHECK: 010894 11/20/98 MCLEOD USA

CHK TOTAL: 618.11

G/G.S.A., INC.

4506 S. 180 SERVICE ROAD
RAPID CITY, SD 57701
(605) 341-1490

NORWEST BANK SOUTH DAKOTA, N.A.
RAPID CITY, SD 57702
784-914

10894

010894

*SIX HUNDRED EIGHTEEN DOLLARS AND 11 CENTS

DATE
11/20/98

AMOUNT
*****618.11*

PAY
TO THE
ORDER
OF

MCLEOD USA
PO BOX 3253
CEDAR RAPIDS

1A 52106-3253

MCLEOD

NOT NEGOTIABLE

⑈010894⑈ ⑈00140004⑈ 0910020685⑈

DEC- 2-98 WED 8:55 AM GSA INC

FAX NO. 16053429195

TC98-196 P. 1

**G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH 605-341-1490
FAX 605-342-9195**

12/02/98

ATTENTION: PUBLIC UTILITY COMMISSION
605-773-3809

WE HAD CONTACTED MCLEOD PHONE SERVICE YESTERDAY BECAUSE
WE COULD NOT CALL OR FAX TO OUR CUSTOMERS OVERSEAS. TODAY
WE STILL CAN NOT CALL OVERSEAS AND IMMEDIATELY CALLED
MCLEOD TO LET THEM KNOW THAT WE STILL ARE HAVING PROBLEMS
WITH THE PHONE LINES. NOBODY FROM MCLEOD HAS RETURNED OUR
CALLS TO THEM ON THIS MATTER.

SINCERELY,
DON JIRACEK
PRESIDENT

TC 98-196

GSA INC
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH: 605-341-1490
FAX: 605-342-9195

12/04/98

ATTENTION: PUBLIC UTILITY COMMISSION
605-773-3809

RECEIVED A CALL FROM A PERSON OF THE NAME OF DAVID FROM
MCLEOD THIS MORNING AT 8 00 AM. HE HAD ME TEST OUR OVERSEAS
PROBLEM BY FIRST DIALING 00 AND THEN TRYING 10-10-725. AFTER THESE
FAILED HE ADVISED ME HE WAS GOING TO GET RIGHT ON THIS

THIS IS THE FIRST TIME THAT ANYONE FROM MCLEOD HAS BOTHERED TO
TALK TO US ON THIS PROBLEM, EXCEPT EARLIER IN THE WEEK SOMEONE
FROM MCLEOD CALLED AND ASKED WHAT THE PROBLEM WAS. THAT
CALL LASTED ABOUT 30 SECONDS.

EACH DAY THAT WE OUR WITHOUT THE ABILITY TO REACH OUR
CUSTOMERS OVERSEAS IS COSTING THIS COMPANY ITS FINANCIAL
STABILITY.

EACH MORNING WE CALL MCLEOD AND EACH MORNING THEY STATE
THERE IS A WORK TICKET OPEN ON US AND SOMEBODY WILL GET BACK
TO US. UNFORTUNATELY THIS NEVER HAPPENS.

SINCERELY,
DON JRACEK
PRESIDENT

GSA INC
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH: 605-341-1490
FAX: 605-342-9195

11/03/98

ATTENTION: PUBLIC UTILITY COMMISSION
605-773-3809

ON 12-2-98 FINALLY TWO DAYS AFTER WE CALLED AND
REPORTED THE PROBLEM, ERIC FROM MCLEODUSA CALLED AT
4.00 PM ASKING WHAT PROBLEMS WE ARE HAVING.

TODAY AT 11:00 AM WE STILL CAN NOT CALL OVERSEAS. WE
ARE STRESSING THIS BECAUSE 75% OF OUR BUSINESS IS DONE
OVERSEAS.

SINCERELY,
DON JIRACEK
PRESIDENT

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	ORDER FINDING
BY DON JIRACEK ON BEHALF OF G.S.A.)	PROBABLE CAUSE AND
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	NOTICE REQUIRING
MCLEODUSA TELECOMMUNICATIONS)	ANSWER
SERVICES, INC. REGARDING INADEQUATE)	
SERVICE)	TC98-196

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of customer service issues against McLeod, including problems procuring reliable service. The Complainant is requesting that it be reimbursed for its business losses.

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 7, 1998, the Commission considered this matter. Complainant, through the attorney of record, Bart Banks, explained the complaint. McLeod did not appear or respond at this meeting. Commission Staff recommended a finding of probable cause.

The Commission finds that it has jurisdiction over this matter pursuant to SDCL 49-13-1, 49-13-4, 49-13-13, 49-13-14.1, 49-31-3, 49-31-7, 49-31-7.1, 49-31-11, 49-31-60 through 49-31-68, inclusive, and ARSD 20 10 01 08 01 and 20 10 01 09. The Commission voted unanimously to find probable cause. It is therefore

ORDERED, that pursuant to ARSD 20 10 01 09, the Commission finds that there is probable cause of an unlawful or unreasonable act, rate, practice, or omission and that the complaint shall be forwarded to McLeod which shall file with the Commission its answer in writing within twenty (20) days of service of this order; and it is further

ORDERED, that the executive director shall set a procedural schedule.

Dated at Pierre, South Dakota, this 9th day of December, 1998.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

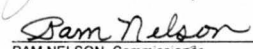
By

Date

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:


JAMES A. BURG, Chairman


PAM NELSON, Commissioner


LASKA SCHOENFELDER, Commissioner

01500
64200

BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.

Attorneys & Counselors at Law

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

731 ST. JOSEPH STREET, SECOND FLOOR
P.O. Box 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

OFFICE OF SAMUEL D. KERR

TELEPHONE: (605) 341-2400
FAX: (605) 342-3616

*A PROFESSIONAL CORPORATION

December 9, 1998

RECEIVED

DEC 10 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Cameron Hoseck
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Hoseck:

Enclosed herewith and transmitted to you in the above-referenced matter is the original and one copy of the Amended Complaint, filed pursuant to leave of the Commission. As the Commission unanimously found probable cause on December 7, 1998, please make service upon McLeod USA Telecommunication Services, Inc.

In the meantime, if you have any questions or concerns, please do not hesitate to contact me at these offices.

Sincerely yours,



Samuel D. Kerr

SDK:lsc

Enclosures

cc: G.S.A., Inc. (w/enc)

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED
DEC 10 1998
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota corporation,)	
)	TC 98-196
Complainant,)	
)	
-vs-)	COMPLAINT
)	
MCLEOD USA TELECOMMUNICATION)		
SERVICES, INC., an Iowa corporation,)	
)	
Respondent.)	

COMES NOW the above-captioned Complainant, and for its Complaint against the above-named Respondent, states and alleges as follows:

1.

That Complainant (hereafter "GSA") is a South Dakota corporation with its principal place of business in Rapid City, South Dakota. It is engaged in the business of brokering supplies, equipment, and other items for state and federal governments and conducts business within the United States as well as overseas. GSA relies exclusively upon the telephone and telefax to conduct its day-to-day sales.

2.

That Respondent McLeod USA Telecommunication Services, Inc. (hereafter "McLeod") is a telecommunications provider subject to the authority and jurisdiction of the South Dakota Public Utilities Commission and, upon information and belief, is authorized to sell and provide telecommunications services within the state of South Dakota.

3.

That in the Fall 1998, McLeod, through its agents and representatives, solicited GSA to

01554622

provide local and long-distance telephone service. At the time of the meeting, GSA was using U.S. West Telecommunications. McLeod was made aware of the nature of GSA's business and its reliance upon adequate phone service to conduct its business. Further, McLeod affirmatively represented that it would "meet or beat" the local and long-distance rates currently being paid by GSA.

4.

That in reliance upon the representations made by McLeod and upon further reasonable assumption that McLeod could provide adequate phone service as represented and as required to conduct its business, GSA contracted with McLeod for both local and long-distance services. Under this contract, GSA was to have the ability to telefax overseas and was to have an 800 number.

5.

That on September 23, 1998, when GSA's telephone services were transferred to McLeod, GSA was without any phone service whatsoever. Within the first week, GSA's customers could place calls but the telephone would not ring at GSA's place of business. Thereafter, GSA had only one line which only rang at a forwarding number, and GSA could not call or fax overseas as provided in the contract. By mid-October, GSA could finally call and fax overseas but learned that the overseas long-distance rates being charged by McLeod were substantially higher than (as much as two times) as those formerly paid to US West.

6.

That GSA complained of the foregoing problems on many occasions but was unable to get a satisfactory response from McLeod who, despite these problems, insisted upon full payment for local and long-distance service.

7.

That as a result of the foregoing problems and McLeod's non-responsiveness, GSA lost significant income in its business due to the unavailable and inadequate phone service through McLeod. In fact, McLeod's actions and inactions proximately caused GSA damages in excess of \$30,000.00 for lost profits on sales between September 23, 1998, and October 12, 1998.

8.

That GSA has paid all of its outstanding billings from McLeod under protest and has otherwise fulfilled all of the conditions precedent required of it under its contract with McLeod.

9.

That after GSA discovered that McLeod was charging overseas rates well in excess of those charged by GSA's former carrier, U.S. West, and contrary to McLeod's express representations above-referenced, GSA attempted to change its long-distance carrier to NOA. However, NOA representatives advised GSA that McLeod had told NOA that GSA "owed them a tremendous amount of money." Not only was this statement untrue, fraudulent, and slanderous, but upon information and belief, this statement was made in order to hinder or prevent GSA from changing its long-distance carrier.

WHEREFORE, Complainant respectfully requests that the Commission set this matter on for an evidentiary administrative hearing and that it grant GSA the following relief:

1. For judgment in favor of GSA and against McLeod for lost profits in the amount of \$33,000.00;
2. For judgment in favor of GSA and against McLeod awarding GSA full reimbursement for all charges paid to McLeod for local and long-distance services between September 23, 1998, and October 12, 1998;
3. For judgment in favor of GSA and against McLeod awarding GSA a refund of long-distance overseas rates charged by McLeod in excess of those charged by US West and in

violation of its representations that McLeod would charge the same or less than US West for such services;

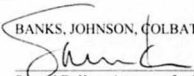
4. For an injunction against McLeod ordering it to cease and desist in its deceptive representations and practices about long-distance charges to its customers and further ordering McLeod to cease and desist any attempts to disparage GSA and/or its principals with other local or long-distance carriers;

5. For GSA's costs and disbursements incurred in bringing this matter to hearing before the Commission; and

6. For such other and further relief as the Commission deems just under the circumstances presented.

DATED this 9th day of December, 1998.

BANKS, JOHNSON, GOLBATH & KERR



Samuel D. Kerr, Attorneys for GSA
P.O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

8110555
JN 040
BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.

Attorneys & Counselors at Law

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

731 ST. JOSEPH STREET, SECOND FLOOR
P.O. BOX 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

TELEPHONE: (605) 341-2400
FAX: (605) 342-3616

BARTON R. BANKS *
SAMUEL D. KERR
GARY G. COLBATH, JR. *

*A PROFESSIONAL CORPORATION

OFFICE OF SAMUEL D. KERR

December 10, 1998

RECEIVED

DEC 11 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Cameron Hoseck
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Hoseck:

Enclosed herewith and transmitted to you in the above-referenced matter is another original and one copy of the amended Complaint. I found some misnomers in the Complaint which was forwarded to you under date of December 9, 1998, which I have now corrected. There were no substantive changes made. Please make service upon McLeod USA Telecommunication Services, Inc.

In the meantime, if you have any questions or concerns, please do not hesitate to contact me at these offices.

Sincerely yours,


Samuel D. Kerr

SDK/lsc

Enclosures

cc: G.S.A., Inc. (w/enc)

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

DEC 11 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota corporation,)	
)	TC 98-196
Complainant,)	
)	
-vs-)	COMPLAINT
)	
MCLEOD USA TELECOMMUNICATION)	
SERVICES, INC., an Iowa corporation,)	
)	
Respondent,)	

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1.

That Complainant (hereafter "GSA") is a South Dakota corporation with its principal place of business in Rapid City, South Dakota. It is engaged in the business of procuring supplies, equipment, and other items for state and federal governments and conducts business within the United States as well as overseas. GSA relies exclusively upon the telephone and telefax to conduct its day-to-day sales.

2.

That Respondent McLeod USA Telecommunication Services, Inc. (hereafter "McLeod") is a telecommunications provider subject to the authority and jurisdiction of the South Dakota Public Utilities Commission and, upon information and belief, is authorized to sell and provide telecommunications services within the state of South Dakota.

3.

That in the Fall 1998, McLeod, through its agents and representatives, solicited GSA to

provide local and long-distance telephone service. At the time of the meeting, GSA was using U.S. West Telecommunications for local service and NOS for long distance service. McLeod was made aware of the nature of GSA's business and its reliance upon adequate phone service to conduct its business. Further, McLeod affirmatively represented that it would "meet or beat" the local and long-distance rates currently being paid by GSA.

4.

That in reliance upon the representations made by McLeod and upon further reasonable assumption that McLeod could provide adequate phone service as represented and as required to conduct its business, GSA contracted with McLeod for both local and long-distance services. Under this contract, GSA was to have the ability to telefax overseas and was to have an 800 number.

5.

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6.

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7.

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8.

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9.

That after GSA discovered that McLeod was charging overseas rates well in excess of those charged by GSA's former carrier, NOS, and contrary to McLeod's express representations above-referenced, GSA attempted to change its long-distance carrier to NOS. However, NOS representatives advised GSA that McLeod had told NOS that GSA "owed them a tremendous amount of money." Not only was this statement untrue, fraudulent, and slanderous, but upon information and belief, this statement was made in order to hinder or prevent GSA from changing its long-distance carrier.

WHEREFORE, Complainant respectfully requests that the Commission set this matter on for an evidentiary administrative hearing and that it grant GSA the following relief:

1. For judgment in favor of GSA and against McLeod for lost profits in the amount of \$33,000.00;
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violation of its representations that McLeod would charge the same or less than US West for such services;

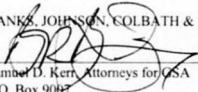
4. For an injunction against McLeod ordering it to cease and desist in its deceptive representations and practices about long-distance charges to its customers and further ordering McLeod to cease and desist any attempts to disparage GSA and/or its principals with other local or long-distance carriers;

5. For GSA's costs and disbursements incurred in bringing this matter to hearing before the Commission; and

6. For such other and further relief as the Commission deems just under the circumstances presented.

DATED this 10 day of December, 1998.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr, Attorneys for GSA

P.O. Box 9007

Rapid City, SD 57709-9007

(605) 341-2400

0.150430

TC98-196

Dated at Pierre, South Dakota, this 18th day of December, 1998.

Date _____

LASKA SCHOENFELDER, Commissioner



December 29, 1998

RECEIVED

JAN 04 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

FAX Received 12/29/98

Mr. William Bullard, Executive Secretary
South Dakota Public Utilities Commission
State Capitol Building, 500 East Capitol Street
Pierre, SD 57501-5070

**Re: Complaint by Don Jiracek on Behalf of G.S.A., INC. Against McLeodUSA
Telecommunications Services, Inc.; Docket No. TC98-196**

Dear Mr. Bullard:

On December 9, 1998, the South Dakota Public Utilities Commission ("Commission") issued an order finding probable cause and directing McLeodUSA Telecommunications Services, Inc. ("McLeodUSA") to file an Answer on or before December 29, 1998. On December 18, 1998, the Commission permitted the Complainant to amend his complaint and directed McLeodUSA to file an Answer to the Amended Complaint within twenty (20) days of service of the order.

McLeodUSA will file an Answer to the Amended complaint on or before January 7, 1999 as directed by the Commission's order dated December 18, 1998, which will answer all allegations proffered by Complainant in this docket. However, to avoid the confusion of having duplicitious Answers filed in the same docket, McLeodUSA does not plan to file a separate Answer to the Original complaint. Please advise if that is not acceptable to the Commission.

Sincerely,

William A. Haas
Associate General Counsel

Samuel D. Kerr, Esq.
David Gerdes, Esq.

BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.**Attorneys & Counselors at Law**

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

731 ST. JOSEPH STREET, SECOND FLOOR
P.O. BOX 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

OFFICE OF SAMUEL D. KERR

TELEPHONE: (605) 341-2400
FAX: (605) 342-3616

*A PROFESSIONAL CORPORATION

December 29, 1998

RECEIVED

DEC 31 1998

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Cameron Hoseck
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

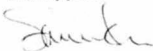
Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Hoseck:

Enclosed herewith and transmitted to you in the above-referenced matter is the original of Sheriff's Return of Personal Service.

If you have any questions or concerns, please do not hesitate to contact me at these offices.

Sincerely yours,



Samuel D. Kerr

SDK:lsc

Enclosure

cc: G.S.A., Inc. (w/enc)

STATE OF SOUTH DAKOTA } SS
 COUNTY OF _____

RETURN NO 98-2302

IN _____

G.S.A. INC

COMPLAINANT

MCLEOD USA TELECOMMUNICATION

SERVICES, INC

RESPONDANT

SHERIFF'S RETURN

PERSONAL SERVICE

STATE OF SOUTH DAKOTA } SS
 COUNTY OF HUGHES

I hereby certify that the SUMMONS AND COMPLAINT

in the above entitled action, hereto attached, came into my hand for service on the 21 day of DECEMBER
 19 98 and that on 21 day of DECEMBER, 19 98, at 1125 HRS in said county

I did serve the within

SUMMONS AND COMPLAINT

on CT CORPORATION SYSTEM AS REGISTERED AGENT FOR MCLEOD USA

TELECOMMUNICA

by then and there delivering to and leaving with CT CORPORATION AS REGISTERED AGENT FOR

MCLEOD USA TELECOMMUNICATION SERVICES INC

SHERIFF'S FEES

SERVICE OF PROCESS	\$16.50
N/C SERVICE OF PROCESS	
SAME TIME SERVICE	
SHERIFF'S FEES	
LEVY FEES	
MILEAGE 10 @ 30	\$3.00
N/C MILEAGE @ 30	
TOTAL	\$19.50

ATTORNEY REC'D FROM

SAMUEL D KERR
 BANKS, JOHNSON, COLBATH & KERR
 PO BOX 9007
 RAPID CITY, SD 57709-9007

Michael H. Leidholt
 SHERIFF OF HUGHES COUNTY

BY Brad Hudson

DEPUTY

DATE 12/21/98

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1
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RECEIVED

JAN 07 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

G.S.A., INC., a South Dakota Corporation,

Complainant,

v.

MCLEODUSA TELECOMMUNICATIONS
SERVICES, INC.

Respondent.

DOCKET NO. TC98-196

ANSWER

COMES NOW McLeodUSA Telecommunications Services, Inc. ("McLeodUSA"), Respondent in the above-captioned complaint filed by G.S.A., Inc. (GSA or Complainant), and for its Answer to the amended complaint, hereby states:

1. McLeodUSA admits that Complainant is a South Dakota Corporation with its principal place of business in Rapid City, South Dakota. McLeodUSA denies the allegation that GSA relies exclusively upon telephone and telefax to conduct day to day sales based upon a lack of information.

2. McLeodUSA admits paragraph number 2.

3. McLeodUSA admits the allegations in paragraph 3.

4. McLeodUSA admits the allegations in paragraph 4 that Complainant signed a contract to purchase local and long distance service from McLeodUSA, including 800 service and the ability to telefax overseas. McLeodUSA denies the allegation that GSA contracted with McLeodUSA in reliance on representations made by McLeodUSA for lack of knowledge.

5. McLeodUSA denies the allegation that GSA was without dial tone on September

23, 1998. McLeodUSA affirmatively states that Complainant first reported lack of dial tone on September 25, 1998. McLeodUSA denies the allegation that telephone calls would not ring at GSA's place of business for lack of knowledge. McLeodUSA affirmatively states that Complainant never informed McLeodUSA of that alleged problem. McLeodUSA admits the allegation that Complainant experienced problems with 800 service. McLeodUSA affirmatively states that the initial problem with 800 service was resolved on September 28, 1998, and a different problem with 800 service was corrected on September 30, 1998.

McLeodUSA denies allegation that overseas rates being charged by McLeodUSA were substantially higher than those formerly paid to U S West for lack of information.

6. McLeodUSA denies the allegation that GSA complained of the foregoing problems to McLeodUSA. McLeodUSA affirmatively states that certain problems were brought to the attention of McLeodUSA, while other problems were never identified by Complainant. McLeodUSA. McLeodUSA admits that billing statements were issued to Complainant for local and long distance service. McLeodUSA affirmatively states Complainant never requested credits for any service outage or for rate adjustment and rebilling to match pricing or prior provider.

7. McLeodUSA denies the allegations in paragraph 7.

8. McLeodUSA denies the allegation in paragraph 8 that bill payments have been made in protest for lack of information.

9. McLeodUSA denies the allegations in paragraph 9.

AFFIRMATIVE DEFENSES

1. McLeodUSA is immune from liability for loss of business damages as a result of its filed tariffs which govern provision of telecommunications services by McLeodUSA in South

Dakota. McLeodUSA's approved tariff on file with the South Dakota Public Utilities Commission strictly limits liability to credits for the amount of time service was out:

2.3 Liability (cont'd)

Notwithstanding anything to the contrary in this section, if McLeod's service is interrupted and remains out of service for more than twenty-four (24) hours after the earlier of being reported to McLeod or being found by McLeod to be out of order, and if the interruption is not the result of a negligent or willful act by the Customer, a malfunction of Customer-owned equipment, McLeod's inability to gain access to the Customer's premises, or causes beyond McLeod's control as described in the first paragraph of this section, McLeod will make appropriate adjustments. Such adjustments, in the form of direct payments or bill credits, will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report to McLeod, or discovery by McLeod, of the interruption.

McLeodUSA Telecommunications Services, Inc. Tariff No. 1, Original Page No. 19. Tariffs have the force and effect of law and therefore bind the Complainants to recovery of a credit in an amount equal to the charges that would have been imposed during the outage period. Any other type of damages are not allowable pursuant to McLeodUSA's binding tariffs.

2. Similarly, GSA agreed to the limitation on McLeodUSA's liability when they signed the agreement to purchase service from McLeodUSA. The signed agreement strictly limits McLeodUSA's liability and also incorporates by reference the liability limitation included in McLeodUSA's approved tariffs. Complainant's attempt to recoup additional damages for an outage violates their contract with McLeodUSA.

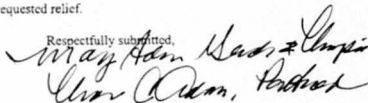
3. The Public Utilities Commission ("Commission") does not have jurisdiction to consider Complainant's claims regarding McLeodUSA's international rates and interstate 800

service. Both services fall outside the scope of the Commission's jurisdiction over local and intrastate long distance service, and therefore, must be dismissed.

4. McLeodUSA inactions or actions were at all times not the proximate cause for inadequate telephone service being provided to Complainant GSA. McLeodUSA submitted a proper order to U S West to convert Complainant's service. The initial service outage was caused by U S West personnel working a disconnect order (D order) prior to the Connect order C order) which caused the loss of dial tone. McLeodUSA timely submitted service order requests to U S West to resolve the service outage issue as they became known to McLeodUSA. McLeodUSA has no ability to control when service technicians are dispatched by U S West to resolve trouble tickets submitted by McLeodUSA, and therefore, McLeodUSA was not the proximate cause in the delay in resolving the service outage.

WHEREFORE, McLeodUSA respectfully requests the Commission reject Complainant's complaint and deny Complainant's requested relief.

Respectfully submitted,



May, Adam, Gerdes & Thompson
503 South Pierre Street
P.O. Box 160
Pierre, South Dakota 57501

Attorneys for McLeodUSA Telecommunications
Services, Inc.

01550
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8

CERTIFICATE OF SERVICE

The undersigned hereby states that on January 7, 1999, this document was served by overnight mail on the following party as required by the rules of the Public Utilities Commission.

Chas. A. Kerr

Samuel D. Kerr, Esq.
Banks, Johnson, Colbath & Kerr
731 St. Joseph Street, Second Floor
Rapid City, SD 57701

Attorney for Complainant G.S.A., Inc.

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA**

IN THE MATTER OF THE COMPLAINT FILED) BY DON JIRACEK ON BEHALF OF G.S.A.) INC., RAPID CITY, SOUTH DAKOTA, AGAINST) MCLEODUSA TELECOMMUNICATIONS) SERVICES, INC. REGARDING INADEQUATE) SERVICE)	ORDER FOR AND NOTICE OF HEARING TC98-196
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of customer service issues against McLeod, including problems procuring reliable service. The Complainant is requesting that it be reimbursed for its business losses.

Pursuant to ARSD 20:10:01:08.01 and 20:10:01.09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 7, 1998, the Commission considered this matter. The Commission voted unanimously to find probable cause and served the complaint on McLeod. An Amended Complaint was filed on December 10, 1998. The Commission permitted the filing of the Amended Complaint by order dated December 18, 1998. McLeod filed its Answer to Complaint on January 7, 1999.

The Commission has jurisdiction in this matter pursuant to SDCL Chapters 1-26, 49-2, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20:10:01:07.01 through 20:10:01.28, inclusive. The Commission may rely upon any or all of these or other laws of this state in making its determination.

A hearing shall be held on February 11, 1999, beginning at 9:00 o'clock A.M., in Room 3rd Floor East, Rapid City Area School Administrative Offices, 300 6th Street, Rapid City, South Dakota. All persons so testifying will be subject to cross-examination by the parties.

The issue at the hearing is whether McLeod committed an unlawful or unreasonable act, rate, practice or omission and, if so, what relief would be appropriate.

The hearing shall be an adversary proceeding conducted pursuant to SDCL Chapter 1-26. All parties have the right to be present and to be represented by an attorney. These rights and other due process rights shall be forfeited if not exercised at the hearing. If you or your representative fail to appear at the time and place set for the hearing, the Final Decision will be based solely on the testimony and evidence provided,

if any, during the hearing or a Final Decision may be issued by default pursuant to SDCL 1-26-20. After the hearing, the Commission will consider all evidence and testimony that was presented at the hearing. The Commission will then enter Findings of Fact, Conclusions of Law, and a Final Decision regarding this matter. As a result of the hearing, the Commission shall determine whether McLeod committed an unlawful or unreasonable act, rate, practice, or omission and, if so, order any appropriate relief. The Commission's Final Decision may be appealed by the parties to the state Circuit Court and the state Supreme Court as provided by law. It is therefore

ORDERED that a hearing shall be held at the time and place specified above on the issue of whether McLeod committed an unlawful or unreasonable act, rate, practice or omission and, if so, what relief would be appropriate.

Pursuant to the Americans with Disabilities Act, this hearing is being held in a physically accessible location. Please contact the Public Utilities Commission at 1-800-332-1782 at least 48 hours prior to the hearing if you have special needs so arrangements can be made to accommodate you.

Dated at Pierre, South Dakota, this 15th day of January, 1999.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By William J. Bullard, Jr.

Date 1/15/99

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

Commissioners Burg, Nelson and
Schoenfelder

William J. Bullard, Jr.
WILLIAM BULLARD, JR.
Executive Director

BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.**Attorneys & Counselors at Law**

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

731 ST. JOSEPH STREET, SECOND FLOOR
P.O. Box 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

TELEPHONE (605) 341-2400
FAX (605) 342-3616

BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

*A PROFESSIONAL CORPORATION

OFFICE OF SAMUEL D. KERR

January 22, 1999

RECEIVED

JAN 25 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

VIA FACSIMILE & U.S. MAIL

Mr. Bill Bullard
Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

FAX Received JAN 22 1999

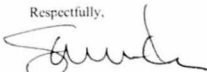
Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Bullard:

It is my understanding that this matter has been placed on the PUC's calendar for hearing on February 11, 1999. Given the state of the pleadings currently before the Public Utilities Commission, it is the Complainant's desire to engage in written discovery regarding certain defenses and issues raised by the Respondent. In that regard, I have spoken with counsel for McLeod, Neal Fulton, and have come to an agreement with him to continue the February 11, 1999, hearing. In order for us to have sufficient time to engage in that process, we would request that the hearing be set on for the PUC's April schedule.

Thank you for your assistance in getting this matter continued.

Respectfully,



Samuel D. Kerr

SDK:lsc

cc: Neal Fulton
GSA, Inc.

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	ORDER CANCELLING
BY DON JIRACEK ON BEHALF OF G.S.A.)	HEARING
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	
MCLEODUSA TELECOMMUNICATIONS)	TC98-196
SERVICES, INC. REGARDING INADEQUATE)	
SERVICE)	

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of customer service issues against McLeod, including problems procuring reliable service. The Complainant is requesting that it be reimbursed for its business losses.

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 7, 1998, the Commission considered this matter. The Commission voted unanimously to find probable cause and served the complaint on McLeod. An Amended Complaint was filed on December 10, 1998. The Commission permitted the filing of the Amended Complaint by order dated December 18, 1998. McLeod filed its Answer to Complaint on January 7, 1999.

The Commission has jurisdiction on this matter pursuant to SDCL Chapters 1-26, 49-2, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20 10 01 07 01 through 20 10 01 28, inclusive. The Commission may rely upon any or all of these or other laws of this state in making its determination.

By order dated January 15, 1999, a hearing was scheduled for February 11, 1999, beginning at 9 00 o'clock A.M., in Room 3rd Floor East, Rapid City Area School Administrative Offices, 300 6th Street, Rapid City, South Dakota. On January 22, 1999, the Commission received a letter from the Complainant's attorney stating that both parties were requesting that the hearing be delayed in order to allow sufficient time for discovery. Based on the request of the parties, the hearing scheduled for February 11, 1999, is cancelled and shall be rescheduled for a later time. It is therefore

ORDERED, that the hearing scheduled for February 11, 1999, is cancelled and shall be rescheduled for a later time.

Dated at Pierre, South Dakota, this 15th day of February, 1999.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By William Bullard, Jr.

Date 2/2/99

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

Commissioners Burg, Nelson and
Schoenfelder

William Bullard, Jr.
EXECUTIVE DIRECTOR

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	AMENDED ORDER FOR
BY DON JIRACEK ON BEHALF OF G.S.A.)	AND NOTICE OF HEARING
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	
MCLEODUSA TELECOMMUNICATIONS)	TC98-196
SERVICES, INC. REGARDING INADEQUATE)	
SERVICE)	

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of customer service issues against McLeod, including problems procuring reliable service. The Complainant is requesting that it be reimbursed for its business losses.

Pursuant to ARSD 20.10.01.08.01 and 20.10.01.09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 7, 1998, the Commission considered this matter. The Commission voted unanimously to find probable cause and served the complaint on McLeod. An Amended Complaint was filed on December 10, 1998. The Commission permitted the filing of the Amended Complaint by order dated December 18, 1998. McLeod filed its Answer to Complaint on January 7, 1999.

The Commission has jurisdiction in this matter pursuant to SDCL Chapters 1-26, 49-2, 49-13 including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20.10.01.07.01 through 20.10.01.28, inclusive. The Commission may rely upon any or all of these or other laws of this state in making its determination.

A hearing shall be held on February 11, 1999, beginning at 9:00 o'clock A.M. in Room 3rd Floor East, Rapid City Area School Administrative Offices, 300 6th Street, Rapid City, South Dakota. The hearing scheduled for February 11, 1999, was cancelled at the request of the parties. The hearing shall now be held on April 15, 1999, beginning at 12:30 p.m. MDT, in Room 3rd Floor West, Rapid City Area School Administrative Offices, 300 6th Street, Rapid City, South Dakota. All persons testifying will be subject to cross-examination by the parties.

The issue at the hearing is whether McLeod committed an unlawful or unreasonable act, rate, practice or omission and, if so, what relief would be appropriate.

The hearing shall be an adversary proceeding conducted pursuant to SDCL Chapter 1-26. All parties have the right to be present and to be represented by an

attorney. These rights and other due process rights shall be forfeited if not exercised at the hearing. If you or your representative fail to appear at the time and place set for the hearing, the Final Decision will be based solely on the testimony and evidence provided, if any, during the hearing or a Final Decision may be issued by default pursuant to SDCL 1-26-20. After the hearing, the Commission will consider all evidence and testimony that was presented at the hearing. The Commission will then enter Findings of Fact, Conclusions of Law, and a Final Decision regarding this matter. As a result of the hearing, the Commission shall determine whether McLeod committed an unlawful or unreasonable act, rate, practice, or omission and, if so, order any appropriate relief. The Commission's Final Decision may be appealed by the parties to the state Circuit Court and the state Supreme Court as provided by law. It is therefore

ORDERED that a hearing shall be held at the time and place specified above on the issue of whether McLeod committed an unlawful or unreasonable act, rate, practice or omission and, if so, what relief would be appropriate.

Pursuant to the Americans with Disabilities Act, this hearing is being held in a physically accessible location. Please contact the Public Utilities Commission at 1-800-332-1782 at least 48 hours prior to the hearing if you have special needs so arrangements can be made to accommodate you.

Dated at Pierre, South Dakota, this 5th day of March, 1999.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, by properly addressed envelopes, with charges prepaid thereon.

By

Arlene Kaho

Date

3/5/99

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner

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APR 1 1999

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTASOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G S A , INC ., a South Dakota Corporation,

TC 98-196

Claimant,

vs

TRIAL BRIEF

McLEOD USA TELECOMMUNICATION
SERVICES, INC ., an Iowa Corporation,

Respondent

Comes now Complainant G S A , Inc ., above-named, by and through its undersigned counsel of record, and, for its Trial Brief, respectfully submits the following:

FACTS

G S A , Inc. (hereafter "GSA"), is a telephone business with federal agencies as its primary customers. Income generated by GSA comes almost exclusively through telephone and facsimile services. On or about August 11, 1998, two representatives from Respondent McLeod USA Telecommunication Services, Inc. (hereafter "McLeod"), approached Don Jiracek, President of G S A , Inc ., for purposes of soliciting G S A , Inc . as a new customer. During their presentation to Mr. Jiracek, McLeod's representatives advised GSA that they could "meet or beat" any long-distance carrier in the region providing intrastate, interstate, and overseas telecommunications. Further, these representatives indicated that they would be "considerably cheaper" than U. S. West for GSA's local telephone service. McLeod then requested copies of GSA's U. S. West and N O S bills in order to prepare their bid.

When McLeod's representatives returned to GSA on August 18, 1998, they represented that their long-distance rate would be \$.08 per minute. McLeod's representatives additionally indicated that the local service bill with McLeod would be 20% less than the current U. S. West service. In addition, McLeod's representatives suggested that the DPA (different primer address) service provided through U. S. West be discontinued in favor of a "no answer call forward" system which McLeod represented would be less expensive. McLeod's representatives had not yet calculated overseas rates but represented and **guaranteed** that their overseas rates would be the same or lower than GSA's current carrier, N.O.S. Based on these representations, GSA contracted with McLeod for long-distance and local telephone service.

On September 17, 1998, GSA contacted McLeod advising McLeod that their rates did not match or beat N.O.S.'s rates. In fact, some of McLeod's overseas rates were two to three times higher than the rates provided by N.O.S. (See, Exhibit A.) Subsequently, on September 21, 1998, confirmed that it could not match or beat N.O.S.'s overseas rates. As a result, GSA advised that it would not need McLeod's long-distance service. However, GSA did indicate that McLeod could provide the local service instead of U. S. West. (See, Exhibit B.)

On September 23, 1998, GSA's local service was switched from U. S. West to McLeod. However, McLeod's representatives failed to include automatic call forwarding and advised GSA that it would take up to two weeks to install that item. In addition, on September 24, 1998, GSA's long-distance service was switched to McLeod's despite GSA's September 21, 1998, letter.

On September 25, 1998, GSA notified McLeod that its main telephone line was inoperable. On September 28, 1998, McLeod notified GSA that difficulties in switching the

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service from U. S. West to McLeod had occurred. However, from September 24, 1998, through October 15, 1998, GSA was without telephone service. On October 8, 1998, GSA contacted the Public Utilities Commission for help. At that time, McLeod blamed U. S. West and in turn U. S. West could not say why there was no service. (See, Exhibit C.) Service was finally restored in the late afternoon on October 15, 1998.

On October 30, 1998, GSA discovered that McLeod had converted or switched GSA's long-distance service even after this service had been canceled. Furthermore, the agreement GSA signed with McLeod for long-distance service provided that no long-distance service would be converted to McLeod until September 24, 1998. Despite this clear agreement, McLeod switched the long-distance service a month early on August 28, 1998. (See, Exhibits D & E.) This, in turn, caused GSA to lose 30 days of free service from N.O.S. valued at \$1,000.00 during September 1998.

GSA continued to experience telephone service difficulties throughout the month of November and December 1998. On December 1, 1998, GSA attempted to have N.O.S. facilitate switching the service from McLeod back to N.O.S. However, N.O.S. indicated that McLeod had advised that GSA had not paid McLeod for the long-distance service provided by McLeod. At the same time, the attached documents clearly show that GSA had paid for all services provided by McLeod. (See, Exhibit F.) On December 1, 1998, GSA contacted McLeod to also report an inability to place calls and faxes to overseas customers. However, no remedial efforts were taken by McLeod. Throughout the month of December 1998, through early February 1999, GSA repeatedly attempted to have its local service switched back to U. S. West and continued to attempt to have the long-distance services switched back to N.O.S. By February 9, 1999, some

of the long-distance telephone lines from GSA had been switched from McLeod back to N O S. However, other long-distance lines still were under the control of McLeod. Finally, in March 1999, all local and long-distance service had been switched back to U. S. West and N O S., respectively.

On October 29, 1998, GSA received a faxed letter from Leni Healy from the Public Utilities Commission advising that the PUC had received a response from McLeod to GSA's complaints. GSA now asks the PUC to award damages for McLeod's breach of contract for telephone service (See, Exhibit G)

LEGAL ARGUMENT AND AUTHORITIES

SDCL § 49-13-1.1 provides that:

Any person claiming to be damaged by any telecommunications company or motor carrier may either complaint to the commission or may bring suit on his own behalf for recovery of damages in any court of competent jurisdiction in this state, but no person may pursue both remedies at the same time.

The South Dakota legislature clearly intended to provide alternate remedies to any person claiming to be damaged by a telecommunications company. GSA has elected to pursue its claims before this Commission.

McLeod claims that it has no liability under its service contract which purports to limit its liability for breach and further claims that the tariffs for its services preclude any award of damages. However, under existing precedent from South Dakota's Supreme Court, these arguments are without merit.

As to damages which may be recovered when a telecommunications carrier does not provide proper service, a general statement of the law can be found at 74 Am Jur 2d Telecommunications,

Section 65, which provides that

The compensatory damages which may be recovered for failure of a telephone company to perform its duty to furnish telephone facilities and to render proper service are not necessarily limited to the mere monetary loss which the party may have been able to prove as a result of this neglect or failure of the company, but may include such elements as annoyance, inconvenience, and loss of time, and in some cases even mental or physical suffering. There is no distinction between residence and business telephones with regard to the right to recover damages for annoyance, inconvenience, and loss of time naturally resulting from the interruption of the service. However, it has been held that in the absence of proof of any pecuniary loss, the measure of damages is the amount paid for the service for the time during which it is refused, and that in such a case, damages for mere inconvenience and annoyance cannot be recovered.

In *Cumberland Telegraph & Telephone Co. v. Hobart*, 42 S. 349 (Miss. 1906), the Mississippi Supreme Court held as follows:

The telephone has come to be a necessity. It is the thing which completes the use of a home. It is resorted to daily, and hourly, to such an extent as to be regarded as indispensable, yet, when it comes to taking pencil and paper and calculating day by day what pecuniary value it possesses, it is almost impossible. The inconvenience, the annoyance, and the trouble of being without one is a damage which no one can accurately estimate. It is such inconvenience and annoyance as is only to be fully appreciated when one is deprived of its use, its loss is a great and distinct damage, yet such damage, as is not susceptible of exact measurement. The damage sustained by the loss of a telephone in its very nature is largely composed of inconvenience and annoyance.

In this case, the measure of damages is provided for by statute. In contract, that standard as stated in SDCL § 21-3-1 is

For the breach of an obligation arising from contract, the measure of damages, except where otherwise expressly provided by this code, is the amount which will compensate the party aggrieved for

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all the detriment proximately caused thereby, or which, in the ordinary course of things, would be likely to result therefrom. No damages can be recovered for a breach of contract which are not clearly ascertainable in both their nature and their origin.

In this case, McLeod may not avoid its liability in this case by claiming that its liability has somehow be limited by the contract signed by GSA and McLeod. Specifically, that provision provides that

McLeod USA shall not be liable to customer for any incidental, indirect, special or consequential damages of any kind including but not limited to any loss of use, loss of business, or loss of profit. Any McLeod USA liability to customer for any damages of any kind under this agreement shall not exceed, in amount, a sum equivalent to the applicable out of service credit under the governing tariff and/or catalog/price list. Remedies under this agreement are exclusive and limited to those expressly described herein.

The South Dakota Supreme Court has held that such contract language constitutes a contract of adhesion and is unenforceable. Rozeboom v. Northwestern Bell Telephone Co., 358 N.W. 241 (SD 1984). All communications carriers providing telecommunications service in the state of South Dakota have the same type of "limitation of liability" provisions in their service agreements. Any consumer applying for telecommunications services in this state will be required to sign a contract which provides for the telecommunications carrier's limitation of liability as contained in the contract in this case. In other words, a consumer in South Dakota may not obtain any service in South Dakota without having to sign a contract in which the carrier's liability is limited. By their very nature, these types of contracts constitute contracts of adhesion and therefore are enforceable. Id.

CONCLUSION

Based on the foregoing facts and authorities, as well as the evidence presented at the time of the trial of this matter, including the arguments made and authorities cited by counsel,

Complainant respectfully requests the relief requested at the trial of this matter

Dated this 13th day of April, 1999.

BANKS, JOHNSON, COLBATH & KERR

By 

Samuel D. Kerr, Attorneys for Claimant
GSA, Inc.

P. O. ADDRESS

P O Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

CERTIFICATE OF SERVICE

The undersigned hereby certifies that he served a copy of the foregoing "Trial Brief" upon the persons herein next designated, on the date below shown, by depositing a copy thereof in the United States mail at Rapid City, South Dakota, first class postage prepaid thereon, in an envelope addressed as follows, to-wit:

Neil Fulton
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160

which address is the last address of the above-named persons known to the subscriber

Dated this 13th day of April, 1999.

BANKS, JOHNSON, COLBATH & KERR

By 

Samuel D. Kerr, Attorneys for Claimant
G. S. A., Inc.

P. O. ADDRESS

P. O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

64064051-0

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH: 605-341-1490
FAX: 605-342-9195

9/17/98

ATTENTION: BRETT RITTER @ MCLEOD USA
605-355-1569

WHEN WE AGREED TO BE HOOKED UP TO YOUR SERVICE YOU STATED YOU WOULD
BEAT ANY RATE THAT WAS OFFERED TO US.

<u>MCLEOD USA</u>		<u>NOS</u>
075	OUTBOUND INTRASTATE	.079
075	OUTBOUND INTERSTATE	.079
085	INBOUND INTRASTATE	.079
085	INBOUND INTERSTATE	.079
60	JAPAN	21.5
78	GUAM	21.4
80	PANAMA	69.5
59	ITALY	49
89	GREENLAND	.70
83	ICELAND	.675

THEY HAVE NOW OFFERED US AN ADDITIONAL ONE MONTH PER YEAR FREE. MAKING
THEM .072 PER MONTH.

IF WE STAYED WITH NOS WE WOULD NOT HAVE NO COST INCURRED FOR CHANGING
OUR PHONE LINES OVER.

SINCERELY,
DON JIRACEK
PRESIDENT

P.S. PLEASE LET ME HEAR FROM YOU AS SOON AS POSSIBLE.

EXHIBIT A

0155046454

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH (605) 341-1490
FAX (605) 342-9195

9/21/98

ATTENTION: BRETT RITTER @ MCLEOD USA
605-355-1569

LAST WEEK WE FAXED A LETTER STATING AS PROMISED, THAT YOU
COULD MATCH OR BEAT NOS'S RATES FOR LONG DISTANCE SERVICE.
SINCE WE HAVE NOT HEARD FROM YOU, WE ASSUME YOU COULD NOT
BEAT THEIR QUOTE. THEREFORE WE HAVE DESIDED TO STAY WITH NOS.

WE WOULD HOWEVER, STILL LIKE TO CONTINUE OUR LOCAL SERVICE
WITH YOUR COMPANY.

SINCERELY,

DON JIRACEK
PRESIDENT

SLM

EXHIBIT B

015046555
G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH (605) 341-1490
FAX (605) 342-9195

DATE: OCTOBER 8, 1998
ATTENTION: PUBLIC UTILITY COMMISSION
FAX: 605-773-3809

TO WHOM IT MAY CONCERN,

ON SEPTEMBER 23, 1998 WE HAD OUR PHONE SERVICE SWITCHED FROM US WEST PHONE SERVICE COMPANY TO MCLEOD PHONE SERVICE COMPANY. SINCE THAT DATE OUR PHONE SERVICE HAS BEEN A DISASTER. WE HAVE LOST THOUSANDS OF DOLLARS DUE TO THE FACT OUR CLIENTS HAVE NOT BEEN ABLE TO REACH US.

EACH DAY WE HAVE CONTACTED MCLEOD AND THEY PASS THE BLAME ONTO US WEST. WE HAVE CALLED US WEST NUMEROUS TIMES, AND US WEST REPLIES THAT WE ARE NO LONGER THEIR CUSTOMER. THEY CANNOT TELL US ANYTHING.

WE ARE ASKING YOUR HELP IN ACQUIRING THE TRUTH. WE NEED RESULTS TO THIS DILEMMA AND WHAT IS CAUSING THE PROBLEM WITH THE ABOVE MENTIONED CONCERNS. OUR MAIN LINE # 605-341-1490 AND OUR TOLL FREE # 1-800-456-0558 IS NO LONGER IN WORKING ORDER.

PLEASE CALL (605-341-1654) OR FAX (605-342-9195) THE NAME AND PHONE NUMBER OF THE PERSON WHO WILL BE HANDLING THIS CASE. OUR LEGAL REPRESENTATIVE MAY NEED TO CONTACT YOU.

SINCERELY,

DON JIRACEK
PRESIDENT

01550466
McLeodUSA

McLeodUSA Management Report
and Account Statement

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98
Invoice Period: 08/01-08/31
Page Number: 1 OF 7

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	.00
RSVP Discount Earned	.00
Payment Received.....Thank You	.00
Previous Balance Due	.00
Current Month	
Local Charges	.00
Long Distance Charges	19.87
Enhanced Business Services	.00
Additional Services	.77
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	.60
Total Current Charges	21.25
Total Due	21.24

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.

McLeodUSA

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98

Amount Due: \$21.24

Amount Enclosed
Payment Due Date 10/05/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 17519609 0000021246 0000021246 1005982

EXHIBIT D



*Universal Service Fee
Increase*

In March 1998, McLeodUSA notified you about the federal Universal Service Fee to be imposed on all telecommunications providers.

This fee was established by the FCC to provide funding for discounted communications services to rural, isolated and high-cost regions of the country; low-income residential consumers; and schools, libraries and rural health care providers.

Beginning with your September invoice, your Universal Service Fee rate will increase from 2.7% to 3.9%. This fee will continue to be applied to outbound and inbound long distance charges, calling card charges, and operator services charges.

If you have any questions, please contact Customer Service at 1-800-593-1177. Our Customer Service department is staffed 24 hours a day, 7 days a week.

September 1998

G/GSA : NC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 3 OF 7

Long Distance Service

----- Long Distance Service Detail (Continued) -----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9195	67	08/28	11:03AM	COLORDOSPG, CO	719 556-4538	P	DD	.8	.06
	68	08/31	03:43PM	MARIETTA, GA	770 419-2895	P	DD	1.4	.11
	69	08/31	10:42AM	SOMERVILLE, NJ	908 575-7602	P	DD	3.2	.24
	70	08/28	04:55PM	FAYETTEVL, NC	910 432-8945	P	DD	.8	.06
	71	08/31	10:18AM	VALDOSTA, GA	912 257-3226	P	DD	1.4	.11
	72	08/31	09:38AM	PT CHESTER, NY	914 937-4712	P	DD	3.4	.26
Subtotal									3.06
343-2953	73	08/28	12:59PM	TACOMA, WA	253 984-8269	P	DD	1.1	.08
	74	08/31	02:56PM	WYOMING, IL	309 695-2311	P	DD	3.3	.25
	75	08/28	02:14PM	MINNEAPOLIS, MN	612 920-6888	P	DD	.8	.06
	76	08/31	09:07AM	MARION, IL	618 997-5311	P	DD	1.3	.10
	77	08/31	09:16AM	MARION, IL	618 997-5311	P	DD	2.8	.21
	78	08/31	03:19PM	ELMHURST, IL	630 834-9600	P	DD	2.9	.22
	79	08/31	03:11PM	QUEENS, NY	718 454-2366	P	DD	3.3	.25
	80	08/28	08:20AM	COLORDOSPG, CO	719 556-4886	P	DD	.2	.02
	81	08/31	10:31AM	DISPLAINES, IL	847 298-9250	P	DD	2.0	.15
	82	08/28	01:42PM	BENSENVIL, IL	847 860-8065	P	DD	6.0	.45
	83	08/28	01:59PM	SOMERVILLE, NJ	908 252-3089	P	DD	3.2	.24
	84	08/28	11:34AM	SOMERVILLE, NJ	908 252-3327	P	DD	1.4	.11
	85	08/31	10:39AM	ELIZABETH, NJ	908 353-1655	P	DD	4.2	.32
	86	08/31	08:56AM	FAYETTEVL, NC	910 432-2146	P	DD	1.6	.12
	87	08/28	01:36PM	ELMSFORD, NY	914 347-4737	P	DD	1.7	.13
	88	08/31	02:43PM	NAPLES, FL	941 641-9208	P	DD	1.2	.09
Subtotal									2.80
343-5005	89	08/31	01:34PM	NORTHWALIS, PA	215 699-7036	P	DD	3.0	.23
	90	08/28	04:38PM	DANVILLE, IL	217 443-7733	P	DD	.7	.05
	91	08/31	02:29PM	ST PAUL, MN	612 774-7007	P	DD	.6	.05
	92	08/31	09:08AM	MARION, IL	618 997-5311	P	DD	1.0	.08
Subtotal									.41

TOTAL CALLS 92 263.0 19.87

Outbound Long Distance Total (Before Applicable RSVP Discount)

\$19.87

Period Codes

D = Day; E = Evening; N = Night/Weekend; P = Peak; O = Off Peak

Call Type Codes

DD = Direct Dual

G/GSA INC

Account Number: 1197987

Invoice Date: 09/15/98

Page Number: 2 OF 8

Long Distance Service

--- Long Distance Service Detail ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
141-1490	1	08/28	12:26PM	MIDWEST CY, OK	405 734-7954	P	DD	6.0	.45
	2	08/31	07:47AM	MIDWEST CY, OK	405 734-7954	O	DD	5.2	.39
	3	08/29	09:27AM	MIDWEST CY, OK	405 737-8890	O	DD	7.4	.56
	4	08/29	02:27PM	MIDWEST CY, OK	405 737-8890	O	DD	9.8	.74
	5	08/29	06:32PM	MIDWEST CY, OK	405 737-8890	O	DD	3.0	.23
	6	08/30	01:43PM	MIDWEST CY, OK	405 737-8890	O	DD	11.5	.86
	7	08/31	07:53PM	MIDWEST CY, OK	405 741-5468	O	DD	8.5	.64
	8	08/30	02:19PM	LA CROSSE, WI	608 783-1181	O	DD	2.0	.02
	9	08/29	10:20AM	LA CROSSE, WI	608 783-3962	O	DD	21.0	1.58
	10	08/29	12:44PM	LA CROSSE, WI	608 783-3962	O	DD	5.6	.42
	11	08/29	06:27PM	LA CROSSE, WI	608 783-3962	O	DD	6.5	.49
	12	08/31	05:16PM	LA CROSSE, WI	608 783-3962	O	DD	2.4	.18
	13	08/29	05:39PM	LA CROSSE, WI	608 783-5424	O	DD	8.9	.67
	14	08/29	12:50PM	LA CROSSE, WI	608 783-7950	O	DD	4.9	.37
	15	08/28	06:13AM	COLORADOSPG, CO	719 392-3721	O	DD	1.9	.14
	16	08/28	11:56AM	COLORADOSPG, CO	719 392-3721	P	DD	1.3	.10
	17	08/30	07:31AM	COLORADOSPG, CO	719 392-3721	O	DD	27.0	2.03
	18	08/29	07:53PM	COLORADOSPG, CO	719 598-4493	O	DD	.1	.01
Subtotal									9.88
141-1654	19	08/28	10:12AM	TACOMA, WA	253 984-8269	P	DD	.7	.05
	20	08/28	04:08PM	TACOMA, WA	253 984-8269	P	DD	.5	.04
	21	08/31	09:17AM	TACOMA, WA	253 984-8269	P	DD	.7	.05
	22	08/31	11:56AM	TACOMA, WA	253 984-8269	P	DD	.5	.04
	23	08/31	03:03PM	HAMILTON, OH	513 858-3390	P	DD	.8	.06
	24	08/28	10:08AM	FORT DIX, NJ	909 724-5120	P	DD	.6	.05
	25	08/28	11:56AM	ST PAUL, MN	612 774-0761	P	DD	.9	.07
	26	08/31	02:30PM	ST PAUL, MN	612 774-7007	P	DD	.3	.02
	27	08/31	09:44AM	MARION, IL	618 997-5311	P	DD	5.8	.44
	28	08/31	10:25AM	MARION, IL	618 997-5311	P	DD	2.0	.15
	29	08/31	02:35PM	ELMHURST, IL	630 834-9600	P	DD	1.5	.11
	30	08/28	09:50AM	LAS VEGAS, NV	702 652-9131	P	DD	1.4	.11
	31	08/31	09:11AM	QUEENS, NY	718 454-2366	P	DD	2.4	.18
	32	08/28	11:01AM	COLORADOSPG, CO	719 556-4797	P	DD	.9	.07
	33	08/31	03:42PM	COLORADOSPG, CO	719 556-4797	P	DD	1.8	.06
	34	08/28	08:20AM	COLORADOSPG, CO	719 556-4886	P	DD	.2	.09
Subtotal									1.60
141-1677	35	08/31	12:14PM	WASHINGTON, DC	202 338-4702	P	DD	1.1	.08
	36	08/28	10:13AM	MILWAUKEE, WI	414 774-1039	P	DD	1.0	.08
	37	08/28	10:17AM	HAMILTON, OH	513 860-5697	P	DD	1.5	.11
	38	08/31	02:48PM	HAMILTON, OH	513 860-5697	P	DD	1.5	.11
	39	08/28	07:46AM	SANBARBARA, CA	805 882-2566	O	DD	4.8	.36
	40	08/28	03:41PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	41	08/28	03:42PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	42	08/28	01:44PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	43	08/28	03:49PM	SANBARBARA, CA	805 882-2566	O	DD	1.9	.14
	44	08/31	07:46AM	SANBARBARA, CA	805 882-2566	O	DD	1.5	.11
	45	08/31	07:49AM	SANBARBARA, CA	805 882-2566	O	DD	5.4	.41
	46	08/31	07:56AM	SANBARBARA, CA	805 882-2566	O	DD	2.5	.19
	47	08/31	11:01AM	SANBARBARA, CA	805 882-2566	P	DD	3.2	.24
	48	08/31	02:06PM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	49	08/31	02:51PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
Subtotal									2.16
141-1919	50	08/28	10:32AM	MONTBELLLO, CA	213 726-7578	P	DD	2.5	.19
	51	08/28	03:30PM	SYRACUSE, NY	315 437-1029	P	DD	2.1	.16
	52	08/28	04:20PM	CEDAR RPD, IA	319 364-6502	P	DD	2.1	.16
	53	08/31	03:33PM	CEDAR RPD, IA	319 364-6502	P	DD	2.1	.16
	54	08/28	04:00PM	OMAHA, NE	402 592-0508	P	DD	2.0	.15
	55	08/31	10:20AM	BRENTWOOD, NY	516 434-3217	P	DD	1.4	.11
	56	08/31	01:03PM	MANCHESTER, NH	603 626-6577	P	DD	1.2	.09
	57	08/28	11:42AM	ST PAUL, MN	612 452-3804	P	DD	2.0	.15
	58	08/28	10:00AM	MINNEAPOLIS, MN	612 620-2911	P	DD	1.0	.08
	59	08/28	10:01AM	MINNEAPOLIS, MN	612 620-2911	P	DD	2.6	.20
	60	08/31	04:24PM	ST PAUL, MN	612 454-7848	P	DD	1.1	.08
	61	08/31	09:42AM	QUEENS, NY	718 454-1391	P	DD	1.0	.08
	62	08/31	11:55AM	QUEENS, NY	718 784-1216	P	DD	.8	.06
	63	08/28	02:26PM	COLORADOSPG, CO	719 556-0400	P	DD	.6	.05
	64	08/28	02:28PM	COLORADOSPG, CO	719 556-0400	P	DD	.3	.02
	65	08/28	01:33PM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	66	08/31	03:08PM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06

01550.46.60
G/GSA INC
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Additional Services

---- Additional Services Detail ----

SERVICE	AMOUNT
Universal Service Fund	
Long Distance Charges of 19.87 @ .039	.77
Subtotal	.77
Additional Services Total	\$.77

Other Charges

---- Other Charges Summary ----

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers		Waived
Longest Call Duration		Waived
Other Charges Total		\$.00

Taxes

---- Taxes Summary ----

ITEM DESCRIPTION	AMOUNT
Federal Tax	.60
Taxes Total	\$.60

Credits

---- Credits Summary ----

ITEM DESCRIPTION	AMOUNT
Credits Total	\$.00

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Executive Summary

Call Distribution Summary By McLeodUSA Number Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1490	18	131.2	7.29	9.88	49.88
605-341-1654	16	21.2	1.33	1.60	8.06
605-341-6477	15	28.5	1.90	2.14	10.84
605-342-9195	23	39.8	1.73	3.04	15.13
605-343-2953	16	37.0	2.31	2.80	14.07
605-343-5005	4	5.3	1.33	.41	2.02
TOTAL OUTBOUND	92	263.0	2.86	19.87	100.00

Call Distribution Summary By Call Type Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE						
INTERSTATE	92	263.0	2.86	19.87	100.00	100.00
LONG DISTANCE TOTAL	92	263.0	2.86	19.87	100.00	100.00
TOTAL	92	263.0	2.86	19.87		100.00

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Top 50 Most Frequently Called Numbers

--- Outbound Long Distance Service ---

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
Jill McLeod/USA Lines

RANK	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF TOP 50	% OF ALL
1	LA CROSSE, WI	608-783-3962	4	35.5	8.88	2.67	13.44	13.50
2	MIDWEST CY, OK	405-737-8890	4	31.7	7.93	2.39	12.18	12.05
3	COLORADOSPG, CO	719-392-3721	3	30.2	10.07	2.27	11.61	11.48
4	SANBARBARA, CA	805-882-2566	11	23.4	2.13	1.76	8.99	8.90
5	MARION, IL	618-0975-5311	5	12.9	2.58	.98	4.95	4.91
6	MIDWEST CY, OK	405-734-7954	2	11.2	5.60	.84	4.31	4.26
7	LA CROSSE, WI	608-783-5424	1	8.9	8.90	.67	3.42	3.38
8	MIDWEST CY, OK	405-741-5468	1	8.5	8.50	.64	3.27	3.23
9	BENSENVIL, IL	847-860-8065	1	6.0	6.00	.21	2.31	2.28
10	QUEENS, NY	718-454-2366	2	5.7	2.85	.43	2.19	2.17
11	LA CROSSE, WI	608-783-7950	1	4.9	4.90	.37	1.89	1.86
12	ELMHURST, IL	630-834-0600	2	4.4	2.20	.33	1.69	1.67
13	CEDAR RAPIDS, IA	319-364-6502	2	4.2	2.10	.32	1.62	1.60
14	ELIZABETH, NJ	908-353-1655	1	4.2	4.20	.32	1.62	1.60
15	COLORADOSPG, CO	719-550-4004	1	3.7	3.70	.28	1.42	1.41
16	MINNEAPOLIS, MN	612-920-2911	2	3.6	1.80	.28	1.39	1.37
17	TACOMA, WA	253-984-8760	5	3.5	.70	.24	1.35	1.33
18	PT CHESTER, NY	914-937-4712	1	3.4	3.40	.26	1.31	1.29
19	WYOMING, IL	309-695-2311	1	3.3	3.30	.25	1.27	1.26
20	SOMERVILLE, NJ	908-252-3089	1	3.2	3.20	.24	1.23	1.22
21	SOMERVILLE, NJ	908-575-7602	1	3.2	3.20	.24	1.23	1.22
22	NORTHWALES, PA	215-699-7036	1	3.0	3.00	.23	1.15	1.14
23	HAMILTON, OH	513-860-5697	2	3.0	1.50	.22	1.15	1.14
24	SYRACUSE, NY	315-437-1029	1	2.5	2.50	.19	.96	.95
25	MONTIBELLO, CA	213-726-5758	1	2.1	2.10	.16	.81	.80
26	ST PAUL, MN	651-454-7844	1	2.1	2.10	.16	.81	.80
27	OMAHA, NE	402-592-0508	1	2.0	2.00	.15	.77	.76
28	ST PAUL, MN	612-452-3804	1	2.0	2.00	.15	.77	.76
29	DEPLAINE, IL	847-298-0250	1	2.0	2.00	.15	.77	.76
30	COLORADOSPG, CO	719-556-4797	2	1.7	.85	.13	.65	.65
31	ELMSFORD, NY	914-347-4737	1	1.7	1.70	.13	.65	.65
32	LAS VEGAS, NV	702-632-9131	1	1.6	1.60	.12	.62	.61
33	COLORADOSPG, CO	719-556-4121	2	1.6	.80	.12	.62	.61
34	FAYETTEVILLE, NC	910-432-2146	1	1.6	1.60	.12	.62	.61
35	MANCHESTER, NH	603-626-6577	1	1.4	1.40	.11	.54	.53
36	COLORADOSPG, CO	719-556-4886	2	1.4	.70	.11	.54	.53
37	MARIETTA, GA	770-419-2805	1	1.4	1.40	.11	.54	.53
38	SOMERVILLE, NJ	908-252-3327	1	1.4	1.40	.11	.54	.53
39	VALDOSTA, GA	912-257-3226	1	1.4	1.40	.11	.54	.53
40	BRENTWOOD, NY	516-434-3217	1	1.2	1.20	.09	.46	.46
41	NAPLES, FL	941-641-9208	1	1.2	1.20	.09	.46	.46
42	WASHINGTON, DC	202-338-4702	1	1.1	1.10	.08	.42	.42
43	MILWAUKEE, WI	414-774-1050	1	1.0	1.00	.08	.39	.38
44	QUEENS, NY	718-454-1391	1	1.0	1.00	.08	.39	.38
45	ST PAUL, MN	612-774-0361	1	.9	.90	.07	.35	.34
46	ST PAUL, MN	612-774-7007	2	.9	.45	.07	.35	.34
47	HAMILTON, OH	513-858-3390	1	.8	.80	.06	.31	.30
48	MINNEAPOLIS, MN	612-920-0888	1	.8	.80	.06	.31	.30
49	QUEENS, NY	718-784-1216	1	.8	.80	.06	.31	.30
50	COLORADOSPG, CO	719-556-4538	1	.8	.80	.06	.31	.30

total			86	260.0	3.02	19.63	100.00	98.86
total Outbound			92	263.0	2.86	19.87		

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Longest Call Duration
---- Outbound Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	8/30	07:31AM	COLORDOSPG, CO	719-392-3721	605-341-1490	27.0	2.63	10.27
2	8/29	10:20AM	LA CROSSE, WI	608-783-3962	605-341-1490	21.0	1.58	7.99
3	8/30	01:43PM	MIDWEST CY, OK	405-737-8890	605-341-1490	11.5	.86	4.37
Total				3		59.5	4.47	22.62
Total Outbound				92		263.0	19.87	

0
1
5
0
•
4
6
•
6
4

The McLeodUSA Management Report - Summary Page

Summary Information

Invoice Remittance

Customer Information

RSVP Amount and Due Date

Detach and return the lower portion of the page in the enclosed addressed envelope to ensure proper application of your payment and RSVP discount.

McLeodUSA Management Report - Local Service Section

The **Local Service** section details charges for providing dial tone and calling features to your telephone line. The charges are presented by telephone number to allow you to understand your specific costs. There are three areas of the **Local Service** section that merit attention.

The diagram shows a sample of the 'Local Service' section from a management report. It is organized by telephone number. Each number has a 'Location' and a 'Service' section. The 'Service' section lists various charges with their respective rates and amounts. Callouts point to specific parts of the report: 'Telephone Line Charges' points to the 'Line' charges, 'Full/Prorated Charges' points to the 'Full/Prorated' charges, and 'Local Service Total' points to the 'Total' line at the bottom of the section.

Local Service			
----- Local Service Detail (Continued) -----			
Telephone Number	Location	Service	Amount
015004665	015004665	Line	1.00
015004665	015004665	Full/Prorated	1.00
015004665	015004665	Local Service Total	2.00

Telephone Line Charges

Indicates the charges for a specific telephone number. The telephone line charges are the charges to provide the basic dial tone. Any local line features you have selected will show up here. The Federal Access Charge is included with all lines and represents a Federal Communications Commission (FCC) mandated charge on all local service.

Full/Prorated Charges

When partial month charges apply, they are indicated clearly in separate sections. The Prorated Charges represent partial month charges and the Full Month Charges represent full month charges. Local service charges are billed at the beginning of the billing period. This often results in partial charges for the month of installation and a full month charge for the advance payment of the current month.

Local Service Total

This is the total for local service (also displayed on Summary Page) that is displayed on the Summary Page for Local Service.

*Multi-location Customers with all locations included on one McLeodUSA Management Report will have **Local Service** section broken down per location.

*Locations with only McLeodUSA Managed Long Distance will not show a **Local Service** section.

McLeodUSA Management Report - Long Distance Service section

(including 800/888 Service, McLeodUSA Calling Card Service, International Service, and Managed Long Distance Service)

The Long Distance, 800/888, International, Managed Long Distance, and McLeodUSA Calling Card sections details your Long Distance calling. The charges are divided and subtotaled by account code (if applicable) and telephone number per location. **McLeodUSA Calling Card Service** section is divided and subtotaled by either your personal access code or chosen name for each card. The Long Distance, 800/888, McLeodUSA Calling Card, and Managed Long Distance sections can change from month to month based on your calling pattern and the resulting Raterizer Plan selected. The McLeodUSA International service is competitively priced by McLeodUSA.

The **Raterizer**[®] allows us to provide you with the most competitive long distance pricing in the industry. We review the various long distance plans in the industry and select the most popular long distance plans for the business user. These plans are placed in the Raterizer. The Raterizer calculates each of the long distance plans and presents the results of each plan. The Raterizer represents one of unique abilities of McLeodUSA to manage your telecommunication expenses. There are four areas that deserve attention on the Long Distance section, 800/888 section (not shown), and McLeodUSA Calling Card section (not shown).



Long Distance Call Detail (Managed Long Distance, 800/888, McLeodUSA Calling Card, and International)

The long distance telephone calls placed by the assigned account code user (if applicable) and from the telephone number indicated. For McLeodUSA Calling Card Service, the long distance calls are shown by each card used. Long Distance, 800/888, Managed Long Distance, and McLeodUSA Calling Card calls are priced at the rate of the winning Raterizer plan. International is competitively priced by McLeodUSA.

800/888 Call Detail

Identifies the long distance calls placed to each 800/888 number.

Recurring/Discounts

Some of the Raterizer plans may have various recurring or fixed charges and discounts. If charges or discounts apply, then the long distance plan will be identified along with the charges/discounts.

Raterizer Summary

Shows the final result of the calculation of each long distance plan. The plan with the lowest total charge is indicated by the asterisks (*).

Long Distance Total

Represents the long distance charges on the Summary Page.



Understanding Your First McLeodUSA Management Report

Thank you for choosing McLeodUSA as your provider of telecommunications services. As a McLeodUSA customer, you now can focus on moving your business forward, rather than sorting through the confusion of the telecommunications industry.

Enclosed is your first McLeodUSA Management Report (MMR).

The MMR is printed on both front and back and is divided into the following easy-to-understand segments:

- **Cover Page**
RSVP Discount due date and perforated portion for return envelope
- **Local Services**
Summary of local line charges* and service
- **Long Distance**
Summary of long distance calling with analysis of major plans
- **Enhanced Management Reports** *(if applicable)*
- **800/888 Service** *(if applicable)*
- **McLeodUSA Calling Card** *(if applicable)*
- **Additional Services**
Directory assistance, collect calls, etc.
- **Other Charges**
Taxes and credits

* Note local line charges on the first MMR include prorated time from upgrade along with next month's charges. This is an industry wide procedure. You should be credited by your previous local phone company for the prorated portion of your first MMR.

We want to hear from you. Please call Customer Service at **1-800-593-1177** with any questions or comments regarding your McLeodUSA Management Report.

Once again, on behalf of McLeodUSA, welcome to our organization.



Understanding PRORATED CHARGES

1. Your **FIRST** Management Report will contain the following charges:

- A. **Prorated Charges**

This charge is for your local service from the date of your upgrade to the end of that month.
This will appear on the first McLeodUSA Management Report only.

- B. **Current Local Charges**

These local charges are for the current month.
This will appear on all McLeodUSA Management Reports.

2. Because it is an industry standard to charge for the local services in advance, you paid your previous local company for a full month of local charges in the month you upgraded. Therefore, they will send you a refund which will be for the local service from the date of your upgrade to the end of the month.
3. Please refer to the example of **Prorated Charges** which is included in your reference guide, *"A Quick Tour of Your McLeodUSA Management Report."*

If you have any questions or comments concerning your McLeodUSA Management Report (MMR), please contact our Customer Service representatives at 1-800-593-1177.

Technology Park
8400 G. St. SW
Cedar Rapids, IA 52408

McLeodUSA

Fax

To: Don Jirasek	From: Amy Hasky
Fax: 505-342-9165	Pages: 1
Phone: 505-341-1490	Date: September 28, 1998
Re: Service Ticket # 438367	CO: McLeodUSA Legal Counsel

☒ Urgent
 ☐ For Review
 ☐ Please Comment
 ☐ Please Reply
 ☒ Please Recycle

Comments:

Per our conversation, please find the requested information below.

In reference to your trouble with no dial tone on 805-341-1490, (service ticket 438367) you requested in writing why this line was without dial tone effective on 09/23/98.

The results of my research conclude that this telephone number in question was ordered to convert to McLeodUSA on September 24, 1998. The process of changing telephone companies for local service is very time sensitive. US West and McLeodUSA has to work together in completing certain tasks in a distinct pattern. In this particular situation, US West worked a portion of the order out of the pre-defined process. This resulted in your telephone number being without dial tone. The above service ticket was corrected by US West and McLeodUSA working together to complete all the orders in the correct fashion.

Please accept my sincere apologies. The level of service you initially received from McLeodUSA was not representative of what we strive for. We pride ourselves on providing the highest level of service possible to our customers.

If you have any further questions, please feel free to contact Customer Service 1 800-863-1177. We are here to assist you, whenever it is convenient for you. We are available 24 hours a day, 365 days a year. Again, thank you for your patience and consideration.

Sincerely,

Amy Hasky
Business Customer Service Supervisor

Alt Carrier **Freedom Plan**

13th Invoice Free Certificate

This certificate entitles qualified NOS Freedom Plan customers to receive their 13th Invoice Free. The 13th Invoice Free will equal the average usage amount of the preceding 12 invoices. Acceptance of the NOS Freedom Plan includes, without limitation, the NOS 100% Service First Satisfaction Guarantee.

Please Complete the Letter of Agency, Termination and Renewal by Fax

NOS Freedom Plan Enrollment Form

As the duly designated representative of Customer, the undersigned appoints NOS Communications, Inc. (NOS), or its affiliates, as its Primary Interexchange Carrier (PIC) to provide all of Customer's outbound 1+ and interlata, long distance. This same authority is granted for intralata long distance. Applies to customers with 800 service only. The undersigned also appoints NOS Communications, Inc. as Customer's Agent with authority (NRC01) to select a Responsible Organization ("RESPORG") for the management and administration of 800 data base records of customer with respect to the 800 numbers listed below. It is understood that this authorization will result in a change from its existing PIC/RESPORG, that there may be only one PIC/RESPORG per line and that a PIC change charge may apply. Notify NOS and receive credit for these charges. We further authorize NOS and direct any LEC to remove any PIC freezes that may be on our account, and to verbally PIC our lines to PIC code 10555. Standard tariffs on file with the FCC apply to all calls after the promotional period, and during the promotional period, to all calls except peak interstate & peak intrastate calls. Non-transport/non-usage charges apply per carrier's tariff. Modifications to tariff provisions are not authorized and will not be accepted. Promotion terms per tariff on file. Tariff summary will be provided with first invoice. RESPORG ID # WIL01/555. NOS remits billing on 30 day calendar cycle.

GSA, Inc

Company Billing Name **4509 S I-90 SERVICE RD** Federal Tax ID

Address **Rapid City** **SOUTH DAKOTA** **57701**

City/State/Zip **605-341-1490** **605-342-9185**

Main Billing Telephone Number **800-388 Number**

Additional Numbers

Print Name _____ Date _____

Social Security Number **287-60-5418** Signature *[Signature]*



NOS Communications, Inc.
PH: 800-336-6670
FAX: 800-315-5667

NOS
Utilizing WorldCom
NETWORK SERVICES

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH 605-341-1490
FAX 605-342-9195

10/29/98

ATTENTION: PUBLIC UTILITIES COMMISSION

SUBJECT: GRANT FOR RELIEF

OUR BUSINESS IS MAINLY SELLING TO STATE AND FEDERAL AGENCIES. THE LAST WEEK OF SEPTEMBER IS THE LAST WEEK OF THE FISCAL YEAR FOR THE GOVERNMENT. IN COMPARISON, THIS WOULD BE LIKE THE WEEK PRIOR TO CHRISTMAS FOR SHOPKO.

OUR SALES THROUGH THAT WEEK ARE GENERALLY EQUAL TO APPROXIMATELY FOUR WEEKS OF NORMAL SALES. THIS YEAR UP TO SEPTEMBER 23RD THIS COMPANY HAD GENERATED APPROXIMATELY \$1,600,000.00 AND APPROXIMATELY 16% PROFIT.

IF YOU FIGURE OUR DAMAGES OF BEING WITHOUT ADDICATE PHONE SERVICE FROM SEPTEMBER 24TH THRU OCTOBER 12TH YOU CAN SEE THAT WE INCURRED A SUBSTANTIAL LOSS OF THOUSANDS OF DOLLARS. THESE FIGURES CAN BE VERIFIED BY THE ACCOUNTING FIRM OF BRUCE ASHLAND AND ASSOCIATES.

PART OF MCLEOD'S GAURANTEE WAS IF WE WERE NOT SATISFIED WITH THEIR SERVICE THEY WOULD SWITCH US BACK AT NO CHARGE. AT THIS POINT I AM AFRAID TO ASK TO BE TRANSFERRED BACK FOR FEAR OF LOSING SERVICE AGAIN.

A. PROFIT FROM JANUARY TO SEPTEMBER 23RD
\$223,865.00

B. PER WEEK PROFIT IS APPROXIMATELY
\$6,000.00

C. SERVICE WAS OUT OR INADEQUATE FROM SEPTEMBER 23RD TO OCTOBER 12TH
OR 2 1/2 WEEKS.

D. CONSIDERING THE LAST WEEK OF THE F'SCAL YEAR IS EQUAL TO FOUR WEEKS
1) FISCAL YEAR WEEK = FOUR WEEKS
2) NORMAL WEEKS LOSE 1.5 WEEKS

E. FINANCE LOSS
 $5.5 \times 6,000.00 = \$33,000.00$

SINCERELY,



DON JIRACEK
PRESIDENT

cc: PUBLIC UTILITIES COMMISSION
cc: SAMUEL D. KERR ATTORNEY AT LAW

EXHIBIT G

LAW OFFICES
MAY, ADAM, GERDES & THOMPSON LLP
503 SOUTH PIERRE STREET
P.O. BOX 160
PIERRE, SOUTH DAKOTA 57501-0160

April 13, 1999

GLENN W. MARTENS (BB) (DE)
KARL GOLDSMITH (BB) (DE)
THOMAS C. ADAM
DAVID A. GERDES
CHARLES W. THOMPSON
ROBERT B. ANDERSON
BRENT A. WILBUR
TIMOTHY W. ENGEL
MICHAEL P. SHAW
NEIL FULTON

OF COUNSEL
WARREN R. MAY

TELEPHONE
605 224-8803
TELEFAX
605 224-8289

E-MAIL
mlf@maygt.com

Mr. William Bullard, Jr.
Executive Director
Public Utilities Commission
State Capitol
500 East Capitol
Pierre, SD 57501

RE: G.S.A. vs. McLeodUSA
Our file: 1924
Docket No. TC-98-196

Dear Mr. Bullard:

Enclosed are copies of the Respondent's Pre Hearing Brief for the hearing on this matter on Thursday. A copy has been served on Sam Kerr, Attorney for G.S.A. If you need anything else please get in touch; I look forward to seeing you on Thursday.

Sincerely,

MAY, ADAM, GERDES & THOMPSON LLP


NEIL FULTON

NF:kb

Enclosure

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SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

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resulting from the service disruption, reimbursement for all charges for local and long distance services between September 23, 1998, and October 12, 1998, a refund of perceived overcharges on overseas long distance service, injunctive relief requiring McLeod to cease and desist deceptive practices, and GSA's costs and disbursements incurred in bringing this complaint before the PUC.

1) The South Dakota Public Utilities Commission Does Not Have Authority to Award Consequential Damages.

The authority of the PUC is strictly limited to those powers expressly delegated to it by statute; it does not have unlimited discretion. U.S. West Communications v. PUC, 505 N.W.2d 115, 123 (S.D. 1993), citing Application of Megan, 5 N.W.2d 729 (S.D. 1942). The authority of the PUC to act in any situation is determined by considering if the statutes outlining the powers and duties of the PUC, giving the words of the statute their plain and ordinary meaning, provides for the action in question. Id. In short, the PUC cannot award consequential damages without a specific statutory authorization to do so.

No explicit statutory authorization exists for the PUC to award damages for lost profits. The powers and duties of the commission are outlined in SDCL § 49-31-7.1, and no provision is made for awarding damages for lost profits that may follow a disruption of service. Without such a specific authorization, the PUC is without authority to award such damages. Id.

The remedies available in a customer complaint to the PUC are addressed in SDCL § 49-13-1.1. That statute provides that any customer with a complaint against a telecommunications carrier may, "either make complaint to the commission or may bring suit on his own behalf for the recovery of damages in any court of competent jurisdiction complaints regarding utility service," but that both remedies cannot be pursued simultaneously. This language indicates that different forums exist for complaints regarding utility service and that those forums provide different remedies. The authorization to award damages is included in the clause on actions in "any court of competent jurisdiction" and is not in the portion of the statute dealing with the PUC. Had the Legislature intended to permit the recovery of damages both before the PUC and in circuit court, the statute would more appropriately say that "damages may be recovered by complaint to the PUC or by suit in any court of competent jurisdiction in this state." As written, the statute expressly provides for damages only in circuit court action and is not a sufficiently clear grant of jurisdiction to the PUC to award the damages sought in GSA's complaint.

The conclusion that the PUC lacks authority to award the damages GSA seeks is also supported by the last clause of SDCL § 49-13-1.1, which provides that, "no person may pursue both remedies at the same time." The use of the word "remedies" is crucial because it indicates that distinct remedies are available in the two forums; if similar remedies were to be available before the PUC and in circuit court, the statute would have provided that no party could proceed in both "forums" at the same time. A "remedy" is a form of compensation, while a "forum" is the place where rights are enforced, and these statutory terms must be given their plain and ordinary meaning. SDCL § 2-14-1; City of Sioux Falls v. Ewoldt, 568 N.W.2d 764 (S.D. 1997). Repayment of overcharges and damages are two remedies, while the PUC and state court are two forums. The limitation in SDCL § 49-13-1.1 against pursuing both "remedies" simultaneously, therefore indicates that the available remedy hinges on the choice of forum and supports the conclusion that the PUC cannot award damages.

Lastly, SDCL § 49-13-1 provides only that a customer complaining of overcharges may complain to the PUC for "relief." In the context of the statute, relief is more appropriately read to include only credit for any overcharge or billing for periods of service disruption. Recovery of damages resulting from any interruption in service is not expressly provided for in the statute and is therefore not within the power of the PUC. U.S. West Communications, 505 N.W. 2d. Ct. 123.

2) The South Dakota Public Utilities Commission Does Not Have Jurisdiction Over Interstate Services.

GSA seeks damages in part related to alleged overcharges for international calls. GSA claims that McLeod's rates were twice the rate charged by its prior long distance provider, and McLeod should be required to compensate GSA for those higher rates. International calls clearly fall within the definition of "interstate communication" set forth in 47 U.S.C. 153 (22).

47 U.S.C. 151 gives exclusive jurisdiction over interstate communications to the Federal Communications Commission ("FCC"). Thus, the international rates about which GSA complains is exclusively within the province of the FCC. This Commission does not have jurisdiction over the portion of GSA's complaint concerning interstate prices of McLeod.

3) GSA Is Limited to Recovery of Service Charges for Any Period of Service Disruption Under McLeod's Tariff and GSA's Service Agreement With McLeod.

The tariff for McLeod services that has been approved by the PUC and is currently on file provides the limitations on McLeod's

responsibility for service disruptions. The tariff provides at section 2.3 that, "McLeod's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call." The tariff goes on to provide that if a service disruption occurs that is not the result of the acts or omissions of the customer, McLeod will make bill adjustments, and that "[s]uch adjustments will be in the form of direct payments or bill credits, will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report to McLeod, or discovery by McLeod, of the interruption." This language limits the recovery for service disruptions to credits for the period of disruption, and excludes recovery for any lost profits that follow the disruption.

This language is not only incorporated into the service agreement between McLeod and GSA, but is also identical to the language of the administrative rules promulgated by the PUC. The same limitation of recoverable amounts to credits for the period of interrupted service is provided for under ARSD 20:10:07:05. The PUC has authority to promulgate such a regulation under SDCL § 49-5-1; the regulation and McLeod's tariff incorporating it are binding on the parties. Moreover, the service agreement between McLeod and GSA expressly prohibits recovery of the type of damages GSA seeks in this proceeding. GSA seeks damages for "lost profits and sales." Paragraph 7, Amended Complaint filed by G.S.A., Inc., December 16, 1998. However the agreement between GSA and McLeod states:

8. **LIMITATION OF LIABILITY.** McLEODUSA SHALL NOT BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO ANY LOSS OF USE, LOSS OF BUSINESS, OR LOSS OF PROFIT.

Paragraph 8, McLeodUSA Service Agreement Terms and Conditions (emphasis in original).

The service agreement, which GSA accepted as the conditions of service by McLeod, and McLeod's tariff, which has been approved by the PUC and is incorporated by reference into the Service Agreement between GSA and McLeod, therefore also preclude GSA from recovering amounts above billing credits for any period of service disruption. GSA cannot now change the compensation scheme for service disruption which has been set out by the PUC, McLeod's filed tariff, and the service agreement accepted by GSA.

01500466778
Dated this 14th day of April, 1999.

MAY, ADAM, GERDES & THOMPSON LLP

By: Neil Fulton

NEIL FULTON
Attorneys for Respondent
503 S. Pierre Street
PO Box 160
Pierre, SD 57501
(605) 224-8803

CERTIFICATE OF SERVICE

I hereby certify that the Respondent's Pre Hearing Brief was served upon the following on the 14th day of April, 1998, by mailing a true and correct copy thereof to them by overnight mail, postage prepaid, at their last known addresses, to-wit:

Samuel D. Kerr
BANKS, JOHNSON, COLBOTH & KERR
PO Box 9007
731 St. Joe, 2nd Floor
Rapid City, SD 57709-9007

MAY, ADAM, GERDES & THOMPSON, LLP

BY: Neil Fulton

NEIL FULTON
Attorneys for Respondent
503 South Pierre Street
PO Box 160
Pierre, SD 57501
(605) 224-8803

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PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

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APR 14 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., A SOUTH DAKOTA)
CORPORATION,)

TC-98-196

COMPLAINANT,)

-vs-)

MOTION OF RESIDENT ATTORNEY
FOR NONRESIDENT ATTORNEY
TO APPEAR PRO HAC VICE

MCLEODUSA TELECOMMUNICATIONS)
SERVICES, INC., AN IOWA)
CORPORATION,)

RESPONDENT.)

COMES NOW Neil Fulton, an attorney residing in this state and a member in good standing of the State Bar of South Dakota and moves the Circuit Court for Hughes County, South Dakota, pursuant to SDCL § 16-18-2 to admit William A. Haas as a nonresident attorney pro hac vice in the above-entitled action. In support of said motion the undersigned represents that he will be associated with the said nonresident attorney in the trial or hearing in the above-entitled action, and the undersigned finds said nonresident attorney to be a reputable attorney and recommends said nonresident attorney for admission to practice in the above-entitled matter pro hac vice.

Dated this 14th day of April, 1999.

MAY, ADAM, GERDES & THOMPSON LLP

BY: Neil Fulton
NEIL FULTON
Attorneys for Respondent
503 South Pierre Street
P.O. Box 160
Pierre, South Dakota 57501-0160
Telephone: (605)224-8803
Telecopier: (605)224-6289

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

G.S.A., INC., A SOUTH DAKOTA)
CORPORATION,)

TC-98-196

JUN 14 1999

IOWA PUBLIC
UTILITY COMMISSION

COMPLAINANT,)

-vs-)

MOTION OF ATTORNEY TO
PRACTICE PRO HAC VICE

MCLEODUSA TELECOMMUNICATIONS)
SERVICES, INC., AN IOWA)
CORPORATION,)

RESPONDENT.)

State of Iowa)

County of Linn)

)ss

William A. Haas, the undersigned nonresident attorney,
pursuant to SDCL § 16-18-2 hereby moves to appear in the above-
entitled matter pro hac vice, and being first duly sworn, deposes
and says the following:

1. The post office address of the undersigned is as follows:

McLeodUSA Technology Park
P.O. Box 3177
Cedar Rapids, Iowa 52406-3177
Telephone: (319)298-7295
Telecopier: (319)298-7901

2. The office address of the attorney in this state with
whom the undersigned attorney is associated in the above-entitled
matter is:

May, Adam, Gerdes & Thompson LLP
503 South Pierre Street
P.O. Box 160
Pierre, South Dakota 57501-0160
Telephone: (605)224-8803
Telecopier: (605)224-6289

3. The undersigned is a member in good standing of the Bar
of the state of his residence, which is Iowa.

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4. The undersigned has not been the subject of disciplinary action by the Bar or courts of the State of Iowa or of any other state during the preceding five years.

5. The undersigned has not been denied admission to the courts of any state or to any federal court during the preceding five years.

6. The undersigned is familiar with the rules of the State Bar of South Dakota governing the conduct of members of the State Bar of South Dakota, and will at all times abide by and comply with the same so long as such trial or hearing is pending, and the undersigned has not withdrawn as counsel therein.

7. The undersigned has completed an application for a South Dakota sales and use tax license and has transmitted it to the South Dakota Department of Revenue.

WHEREFORE, the undersigned prays that he be admitted to practice in the above-entitled matter pro hac vice.



William A. Haas

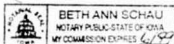
Subscribed and sworn to before me this 13th day of April, 1999.



Notary Public

(SEAL)

Notary Print Name:
My Commission Expires:



LAW OFFICES
MAY, ADAM, GERDES & THOMPSON LLP
503 SOUTH PIERRE STREET
P.O. BOX 160
PIERRE, SOUTH DAKOTA 57501-0160

April 13, 1999

GLENN W. MARTENS (BB) (SD)
KARL COLDSMITH (BB) (SD)
THOMAS C. ADAM
DAVID A. GERDES
CHARLES W. THOMPSON
ROBERT B. ANDERSON
BRENT A. WILBUR
TIMOTHY W. ENGEL
MICHAEL F. SHAM
NEIL FULTON

OF COUNSEL
HARRIS W. MAY

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Mr. William Bullard, Jr.
Executive Director
Public Utilities Commission
State Capitol
500 East Capitol
Pierre, SD 57501

RE: G.S.A. vs. McLeodUSA
Our file: 1924
Docket No. TC-98-196

RECEIVED

APR 14 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Dear Mr. Bullard:

Enclosed please find a copy of the Order Admitting Attorney,
William Haas, to Practice Pro Hac Vice.

Sincerely,

MAY, ADAM, GERDES & THOMPSON LLP


NEIL FULTON

NF:kb

Enclosure

cc: Camron Hoseck
Sam Kerr

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

G.S.A., INC., A SOUTH DAKOTA)
CORPORATION,)

TC-98-196

COMPLAINANT,)

-vs-)

ORDER ADMITTING ATTORNEY
TO PRACTICE PRO HAC VICE

MCLEODUSA TELECOMMUNICATIONS)
SERVICES, INC., AN IOWA)
CORPORATION,)

RESPONDENT.)

Upon the sworn motion of William A. Haas submitted to the undersigned pursuant to SDCL § 16-18-2, and upon the motion of Neil Fulton as a resident practicing attorney of this state with whom said nonresident attorney will practice, it is


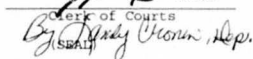
ORDERED that William A. Haas may appear on behalf of McLeodUSA Telecommunications Services, Inc., as a nonresident attorney pro hac vice under the terms and conditions set forth in said statute.

Dated this 14 day of April, 1999.

BY THE COURT:


Circuit Court Judge


ATTEST:


Clerk of Courts

SEAL Deputy

STATE OF SOUTH DAKOTA
CIRCUIT COURT, HUGHES CO.

FILED

APR 14 1999

 CLERK
By _____ Deputy

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

RECEIVED

APR 16 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

IN THE MATTER OF THE COMPLAINT
FILED BY DON JIRACEK, ON BEHALF
OF GSA, INC., RAPID CITY, SOUTH
DAKOTA, AGAINST McLEOD USA

TC98-196

TELECOMMUNICATIONS SERVICES, INC.,
REGARDING INADEQUATE SERVICE

TRANSCRIPT OF
HEARING

HEARD BEFORE THE PUBLIC UTILITIES COMMISSION

PROCEEDINGS:

April 15, 1999
12:30 P.M. (MST)
Third Floor West Room
Rapid City School Administration
Office, 300 Sixth Street
Rapid City, South Dakota

PUC COMMISSION:

Laska Schoenfelder, Commissioner
Pam Nelson, Vice-Chairman

COMMISSION STAFF

PRESENT:

Rolayne Ailts Wiest
Karen Cremer

Reported by:

Lori J. Grode, RMR

ORIGINAL

A P P E A R A N C E S

For GSA: Mr. Samuel D. Kerr
P.O. Box 9007
Rapid City, SD 57709

Mr. Barton R. Banks
P.O. Box 9007
Rapid City, SD 57709

For McLEOD: Mr. William Haas
P.O. Box 3177
Cedar Rapids, IA 52406-3177

Mr. Neal Fulton
P.O. Box 160
Pierre, SD 57501

I N D E X

<u>Witness</u>	<u>Page</u>
Don Jiracek	5
Christine Voorhees	71
Brett Ritter	186
Don Jiracek	212

E X H I B I T S

1	Exhibits A through M
2	NOS Statements
3	McLeod Statements 4 Trouble Ticket Print
5	Contact Narrative

P R O C E E D I N G S

1
2 COMMISSIONER NELSON: I will begin the
3 hearing for Docket TC98-96, In the Matter of the
4 Complaint filed by Don Jiracek on behalf of GSA, Inc.,
5 Rapid City, South Dakota, against McLeod USA
6 Telecommunications Services, Inc., Regarding Inadequate
7 Service.

8 The time is approximately 12:30 p.m. and the
9 date is April 15th, 1999; and the location of the
10 hearing is on the Third Floor West Room, Rapid City
11 Area School Administrative Offices, 300 Sixth Street,
12 Rapid City, South Dakota.

13 I'm Pam Nelson. I'm Commission Vice-chair.
14 Commissioner Laska Schoenfelder is also present. I'm
15 presiding over this hearing.

16 This hearing was noticed pursuant to the
17 Commission's Amended Order for the Notice of Hearing
18 issued March 15, 1999. The issue at this hearing is
19 whether McLeod USA committed an unlawful or
20 unreasonable act, rate, practice, or omission; and if
21 so, what relief would be appropriate.

22 All parties have the right to be present and
23 to be represented by an attorney. All persons so
24 testifying will be sworn in and subject to
25 cross-examination by the parties. The Commission's

1 final decision may be appealed by the parties to the
2 State Circuit Court and the State Supreme Court.

3 Rolayne Wiest will act as Commission
4 counsel. She may provide recommended rulings on
5 procedural and evidentiary matters. The Commission may
6 overrule its counsel's preliminary rulings throughout
7 the hearing. If not overruled, the preliminary rulings
8 will become final rulings.

9 At this time I will take appearances of the
10 parties.

11 MR. JIRACEK: Witness, Don Jiracek.

12 MS. WIEST: Right. Who's representing
13 Mr. Jiracek?

14 MR. KERR: I am, Sam Kerr, along with my
15 partner, Bart Banks.

16 MS. WIEST: And McLeod?

17 MR. HAAS: Your Honor, William A. Haas,
18 associate general counsel, and Neal Fulton from May,
19 Adam, Gerdes, representing McLeod.

20 MS. WIEST: And Commission staff.

21 MS. CREMER: Karen Cremer for staff.

22 MS. WIEST: And do any of the parties wish to
23 make any opening statements?

24 MR. KERR: I don't believe so.

25 MS. WIEST: McLeod?

1 MR. HAAS: Not necessarily.
2 MS. CREMER: No.
3 MS. WIEST: You may call your first witness.
4 MR. KERR: Thank you. I first would call Don
5 Jiracek.

6 (EXHIBIT NO. 1A-M WERE MARKED FOR
7 IDENTIFICATION.)

8 DONALD RAY JIRACEK,
9 called as a witness, being first duly sworn,
10 was examined and testified as follows:

11 DIRECT EXAMINATION

12 BY MR. KERR:

13 Q. First of all, Don, would you please state
14 your full name for the record.

15 A. Donald Ray Jiracek.

16 Q. Would you spell your last name for the
17 benefit of the Court Reporter?

18 A. J-i-r-a-c-e-k.

19 Q. And, Don, are you associated with a business
20 here in Rapid City?

21 A. Yes, I am.

22 Q. What is the name of that business?

23 A. GSA, Incorporated.

24 Q. And what is your relationship to GSA,
25 Incorporated?

2 Q. And where is the location in Rapid City for
3 GSA, Incorporated?

5 Q. And, Don, what is the nature of the business
6 that you run?

9 Q. And the federal agencies that you deal with,
10 where are they located?

12 Q. And what type of products or services do you
13 provide to these federal agencies worldwide?

18 Q. And do you have actual personal contact with
19 these customers?

21 Q. Okay. The content that you would have with
22 these federal agencies around the world would be
23 primarily through telecommunication services?

25 Q. And do you solicit the business from these

3 A. Telephone, fax, and modem.

8 A. I'm sorry, could you repeat?

11 A. Yes.

14 A. We have a designated fax line. We have five
15 incoming phone lines with roll-over capability, and we
16 have a designated modem line.

20 A. Not at this time.

23 | A. Yes.

25 | A. We just have one. But there again, if the

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1 line is busy, it will roll over, so we have four other
2 lines it can roll over on to.

3 Q. Do you have any other features on your
4 telephone service other than for toll free service and
5 for local number service, for example, like call
6 forwarding?

7 A. I have a four-ring call forwarding, so that I
8 can ring at my house if nobody picks up at the
9 business, and then just a roll-over feature you've
10 already mentioned.

11 Q. Don, in July of 1998 who would have been your
12 local service carrier?

13 A. Local would have been U S West.

14 Q. How long had you been with U S West?

15 A. Approximately nine years.

16 Q. Also, Don, in July of 1998, who would have
17 been your long distance carrier?

18 A. NOS.

19 Q. Is that a service that's provided here in
20 South Dakota? Are they local?

21 A. I don't know.

22 Q. How long were you with the long distance
23 carrier NOS?

24 A. As of July are you asking?

25 Q. Yes, back in 1998, were with you them for a

1 majority of that year?

2 A. For almost a complete year.

3 Q. And when you had your service in July with
4 long distance with NOS, how was your long distance
5 service billed? Was it billed by hour or minute, or do
6 you have a flat rate?

7 A. Depending on where the call came from and it
8 was billed, I believe, in 20-second increments.

9 Q. Okay. Was there a service for long distance
10 service and then a separate service charge for overseas
11 calls?

12 A. As I said, it depended where the call came
13 from, with each single phone call is treated
14 individually on your bill.

15 Q. Don, did there come a time when you were
16 contacted by representatives from McLeod USA in August
17 of 1998?

18 A. Two of their agents came by and tried to
19 solicit our business away from NOS to McLeod.

20 Q. Did you ask for McLeod to come out to your
21 business to visit with them about services that might
22 be provided by McLeod as opposed to NOS?

23 A. I never heard of McLeod until they stopped
24 by.

25 Q. Do you remember who the individuals were that

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1 you identified as the McLeod representative that came
2 out in August of 1998?

3 A. It was a man and a lady, and I don't remember
4 their names. I had their card and I couldn't find it.

5 Q. And did the representatives from McLeod
6 represent to you different services that McLeod might
7 be able to offer you as opposed to NOS and/or U S West?

8 A. Yes, they did.

9 Q. Did they discuss with you local service, Don?

10 A. Yes, they did.

11 Q. What did they tell you about local service
12 that could be provided by McLeod as opposed to your
13 current carrier at that time, U S West?

14 A. They told me that they could probably beat
15 U S West's rate per line by 20 percent.

16 Q. And this was an oral representation to you by
17 the two McLeod representatives?

18 A. Yes, it was.

19 Q. Did they indicate to you that they could meet
20 or beat U S West?

21 A. Not -- they basically stated they would give
22 me a rate approximately 20 percent cheaper than U S
23 West.

24 Q. So with respect to the local service, there
25 was no discussion regarding meet or beat; they actually

1 said they would beat it?

2 A. Yes, sir.

3 Q. And they would beat it by as much as 20
4 percent?

5 A. Yes.

6 Q. Don, on the same date that these two McLeod
7 representatives came out to your business, did they
8 discuss with you long distance services?

9 A. Yes, they did.

10 Q. And what did they tell you about long
11 distance services?

12 A. That they would meet or beat anybody's rate
13 that I currently had or could get.

14 Q. So in terms of long distance service, they
15 said they could meet or beat?

16 A. Yes.

17 Q. And did you indicate to them or did they
18 inquire of you who your current carrier was for long
19 distance services?

20 A. Yes, I did. And I informed them it was NOS.

21 Q. In terms of them trying to meet or beat the
22 rate for NOS, did they ask for any information from you
23 or for you to provide information to them?

24 A. They requested copies of my phone bills with
25 U S West and copies of one or two months of my billing

1 with NOS.

2 Q. Did they specifically ask for billing
3 statements from these two carriers?

4 A. Yes.

5 Q. Did they say why they wanted to look at the
6 specific bills for U S West and NOS?

7 A. So they could compare -- one of the features
8 that phone companies like to sell out there is
9 increment billing. Some of them bill every six
10 seconds, some of them every 20 seconds. And naturally
11 if they bill every six seconds, it's cheaper than
12 billing every 20 seconds, along with the rates I was
13 paying for any overseas and intrastate.

14 Q. Now, after you gave them the billing
15 statements for U S West and for NOS, did they later
16 contact you on another day in August regarding the
17 rates that they could provide?

18 A. Approximately two days later they came back
19 and again stating that they could -- well, at that time
20 they stated -- I had a type of system then that my
21 phone would ring at my home and my business at the same
22 time, which cost approximately 45 dollars a month to
23 have this feature.

24 But in doing business with federal agencies
25 all over the world, it's nothing for my phone to start

1 ringing at 4 o'clock in the morning or as late as
2 midnight because of the hour difference. So this was
3 very critical to our operation.

4 They suggested that I go to this four ring,
5 no answer, call forwarding, which would there in fact
6 save us 40 dollars a month. And at the time they also
7 represented that they would be approximately 20 percent
8 cheaper on the rest of the charges that I was incurring
9 from U S West.

10 They also at that time came back with a
11 better rate than I was paying with NOS for my long
12 distance charges.

13 Q. Did the McLeod representatives who came to
14 you on this second contact in August of 1998 have a bid
15 for overseas rates?

16 A. Not at that time, no, he didn't. He did
17 state, though, that they would meet or beat any rate
18 that I was currently paying with NOS. And overseas is
19 very expensive. You know, a typical call can range
20 from 40 cents a minute compared to state side is 7.9, I
21 believe, is what I'm paying, seven to eight cents a
22 minute.

23 Q. So while they did not have any specific bid
24 for overseas rates, based on their representations did
25 you enter any type of agreement with them?

1 A. Yes, I did sign a contract with the
2 stipulation that they would meet or beat any rates that
3 I was currently paying for my long distance overseas.

4 Q. If you would, sir, take a look at Exhibit I.

5 MR. KERR: And, Commissioners, that's right
6 in the packet of exhibits that I provided.

7 Q. Now, in taking a look at the Service
8 Agreement, how many pages does that consist of as you
9 count them now, Don?

10 MR. HAAS: Counsel, it appears we've got page
11 one here twice.

12 A. Eight, if you count it as just one.

13 Q. How many pages did you count, Don?

14 A. Eight.

15 Q. And what document is that? What's it titled?

16 A. McLeod Service Agreement.

17 Q. Now, is this the agreement that you just
18 discussed and testified to that you signed based on
19 McLeod's representations to you?

20 A. Yes.

21 Q. Now, of the six pages -- strike that. Take a
22 look at the first page there. Down at the bottom do
23 you see your signature there?

24 A. Yes, that is my signature.

25 Q. Is that your signature?

1 A. Yes.

2 Q. Okay. Up there just above your signature
3 there's a section called authorized representative and
4 then it has your name spelled out. Is that your
5 handwriting?

6 A. No, it's not.

7 Q. And then it has under title it has P R E S.
8 I assume that means president. Is that your
9 handwriting?

10 A. Yes.

11 Q. And underneath that there's the date,
12 8-18-98. Is that your date, Don?

13 A. Yes.

14 Q. And you wrote that?

15 A. Yes, sir.

16 Q. And this is the piece of paper that you would
17 have signed on August 18th of 1998?

18 A. Yes, sir.

19 Q. When you signed it on August 8th of 1998, did
20 it have attached to it the very next page that says
21 Telecommunication Service Agreement Terms and
22 Conditions?

23 A. I have never seen that document before.

24 Q. When you came to me to ask me to assist you
25 in this matter, did I ask you to produce the service

1 agreement that you had with --

2 A. Yes, you did.

3 Q. With McLeod?

4 A. Yes, sir.

5 Q. Were you able to produce that?

6 A. We never had a copy, were never given a copy
7 of the agreement back.

8 Q. Was the first time you saw this when I
9 produced it for you when I got it from McLeod?

10 A. Yes, sir.

11 Q. Take a look at the next page. It says McLeod
12 USA Service Agreement and it says page two of six. Do
13 you see that?

14 A. Yes, sir.

15 Q. And when was the first time that you would
16 have seen this particular document?

17 A. The same time as the page before that, just
18 when you received it is when I saw it.

19 Q. Then take a look at the next page called
20 Service Agreement, then it has line information. When
21 was the first time you saw that one?

22 A. Just the other day when you showed it to you.

23 Q. When I showed it to you the other day?

24 A. Yes, sir.

25 Q. And the next sheet is called a Directory

1 Information. When was the first time you saw that one?

2 A. The other day with the other paperwork.

3 Q. And is that also true with the next page that
4 has Reporting Options Special Order Form at the top?

5 A. Yes, sir.

6 Q. Page four of six?

7 A. Yes, sir.

8 Q. And then there's another one called page six
9 of six, and it looks like it's out of order with this
10 sequence I got from McLeod, but it says page six of
11 six. When was the first time you saw it?

12 A. When you showed it to me.

13 Q. This last one that's page five of six, that
14 says Service Agreement Addendum, which is out of order,
15 it appears, at least from the handwritten page
16 numbering at the top right. Does this page have your
17 signature on it?

18 A. Yes, it does.

19 Q. And when would you have signed this
20 particular document, Don?

21 A. On 8-21.

22 Q. And where it says date 8-21, is that your
23 handwriting?

24 A. No, it's not.

25 Q. You didn't date this document when you signed

1 it?

2 A. No, sir.

3 Q. And then up there where it says authorized
4 representative and it has your name pencilled out or
5 written out in handwritten form, did you write that?

6 A. No, I didn't.

7 Q. The only thing that you would have done is
8 initialed it where it requires the 60 months it says?

9 A. Yes, sir.

10 Q. And then you would have signed it?

11 A. Yes, sir.

12 Q. So this document you saw at the time when
13 they came to you?

14 A. Yes, sir.

15 Q. And, Don, just so that the Commission can
16 have an idea what this document is, what does this
17 entail?

18 A. Basically it's showing what rates I would be
19 paying intrastate, interstate, and overseas. The
20 reason I did not date it or title it is because the
21 rates that they have given us here for overseas we
22 wanted to verify that those rates were, in fact,
23 cheaper than what we were currently paying.

24 Q. So the only pages that you have ever seen of
25 this multi-page page service agreement was the very

1 first one that has your signature on it and the very
2 last one that has your signature to it?

3 A. Yes, sir.

4 Q. And the first time you saw the pages in
5 between is when I got it for you from McLeod and I
6 showed it to you?

7 A. Yes, sir.

8 Q. And, Don, if you would, flip back to the
9 front of it again and identify what that Exhibit number
10 is or letter just for the record.

11 A. Exhibit No. 1.

12 Q. Okay. Then within Exhibit No. 1 take a look
13 at the first page that you signed where it has the
14 exhibit letter.

15 A. Exhibit I.

16 Q. Exhibit I. So the pages that you and I've
17 been talking about are Exhibit I?

18 A. Yes, sir.

19 Q. Thank you. Now, the first page of Exhibit I,
20 the Service Agreement that you signed and dated on
21 August 18th of 1998, is this something that you had to
22 sign so that you could get the service that McLeod
23 represented to you?

24 A. Yes, sir.

25 Q. Now, Don, please tell the Commission when the

1 switch was supposed to take place, meaning the local
2 service switch and the long distance service switch,
3 when was that supposed to occur?

4 A. Initially it was on the 24th, approximately
5 23rd or 24th of September.

6 Q. So you signed this agreement in August but
7 the service was not supposed to be hooked up until
8 September 23rd or 24th of 1998?

9 A. Yes, sir.

10 Q. And why did you want the service hooked up on
11 the 23rd or 24th of 1998 as opposed to having it done
12 immediately?

13 A. My previous carrier, NOS, part of their
14 promotion that they gave me when I signed on was that I
15 get the 13th month free.

16 Q. Take a look if you would, Don, flip back a
17 few pages to Exhibit F. It would be a few pages back.

18 A. Got it.

19 Q. What's the title of that document, Don?

20 A. Freedom Plan, 13th invoice free certificate.

21 Q. Explain to the Commission what that document
22 is, if you would?

23 A. Basically on the date of -- well, they don't
24 have a date on this one here. This was the first month
25 that I was with NOS, and their incentive to stay with

1 their company is that they give you your -- after
2 you've been with them one year, they give you your 13th
3 month free.

4 Q. This would have been within the time frame
5 that you would have had the switch, meaning this 13th
6 month would have been ending at the time that you would
7 have switched to McLeod in September of 1998?

8 A. The 13th month would have been September, end
9 of August through the first three weeks of September.

10 MR. KERR: Commissioners, I would move
11 Exhibits I and F.

12 MS. WIEST: Any objection?

13 MR. HAAS: Your Honor, I guess at this point
14 I'm going to object, I guess, to the line of
15 questioning. It seems to me to be beyond the scope of
16 what the Commission set out in the hearing. It appears
17 this is consistent with their prehearing brief.
18 They're going, it appears, for breach of contract
19 action, that the agreement we had with this customer is
20 not what they agreed to.

21 I believe in the Commission's Notice and the
22 original Complaint this was about service outage
23 problems, when the customer service was out with
24 McLeod, which he alleges from a period of time of
25 September 24th through October 15th and what the remedy

1 is for that service outage.

2 We're going into what the offer was, what the
3 customer agreed to. That's a breach of contract, which
4 is for the first time in their April 13th prehearing
5 brief stated this is what this case is about, breach of
6 contract.

7 I would submit this Commission
8 jurisdictionally would not have authority to review and
9 determine breach of contract suit. Instead this
10 Commission's authority, I think, would be limited to
11 investigating the service outage problems.

12 We're prepared to go forward, but I think
13 given what you've set forth as what the purpose of this
14 hearing was for was to investigate the service problems
15 the customer alleged in the original Complaint, it
16 seems to be far afield of what that Complaint was
17 about.

18 MS. WIEST: Any response?

19 MR. KERR: Yes. I'll have my co-counsel
20 respond.

21 MR. BANKS: For the Commission I have
22 reviewed the notice for this hearing and the order for
23 establishing probable cause. And part of the basis for
24 probable cause established by the Commission was under
25 49-13-13 and 14, both of which sections give the

1 Commission the express authority to consider that not
2 only the service outage, but the practices engaged by
3 this particular respondent in the course of dealing
4 with this customer, as well as any damages suffered by
5 this customer as a result of those practices.

6 I think the contract is clear and the
7 discussions and negotiations leading to that contract
8 are practices of this carrier; and to the extent that
9 they serve to damage this particular claimant in this
10 case, I think the Commission does have and has
11 indicated that it has jurisdiction to consider all of
12 those issues.

13 MS. WIEST: The Commission will admit
14 Exhibits I and F.

15 MR. KERR: Thank you.

16 Q. Now, Don, moving forward with our line of
17 questioning regarding the date of the hookup and I
18 think we've -- you've testified that it was around
19 September 23rd or 24th of 1998?

20 A. Yes, sir.

21 Q. And because of the agreement that you had
22 with NOS, you did not want McLeod to switch that
23 service until that date?

24 A. No, sir.

25 Q. Now, after this, after you signed the first

1 page of Exhibit I, which is the service agreement with
2 McLeod, did you come to find out that the rates cited
3 by McLeod were in fact no better rates than what you
4 had with NOS, and in fact higher?

5 A. I took their word when they stated when they
6 gave me these overseas rates that they were better than
7 what we were paying since I had given them a copy of
8 our phone bill.

9 We then found out -- NOS contacted me and
10 stated, "Did you know that you were being
11 transferred?" And I said, "Yes, I did." And they said
12 "Why?" And I said, "Well, they came up with better
13 rates."

14 At that point NOS countered with a better
15 rate than what McLeod had given me on the instate long
16 distance -- or interstate long distance, my overseas
17 rates at that time. They then faxed me what I was
18 currently paying for overseas rates, and in some cases
19 they were -- McLeod was three times as high as what I
20 was currently paying from NOS, and yet they told me
21 that they had beat the rates.

22 And they took them rates right off my bill so
23 they knew exactly what I was paying and perpetrated a
24 lie to get my business.

25 Q. After your communication with NOS regarding

1 the rates, did you then communicate with McLeod to let
2 them know that they, in fact, had not beat the rates of
3 the other carrier as they represented?

4 A. I faxed them a letter, then followed up with
5 a phone call two days later speaking to one of their
6 agents there, Brett Ritter, I believe, and asked him if
7 he received a letter. He said he did, and he said they
8 could not meet those rates.

9 I said, "Fine, we're staying with our service
10 then." And I faxed them a letter over canceling the
11 agreement because they did not meet or beat any rate
12 out there, but we would keep them for our local service
13 instead of U S West.

14 Q. Take a look, if you would, Don, at Exhibit A,
15 which is the very top sheet. What's the date of that
16 communication there, Don?

17 A. 9-17.

18 Q. And who is the transmittal -- who's the
19 recipient of that?

20 A. I'm sorry.

21 Q. Who did you send this to?

22 A. Brett Ritter, McLeod USA.

23 Q. In this communication did you and in fact
24 show him the varying rates and how McLeod had not in
25 fact beat the rates of NOS?

1 A. Yes, sir.

2 Q. And did you indicate within this
3 correspondence that "when we agreed to be hooked up to
4 your service," is that what you said in this
5 transmittal?

6 A. Yes, sir.

7 Q. And when you say to be hooked up, is that
8 because they weren't even supposed to switch it until
9 September 24th of 1998?

10 A. Yes, sir.

11 Q. When you wrote this on September 17th of
12 1998, did you understand at that time that they weren't
13 going to switch you until September 24th of 1998?

14 A. I was -- they were never in any way, shape,
15 or form was supposed to touch my phone lines, long
16 distance, local, anything, until September 24th.

17 Q. That was because of the agreement you had
18 with NOS to get a free month?

19 A. Yes, sir.

20 Q. Did you ask at the bottom of the
21 communication on September 17th of 1998, which is
22 Exhibit A, to have them respond to you?

23 A. Yes, sir.

24 Q. And did you get a response on September 17th?

25 A. No, sir.

1 Q. Did you get a response on September 18th?

2 A. No, sir.

3 Q. How about the 19th?

4 A. No, sir.

5 Q. When did you next get a response, or did you,
6 to this correspondence that you faxed to McLeod on
7 September 17th of 1998?

8 A. I called them on 9-21 and asked them if they
9 received my letter. They stated they had. And I asked
10 them, "Well, are you going to meet or beat NOS's
11 offer?" They could not. So then I told them at that
12 time we would not be going into contract with your
13 company, and I followed it up with a fax letter.

14 Q. And take a look, if you would, at Exhibit B,
15 which is the second page. Identify that for me.

16 A. That's the second letter that I sent stating
17 that we would not take their long distance service but
18 we would take them as a local carrier.

19 Q. So on September 21st of 1998, three days
20 before the switch is supposed to occur, you
21 communicated with McLeod that since they couldn't meet
22 or beat the rate as they represented, you weren't going
23 to go with the long distance service?

24 A. Yes, sir.

25 Q. And at that time did you understand that the

1 service was to be switched on September 24th of 1998?

2 A. Yes, sir.

3 Q. And this fax letter on September 21st of
4 1998, which is Exhibit B, this was in response to the
5 telephone conference you had with Brett Ritter earlier
6 that day?

7 A. Yes, sir.

8 MR. KERR: I would move Your Honor, Exhibit A
9 and B.

10 MS. WIEST: Any objection?

11 MR. HAAS: No objection.

12 MS. WIEST: If not, they're admitted.

13 Q. Now, in the September 21st, 1998, fax
14 transmittal to McLeod, you invited them to go ahead and
15 make the switch on September 23rd or 24th for the local
16 service?

17 A. Yes, sir.

18 Q. But you did not intend for them to make any
19 switch to long distance service on the September 24th?

20 A. No, sir.

21 Q. Did there come a time, Don, when you learned
22 that in fact your service had been switched?

23 A. We learned approximately a month and a half
24 later that not only the service was switched on the
25 24th, it was switched a month earlier and therefore

1 losing our bonus month from NOS.

2 Q. So rather than having switched you on
3 September 24th, 1998, pursuant to the original
4 agreement, they actually switched you in August?

5 A. Yes, sir.

6 Q. And did they have your permission to do that?

7 A. No, sir.

8 Q. Was that because you still had this agreement
9 with NOS for a free month?

10 A. Yes, sir.

11 Q. And the switch also occurred even when you
12 told them you didn't want their service because they
13 couldn't beat the rates as they represented?

14 A. Yes, sir.

15 Q. When you had the -- strike that. Did the
16 local service switch then, Don, on or about September
17 23rd or 24th of 1998?

18 A. Yes, sir.

19 Q. So McLeod did switch the local service from U
20 S West to their company on or about that date?

21 A. Yes, sir.

22 Q. And did you experience any problems or
23 difficulties with your phone service as a result of
24 McLeod switching the local service from U S West to
25 themselves?

1 A. My customers have two phone numbers for me
2 and one is the 800 number and the other is the main
3 phone line, which is 341-1490. These both come in on
4 the same line. We completely lost that line. When you
5 would call the 800 number, it would just ring. Where
6 it was ringing, nobody today has ever been able to tell
7 me.

8 But for the first or last week of September,
9 five working days, my customers were calling and not
10 being able to -- not only not being able to get me, I'm
11 sure it raised questions in their mind why a legitimate
12 business wasn't answering their phones for a week.

13 What harm this did to my company, I can't
14 say. But except for personal view, if I was doing
15 business with you and I tried calling for a week and I
16 couldn't get you, I'd have questions raised in my mind
17 about your company.

18 Q. And given the time frame that this occurred,
19 or at the end of September, was that of any additional
20 significance to you given that most of your clients are
21 federal agencies?

22 A. As I stated earlier, my clients are federal
23 agencies. The last week of September is the end of the
24 fiscal year for the federal government. It compares to
25 the week before Christmas for Shopko. With federal

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1 agencies, if they do not spend this money, they lose
2 it. So, needless to say, they spend every penny that
3 they've got left over in the budget.

4 Last year was a very good year for the
5 federal government. There wasn't many emergencies that
6 came up, so just about every base that we do business
7 with had funds left over to be spent that they had kept
8 in reserve but had to be spent by the beginning of the
9 new fiscal year October 1.

10 Q. And did you let McLeod know that you were
11 having problems with your telephone service and that
12 you couldn't receive incoming calls?

13 A. I imagine it averaged out to at least three,
14 four times a day.

15 Q. And you would call McLeod?

16 A. Yes, sir.

17 Q. Who would you talk to?

18 A. Secretaries, anybody, everybody, put on hold,
19 told they'd get back to me, you name it.

20 Q. And what results, if anything or if any, did
21 you get from McLeod?

22 A. To this day I still don't know what went
23 wrong. Nobody has they ever informed me yet today what
24 happened, why, and actually what they took steps to
25 prevent it from happening to anybody else.

1 Q. Did they also try and share the blame or at
2 least push the blame off on any other company?

3 A. They told me that U S West -- and I don't
4 remember the exact wording, but basically it was U S
5 West's fault. I then tried to call U S West.
6 Unfortunately, U S West wouldn't deal with me any more
7 because they told me I was no longer their customer,
8 McLeod was their customer. And if I wanted any
9 information, I'd have to call McLeod. So I called
10 McLeod. McLeod wouldn't tell me nothing.

11 Q. And were you still having disrupted service
12 even into the first part of October?

13 A. Yes, sir.

14 Q. Don, did there come a time when you notified
15 the Public Utilities Commission that you were having
16 these problems?

17 A. Yes, sir.

18 Q. Take a look if you would, Don, at Exhibit C,
19 which is the third page into the packet. And what is
20 that document, Don?

21 A. That's the first written correspondence I had
22 with the PUC. I had spoken to them on the phone a
23 couple times earlier.

24 Q. And within this letter dated October 8, 1998,
25 to the Public Utilities Commission, which is Exhibit C,

1 did you discuss with them the response that you had
2 been receiving from McLeod?

3 A. Yes, I did.

4 Q. Did you also discuss or mention to the Public
5 Utilities Commission the effect that this was having on
6 your business?

7 A. Yes, I did.

8 MR. KERR: I'd move Exhibit C, Your Honor.

9 MS. WIEST: Any objection?

10 MR. HAAS: No objection.

11 MS. WIEST: If not, it's been admitted.

12 Q. Now, we discussed a few moments ago, Don,
13 that McLeod, pursuant to your letter to them and the
14 telephone conference that you had with Mr. Ritter, that
15 they were only supposed to switch the local service and
16 that was to take place on or about September 23rd or
17 24th of 1998?

18 A. Yes, sir.

19 Q. And you later learned that in fact your long
20 distance service had been switched as far back as
21 August of 1998?

22 A. Yes, sir.

23 Q. Take a look if you would at Exhibit D, which
24 is the very next page. If you would, Don, identify
25 what Exhibit D is?

1 A. This is basically for the last few days of
2 August showing that McLeod had taken my long distance
3 service, and this is the bill for that service. We
4 never received this until you have got your disclosure
5 information from McLeod when they sent it to you that
6 we've not -- we didn't know about this basically is
7 what I'm saying. We didn't know about this until the
8 end of September, I want to say, is when we became
9 aware that they had slammed my company a month early.

10 Q. So this bill here that's marked as Exhibit D
11 is something that you didn't even see until I showed it
12 to you when I got it from McLeod?

13 A. Something I personally have never seen. I'm
14 not saying that we didn't receive this. I was unaware
15 of it. And I was the one that was handling the phone
16 deal. But my secretary, you know, this is just another
17 part of overhead. She could have got it in and put it
18 in a, you know, overhead pile.

19 Q. In any event, this bill which shows an
20 invoice date of September 15th, 1998, actually covers
21 the period of August 1st through August 31st?

22 A. No, sir. This would cover about the last
23 week of August, I believe.

24 Q. So while they have the invoice period of
25 August 1st, the 31st, it actually covers the time that

1 they switched you in August, late August, all the way
2 to the first of September, at least?

3 A. Yes, sir.

4 MR. KERR: I would move Exhibit D, Your
5 Honor.

6 MS. WIEST: Any objection?

7 MR. HAAS: No objection.

8 MS. WIEST: It's admitted.

9 Q. And I believe you indicated earlier that as a
10 result of McLeod switching your service a month early,
11 you lost your one month free service from NOS?

12 A. Yes, sir.

13 Q. Now, from the time that you originally
14 contacted the Public Utilities Commission in October,
15 or on October of 1998, did you continue to try and
16 rectify the situation by contacting McLeod?

17 A. Every day that the phones were out, every day
18 I was calling them.

19 Q. Did there come a time when you again
20 corresponded with the Public Utilities Commission to
21 ask for their assistance?

22 A. Yes, sir.

23 Q. If you would, Don, take a look at the Exhibit
24 J, which is about the last sixth sheet in the packet,
25 typed right in the center of the bottom. Do you see

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1 that, Don?

2 A. Yes, sir.

3 Q. Would you identify what that letter is?

4 A. That would have been my second letter to the
5 PUC.

6 Q. And what's the date of the letter, the second
7 letter to the Public Utilities Commission?

8 A. I take that back. This might be the third
9 letter because I think I had also sent them one on
10 October 10th too.

11 Q. Okay.

12 A. That's October 13th.

13 Q. So the date of Exhibit J is October 13th of
14 1998?

15 A. Yes, sir.

16 Q. Did you indicate to the Public Utilities
17 Commission a second time or a third time that you were
18 still having problems with the function of your
19 business as a result of the inability to have incoming
20 phone service?

21 A. Yes, sir.

22 Q. Did you indicate the time periods that you
23 were actually without this service and the numbers that
24 corresponded with that failed service?

25 A. Yes, sir.

1 Q. Did you also indicate to the Public Utilities
2 Commission at that time that the failure to have this
3 phone service was creating a financial hardship and
4 financial repercussions to your business?

5 A. Yes, sir.

6 Q. Did you also ask for the Public Utilities
7 Commission to assist you?

8 A. Yes, sir.

9 MR. KERR: I would move Exhibit J.

10 MS. WIEST: Any objection?

11 MR. HAAS: No objection.

12 MS. WIEST: If not, it's admitted.

13 Q. Now, did McLeod ever respond after you wrote
14 the Public Utilities Commission on October 13th of
15 1998? Take a look at Exhibit K.

16 A. Which one?

17 Q. K, which is the very next one.

18 A. I believe I received this from the PUC, not
19 from McLeod.

20 Q. Okay. And, in fact, this letter is from
21 McLeod to the Public Utilities Commission?

22 A. McLeod never responded back to me, no.

23 Q. All right. So while you didn't get any
24 direct response from McLeod, McLeod did correspond with
25 the Public Utilities Commission and you got a copy of

1 it from the PUC?

2 A. From what I understand is every time that I
3 sent a letter to the PUC, they would forward my letter
4 to McLeod with a letter of their own. And I don't see
5 where the date is on this. The 20th of October is when
6 they finally responded back.

7 Q. You mean McLeod responded directly back to
8 you?

9 A. To the PUC.

10 Q. To the PUC. And the date is kind of covered
11 up on this letter so I'm not sure of the original date
12 of the letter.

13 A. The fax up top shows 10-20.

14 Q. When it was sent to you?

15 A. Excuse me?

16 Q. Of when it was sent to you?

17 A. I'm not sure if that was when it was sent to
18 me or sent to them because I can't read the fax number
19 on -- I'm sorry, no, that would be -- I don't know. I
20 don't know.

21 Q. Okay. In any event, if you take a look at
22 the contents of this letter -- and I assume that you
23 read the letter?

24 A. Yes, sir.

25 Q. Did McLeod indicate that as a reseller they

1 relied on U S West to provide the service?

2 A. Yes, sir.

3 Q. And did that indicate to you that they were
4 pointing the finger at U S West rather than themselves
5 for your failure to have service?

6 A. Yes, sir.

7 Q. And did McLeod also indicate or acknowledge
8 that there was in fact outages and service outages?

9 A. Yes, sir.

10 Q. Does this letter also discuss several outages
11 that you had as far as McLeod's records indicated?

12 A. Yes, sir.

13 Q. And did McLeod issue an apology at least to
14 you through the PUC for the service problems that you
15 had?

16 A. Yes.

17 Q. And despite this correspondence that McLeod
18 had to the Public Utilities Commission, did you
19 continue to have problems with your phone service?

20 A. Yes, sir.

21 MR. KERR: Your Honor, I'd move Exhibit K.

22 MS. WIEST: Any objection?

23 MR. HAAS: No objection.

24 MS. WIEST: K is admitted.

25 Q. What type of problems did you continue to

1 have even after October 20th of 1998?

2 A. On 12-1 we lost our ability to fax or call
3 overseas. We notified McLeod. 12-2 we still could not
4 do it. We talked -- we notified McLeod again on 12-3.
5 We called, still could not call for fax overseas. On
6 12-4 a David from McLeod called us back to test our
7 overseas problem. After these failed, he advised us he
8 would get right on it.

9 At 11:05 David from McLeod called back,
10 apologized for taking so long that it still wasn't
11 working. On -- that was a Friday. That Monday we were
12 able to again correspond with our customers overseas.

13 When we bid on an item overseas, it is done
14 by fax, so basically we were not able to bid. And if
15 an item comes due, it needs to be faxed that day. You
16 can't fax it late. Late bids are not accepted by the
17 federal government.

18 So what I ended up doing is I'd have to run
19 over to my accountants, Bruce Ashland Tax Service,
20 which is completely on the other side of -- three, four
21 times a day just to send a fax as we had them ready to
22 go.

23 On 12-8 is when I was -- to be perfectly
24 honest, I was scared to get switched back. I was
25 afraid I was going to lose my service again after this

1 last fiasco in December. I just decided we have to get
2 switched back.

3 We then tried to get switched back on
4 December 8th is when we started the process. We were
5 never released from McLeod completely until, I believe
6 it's March 22nd, almost three months later.

7 Q. So you finally determined that the problem
8 wasn't going to be resolved and that you wanted to
9 switch back to NOS in December of 1998?

10 A. And U S West.

11 Q. And U S West as your local carrier?

12 A. Yes.

13 Q. And when did you finally get switched back?

14 A. We got two lines switched back in February
15 16th and the remaining five lines were finally switched
16 back on March 16th. When they did switch me back,
17 though, they never told U S West to put the roll-over
18 on. They never told U S West to put the call
19 forwarding on.

20 Q. Did that cause problems?

21 A. Oh, definitely. I lost my roll-over ability,
22 so there again we're down to one line. And as the call
23 forwarding, I don't know how many times -- how many
24 people would have called, rang four times at the
25 office, supposed to ring at my home. So there again, I

1 don't know how much business I lost.

2 We discovered the one as far as because we
3 got a call from one of my customers, actually one of
4 our suppliers. Actually we got a fax from them. And
5 he says, "I've been trying to call you guys all week
6 and your phone is constantly busy." Well, the line one
7 was busy and that was it. That's when we discovered a
8 week afterwards that they never put -- they never told
9 U S West about the roll-over feature.

10 And I guess I wasn't thinking clearly that
11 day because I never thought about the call forwarding,
12 and a week later we found out the call forwarding
13 wasn't working. And that's because they were supposed
14 to turn us back to service that we had when we
15 contracted with them identical to what we had, and they
16 failed again.

17 Q. Also during the time that you were -- in
18 December of 1998 and thereafter when you were trying to
19 switch back to NOS as your long distance carrier, did
20 you have any discussion with NOS regarding problems or
21 things they had heard regarding why you couldn't switch
22 back?

23 A. NOS contacted a representative of McLeod and
24 was basically told that we owed McLeod thousands of
25 dollars and be very leery about doing business with us.

1 Q. Who from NOS told you that? One of the sales
2 reps?

3 A. Yes.

4 Q. Take a look, if you would, at Exhibit H.

5 A. Got it.

6 Q. Now, this particular Exhibit H consists of a
7 number of pages, but just explain to the Commission
8 what these pages represent.

9 A. These are the billing that we received from
10 McLeod, and attached to them is a copy of the check
11 that was sent to them. In one case we didn't have a
12 copy of the check, so I had one of the secretaries make
13 a copy of our check ledger with a statement from the
14 bank showing that it was cashed by McLeod.

15 Q. So you were current with McLeod at all times?

16 A. Yes.

17 MR. HAAS: I'm sorry, could you reread that
18 last answer?

19 (The last question and answer were read by
20 the Court Reporter.)

21 MR. KERR: I'd move Exhibit H.

22 MS. WIEST: Any objection?

23 MR. HAAS: Just a minute, Your Honor. H, is
24 that right?

25 MR. KERR: Yes.

1 MR. HAAS: Could I have just a minute to
2 review this?

3 MS. WIEST: Yes.

4 MR. HAAS: If I might clarify, we have the
5 canceled check. What's the top part of the exhibit?

6 A. Memo, just a memo.

7 MR. KERR: That's the memo section of the
8 check.

9 MR. HAAS: Of the check from GSA?

10 A. My checks are made out by the accounting firm
11 of Bruce Ashland, CPA.

12 MR. HAAS: And the date is what, the date
13 they wrote the check, is that it?

14 A. Yes. And up above it would tell what period
15 it was paying for. There's always an overlap on your
16 utility type bills like that.

17 MR. HAAS: I have no objection, Your Honor.

18 MS. WIEST: Exhibit H will be admitted.

19 MR. KERR: Thank you, Your Honor.

20 Q. Don, did you ever receive at any time any
21 notification from McLeod that you had hadn't paid a
22 bill or that your account was not current?

23 A. No, sir.

24 Q. If you would, Don, take a look at Exhibit L,
25 which is just right toward the back, third page from

1 the back. Tell you what I'll do, I don't want to hold
2 the -- take a look at that. If you would, identify
3 Exhibit L for me, Don.

4 A. Umm, this is to follow up with the phone
5 conversation that NOS called to ask me if I knew I was
6 being transferred. And this is basically their written
7 counteroffer, which he had given me verbally over the
8 phone, showing not only -- well, basically showing the
9 rates that we were currently paying from NOS for
10 overseas usage.

11 Q. So Exhibit L is simply a written confirmation
12 from NOS that these are the rates that we're charging
13 you?

14 A. For my overseas phones, yes.

15 MR. KERR: I would move Exhibit L.

16 MS. WIEST: Any objection?

17 MR. HAAS: No objection.

18 MS. WIEST: Exhibit L has been admitted.

19 Q. And then, Don, take a look at Exhibit G, if
20 you would, please.

21 A. Which one?

22 Q. Exhibit G.

23 A. Got it.

24 Q. Identify that document, if you would, for the
25 Commission.

1 A. This is a letter that I sent to the Public
2 Utilities Commission explaining the monetary damages
3 that were done to my company and what we were seeking
4 in relief.

5 Q. So as far as back as October 29th of 1999 --
6 '98, you were already advising the Commission of the
7 financial hardship that this lack of phone service was
8 having to your business?

9 A. Actually earlier I had mentioned in my
10 letters to the PUC. This would be, I guess, the formal
11 one. Actually this was the first time I actually put
12 it in number figures, I guess, is how much we had
13 suffered.

14 Q. Have you since had occasion, Don, to put
15 together any additional information regarding damages?

16 A. Yes.

17 Q. Would you take a look at Exhibit M, which is
18 the very last one?

19 A. Yes, sir.

20 Q. And identify Exhibit M, please.

21 A. The first page is a summary by Bruce Ashland,
22 CPA, showing the total sales that GSA generated in
23 1998. Now, this is with the loss of the best week that
24 we have. Every year is not in that \$1,750,000 figure,
25 along with the two weeks after that, along with all the

1 other disruptions that we've had. I would like to
2 think that we would have done quite a bit better if we
3 would have had our service during this time.

4 Q. And then did you put together a document in
5 which you show the damages for the benefit of the
6 Commission?

7 A. Yes.

8 Q. And are those detailed on the second page of
9 Exhibit M?

10 A. Yes.

11 MR. KERR: I would move Exhibit M.

12 MS. WIEST: Any objection?

13 MR. HAAS: No objection.

14 COMMISSIONER SCHOENFELDER: I have a
15 question. The second page was put together by whom? I
16 missed that.

17 A. Myself.

18 COMMISSIONER SCHOENFELDER: By yourself?

19 A. Yes, using the figures that the accounting
20 firm had given me.

21 COMMISSIONER SCHOENFELDER: Thank you.

22 MS. WIEST: Exhibit M has been admitted.

23 MR. KERR: Thank you, Your Honor.

24 Q. I take it Bruce Ashland is the one that does
25 the book work for GSA?

1 A. Yes, sir.

2 Q. Finally, Don, did you ever receive any
3 communication from McLeod regarding any rebate or any
4 offer to compensate you for the loss of service prior
5 to the time that they made an offer to me the other
6 day?

7 A. I personally have never received anything
8 from McLeod.

9 MR. KERR: Nothing further. Thank you.

10 MS. WIEST: Any questions?

11 MR. HAAS: Yes.

12 CROSS-EXAMINATION

13 BY MR. HAAS:

14 Q. Good afternoon, Mr. Jiracek. As I
15 understand, you're in the business of selling goods to
16 federal and state agencies; is that right?

17 A. Yes, sir.

18 Q. Is your business pretty much conducted during
19 the business hours that agencies are open?

20 A. Excuse me?

21 Q. Is your business pretty much conducted during
22 the business hours that these agencies are open?

23 A. Yes, sir.

24 Q. Is GSA a family business?

25 A. It's incorporated.

1 Q. What I mean is do any of your relatives work
2 in GSA?

3 A. My daughter might work down there two, three
4 hours a month, cleaning, you know.

5 Q. You would agree, would you not, referencing
6 what has been marked -- I'm sorry, we're using
7 lettering; is that correct?

8 MS. WIEST: Yes.

9 Q. Exhibit I, did you sign that service
10 agreement on August 18th, I think you admitted earlier;
11 correct?

12 A. Yes.

13 Q. And I think you testified earlier that you
14 also signed the addendum, which is marked as page five
15 of six of Exhibit I; is that correct?

16 A. Yes.

17 Q. Would you agree that you signed that after
18 you signed the first document?

19 A. To the best of my recollection, yeah.

20 Q. And those prices for those international
21 calling were on the document when you signed it?

22 A. Yes, sir.

23 Q. I believe you testified that you had given
24 McLeod USA an NOS bill copy so they could evaluate what
25 international rates you were paying?

1 A. Yes, sir.

2 MR. HAAS: Your Honor, may I approach the
3 witness?

4 MS. WIEST: Go ahead.

5 Q. I'm handing you what's been marked as -- will
6 be marked as Exhibit 1. I apologize. Could you
7 identify what that is?

8 A. It looks like a copy of my July 6, 1998,
9 bill.

10 Q. From NOS to your company GSA; is that
11 correct?

12 A. Yes.

13 Q. Would that have been the bill you handed to
14 McLeod USA to do their evaluation?

15 A. I would think so since you have possession of
16 it.

17 Q. Would you accept, subject to check of that
18 document, that the international calls made in that
19 document were to Germany, Italy, South Korea, Guam,
20 Japan, and the Netherlands?

21 A. Would I what about that?

22 Q. Well, you can either check it out or would
23 you accept, subject to check, those are the
24 international calls that are set forth in that billing
25 statement?

1 A. Okay.

2 MR. HAAS: Your Honor, I would move for
3 admitting of Exhibit 1.

4 (EXHIBIT NO. 2 WAS MARKED FOR
5 IDENTIFICATION.)

6 MS. WIEST: Was there an objection to 2A?

7 MR. KERR: Yes, there is. And the reason
8 there's an objection is because this matter was
9 originally scheduled for hearing before the Commission,
10 and I think it was back in February or March, and it
11 was moved.

12 And one of the reasons why it was moved is I
13 talked to staff counsel for the PUC is I wanted to
14 engage in discovery because I did not have a copy of
15 the service agreement and I did not have other
16 documents.

17 So I served discovery on McLeod. And the
18 service of that document was responded to on March 11th
19 of 1999, and within those requests I asked McLeod to
20 produce any and all documentation support of any its
21 affirmative defense and in support of any documentation
22 it had regarding Mr. Jiracek's account. And those are
23 on file with the PUC, and I believe that the responses
24 are probably also included.

25 And in no time has McLeod ever produced that

1 document until today, and so then I would object to it
2 on that grounds that it's untimely. They had an
3 opportunity to produce these documents for me and they
4 did not.

5 MS. WIEST: Response?

6 MR. HAAS: Yes, Your Honor, I would respond
7 that the affirmative defenses we have are that we have
8 a contract with GSA; that our contract provides that we
9 are immune from liability for the service outages. We
10 are claiming in our affirmative defense the Commission
11 didn't have jurisdiction over interstate services.

12 None of the defenses raised go to breach of
13 contract because at the time we responded to discovery,
14 we didn't know a breach of contract was an issue in
15 this case. We thought this case was limited to was
16 there a service problem and what's the remedy for the
17 service outage.

18 We did not, until this time that the
19 discovery was submitted to us, know we would be
20 litigating breach of contract. We didn't know that
21 until Wednesday of this week, based on that prehearing
22 brief.

23 So at the time the discovery was submitted to
24 us, we did not know that we would need the NOS
25 document, which is obviously why we didn't copy it

1 because we didn't expect to go into any issues until
2 yesterday when we got the prehearing brief. So we did
3 not -- we were not unresponsive to the discovery
4 request.

5 MS. WIEST: Response?

6 MR. KERR: Thank you, Your Honor.

7 First of all, I find it incredulous that
8 McLeod would take that position. The Complaint speaks
9 for itself. The addendum clause for the prayer for
10 relief within the Complaint speaks to the claim that
11 we're making. The documents that Mr. Jiracek has filed
12 with the Commission express what the Complaint is.

13 But more specifically, when I asked for
14 documents request number two specifically says, please
15 produce any and all correspondence, billing statements,
16 invoices, and other documentation exchanged between
17 McLeod USA Telecommunications Services, Inc., and GSA,
18 Inc.

19 So despite what their argument that whatever
20 claim that we're making, which is clear on the face of
21 the Complaint and is clear before this Commission what
22 the Complaint -- they were asked to produce these
23 documents and they did not produce them until a few
24 moments ago.

25 MS. WIEST: I would ask about that, Mr.

1 Haas. If he asked for all billing statements exchanged
2 between the parties, what difference would it make what
3 your affirmative defense was or not?

4 MR. HAAS: Because the discovery request was
5 for documents supporting our affirmative defenses.

6 MS. WIEST: Was that part of the request
7 then? I haven't seen it.

8 MR. KERR: Your Honor, the request is as I
9 just read it. It is not conditioned upon what their
10 affirmative defense is, and specifically that was a
11 broad request to get any documentation they had. When
12 I did ask him about what the documents to support their
13 affirmative defenses, I stated that. Specifically in
14 request number three I said, please produce any and all
15 documentation in support of the first affirmative
16 defense set forth in the answer.

17 So that is not -- that one there is
18 conditioned on the affirmative defense. Request number
19 two was not conditioned on that. It was asking any and
20 all documentation that they had that had been exchanged
21 between McLeod and GSA. And it's untimely for that
22 reason.

23 MS. WIEST: Mr. Haas.

24 MR. HAAS: Your Honor, I would respond to
25 that. And we weren't trying to split hairs. But as I

1 read the request, it was between documents exchanged
2 between us, between McLeod USA. This was an NOS bill.
3 It wasn't something that we had given them for our
4 service. This is something the customer had; we got
5 from them, not related to our service.

6 MS. WIEST: I will let it in and mainly
7 because it is a bill that would have already been in
8 Mr. Jiracek's possession since it is your bill. Is
9 that correct, Mr. Jiracek, from NOS?

10 A. I'm sorry.

11 MS. WIEST: That is your bill from NOS, isn't
12 it?

13 A. No. The audacity of you people.

14 MS. WIEST: I'm sorry, could you just respond
15 to my question?

16 A. I never gave them any permission to make
17 copies of anything and now all of a sudden they show up
18 here with copies of private information private to my
19 business? They said they were going to look at it.
20 They said nothing about making copies. Who else got
21 copies on my business out there? That's so -- I'm very
22 upset, I'm sorry.

23 MR. BANKS: Could we take about two minutes?

24 MS. WIEST: We'll take a two-minute break.

25 (AT THIS TIME A SHORT RECESS WAS TAKEN.)

1 MR. BANKS: Thank you for that break.

2 MS. WIEST: We'll go back on the record.

3 A. I'd like to apologize to the Commission for
4 my outburst.

5 MS. WIEST: Next question, Mr. Haas.

6 MR. HAAS: Thank you, Your Honor.

7 Q. Mr. Jiracek, I believe -- I'm sorry, could
8 you read the last question? I want to make sure.
9 Don't worry about it, I apologize. I believe we asked
10 you, subject to check, that the international calls on
11 that NOS billing were calls to Guam, Italy Germany,
12 South Korea, and the Netherlands?

13 A. (Witness nodded affirmatively.)

14 Q. I reference you now again to Exhibit I, page
15 five of six. Would you agree that McLeod USA has rates
16 for each of those international locations on that page?

17 A. Which page am I supposed to be comparing this
18 with?

19 Q. I'm sorry, McLeod USA agreement, which is
20 Exhibit I in your stack.

21 A. Got it.

22 Q. Look for page five of six at the top right.

23 A. Okay.

24 Q. Would you agree that addendum sets forth
25 international rates for each of those six international

1 locations that were on your NOS bill? And if you can't
2 see it, Guam is up by Canada, PR, Puerto Rico.

3 A. Okay. It looks like there was an error made
4 there, yeah.

5 Q. I'm sorry, there was an error where?

6 A. Well, you've got on here Italy at 54 cents
7 and on our sheet we've got it at 69 cents, you know,
8 still quite a bit higher, 20 percent higher than NOS
9 but it is incorrect.

10 Q. Is it your testimony that you were charged
11 the 69 cents for calls to Italy?

12 A. I'm sorry.

13 Q. Are you saying that you were charged 69
14 cents?

15 A. No. I'm saying the secretary must have made
16 an error. She should have put --

17 Q. Would you further accept, subject to check,
18 that the rates in the service addendum are the same as
19 the NOS rates for calls made to those countries that
20 was on the NOS bill that we reviewed, subject to check?

21 A. You're asking if these rates here are what
22 I'm paying on NOS?

23 Q. I'm asking if the rates that were set forth
24 in our addendum for those international calling
25 destinations are what NOS had charged you in the

1 billing statement that we had reviewed?

2 A. I'll agree to that, but what's that relevant
3 to do with anything? NOS faxed me a letter showing
4 what they were going to charge me for overseas rates
5 with my new package. That is what you guys said you
6 would meet or beat.

7 Q. I understood your testimony that you had
8 given McLeod USA a copy of the NOS bill to make their
9 proposal.

10 A. Right.

11 Q. And the copy of the bill you gave McLeod,
12 these were the only international calls you had made.

13 A. Okay.

14 Q. So we met the NOS rates for the calls that we
15 had access to see; is that correct?

16 A. Show me where there's an overseas call and
17 I'll look.

18 Q. Why don't you --

19 MR. HAAS: Could we have him take a minute to
20 look at that?

21 MS. WIEST: Go ahead.

22 A. I must be missing it, but I'm not finding any
23 overseas calls.

24 MR. HAAS: Your Honor, can we look at the
25 exhibit and mark them so he could find them easier?

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1 MS. WIEST: Go ahead.
2 MR. HAAS: Could we move on while we're
3 taking care of that?
4 MS. WIEST: Okay. Go ahead.
5 Q. Referencing you to Exhibit A, Mr. Jiracek,
6 which is a document someone in your office prepared; is
7 that correct?
8 A. Yes.
9 Q. I think you agree that there was an error in
10 that document because the McLeod USA rate to Japan was
11 not 60 cents; is that correct, but it was 39 cents?
12 A. Yes.
13 Q. And the rate for Guam we show 78 cents. The
14 agreement you have with McLeod was 13 cents a minute.
15 A. How much?
16 Q. 13 cents. I'm looking at page, again, the
17 addendum, page five of six.
18 A. There's no 13 cents anywhere on it.
19 Q. If you look up --
20 MR. HAAS: May I approach the witness, Your
21 Honor?
22 MS. WIEST: Go ahead.
23 A. Oh, way up here, okay. I never even saw
24 that. I apologize. You had it the listing down below
25 there.

1 Q. The calls -- the Italy rate you had was 69
2 cents and the agreement was actually 54 cents a minute;
3 is that correct?

4 A. Okay.

5 Q. And on the NOS bill that you had provided us
6 to review, there was no calls to Greenland or Iceland?
7 I think you accepted that subject to check.

8 A. Whatever there, whatever the bills say.

9 Q. And I think we confirmed earlier when you
10 signed that addendum those rates were set out on the
11 addendum; correct?

12 A. I'm sorry.

13 Q. When you signed this addendum showing those
14 rates, those rates were filled out; correct?

15 A. Yes.

16 Q. Would you agree at the time you were made the
17 offer by McLeod USA that you were paying NOS
18 approximately 12 cents a minute for inbound and
19 outbound 12 cents a minute?

20 A. Would I believe that?

21 Q. Would you accept that is correct?

22 A. No, it's not correct.

23 Q. At the time you were made the offer, what was
24 the rate they were charging you?

25 A. I don't remember. I'd have to go back and

1 look at it.

2 Q. I'll come back to that.

3 MR. HAAS: Your Honor, may I approach the
4 witness again?

5 MS. WIEST: Go ahead.

6 Q. Mr. Jiracek, would you identify what those
7 are?

8 A. McLeod USA management reports and account
9 statements.

10 Q. So are those the billings McLeod USA issued
11 to you?

12 A. I'm sorry.

13 Q. Are those the billings McLeod issued to GSA
14 for service?

15 A. Yes.

16 MR. HAAS: Your Honor, I'd move for admission
17 of Exhibit 3.

18 MS. WIEST: That will be fine. Is there any
19 objection to Exhibit 3?

20 MR. KERR: I'd like to see them before I
21 agree to anything.

22 (EXHIBIT NO. 3 WAS MARKED FOR
23 IDENTIFICATION.)

24 MS. WIEST: Was there an objection?

25 MR. KERR: No, Your Honor. Thank you.

1 MS. WIEST: Exhibit 3 has been admitted.

2 Q. Mr. Jiracek, I'm going to reference you to

3 invoice dated 11-17-98. Do you see on the top of the

4 invoice balance due from last statement?

5 A. Yes, I do.

6 Q. How much does that amount show that was a

7 balance due?

8 A. 618.11.

9 Q. And then do you see a list of current monthly

10 charges --

11 A. Yes, I do.

12 Q. -- below that? So on your November invoice

13 you were shown that you had a balance overdue of \$618

14 right there on the invoice; is that correct?

15 A. No, it's not.

16 Q. It's not?

17 A. No.

18 Q. What does the balance due then indicate?

19 A. I don't care what your statement says. What

20 happens a lot is my check is in the mail by the time I

21 get your next statement. Why don't you look at your

22 next statement and see if that's paid?

23 Q. Let's look at the next statement.

24 A. You also have the check stubs shows the date

25 when the checks were sent out. I believe there was one

1 that we missed a billing on it and there's one for like
2 \$1,100 that was paying for two months.

3 Q. Let's look at the statement invoice dated
4 12-14-98. Does that show a balance outstanding?

5 A. Yes.

6 Q. What's the total amount outstanding?

7 A. Total due is \$1,194.

8 Q. What's the balance due from the previous
9 statement?

10 A. \$1,211.

11 Q. And what does it show for a payment?

12 A. \$618.

13 Q. So --

14 A. And then the next payment.

15 Q. You still weren't current the next payment;
16 is that correct, according to the billing statement?

17 A. According to your billing statements I guess
18 you're correct, yes.

19 Q. Then I'm going to show you the billing
20 statement dated January 19th, '99. Does that show an
21 overdue balance of what amount?

22 A. Total 1,758 previous balance 1,911.94.

23 Q. Does it show any payment between the last
24 invoice statement?

25 A. No, it doesn't. But these are your records.

1 I have check stubs that show when we sent the checks
2 out. You guys cashed the checks. If you want to check
3 with your bank, it's fine with me.

4 MR. HAAS: Your Honor, may I approach again.

5 MS. WIEST: Go ahead.

6 Q. Mr. Jiracek, let's go back to Exhibit 2. If
7 you look at these pages, can you identify where you had
8 some international calls on your NOS bill from July?

9 A. Okay.

10 Q. And can you tell the Commission the countries
11 that were called on that billing that have been
12 highlighted?

13 A. Italy, Germany, Netherlands, Panama, Japan,
14 Guam, South Korea.

15 Q. Thank you. In your Exhibit A you note the
16 rate differential of 11 cents between McLeod USA and
17 NOS. Panama is 80 cents by McLeod USA and 68.5 cents
18 by NOS; correct? And that would be a rate difference
19 of about 11.5 cents per minute?

20 A. Okay.

21 Q. Would you accept, subject to check, that
22 while you were a customer of McLeod USA you made a
23 total of -- the total minutes you called to Panama was
24 27.8 minutes, which if we multiply by the differential
25 and the rate was an overcharge of \$3.20 by McLeod USA

1 over what the rates charged by NOS?

2 A. The main reason for that, I guess, is the
3 closing base down in Panama. We don't do as much
4 business, but fine \$3.00.

5 Q. Are most of your international calls inbound
6 or outbound?

7 A. Most of what we get internationally is by fax
8 inbound and fax outbound.

9 Q. Do you have another provider carrier for
10 outbound international traffic?

11 A. Do I?

12 Q. Yes.

13 A. No.

14 Q. Do you use dial around to place international
15 calls on outbound calls at all?

16 A. Excuse me?

17 Q. Do you know what dial around is?

18 A. No, I don't.

19 Q. Do you ever see the XX10321 in place of long
20 distance? So GSA does not use dial around?

21 A. No. We do use a lot of E-mail.

22 Q. At the time McLeod USA was billing you for
23 long distance service, were you also getting bills from
24 NOS for international calls?

25 A. Every once in a while, yeah, we get bills

1 from both places.

2 Q. Mr. Jiracek, would you look at Exhibit 3
3 again, the billing statements from McLeod USA? I'm
4 going to show you in those billing statements it shows
5 international calling separately and also service
6 detail. Are those all inbound calls? Do you know how
7 to read your billing statement?

8 A. No.

9 Q. Okay. Does it designate the type is IDD?

10 A. Yes.

11 Q. And at the bottom is there a --

12 A. It says international direct dialing.

13 Q. If you would like to verify if you would
14 check all of your billing statements from McLeod USA,
15 every single international call was an IDD type call,
16 if you want to verify that.

17 A. That's fine. What's an IDD type call?

18 Q. It would mean that those -- well, I'll have
19 Ms. Voorhees testify what that is. It doesn't
20 designate, though, that any 800 international traffic
21 has come in?

22 A. Okay.

23 Q. Let's get to the service problems that you
24 alleged in your testimony in your briefs filed with the
25 Commission. You claim there was claim by GSA in this

1 prehearing brief that the contract with McLeod USA
2 clearly provided that your service wouldn't be
3 converted until September 24th.

4 Can you point to me anywhere in the document
5 that you signed with McLeod USA where that's
6 designated?

7 A. I have a letter from you people saying that.
8 Remember the letter saying September 24th is when our
9 service was to be converted. Yeah. Not on what I
10 signed of yours because most of what I signed that
11 you're showing me I never received or saw before. We
12 have a letter from --

13 Q. I'm sorry, can I have a copy of what letter
14 we're talking about?

15 MR. KERR: It's in your packet there, Exhibit
16 E of Exhibit 1.

17 Q. So as far as the agreement, there wasn't
18 anything in the agreement that said we would not
19 convert your long distance until September 24th; is
20 that right? Is that what I understand you're saying?

21 A. As far as I can see, no, but it was verbally
22 told to you people that you can't have my long distance
23 and you can't convert me until the date that I told
24 them.

25 Q. Now, I believe in your testimony you've

1 claimed that you were out of telephone service from
2 September 24th through October 15th. Isn't it true
3 your main line went out on the 25th not the 24th?

4 A. If it says the 24th it was documented. I
5 would believe at this time it's the 24th. It's the day
6 you guys took the service. Look up when you switched
7 the service, that's when we lost it.

8 Q. When you lost your main line, is it true that
9 you still had service from your other five lines?

10 A. Yes.

11 Q. You would agree, would you not, that service
12 to your main line, the dial tone, was actually
13 reinstalled and working by noon, actually 11:00 a.m.,
14 Rapid City time, to Monday, September 28th?

15 A. That is completely untrue.

16 Q. You claimed in your testimony that you had
17 problems on your telephone service consistently through
18 October 15th; is that right?

19 A. Yes.

20 Q. Did you at any time authorize NOS to take
21 back your long distance service between August 26th and
22 say December 4th?

23 A. I imagine right around December, after we
24 lost you guys, after we lost our ability to fax and
25 phone overseas, is when I told them to get it back to

1 who we were with.

2 Q. Told who?

3 A. My secretary.

4 Q. Is there any documentation that went out to
5 change the service to NOS?

6 A. I'm sorry.

7 Q. Is there any documentation that went out to
8 change your service back to NOS from your secretary to
9 NOS asking you to make that change?

10 A. I want to say three or four times we faxed
11 you guys documentation to please release us. As far as
12 what days that happened, I don't know, but at least
13 three, four times and we'd call you back and you would
14 lose the documentation and tell us we'd have to send it
15 again so you would get another month's billing out of
16 it.

17 Q. Mr. Jiracek, do you know what the McLeod
18 USA's 120-day guarantee is?

19 A. No, I don't. It was never explained, nothing
20 on that.

21 Q. Can I reference you back again to page five
22 of six in the service addendum. Look towards the
23 bottom, customer guarantee.

24 A. Which page?

25 Q. I'm sorry, page five of six of the service

1 addendum.

2 A. Okay, I'm on it.

3 Q. Do you see the customer guarantee on that
4 page towards the bottom?

5 A. Okay.

6 Q. Did you ever tell McLeod USA that you wanted
7 to switch your service all the way back to U S West and
8 NOS during the first 120 days?

9 A. Let me get this straight. I'm supposed to
10 tell the company to switch me back to a company they
11 were never supposed to switch me from? Is that what
12 you're saying? You guys had -- you guys were not
13 supposed to switch me to begin with and now you want me
14 to ask you please switch me back to where I was
15 supposed to begin with?

16 Q. No, that's not what I'm saying. You had a
17 contract with us for local and long distance service as
18 of August 21st; correct?

19 A. I don't believe I had a contract with you,
20 no.

21 Q. At any time?

22 A. Not when you guys would not meet the price of
23 NOS, I figured the contract was void.

24 Q. Did you -- strike that.

25 MR. HAAS: That's all I have, Your Honor.

1 MS. WIEST: Ms. Cremer, do you have any
2 questions?

3 MS. CREMER: No, I don't.

4 MS. WIEST: Do the Commissioners have
5 questions?

6 COMMISSIONER NELSON: No.

7 COMMISSIONER SCHOENFELDER: No, thank you.

8 MS. WIEST: Do you have any redirect?

9 MR. KERR: No, thank you, Your Honor.

10 MS. WIEST: Thank you. (Witness excused.)
11 Do you have any other witnesses?

12 MR. KERR: No, Your Honor, thank you.

13 MS. WIEST: McLeod, you may call your first
14 witness.

15 MR. HAAS: Yes, Your Honor. Christine
16 Voorhees.

17 CHRISTINE VOORHEES,

18 called as a witness, being first duly sworn,
19 was examined and testified as follows:

20 DIRECT EXAMINATION

21 BY MR. HAAS:

22 Q. Would you please state your name and business
23 address for the record?

24 A. My name is Christine Voorhees. I work at
25 McLeod USA. My address is 6400 C Street, Southwest, in

1 Cedar Rapids, Iowa.

2 Q. What is your educational and professional
3 background?

4 A. I have a BA in marketing from the University
5 of Northern Iowa. Professional background is I've been
6 in the retail management for two years. I worked in
7 the customer service department at Amana Refrigeration
8 for five years in positions such as supervisor and
9 manager of that department and have worked at McLeod
10 USA for over the past two and a half years as senior
11 manager of the residential customer service and for the
12 past six months of senior manufacturing of business
13 customer service.

14 Q. What are your current responsibilities with
15 McLeod?

16 A. Currently I am the senior manager of the
17 business customer service group. I'm responsible for
18 the customer service group that handles contacts with
19 all of our business customers.

20 Q. How many people work in the customer service
21 center under your supervision?

22 A. There's about 150 people in our business
23 customer service group.

24 Q. Were you present during the testimony of Mr.
25 Jiracek?

1 A. Yes.

2 Q. And what documents have you reviewed to
3 prepare to testify in this case?

4 A. I reviewed the prehearing brief that they
5 filed, the complaint that they filed with the
6 Commission, the file from our branch sales office, the
7 customer contact narrative for their interactions with
8 our customer service group, and also their trouble
9 ticket history.

10 Q. You mentioned customer contact narrative.
11 Can you tell the Commission what exactly that is?

12 A. Sure. Contact narrative is the electronic
13 source that McLeod uses to document our customer
14 interaction. When a customer calls the customer
15 service center our CSR's will personally document what
16 the customer was calling about and any steps McLeod has
17 taken to resolve whatever the issue is.

18 Q. Does the contact narrative system date and
19 time stamp when a customer service representative, a
20 CSR, makes an entry to the system?

21 A. Yes. The CSR's enter their contact narrative
22 on line while they're talking with the customer to
23 document the situation. And once they complete their
24 narrative, it stamps the time and date of that contact.

25 Q. You also used the term trouble ticket

1 documentation. Can you tell the Commission what that
2 is?

3 A. Yes. A trouble ticket is an electronic
4 source that McLeod uses to document any trouble report
5 that a customer has. We document the description of
6 the problem that the customer gave us, troubleshooting
7 steps that McLeod took, and the whole entire resolution
8 process until the ticket is resolved.

9 Q. The trouble ticket documentation, is that
10 also done electronically?

11 A. Yes, it is.

12 Q. Does this customer service representative
13 send that to another group to handle the actual
14 resolution of the trouble ticket?

15 A. Yes. If there is a trouble regarding a local
16 line problem, the customer service group electronically
17 forwards that to an internal group within McLeod that
18 handles service troubles.

19 Q. Are there particular types of trouble that
20 McLeod USA can resolve internally?

21 A. Yes, there are some. If there is a local
22 line problem, there are some instances where we can use
23 an electronic process that McLeod has to change
24 forwarding features or install or make any certain
25 changes to a customer's account. But there are also

1 other troubles that need to be resolved by contacting
2 the LEC directly.

3 Q. And what types of troubles would those be
4 that which McLeod's technical response representative
5 would contact U S West to resolve?

6 A. Primarily no dial tone situations or troubles
7 that are on the local network, on the line itself,
8 because we are reselling U S West service. We need to
9 contact them regarding troubles on their network.

10 Q. Now, Mr. Jiracek claimed that we switched his
11 long distance service without authority on August 1998
12 did we switch the service in August 1998?

13 A. Yes, we were carrying his long distance in
14 August.

15 (The answer was read by the Court
16 Reporter.)

17 Q. At the time we switched his service, did we
18 have a signed agreement with Mr. Jiracek for GSA?

19 A. Yes.

20 Q. Is converting the customer's local and long
21 distance service the same process within McLeod USA and
22 externally to McLeod USA?

23 A. No, there are two different steps.

24 Q. Can you go through the process to convert a
25 customer's long distance interstate toll service?

1 A. When we are converting a customer to our long
2 distance, we will write the order to convert their
3 local service to McLeod. And on that order that we
4 send to U S West we document who we want the primary
5 and exchange carrier to be and we designate that we
6 want it to be 555 in this case.

7 And at the same time we're writing the order,
8 we're also sending an electronic transmission to
9 WilTel, which is the carrier that carries our long
10 distance traffic for this customer or this line on our
11 account with WilTel so we can carry the traffic.

12 Q. In this instance was a PIC change required to
13 change GSA's long distance service?

14 A. A PIC change wasn't required in this case
15 because NGS is also a reseller of WilTel and their PIC
16 is also 555.

17 Q. So in order for McLeod USA to be charged for
18 the traffic carried for GSA long distance what
19 transpired?

20 A. I'm sorry, can you repeat it?

21 Q. Probably not. It was not well stated. We
22 started carrying or we started charging Mr. -- or GSA
23 for long distance in August.

24 A. Uh-huh.

25 Q. What had to occur for that to be charged by

1 McLeod USA?

2 A. McLeod sent an electronic order to WilTel to
3 say add this customer to this account so their lines
4 were set up on our account at WilTel.

5 Q. Is it customary for a customer's long
6 distance service to be switched to McLeod USA service
7 before their local service is converted to our service?

8 A. Yes. They don't always happen at the same
9 time, and they frequently can happen at different
10 times.

11 Q. How does McLeod USA provide local service?

12 A. McLeod resells Centrex service through U S
13 West. So our process is to send an order to U S West
14 asking that they convert the 1PB service that the
15 customer currently has to McLeod's Centrex service.

16 Q. Now, how long does it normally take U S West
17 or any incumbent to make a PIC change to change the
18 long distance service?

19 A. Typically three to five days just to do a PIC
20 change.

21 Q. How long does it take U S West to convert
22 from McLeod USA, a customer to McLeod USA local
23 service?

24 A. Standard interval is seven to ten business
25 days.

1 Q. Now, in this instance the customer's local
2 service order was made on what date to U S West?

3 A. We submitted it on August 26th.

4 Q. The service wasn't converted until what date?

5 A. September 24th.

6 Q. Obviously that's much longer than the normal
7 seven-to-ten business day period?

8 A. Yes.

9 Q. What transpired that might have caused that
10 delay in this instance?

11 A. In late August U S West and many of their
12 employees -- many of the U S West employees were on
13 strike, and specifically the people that process our
14 orders were not working during that time, were not
15 processing any of our conversion orders. So anything
16 that happened during that last part of August and early
17 September, those orders were being delayed.

18 Q. What, if anything, did McLeod USA do to
19 address the problem caused by the backlog by U S West?

20 A. McLeod contacted our customers, some by phone
21 and some by mail, just to let them know that the normal
22 interval that we had established with them was not
23 going to be met; that it was going to take longer to
24 convert their service to McLeod.

25 Q. Now, GSA's complaint alleges -- and I'm not

1 recalling for sure if Mr. Jiracek testified to today
2 that their service was connected on September 23rd. Is
3 that accurate according to our records?

4 A. No. Our records indicate that his account
5 was converted on September 24th. McLeod sends a -- set
6 up an appointment with GSA to go out on the 24th at
7 1:00 p.m. and convert his service, and we had a
8 technical service rep there on his site that day to
9 convert the service and tested okay at the time of the
10 conversion.

11 Q. So the service -- if I just heard you right,
12 the service tested fine and was working on September
13 24th?

14 A. Yes.

15 Q. Mr. Jiracek claims he notified McLeod USA
16 that his main telephone line was not working. I
17 believe, he testified on the 24th. Is that consistent
18 with our records?

19 A. No. Our contact narrative indicates that he
20 called us at about 4 o'clock in the afternoon on
21 September 25th to report that he had no dial tone on
22 his main line.

23 Q. September 25th, 1998, do you recall if that
24 was a Friday?

25 A. Yes, it was a Friday.

1 Q. What did the customer service representative
2 do?

3 A. The customer service rep opened a trouble
4 ticket, documented the situation, and electronically
5 sent the trouble report to our tech response group, who
6 in turn is responsible for contacting U S West to let
7 them know, or to begin investigating the reason for the
8 no dial tone on his main line.

9 Q. Did tech response get response from U S West?

10 A. Yes. They told us that they would commit to
11 have this repaired the next day, 9-26 by 6:00 p.m. The
12 next day on Saturday, 9-26, U S West did miss that
13 commit. They did not repair the dial tone or dispatch
14 on that day.

15 The next day Sunday, September 27th, we
16 called U S West to get a status update since we knew
17 the commit was missed, and they gave us a new commit of
18 the next day, Monday, 9-28 by 6:00 p.m.

19 Q. How did we know on -- how did the customer
20 service rep know on September 27 that the 26th missed
21 the commit?

22 A. From talking to the customer.

23 Q. What do the records show as far as when
24 service was restored to the main line?

25 A. The records show that U S West was dispatched

1 out that Monday morning at about 8:30. And we had
2 talked to the customer before noon that day and
3 indicated that, yes, there was now -- there is now dial
4 tone on the main line.

5 Q. Does the contact narrative indicate what
6 representative of GSA was contacted to confirm the
7 service was working on 9-28?

8 A. The notes indicate we spoke to Don Jiracek on
9 9-28 and indicated that there was dial tone there.

10 Q. I'm sorry, you said at what time?

11 A. I don't have the exact time, but I know it
12 was before noon that day.

13 Q. And the times you're giving us as far as
14 repairs on Friday and what the service -- to let us
15 know when service was out and sometime before noon, are
16 those local to Cedar Rapids?

17 A. Yes, local standard time in Cedar Rapids.

18 Q. Would that be central daylight time?

19 A. Sorry, central daylight time, yeah.

20 Q. Now, I think Mr. Jiracek testified to -- I
21 just want you to confirm did GSA have five other lines
22 that worked even when the main line was out from
23 September 25th to September 28th?

24 A. Yes, he did have five other lines. One thing
25 that is important to note is his toll free number is

1 terminating to his main line and so his toll -- he was
2 not able to receive calls on his toll free number while
3 his main line was without dial tone.

4 Q. Was GSA's fax machine line operational?

5 A. Yes, it was.

6 Q. After this service was restored on Monday,
7 was there a determination made as to what caused the
8 main line to go out for that period of time?

9 A. Yes. We get a report back from U S West with
10 every repair that they work and their notes on this
11 instance indicated that they worked a disconnect order
12 the day after the conversion and actually disconnected
13 the main line.

14 Q. It might be helpful to go through when U S
15 West converts a customer to McLeod USA service, what is
16 the process that they do after we send them an order.

17 A. When the order is scheduled, U S West
18 coordinates a disconnect order and a reconnect order.
19 The disconnect is to disconnect their U S West service
20 and to connect their McLeod to Centrex service, and
21 those two things need to be coordinated so they happen
22 at the same time and the line stays in service.

23 Q. In this instance -- and, I'm sorry, do they
24 do that for every line converted?

25 A. For each line there is a disconnect and a

1 connect order for every line.

2 Q. What happened in this instance to GSA
3 service?

4 A. In this instance there was an error in the U
5 S West system that caused the same disconnect order to
6 reappear. So on the 24th they worked the disconnect
7 and connect order and then for some reason worked that
8 same disconnect order again the next day and
9 disconnected the line.

10 Q. And I think you testified that only the main
11 line was affected. Why is that true?

12 A. Yes, his main line was the line without dial
13 tone.

14 Q. And why would that be? Why is it true that
15 only the main line was affected by that?

16 A. The rest -- the other lines that he had U S
17 West worked those orders in sequence. They work the
18 disconnect and they work the connect orders so they
19 were converted with McLeod Centrex service without any
20 problems.

21 Q. Could McLeod have prevented U S West from
22 incorrectly processing a disconnect order on the main
23 line after the service had been converted to our
24 service?

25 A. No, McLeod does not have any control over

1 that process. That's strictly a U S West internal
2 process.

3 Q. And I believe you testified as of September
4 28 their main line was working properly and their other
5 lines continued to work properly?

6 A. Their main line had dial tone.

7 Q. Did Mr. Jiracek at that time complain of any
8 other problems on his phone service?

9 A. Yes. When we talked to him to confirm that
10 the dial tone was now restored, he reported that his
11 toll free number was coming in on his second line,
12 which was 5005, and it's supposed to be coming in on
13 his main line.

14 Q. What did McLeod USA do to address the
15 situation?

16 A. Our customer service reps and tech response
17 reps investigated the order and identified that in our
18 AS400, McLeod's customer database, it documents that
19 his 800 number is terminating to his main line and
20 verified that our order was correct when we sent our
21 order to WilTel. To identify which line we wanted that
22 toll free to terminate we verified on our order that it
23 did list his main line, the 1490, or the last four
24 digits of his main line.

25 To confirm that that was actually the case,

1 even though our records indicated it was accurate, we
2 also sent an expedited order to WilTel again just
3 confirming terminating his toll free number to his main
4 line.

5 Q. Is there anything -- you testified that the
6 main line was set up correctly to have the 800 service
7 terminated on it. What might explain why the 800 calls
8 were ringing in on the second line?

9 A. Forwarding features. He does have forwarding
10 set up so his first line rolls to his second line if
11 somebody is on his first line or if it's busy, and it's
12 also forwarding from his second line to his third
13 line. So if his first line was either busy or off the
14 hook, it would roll to his second line, and his toll
15 free numbers would then come in on the lines that they
16 roll to.

17 Q. Is there any other contact that would
18 indicate whether or not this was indeed the cause of
19 why the 800 service was not turning in on the main
20 line?

21 A. Yes. The next day on the 29th another person
22 from the GSA office called and reported that now their
23 toll free number is ringing on their third line.
24 Sometimes it comes on the their second line and
25 sometimes it comes on their third line.

1 Q. So in your opinion would that indicate that
2 the 800 service was merely rolling over in the sequence
3 it had been designated by GSA?

4 A. Yes. In fact, we verified we had the hunt
5 sequence set up correctly it was to roll from the first
6 to the second to the third line and verify that that
7 was in fact the way that it was set up. We did again
8 test with the customer on 9:30 and got verification
9 that it is looking fine.

10 Q. So on September 28th when the dial tone main
11 line was back up by approximately noon?

12 A. Uh-huh.

13 Q. Is it correct that GSA's main line was out of
14 the service for approximately 68 hours?

15 A. Yes.

16 Q. And most of that time period was over the
17 weekend?

18 A. That's true.

19 Q. Now, was there any other reported service
20 problem between September 28 -- strike that. When is
21 the next time GSA -- someone from GSA called up to
22 report problems with the GSA local lines?

23 A. The next call we got on the main line was
24 October 7th, and the customer again reported that there
25 was no dial tone on his main line. In a step to

1 service the customer McLeod employees worked with U S
2 West to have his main line forwarded to his second
3 line.

4 Q. What would that have done?

5 A. It would -- while his main line has no dial
6 tone, his incoming calls on that main line would then
7 be routed to his second line in addition to his toll
8 free calls.

9 Q. So customers would not have received an
10 out-of-service signal because we forwarded the line to
11 a second line?

12 A. Right. They were forwarded to a line that
13 was working at that time.

14 Q. Would that also have permitted 800 calls to
15 terminate on the other lines?

16 A. Yes.

17 Q. What did McLeod USA do to resolve this no
18 dial tone reported on October 7th?

19 A. The day that the customer reported it, we did
20 open another trouble report, contacted U S West and
21 received a commit that they would have this repaired
22 for us on 10-9 by 6:00 p.m., which was two days after
23 the report.

24 We did call the customer back and let him
25 know the commit time and also confirmed that we had

1 forwarded his line. And he asked if at that time to
2 have it forwarded to his home. So we did recontact U S
3 West at that time and asked them to change the
4 forwarding so his main line is now forwarding to his
5 home number.

6 Then the next day, 10-8, the customer reports
7 that he now has dial tone on the main line but he
8 states that he's not able to answer it in the office.
9 He receives a short ring and when we picks it up he
10 hears dead air.

11 Q. Did anything transpire -- I'm sorry. Between
12 the time you report the no dial tone on October 7th and
13 the next day when he reported the service was working,
14 had U S West visited the site?

15 A. No.

16 Q. Had U S West done any remote testing of the
17 line?

18 A. No.

19 Q. So the next day the service was just working
20 again?

21 A. The next day he reports there is dial tone on
22 the line the next day.

23 Q. Okay. At that time was U S West still going
24 out to determine why there was a loss of dial tone
25 reported on the seventh?

1 A. Yes, because the customer was reporting to us
2 that he wasn't able to pick the call up in the office.
3 He was getting the quick ring and the dead air, so we
4 still were wanting U S West to investigate.

5 Our technical response manager did contact a
6 manager at U S West to ask if we could expedite or
7 escalate this repair date because it wasn't until the
8 next day, 10-9, and that was denied. They would not
9 escalate it for us. On 10-9, the next day, that commit
10 came and U S West did miss that commit. They did not
11 dispatch out that day for the repair.

12 Then on 10-10, the following day, we got a
13 call from U S West to update us that they have done
14 remote testing on the line and they show no problems.
15 They do show remotely that the line is good and agree
16 they needed to dispatch to the customer's site. They
17 did that that same day.

18 And the notes from the technician who was at
19 the site indicate that the line is fine, that
20 programing is what's causing the situation that the
21 customer is experiencing. Because he was -- the line
22 was being forwarded from his business to his home, the
23 situation that he was experiencing is normal based on
24 the forwarding that was programmed on that line.

25 Q. Was there -- just to clarify. When his plain

1 line was out on October 7th until he reported it was
2 working, he had dial tone on the 8th, could you still
3 make outgoing calls on the remaining five lines and
4 receive incoming calls on the other five lines?

5 MR. BANKS: I'm going to object. That's
6 pretty speculative.

7 MS. WIEST: Overruled.

8 A. There's no indication at all that he had any
9 trouble on any of the other lines. We had no trouble
10 reports that he couldn't make incoming or outgoing
11 calls on any of the other five lines.

12 Q. So, again, the fax machine line was working
13 throughout?

14 A. Yes.

15 Q. Was there ever any determination why the main
16 line lost dial tone on October 7th?

17 A. No, there was no technical trouble found from
18 U S West or McLeod. There was nothing on the network
19 that created the no dial tone situation.

20 Q. Was there anything that McLeod or U S West
21 did to get service working again?

22 A. No.

23 Q. In your opinion, what -- let's see, would an
24 off hook have created a no dial tone situation on the
25 main line?

1 A. Yes, it could have if the line was off hook
2 or simply needed to be reset, it could cause the
3 customer to believe that there was no dial tone on the
4 line.

5 Q. What do you mean by resetting the phone?

6 A. Unplugging it from the jack and plugging it
7 back in.

8 Q. After the resolution of this -- I'm sorry.
9 This situation was resolved when the hard forward was
10 removed from the main line?

11 A. That's true. The customer called us on
12 October 13th and told us at that time that he did not
13 want the calls forwarded to his home. So we did have
14 the -- talked with U S West and had them remove the
15 forwarding. And after the forwarding was removed we
16 tested with the customer and the service worked fine.

17 Q. So if I recall your testimony, Mr. Jiracek
18 had asked that the main line be forwarded to his
19 residential line on October 7th; is that correct?

20 A. That's true.

21 Q. And he then requested that it not be
22 forwarded to his residential line on October 13th?

23 A. That's right.

24 Q. Once the hard forward was off the service,
25 the main dial tone worked again properly?

1 response reps talk with GSA to do a little bit more
2 troubleshooting and get specific call examples so we
3 could better troubleshoot and pinpoint the problem. On
4 December 4th we got confirmation from WilTel that the
5 customer was no longer on the McLeod account, which is
6 why he would not be able to make international, or he
7 wouldn't be able to make international calls through
8 McLeod any longer. He was now set up on another
9 account at WilTel.

10 Q. Do we know if the other account was NOS?

11 A. WilTel would not confirm that information to
12 us but we're assuming that that's what it was.

13 Q. So their inability to make international
14 calls could have been attributed to the fact that one
15 other carrier was now going to get their long distance
16 service changing back?

17 A. Yes.

18 MR. BANKS: I'm going to object to that
19 question as being leading and asks this witness to
20 guess.

21 A. We do have confirmation from WilTel that the
22 lines were taken off the McLeod account and installed
23 on another.

24 MS. WIEST: Would you repeat the question?

25 (The question was read by the Court

Reporter.)

MS. WIEST: Objection overruled.

Q. Go ahead.

A. I kind of lost track of where I am.

Q. If another carrier had been attempting to PIC away GSA's service, could that have caused international calling problems?

A. Yes, because a customer's international traffic is routed through whoever they're PIC'd to. So in early December when he was actually set up on NOS's account with WilTel, his international traffic would have been routing with them now.

Q. Were you present earlier in the day when Mr. Jiracek claimed that he was never notified that he was late in paying McLeod USA for his telephone service?

A. Yes.

Q. Is there anything in the customer contact narrative that would indicate that he had been contacted about being late?

A. Yes. There's an instance on January 22nd where our collections department made a courtesy call and spoke with Don and Marcie at GSA and let them know that they were two statements past due and got confirmation that they would be sending payment by

1 January 25th.

2 Q. Do you have records showing when payment was
3 actually received by McLeod USA by GSA?

4 A. Yes, I do.

5 Q. Could you tell us the payment dates where we
6 actually received payment by GSA for the service?

7 A. Sure. The first invoice we sent them was
8 dated September 15th, and it had a due date of October
9 5th. We received and documented that payment as of
10 October 9th.

11 The second invoice was dated October 15th and
12 it had a due date of November 4th and we received that
13 payment on December 3rd.

14 The next invoice was dated November 17th, had
15 a due date of December -- I'm sorry, let me repeat
16 that. That invoice was dated November 17th, had a due
17 date of December 7th, and we received payment for that
18 invoice on January 28th.

19 The next invoice was dated December 14th with
20 a due date of January 4th and we received payment on
21 January 28th.

22 The next invoice was dated January 19th with
23 a due date of January 29th, and we received the
24 customer's payment on February 12th.

25 The next invoice was dated February 16th with

1 a due date of March 8th, and we received the payment on
2 March 22nd.

3 Q. So other than the first payment with GSA, was
4 it ever making a timely payment to McLeod?

5 A. Each of the payments after the first one were
6 received after the due date.

7 Q. Mr. Jiracek testified that he made repeated
8 attempts or attempts to go back to U S West service in
9 1999. Is there any record of such attempts that McLeod
10 USA had received from Mr. Jiracek or GSA?

11 A. There was a fax. I believe the date is
12 February 5th that states that he wants to convert his
13 long distance service to NOS and remain with McLeod for
14 local service. The next notification that we received
15 was later in February. I'm sorry, I don't have the
16 exact date, but he did send us another note later
17 indicating that he wants to leave McLeod all together
18 and convert to U S West for local.

19 Q. Is there any other notification that we
20 received from GSA that they wanted to leave our
21 service, to your knowledge?

22 A. No.

23 Q. Did GSA -- I'm going to reference you to
24 Exhibit I, the contract with McLeod U and GSA. Is that
25 for a particular term of service?

1 A. Yes. GSA signed a 60-month agreement with
2 McLeod.

3 Q. And if you look at the top of that form, on
4 page one of six, it indicates sales information
5 services, full services marked. What is full service?

6 A. Full service, it means that we have their
7 local and long distance.

8 Q. Mr. Jiracek claimed today that McLeod USA was
9 at fault for not having features set up when he went
10 back to U S West. Did you hear that testimony?

11 A. Yes, I did.

12 Q. When a customer switches to McLeod USA, does
13 U S West have any responsibility to make sure the
14 features we set up for our customers is proper?

15 A. No, that's McLeod's responsibility.

16 Q. So when a customer switches to U S West, is
17 it McLeod's responsibility to make sure U S West
18 service is set up properly?

19 A. No, that's U S West's responsibility.

20 Q. Does U S West have access to records that
21 would tell them what service that GSA had with McLeod
22 and how their service was set up?

23 A. Yes, they do.

24 Q. So U S West could have set up the service how
25 McLeod had it set up without any involvement by McLeod

1 USA?

2 A. Yes.

3 MR. HAAS: Can I have just a minute, Your
4 Honor?

5 MS. WIEST: Yes.

6 MR. HAAS: Just a couple more, Your Honor.

7 Q. When Mr. Jiracek, early on his testimony,
8 identified his service configuration, do you recall
9 that he said he had seven lines for local service?

10 A. Yes.

11 Q. How many lines did he have with McLeod USA?

12 A. He had six local lines with us and a toll
13 free number.

14 Q. Can I have the witness get Exhibit 3, the
15 billing statements? Ms. Voorhees, I would ask you to
16 look at the billing invoice dated November 17th.

17 A. Okay.

18 Q. And what period for service was reflected in
19 that invoice?

20 A. The November 17th invoice he was -- he was
21 being charged for local services from November 1st to
22 November 30th.

23 Q. I'm sorry, go ahead.

24 A. That's okay. I'm finished.

25 Q. Can you briefly review this billing statement

1 and determine whether or not GSA was able to use their
2 phone lines from the period October 7th through 13th?

3 MR. BANKS: For purposes of an objection, are
4 you asking this witness to look at the bill to see
5 whether the phone lines were working? Is that what the
6 question is?

7 MR. HAAS: Yes.

8 MR. BANKS: I'd object. It's totally
9 speculative. The bill has no indication of whether the
10 phone is working.

11 MR. HAAS: May I ask the witness a couple
12 questions?

13 MS. WIEST: For foundation?

14 MR. HAAS: Yeah.

15 MS. WIEST: Go ahead.

16 Q. Could a customer make a call on a line if his
17 service was out?

18 A. If it was disconnected, no.

19 Q. So if we show a call on October 9th recorded
20 for line 341-6477, if that line had been out, could
21 they have completed that call and been charged for it?

22 A. Not if he had no dial tone.

23 MS. WIEST: Objection overruled.

24 Q. Can you verify from the billing statement
25 whether or not service was operational?

1 A. I do show calls on this invoice as early as
2 October 7th. I'm sorry, even older than that. There's
3 an October 2nd call and there's an October 1st call.

4 MR. HAAS: That's all I have, Your Honor.

5 MS. WIEST: GSA, do you have any questions?

6 MR. BANKS: Yes, Your Honor.

7 MS. WIEST: Go ahead.

8 CROSS-EXAMINATION

9 BY MR. BANKS:

10 Q. Is it your testimony here today that in your
11 experience that as long as a phone call could be made,
12 an outgoing call could be made from a phone connected
13 with service through McLeod, that it automatically
14 follows in every instance that calls can be placed into
15 that number as well?

16 A. No.

17 Q. Is that your testimony?

18 A. No.

19 Q. So it is possible that even though a person
20 could make an outgoing call, that they couldn't receive
21 any incoming calls on that same line?

22 A. That could happen, yes.

23 Q. And have you determined for yourself whether
24 that happened in this case?

25 A. If he was able to receive incoming calls, is

1 that what you're asking me?

2 Q. Despite the fact he could make an outgoing
3 call?

4 A. From the trouble ticket report and the
5 testing we did with the customer, we did verify as of
6 -- I guess we are talking about different instances,
7 but we did verify once dial tone was restored to the
8 customer that they were able to make incoming and
9 outgoing calls.

10 Q. Now, when you say "we verified" and "we
11 called" and "we checked" and "we contacted U S West,"
12 and I think you've testified a great length about that,
13 every one of those responses is based upon your review
14 of electronic records; is that right?

15 A. Yes.

16 Q. Do you have any personal knowledge about any
17 of those contacts yourself?

18 A. I wasn't involved in the instances, no.

19 Q. In fact at the time that these electronic
20 records were created, you weren't even manager or
21 involved in the business accounts; is that correct?

22 A. For a portion of the period, yes, I was. I
23 became the senior manager of business customer service
24 in November.

25 Q. So at any time prior to November you weren't

1 even involved?

2 A. Our residential and our business customer
3 service departments work closely together. They're
4 basically one call center just with different staff.
5 So I wouldn't have specifically been involved in a
6 business case at that time, but I would have been
7 involved in call center processing transactions.

8 Q. When did you undertake this review of your
9 electronic records, trouble tickets, et cetera?

10 A. I've done it over the course of the last
11 month.

12 Q. Okay. And did you bring those records with
13 you here today?

14 A. Yes.

15 Q. Okay. Do you have them with you as you sit
16 here?

17 A. Uh-huh.

18 Q. Can I see them?

19 A. (Witness complied.)

20 Q. Thank you. Now, so as I look at these,
21 there's a series of tickets printed out April 13; that
22 would have been the day you order them?

23 A. That would have been the most recent date
24 that I've printed them. I've printed them before.

25 Q. So there would be other versions of these

1 printouts?

2 A. Only if there were new notes added. Every
3 one of those tickets is closed; and once a trouble
4 ticket is closed, no new notes are added.

5 Q. And were these documents in existence or
6 could they have been compiled as of early March of
7 1999?

8 A. They could have been printed, yes.

9 Q. In fact, these particular documents were
10 printed what, the following month, April of '99?

11 A. That's the date I printed them for my use.

12 Q. Were you ever asked by legal counsel or
13 anybody else at McLeod to gather together these
14 documents and produce them to Mr. Jiracek?

15 A. I personally wasn't. That's not to say
16 somebody else may not have been.

17 Q. Are you aware of whether anybody was asked to
18 do that?

19 A. No.

20 Q. Now, I take it these narratives that you were
21 reviewing were typed in by a representative of McLeod?

22 A. Yes.

23 Q. And describe for the Commission how it's
24 done.

25 A. The customer service rep documents the

1 problem that the customer is describing. They document
2 any trouble or testing that they do with a customer,
3 and they document what their steps are, what they do
4 with that particular ticket.

5 Q. Have you ever had occasion to review one of
6 these narratives and find that it wasn't completely
7 filled out? In other words, you didn't get all the
8 information you needed on this electronic ticket?

9 A. I'm sure there are times when there's not 100
10 percent information in there, but those tickets give a
11 very good overview of the situation.

12 Q. Sure. And in the instances where there may
13 not be sufficient information or conflicting
14 information, what does McLeod do to try to resolve a
15 situation?

16 A. If we've got conflicting information in a
17 trouble ticket, our step would be to research it
18 internally and research with the customer if needed.

19 Q. Okay. And if you receive correspondence from
20 a customer that doesn't mesh with these dissertations
21 on these tickets, what does McLeod do?

22 A. They would research it.

23 Q. And if you look in front of you, you see a
24 series of correspondence, particularly Exhibit B, if
25 you would look at that.

1 A. I don't have that.

2 Q. It should be right in here. I think it's the
3 second page of Exhibit 1B.

4 A. Uh-huh.

5 Q. Did you review that before coming here today?

6 A. Yes, this was in the branch file.

7 Q. So McLeod received that letter?

8 A. Yes.

9 Q. And when McLeod would receive a letter like
10 this that says, "Since you can't meet their quote, we
11 have decided to stay with our former carrier," what
12 does McLeod do then? What's the typical response for
13 McLeod?

14 A. Well, the formal process would be for our
15 account manager to contact our customer and discuss
16 these circumstances and walk through the competitive
17 offer. As I was reviewing this particular letter and
18 the branch file, I did have an opportunity to talk to
19 our account manager, Rich Hagel, who received the first
20 letter and also this additional letter and did say --
21 Rich did state that he did try to contact the customer
22 to discuss the letter that he sent. The customer
23 wasn't available, didn't get a return phone call, and
24 then the second letter came. And Brett Ritter did talk
25 with the customer.

1 Q. So when you received this when McLeod USA
2 received a letter from Don Jiracek of GSA indicating
3 they did not want to switch to long distance service
4 with McLeod, you attempted to contact him, and when you
5 couldn't contact him, you didn't do anything?

6 A. One thing I think it's important to point out
7 here is these faxes are going to our sales offices, and
8 our sales offices are in communication with the
9 customer. The service problems that I was talking to
10 about are interactions with customer service, and those
11 are the typical interactions that a customer would have
12 with our group.

13 Q. How big is McLeod? How many employees?

14 A. Approximately 5,000.

15 Q. And you have all these branches; right?
16 Different divisions? And when a customer sends one of
17 these letters about long distance service, you said it
18 goes to who?

19 A. Well, he directed this specifically to our
20 branch office. The customer chose to do that.

21 Q. Okay. So what would happen then to that
22 letter?

23 A. The branch would respond to the customer.

24 Q. In writing?

25 A. Not necessarily.

Q. Yes.

7 A. Not to this specific issue, no.

11 A. Not in writing, no.

17 A. Those trouble tickets wouldn't have anything
18 to do with this request. That information would not be
19 in the same data source.

23 A. To respond to this specific letter is what
24 you're saying in?

25 Q. Yes.

1 A. No, I don't.

2 Q. So from the information that you have, McLeod
3 did not respond to GSA's request that they be allowed
4 to stay with NOS?

5 A. That he wants no act at --

6 MR. HAAS: That's objected. That's asked and
7 answered. She said she talked to the account manager
8 and he said he tried contacting Mr. Jiracek by
9 telephone. That's the response. Its already been
10 asked and answered.

11 MS. WIEST: That was her testimony. She did
12 say Mr. Ritter had tried to contact him.

13 Q. Who did you say he tried to contact?

14 A. Rich Hagel, which was the account manager.

15 Q. And he was unable to?

16 A. Right. He contacted the customer and left --
17 he wasn't in the office at the time and left a message
18 for him to call him back.

19 Q. To your knowledge, did GSA ever indicate --
20 after September 21 of 1998, did they indicate to McLeod
21 that they wanted to stay with McLeod for their long
22 distance service? Are you aware of that?

23 A. They didn't -- we had a signed contract with
24 GSA, which is our authorization to say we have them for
25 local and long distance service. I'm not aware of a

1 phone call or another contact that says, "Yes, I want
2 to stay with you for local and long distance."

3 Q. Okay. So from McLeod's perspective, once you
4 have a contract, that's all you need, regardless of
5 these types of letters?

6 A. Can you repeat your question? I don't
7 understand what you're assuming.

8 Q. In this particular case you had a contract
9 with GSA.

10 A. Yes.

11 Q. Providing for international and long distance
12 service.

13 A. Uh-huh.

14 Q. Okay. Then you had the client send you some
15 letters.

16 A. Uh-huh.

17 Q. Which would have been sent directly to your
18 branch office?

19 A. Yes.

20 Q. And the letters are indicating -- and you've
21 reviewed these; correct?

22 A. Uh-huh.

23 Q. And the letters are indicating that they
24 disputed whether or not they were getting the rates
25 they were promised?

1 A. Yes.

2 Q. And then you had a letter that indicated that
3 you could not beat those rates and so they wanted to
4 continue with NOS?

5 A. Uh-huh.

6 Q. Right?

7 A. Yes.

8 Q. When did McLeod switch, according to your
9 information, that service back to NOS or some other
10 carrier?

11 A. McLeod did not switch their service back to
12 another carrier. WilTel actually made the change on
13 behalf of NOS, and our documentation from WilTel
14 indicates between December 4th and December 15th all of
15 their lines were put on the NOS account.

16 Q. So between September 21st when this letter
17 was written and sometime in December McLeod retained
18 the account?

19 A. Yes.

20 Q. And billed?

21 A. Yes.

22 Q. And during that same time frame you were
23 aware, from reviewing your documentation, that there
24 were problems with this account?

25 A. Repeat that, please.

1 MR. HAAS: I would object. Could we make it
2 a little more specific what problems we're talking
3 about? Are we talking about the contract? Are we
4 talking with service problems?

5 MS. WIEST: Could you specify which
6 problems?

7 Q. You were aware that from late September of
8 1998 that there was no dial tone on this account for a
9 period of time?

10 A. Yes, on the main line.

11 Q. And you were aware from reviewing your
12 records that the client was complaining that he was not
13 receiving incoming phone calls?

14 A. During that time he was without service, yes.

15 Q. And you were aware that the client was
16 contending that he could not make long distance
17 facsimile transmission?

18 MR. HAAS: Can we specify what time period?

19 A. Yes.

20 MS. WIEST: You're still talking about the
21 September 10 period?

22 MR. BANKS: Yes.

23 A. No, not in September. That isn't the issue
24 that was reported.

25 Q. Based on your electronic records?

1 A. Exactly.

2 Q. Do those notes that you have, do they involve
3 review of documentation other than what we have here
4 today?

5 A. No. These notes are simply my notes to tell
6 me what's in those tickets.

7 Q. So as far as you knew, the complaints in late
8 September were just no dial tone?

9 A. From September 27th until -- I'm sorry, from
10 September 25th until September 28th it was no dial
11 tone. I also described in my earlier testimony the 800
12 issue that the customer described and the problem that
13 as the customer described it where he was not able to
14 receive his toll free calls, or he wasn't receiving
15 them on the correct line.

16 Q. And when did you resolve the situation with
17 the dial tone, what date?

18 A. The instance that was reported on September
19 25th. The no dial tone piece of that resolved on
20 September 28th.

21 Q. And when was the inability to receive 1-800
22 calls resolved?

23 A. The customer verified with us on September
24 30th that the problem was resolved.

25 Q. And when you say that, you're referring to

1 electronic records?

2 A. My notes from those records, yes.

3 Q. Okay. Do your records indicate that the
4 client indicated he was receiving all his 1-800 number
5 calls incoming?

6 A. Repeat that.

7 Q. Do your records indicate that he was able to
8 receive all of his 1-800 incoming phone calls as of
9 September 30?

10 A. As of the time his no dial tone was fixed
11 there were no troubles on the line that would prevent
12 him from receiving his toll free inbound calls.

13 Q. And what do you base that on?

14 A. We know that his toll free number was
15 terminated to his main line, meaning when you dial a
16 toll free number, that's the number that the customer
17 wants the line to ring in on, which it was his main
18 line, and he was receiving -- and as of September 28th
19 the dial tone was restored on that line. And the
20 customer did tell us on September 8th that his 800
21 calls were coming in on the second line.

22 Q. Okay. Now, I think you said September 8.
23 You mean September 28?

24 A. I'm sorry, yes, I do.

25 Q. And the customer reported that the calls, his

1 1-800 calls, were coming in on the second line?

2 A. Yes.

3 Q. Where was that line? Was that in his place
4 of business?

5 A. Yes, 5005 are the last four digits.

6 Q. Did the customer ever complain to you again
7 that he was not receiving 1-800 calls?

8 A. Yeah, the next day. Well, not that he was
9 not receiving 800 calls. But the next day the customer
10 reported that now the toll free calls were coming in on
11 his third line.

12 Q. That number would have been?

13 A. I believe it's 1654.

14 Q. Okay. And that would have been roughly
15 September 29, 30, somewhere in that time frame?

16 A. The customer reported that on September 29th.

17 Q. Did the customer then again after that report
18 that he was having difficulty with his 1-800 calls?

19 A. He reported a no dial tone on his main line
20 again on October 7th. There's no specific mention in
21 the ticket about not being able to receive 800 calls.

22 Q. Do you know whether he could receive 800
23 calls?

24 A. I don't know for 100 percent accuracy, no.

25 Q. And then how long did it take to you to fix

1 the dial tone situation after October 7th?

2 A. McLeod didn't actually fix that no dial tone
3 situation on October 7th. But the customer did report
4 to us on October 8th that they now had dial tone on the
5 main line.

6 Q. Who reported that?

7 A. Reported what?

8 Q. Who reported that they had a dial tone on
9 October 8th?

10 A. My notes here indicate that the customer
11 did. Those records would tell me exactly who we spoke
12 to at the customer location.

13 Q. And when you say customer, you're talking
14 about Mr. Jiracek?

15 A. Or somebody at his company who was talking
16 with us about the account.

17 Q. So based on your information, how long was
18 GSA out of service totally?

19 A. He had no dial tone from Friday the 25th. He
20 reported it to us at about 4:00 p.m.

21 Q. That would be, excuse me, September 25th?

22 A. Yes.

23 Q. Okay.

24 A. And we verified this with the customer that
25 that instance was resolved on September 28th. We know

1 it happened -- I don't know exact time, but it was
2 before noon that day. We also had the no dial tone
3 report on October 7th, and the customer then let us
4 know the next day that he did have dial tone on October
5 8th on that line.

6 Q. And those would have been periods with no
7 service whatsoever?

8 A. No. Those would be periods where he did not
9 have dial tone on his main line.

10 Q. And do you have any way of confirming whether
11 or not, in fact, that the -- I think he calls it a
12 roll-over. I think you've termed it it's called a
13 termination to main line?

14 A. No, actually those are two different things.
15 What I was referring to with termination is his toll
16 free number terminates to his main line. When you have
17 an 800 number, it has to ring to a specific main line,
18 and that's what why I was referring to it terminating.

19 Q. And if that main line isn't working, the
20 1-800 doesn't work?

21 A. If there's no dial tone on that line, the
22 1-800 number would not ring into that line.

23 Q. I think you agreed with me earlier why that
24 if there was a dial tone that doesn't necessarily mean
25 that incoming calls are going to ring at that line.

1 Would you agree with me on that?

2 A. Repeat that again.

3 Q. In other words, when we first started
4 talking, I think I asked you if a person can make a
5 call out on a line, that doesn't necessarily follow
6 that calls can be received by that line?

7 A. There can be technical problems that can
8 cause that to happen, yes.

9 Q. Who was in charge for McLeod of business
10 accounts in September, the September time frame of
11 1998?

12 A. Do you mean for customer service, is that
13 what you're referring to?

14 Q. Yes.

15 A. Sherry Stacek was the senior manager of
16 business customer service in September.

17 Q. Who is a Amy Hasley?

18 A. Amy Hasley is a supervisor in the business
19 customer service group.

20 Q. Have you talked to her about this?

21 A. No.

22 Q. Is she still with McLeod?

23 A. Yes.

24 Q. What does she do now?

25 A. She's a supervisor in the business customer

1 service group.

2 Q. I'll show you what's already been marked as
3 Exhibit E. Did you review that before coming here
4 today?

5 A. Yes, I have read this.

6 Q. Okay. And do you see in that letter where it
7 indicates that Ms. Hasley, is it?

8 A. Hasley.

9 Q. -- researched this situation at the request
10 of Mr. Jiracek?

11 A. Yes.

12 Q. And she was researching the problems and his
13 complaints as of September 28 of 1998?

14 A. Let me read it again, please. Sorry, this is
15 a difficult copy to read.

16 MR. HAAS: Can I have the question reread?

17 (The question was read by the Court
18 Reporter.)

19 A. What are you asking me about September 28th?

20 Q. What was Mrs. Hasley doing as reflected in
21 that memo?

22 A. She was giving the customer a summary and an
23 apology of the trouble.

24 Q. Okay. And do you see in that fax
25 transmission where it indicates that McLeod was not

1 supposed to switch that service until September 24th of
2 1998?

3 A. She does state that we were converting you to
4 McLeod service on September 24th. She was specifically
5 responding to his no dial tone situation which is on
6 his local line.

7 Q. Can I see this? I think there's actually one
8 in that group Exhibit E. Is it your testimony that in
9 your review of these records that McLeod was supposed
10 to switch the long distance service for GSA immediately
11 upon the signing of that contract?

12 A. Repeat what you're asking me.

13 MR. BANKS: Would you read that back to her,
14 please?

15 Q. Actually, never mind. In your review of the
16 records to come here today, did you find anything in
17 that review that indicated to you a time frame when
18 McLeod was supposed to switch the long distance service
19 from NOS to McLeod?

20 A. There's no specific date in the contract that
21 says this needs to be converted on a certain date in
22 the contract.

23 Q. And in this September 28, 1998, letter from
24 Mr. Hasley, she indicates that the results of her
25 research were that the telephone number in question was

1 ordered to convert to McLeod on September 24 of 1998.

2 Do you see that?

3 A. Right.

4 Q. And in the results of your research did you
5 determine the exact date when the long distance service
6 was converted by McLeod?

7 A. Amy's letter is talking specifically about
8 local service. And her next sentence reads, "The
9 process of changing telephone companies for local
10 service is time sensitive," which is what she's
11 addressing in this letter. McLeod did take the long
12 distance traffic approximately August 26th.

13 Q. Again, you never talked to Miss Hasley at all
14 about this, did you?

15 A. I didn't discuss it with her, no.

16 Q. And you have reviewed this before?

17 A. Yes, I read it before.

18 Q. Did you also review the various letters that
19 GSA sent to the PUC regarding this problem beginning as
20 early as October 8 of 1998?

21 A. Yes.

22 Q. Did you find those in McLeod's documentation?

23 A. I don't know, honestly I don't remember. Any
24 complaint that we received from a PUC would be in
25 McLeod's file, so anything that was filed with the PUC

1 we would have documentation of.

2 Q. Now, when you were testifying earlier about
3 the responsibility of U S West Communications, I
4 believe you testified that when a customer switches
5 from McLeod to U S West, there's nothing McLeod can do
6 to help U S West with that switch?

7 A. In this particular instance we received a
8 loss notification from U S West, which is a form that
9 they send us that says we're taking these lines back to
10 our service. When we get that loss notification,
11 McLeod writes an order and says convert these lines
12 back to U S West on the order date.

13 Q. So that conversion process is U S West's
14 responsibility?

15 A. Yes.

16 Q. And vice versa, when phone service is being
17 switched from U S West or NOS or some other carrier to
18 McLeod, the switch is McLeod's responsibility?

19 A. You're talking about local and long distance
20 there, which are two different things. But if you're
21 specifically asking me when somebody converts from U S
22 West to McLeod, to make sure that that customer has the
23 proper features is McLeod's responsibility.

24 Q. It isn't for long distance?

25 A. Tell me -- ask the question again, please.

1 Q. Well, you said they were different.

2 A. The process to convert a customer's long
3 distance and local are different because you're dealing
4 with local carriers and you're dealing with long
5 distance carriers.

6 Q. We're not talking -- we're talking about
7 responsibility. This is your testimony. Okay. I'm
8 asking you when a company switches from long distance
9 to McLeod, isn't it McLeod's responsibility to see it
10 gets done? It's not U S West's or whoever the other
11 carrier would have been?

12 A. We send an order to U S West to PIC the
13 customer to 555 for long distance, and it is our
14 responsibility to make sure that that order gets
15 completed and that that customer has the service
16 they're asking for while they're on McLeod.

17 Q. Did McLeod representatives of McLeod, to your
18 knowledge, advise NOS that -- strike that. To your
19 knowledge, did NOS contact McLeod about switching the
20 service back?

21 A. Not to my knowledge.

22 Q. Never happened?

23 A. I'm not saying it never happened, but not to
24 my knowledge.

25 Q. You didn't find any reference to that in any

1 electronic information?

2 A. In the information that I found in our
3 electronic records would indicate that when we were
4 investigating the international problem, we found out
5 at that time that the customer was no longer on the
6 McLeod account.

7 And WilTel told us at that time that now this
8 customer is on a different account. We did not know at
9 that time that the customer was asking to be switched
10 to NOS, so we were under the assumption that the
11 customer had then been slammed.

12 Q. You were aware of the letter -- it's from
13 September, weren't you, that he wanted to be switched?

14 A. What I had mentioned earlier is, like I said,
15 there were those two letters that were faxed to the
16 branch office. Our sales rep did attempt to contact
17 the customer.

18 And also our branch manager, Brett Ritter,
19 did have a conversation and discussed those particular
20 issues with the customer.

21 Q. And what did Mr. Ritter determine? Did GSA
22 want to stay with McLeod?

23 A. I don't want to put words in Mr. Ritter's
24 mouth, but the way I understand the circumstances were
25 that he discussed the entire bottom line of what the

1 McLeod bill would be for the customer versus the offer
2 that he would have if he were with NOS and that
3 basically we have to look at the bottom line and would
4 not be able to match the competitive offer that he had.

5 Q. And my question was did GSA determine to stay
6 with McLeod, to your knowledge, as a result of that
7 conversation?

8 A. I'm not 100 percent certain. But based on
9 what -- it would have been a conversation that happened
10 between our salespeople and the customer, and I can't
11 with 100 percent accurately answer that question.

12 Q. Can you look through your electronic records
13 and answer that?

14 A. No. Because as I stated earlier, those are
15 only regarding his trouble calls. Those don't have
16 anything to do with his sales calls.

17 Q. Well, if it's not in here and it's not in a
18 correspondence, how would we make that determination?

19 A. It was a verbal conversation between the
20 customer and the branch manager to talk through the
21 contract.

22 Q. Okay. So we'd have to ask Mr. Ritter about
23 that?

24 A. Yes.

25 Q. To your knowledge, they never did indicate

1 they wanted to stay with McLeod? To your knowledge?

2 A. I don't know.

3 Q. You indicated from reviewing these electronic
4 notes that you were aware that U S West was doing
5 certain things and making certain investigations?

6 A. Uh-huh.

7 Q. And it's because it's reflected in here?

8 A. Yes.

9 Q. Do you ever tell the customer about the
10 results of those investigations or what it is that
11 you're doing?

12 A. Yes.

13 Q. Okay. And is that reflected in here as well?

14 A. Yes.

15 Q. Did you look through these to see if Mr.
16 Jiracek was told what was going on?

17 A. Yes.

18 Q. And he was?

19 A. Yes. As Mr. Jiracek testified earlier, he
20 was in frequent communication with customer service.
21 We did have several conversations with him throughout
22 the trouble and updating him as we had new information.

23 Q. Does McLeod have a local contact for customer
24 service like in this area?

25 A. We have a sales branch office.

1 Q. And that would have been where Mr. Ritter was
2 located?

3 A. Yes.

4 Q. Did these electronic -- this electronic data
5 show contacts with the local office?

6 A. No.

7 Q. So these would have just been contacts with
8 your main office?

9 A. With customer service.

10 MR. BANKS: I apologize to the Commission. I
11 have never seen this and would like an opportunity to
12 review this.

13 MS. WIEST: Okay. Let's take a short break.

14 (AT THIS TIME A SHORT RECESS WAS TAKEN.)

15 Q. Looking at these trouble tickets, you said
16 there were also electronic documents other than these
17 trouble tickets?

18 A. There's contact narrative.

19 Q. Is that what's at the bottom?

20 A. We have two types of contact narrative.
21 There's contact narrative and the trouble tickets,
22 which is what you're seeing right there. And then
23 there's just general contact narrative when a customer
24 would call in about a general inquiry or would want to
25 make a move, that specifically documents narrative

1 reported on trouble situations.

2 Q. Do you have any of those other narratives
3 from Mr. Jiracek or GSA?

4 A. Do I have the --

5 Q. The general?

6 A. The general contact narrative, yes.

7 Q. You've got those with you too?

8 A. Yes.

9 Q. And I assume you reviewed some of those when
10 you were preparing for your testimony today?

11 A. Yes.

12 Q. Looking at these trouble tickets, is that a
13 normally -- an abnormal number of trouble tickets for
14 one account in your experience? Or does McLeod
15 typically have this many trouble tickets generated?

16 A. A trouble ticket is open any time a customer
17 reports any type of problem at all with their service,
18 regardless of whose at fault for the trouble. So that
19 indicates how many times the customer reported trouble
20 to us.

21 Q. And so that's normal, abnormal?

22 A. How many do you have in your hand there?

23 Q. This many. You reviewed them. Just
24 generally speaking.

25 A. It depends on the size of business and how

1 many lines a customer has in the business. The more
2 lines the business gets, the more likely they are to
3 have more trouble reports.

4 Q. Is that a yes, no?

5 A. This is not an abnormal number of trouble
6 tickets.

7 Q. You have normal problems?

8 A. His no dial tone is the first instance. I
9 don't know if I would term this an abnormal problem,
10 but it is certainly a severe customer contact to this
11 when he had the trouble on his main line.

12 Q. And you were aware from reading these that he
13 relied upon his phones for his business and his no dial
14 tones cost him a significant amount of money?

15 A. Yes, we knew the main line was important to
16 him and we knew it impacted his toll free service while
17 his line was without service.

18 Q. You knew he was contending it was costing him
19 a lot of money damages?

20 A. I know he did state that to the customer
21 service reps.

22 Q. And when that kind of comment is made to
23 McLeod, does McLeod try to expedite anything when they
24 know that?

25 A. Yes, which is why we attempted to expedite

1 some of the repairs, as I have testified to earlier.

2 Q. And then U S West wouldn't do it?

3 A. In these instances that's what happened.

4 Q. And so your position is that you couldn't get
5 U S West to expedite so there's nothing you can do;
6 right?

7 A. If it's a trouble on their network that
8 they're responsible for, if they won't expedite the
9 repair, no, there isn't anything McLeod can do.

10 Q. That would be in terms of local service?

11 A. Yes.

12 Q. And that's what was happening early on in
13 this situation in September, late September?

14 A. Right, when he reported the no dial tone on
15 his main line, that was a problem with his local
16 service.

17 Q. And he also reported problems being able to
18 use his calling card?

19 A. Uh-huh.

20 Q. And that was --

21 A. Actually his daughter reported that.

22 Q. -- according to your note here?

23 A. Uh-huh.

24 Q. And he reported problems with his 1-800
25 number rolling over or to another line?

1 A. Ringing in on a different line, yes.

2 Q. And he reported that it was going to his home
3 and he didn't want it going to his home?

4 A. The way I explained or testified to that
5 situation earlier was he had initially asked us to
6 forward it to his home on October 7th and then told us
7 on October 13th not to forward it to his home.

8 Q. He asked you on October 7th?

9 A. Uh-huh.

10 Q. And where did you obtain that information?

11 A. It's in those notes. The customer asked us
12 during one of our conversations with him on October 7th
13 to forward the line to his home.

14 Q. And that was the 1-800 line?

15 A. We were forwarding his main line to his
16 home. And as I testified to earlier, his 800 number
17 terminates to his main line so those calls would then
18 in effect go to his home.

19 Q. Was there a period of time when that number
20 was not terminating to his main line, it was
21 terminating to a secondary line? Do you recall that?

22 A. That's what the customer claimed. We have
23 nothing that validates that the 800 number was ever at
24 any time actually terminating to one of those lines.

25 Q. Well, other than what you read here, you've

1 got nothing to verify any of this either, do you? I
2 mean you say the customer claims that, but we've got no
3 independent verification of that. Did you --

4 A. Actually we do.

5 Q. Did you independently verify all these notes
6 as well?

7 A. What we have to verify that the customer's
8 800 number is terminating to the main line is the fact
9 that we send an order to WilTel to show where we want
10 that 800 number to terminate to.

11 When we send that order to WilTel, there's no
12 numbers on that other than his toll free number and the
13 number that it terminates to, which is his main line.
14 WilTel does not have any of the customer's other
15 lines.

16 So there's no way WilTel could change the
17 termination on that 800 number, so it would terminate
18 to any other line other than the main line.

19 Q. I thought -- didn't you indicate that you did
20 have that problem with Mr. Jiracek though?

21 A. No, that's not what I testified to. What I
22 explained was Mr. Jiracek -- or if someone from his
23 company notified us that they were receiving their 800
24 calls on other lines, their second or third line.

25 And what I'm assuming happened in this

1 instance he's got forwarding set up so if his first
2 line is busy or in use, it will forward to his second
3 line. And if that line is in use, it will forward to
4 his third line. So his 800 number would be forwarding
5 right along with any other calls that are forwarding on
6 his main line.

7 Q. And whose responsibility is it to make sure
8 that the call forwarding is going as planned?

9 A. McLeod is responsible for that. We make sure
10 it's set up. We actually work with U S West to make
11 that happen.

12 Q. If a customer calls in to have a line
13 forwarded to another location, how do you verify that
14 it is the customer requesting that as opposed to
15 anybody?

16 A. Well, we have a primary contact on an
17 account, and Mr. Jiracek is the primary contact on his
18 account. And we just get confirmation or we just ask,
19 "Is this Mr. Jiracek?" He claims -- says, obviously,
20 who he is, and we make a change based on his request.

21 Q. Do you call back then to see -- did you call
22 and ask us for this service or anything like that to
23 double check that?

24 A. Meaning after the customer orders, do we call
25 back to verify.

1 Q. Yes.

2 A. There are certain types of changes that a
3 customer would request that we would go back and
4 testify -- testify, I'm sorry. We would go back and
5 test after the fact to make sure the feature is working
6 as the customer requested.

7 But we wouldn't if a customer called us and
8 said, "I need to make this change," and we verified
9 that we've got the key contact on the account, we
10 wouldn't call back and again and say, "Did you really
11 want to make this request?"

12 Q. You know what situation we're talking about
13 in this case, what he asked for; right? You know what
14 he asked McLeod to do?

15 MR. HAAS: Could we specify which instances
16 we're talking about?

17 Q. We're talking about the forwarding of this
18 1-800 number. Okay? You said you pulled that out of
19 here.

20 A. Yeah.

21 Q. Okay. I'm asking you did you do anything --
22 does McLeod do anything to verify that, and you said it
23 depends on the situation. We're talking about this
24 case, this situation, this 1-800 number. Did McLeod do
25 anything to verify that?

1 A. That his 800 number was forwarding?

2 Q. Yes.

3 A. Okay. I think this is the same thing that I
4 just explained previously but I'll go through it
5 again.

6 Yes, we did go back and look at our records
7 that indicated this toll free number is to be
8 terminating to the main line. We also that same day
9 just to be sure WilTel sent another order to them to
10 say verify and make sure the toll free number is
11 terminating to 1490, his main line.

12 WilTel did confirm with us that same day that
13 they processed the order again and, yes, it is
14 terminating at the main line. At no time was there
15 ever another number that that could have been
16 terminating to.

17 Q. And then did you contact the client and ask
18 him, "Are you having any more problems? Is everything
19 working all right? Are you missing any calls, to your
20 knowledge"?

21 A. At what point? We talked to the customer, I
22 mean, multiple times during this instance. I'm not
23 sure exactly when you're asking me if we called the
24 customer.

25 Q. After you called WilTel. And I'm looking for

1 it here and I don't see it.

2 A. Okay. We did that on -- we verified with
3 WilTel on September 28th that, yes, the number that
4 it's terminating to is correct. We got that
5 verification at 7 o'clock that night. We talked to the
6 customer the next morning.

7 Q. On what date was that?

8 A. September 29th was the next day.

9 Q. And that was when you have dial tone
10 corrected?

11 A. His dial tone was corrected 9-28 in the
12 morning.

13 Q. Could I see your other narratives?

14 A. The general contact narrative?

15 Q. Yeah.

16 A. Is that all right?

17 MR. HAAS: Yes.

18 Q. And are there any other documents that you
19 have through McLeod that you've relied on or reviewed
20 here today that we don't have?

21 A. My key source of information for preparation
22 for this are the trouble tickets and the contact
23 narrative.

24 Q. So that would be these two documents here?

25 A. Those two pieces.

1 Q. And so the testimony that you gave regarding
2 contacts, what was said, what was done, all comes from
3 this?

4 A. Yes, regarding his customer service problems,
5 yes.

6 Q. And how are these other narratives entered?

7 A. When a customer calls the CSR at the time
8 they're speaking with a customer, documents
9 specifically what the customer called in to discuss and
10 what the response was from our department. They're
11 also auto-stamped with time and date as soon as the
12 notes are entered.

13 Q. Do you ever confirm any of this stuff with
14 regular letters or mail?

15 A. In most circumstances they are documented in
16 our electronic records. If a customer says, for
17 example, wanted to add voice mail, we would enter that
18 in contact narrative. And in that case we would have
19 to send the customer a letter because we need to send
20 them some documentation on how to use their voice
21 mail. So in that case there would be a letter we would
22 send to the customer to say, "here, we've added your
23 voice mail and here's how it works."

24 Q. I guess I was just trying to review these.
25 And like on this particular one, what's the date on

1 that narrative? What date am I looking at?

2 A. There's notes from September 24th, 25th,
3 27th, and 28th.

4 Q. Okay. Are there more detailed versions of
5 those notes, or is that the entire note from the day?

6 A. The note that was entered in the contact
7 narrative is there. But if we were specifically
8 addressing a trouble issue, it's indicated right here
9 that you need to refer to the trouble ticket. So all
10 notes regarding the trouble would be in those trouble
11 contact narratives.

12 Q. But as far as my question was this general
13 note, that is the entire note?

14 A. No, that's the note.

15 Q. There's more to it?

16 A. There's probably more on the next page that
17 was entered in general contact narrative, but if we
18 were talking -- specifically talking about the trouble,
19 there would be more notes in the trouble ticket.

20 Q. I understand, and we have those.

21 A. Yes.

22 Q. But what I'm trying to do, Ma'am, is I'm
23 trying to determine what all documents we have because
24 I've never seen any of this. And I'm asking you as to
25 the general note, if that's the entire note for the

1 date as indicated here, or is there something you do to
2 click in and see the entire note?

3 A. You would see it. If there's more, it would
4 be on the page before or the page after.

5 Q. And then there's references to the ticket?

6 A. Exactly.

7 Q. You indicated that there was a strike at U S
8 West in late September?

9 A. Late August and early September, yes.

10 Q. And if I understand your testimony right,
11 that strike delayed processing of requests from GSA?

12 A. That strike delayed our McLeod's ability to
13 process conversion orders through U S West. They
14 weren't processing any of our conversion orders at that
15 time.

16 Q. In late August?

17 A. Late August, early September, and even after
18 the strike was over they had significant backlog which
19 caused our orders to still be delayed.

20 Q. I guess I was trying to understand why you
21 testified that -- are you saying that the service, the
22 local service, was supposed to be converted before it
23 was --

24 A. We had the signed agreement with the customer
25 at late August, and at that time the sales office sends

1 the paperwork in to our implementation department who
2 writes the order and sends it off to U S West for them
3 to actually schedule a date, because it has to be
4 coordinated with U S West and our technician. So we
5 wrote it after the paperwork was received from the
6 branch office and sent it to U S West.

7 Q. Okay. I see. And so your testimony is
8 you're not aware that September 24 was the conversion
9 date for the service from GSA?

10 A. I'm aware that that date was decided once we
11 called the customer on September 11th to ask when he
12 wanted to schedule the date, and between McLeod and the
13 customer we agreed upon September 24th.

14 Q. And do you make similar calls on long
15 distance?

16 A. No.

17 Q. That one is done automatically?

18 A. Yes.

19 Q. Why is that?

20 A. It's two different internal processes within
21 McLeod. We're dealing with a local company and a long
22 distance company and our orders flow different
23 directions. But basically we have a signed agreement
24 with the customer saying I'm ready to switch to McLeod
25 for local and long distance so we're ready to process

1 the order.

2 Q. You have a signed agreement with the client
3 saying I'm ready to switch to local and long distance
4 but you call and arrange with the client for local
5 switching, but you don't do that for long distance
6 switching; is that right?

7 A. That's true.

8 Q. And my question was why?

9 A. Because we don't physically need to
10 coordinate a technician and U S West to be on the site
11 for long distance conversion. We have the paperwork
12 that says this is what the customer wants you to do.
13 So it's an electronic transaction to go ahead and
14 switch the long distance. It requires a coordination
15 of technicians to actually switch local, so we have to
16 actually plan that.

17 Q. No similar coordination is required for long
18 distance?

19 A. No, it's not.

20 Q. You, I take it, weren't aware or didn't see
21 anything that indicated that McLeod was aware that they
22 had -- that GSA had a month's free service that it was
23 expecting to get in September?

24 A. Are you referring to the free service from
25 NOS that you talked about earlier?

1 Q. Yes.

2 A. No, I wasn't aware of that.

3 Q. You mentioned slamming earlier. What is
4 that? I don't understand that term.

5 A. When a customer's long distance is changed
6 without their consent.

7 Q. How does that happen?

8 A. If a long distance carrier is able to get the
9 customer's long distance PIC'd to their particular
10 service. If they're able to do it. I mean obviously
11 we expect and the law requires that a customer gives
12 consent to convert their long distance service. And
13 there are cases where carriers are able to do that
14 without the customer's consent.

15 Q. Do you ever have situations where customers
16 will convert and tell you that they will convert but we
17 want you to switch it at some later point? Does that
18 ever happen?

19 A. When we negotiate the contract with the
20 customer, if they have a specific reason, say, yeah, I
21 mean, they could tell us specifically they want it to
22 happen at a different date.

23 Q. Did you look at the contract in this case?
24 Where would that be indicated in the contract?

25 A. It would probably need to direct that

1 question to Brett Ritter. I'm not as familiar with
2 that paperwork. In my assumption it would be a special
3 note indicating on there that there was a special
4 request made for a later date.

5 Q. Have you ever seen that?

6 A. No, but I'm not as familiar with sales
7 paperwork.

8 Q. So I take it you're not saying that wasn't
9 the case here the customer didn't request that; you
10 don't know?

11 A. I don't know.

12 Q. What efforts did you make in terms of
13 preparing to give testimony here today to verify what
14 you were reading in these electronic records?

15 A. I worked with our technical response reps to
16 walk through each of these trouble reports to make sure
17 I clearly understood what the trouble was, our people
18 that handle technical issues. I also worked with our
19 internal billing staff who investigated for me the
20 verifications of when their PIC was actually moved off
21 the McLeod account. The investigation with WillTel to
22 find out when they were no longer on the McLeod account
23 it appeared from research that I did with my billing
24 staff.

25 Q. Okay. And I understand the technical

1 people. What did you do with the billing staff?

2 A. My billing staff investigated with WilTel to
3 find out when the customer was no longer on our
4 account.

5 Q. You didn't do that?

6 A. No. Another person in my department did.

7 Q. Who?

8 A. One of my billing supervisors.

9 Q. Who?

10 A. Julie Miller.

11 Q. And she did that at your commission?

12 A. Yes.

13 Q. And then reported back to you what she found?

14 A. Yes. I was sitting next to her while she was
15 making the phone call.

16 Q. So you heard the conversation from both ends?

17 A. I heard her repeating what the person was
18 telling her.

19 Q. Did you talk to the people that input this
20 information?

21 A. I talked to some of the technical response
22 people who entered some information in that account.

23 Q. I take it not all of them?

24 A. No.

25 Q. And the technical response people would be --

1 that you talked to would be who?

2 A. Their internal people in McLeod's technical
3 response group. I talked to the technical response
4 supervisor.

5 Q. And that technical response supervisor
6 inputted data into this that's reflected in this?

7 A. She or her staff did, yes.

8 Q. I guess that was my question. Did you talk
9 to the staff people that actually put this data in the
10 computer?

11 A. Not every staff person, but the technical
12 response supervisor was involved in these and did enter
13 some of the data, and I did speak with her directly.

14 Q. Anybody else?

15 A. No.

16 Q. What was her name?

17 A. Angela Hummel (sp).

18 Q. Do you know what data she inputted?

19 A. I would have to look at the ticket again.
20 Not without looking at it I don't.

21 Q. How would I determine if I was looking at
22 this ticket?

23 A. You would have to know her X 400 user ID and
24 be able to recognize it in that ticket.

25 Q. What is it?

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1 escalation process that we follow.

2 Q. Let me stop you there. What do you mean by
3 that?

4 A. If a customer asks for a supervisor or
5 manager, it would be transferred to a supervisor or
6 manager. If a customer is calling in and asking
7 specifically for me, the call will be transferred to
8 me. If they're asking for the head of customer
9 service, it will probably be handled by one of my
10 managers or myself.

11 Q. And if a customer writes in and says, "I
12 don't think that I got what I contracted for," do you
13 get involved then, or does that go to somebody else?

14 A. The specific examples earlier here were sales
15 issues that went to our branch. The complaints that
16 the customer filed with the Public Utilities Commission
17 are responded to by our legal staff.

18 Q. The first letter that was sent went to your
19 branch office, the letter that said that, "You can't
20 beat NOS. I want to stay with NOS." Do you recall
21 that?

22 A. Yes.

23 Q. That went to your branch office?

24 A. Yes.

25 Q. How do you decide where that's going to go?

1 A. The customer decides where he's going to send
2 it. He decided to send to the branch.

3 Q. Obviously the customer doesn't dictate who at
4 McLeod reviews and responds to this information, does
5 he? Does he dictate that?

6 A. Anything before the customer converts to
7 McLeod sales is typically handled by our field and our
8 sales. They're the ones that are interacting with the
9 customer. Once the customer is actually on our
10 service, we provide them with a customer service toll
11 free number. It's on their bills. It's on all of our
12 literature. If they have customer issues, the
13 direction -- our direction is we want them to call
14 customer service, and customer service responds to
15 those issues.

16 Q. I don't think -- maybe I'm not communicating
17 very well. But as of September, the date that letter
18 was written, you had already taken his long distance
19 service.

20 A. True.

21 Q. So why are we talking about if you still have
22 them or if it's a situation where you had them? You
23 had them at the time.

24 A. We had his long distance. We hadn't
25 converted his local service at that time.

1 Q. But we're talking about long distance, NOS;
2 right?

3 A. Yes.

4 Q. So typically that will just be handled by
5 your region office?

6 A. The salespeople will address that issue, yes.

7 Q. And in this case that was?

8 A. The account manager was Rich Hagel and Brett
9 Ritter, the branch manager, was involved.

10 Q. Did they prepare any memoranda to you to
11 review prior to coming to give testimony here today?

12 A. I had phone conversations with both Rich and
13 Brett, and I reviewed the file the sales file that the
14 branch had on this account.

15 Q. Did they prepare any memorandas for you to
16 review prior to coming here today?

17 A. They didn't prepare anything they gave me the
18 branch file. They didn't give me documentation to say
19 review this other than the branch file that they
20 already had.

21 Q. So, no, they did not prepare a memoranda for
22 you to review?

23 A. No.

24 Q. When did you first get involved in this?

25 A. I was notified in February that there was

1 going to be a hearing on this particular instance, and
2 that's when I started to look into the account and just
3 get myself familiar with what happened.

4 Q. So prior to that you were really weren't
5 involved?

6 A. That's true.

7 Q. What's a remote test?

8 A. I think you're probably referring to when I
9 mentioned that U S West remote tested the line
10 remotely. They can test from their central office to
11 test on the line to find out if there's a fault
12 anywhere without actually dispatching to a cross box or
13 the customer's location. It's just an internal system
14 that they have.

15 Q. And I think you also testified that they
16 don't typically end the test there. That's the first
17 thing they do. And then they send a technician out if
18 there's still a problem?

19 A. Right, because if they do find the trouble
20 there they might be able to fix something at a
21 programming level.

22 Q. So remote test doesn't necessarily end the
23 inquiry?

24 A. No.

25 Q. It can still have a problem?

1 A. Yes, it's possible.

2 Q. And based on the information you reviewed
3 after the remote test Mr. Jiracek still had a problem?
4 MR. HAAS: Can we specify, Your Honor, which
5 problem we're talking about?

6 MS. WIEST: What date?

7 Q. I believe you said there was a remote test in
8 early October; is that right?

9 A. On October 10th was the date that U S West
10 notified us that they did the remote testing, and that
11 test showed that the line was clear and that they were
12 going to then dispatch out and they did.

13 Q. And they dispatched out, meaning they sent
14 somebody?

15 A. They sent a technician to the site.

16 Q. When did that technician actually get to the
17 site?

18 A. I don't know the time, but it was the same
19 day.

20 Q. How do you know it was the same day?

21 A. Because that's what U S West conveyed to us,
22 and we actually talked to the U S West technician on
23 that date.

24 Q. That's what your -- the person inputting this
25 data seems to indicate it went out the same day?

1 A. Yes.

2 Q. And you indicated, I think on your testimony,
3 that on or about October 8th the fax was working at
4 GSA?

5 A. On October 8th we were dealing with the no
6 dial tone complaint on his main line. We had no other
7 reports of any other trouble on any of his other lines
8 at that time.

9 Q. I thought I understood you to testify on
10 direct you said the fax was working on October 7th or
11 October 8th?

12 A. Like I said, I have no reports that there was
13 any reason to believe there wasn't. Our notes indicate
14 we only had a trouble on the main line.

15 Q. Okay. So you don't know whether the fax was
16 working or not on that date?

17 A. I would assume the customer would have told
18 us if there wasn't. I have no documentation that he
19 reported that.

20 Q. And you would assume the person taking the
21 phone call would put it down in their notes?

22 A. Yes.

23 Q. Did you ever see in here where the customer
24 indicated his fax wasn't working in any of it?

25 A. He notified us on December 1st that he wasn't

1 able to send international faxes.

2 Q. That date was what again?

3 A. December 1st.

4 Q. Prior to that?

5 A. No.

6 Q. Did McLeod look into that?

7 A. The international problem? Yes. I testified
8 to what we did with that particular trouble report.

9 Q. And if I recall right, you ended up not
10 having to do anything; it just cured itself?

11 A. Actually, I didn't completely finish what
12 happened on that report. He reported it to us on
13 December 1st that he wasn't able to make international
14 calls on his fax line. By December 4th we had verified
15 that he was no longer on our account at WilTel, meaning
16 we no longer had control over international traffic for
17 him at all at that point. We did try to contact the
18 customer a couple of different times after that to see
19 if it was resolved. We didn't receive call backs from
20 the customer until we spoke to another person in the
21 office later and they said, "I'm not aware that we have
22 any other international problems."

23 Q. Is there something that McLeod gives to its
24 customers to explain all this to them, how all this
25 works?

1 A. There's not documentation that we send to the
2 customer.

3 Q. I mean as far as switching from account to
4 account and when it's going to happen and how it
5 happens, there's nothing that McLeod gives out to
6 explain all that?

7 A. Yes, there is a letter that's sent to the
8 customer before they -- after we schedule the date that
9 they're going to convert, we do send them a package
10 that says here's the date and here's what you've signed
11 up for.

12 Q. Did you send one to GSA?

13 A. Yes.

14 Q. And it explains this whole process?

15 A. It doesn't explain everything I've talked
16 about today, but it explains the date it's happening
17 and that we're converting their lines.

18 Q. And I'm getting close here, I think. I don't
19 know that I understand this. But the call forwarding
20 was removed on the 13th of October and it seemed to fix
21 a problem he was having?

22 A. Uh-huh, yes.

23 Q. And that problem was what?

24 A. This was the problem that he had told us
25 about on October 8th where he was getting a short ring

1 into the office and when he would pick it up he would
2 have dead air.

3 Q. And that was a call forwarding feature that
4 was causing that?

5 A. Exactly, because the line hard forward was
6 set up on the line to not ring in the office but to
7 forward to his home.

8 Q. WilTel is located where?

9 A. I don't know.

10 Q. How do you get ahold of them?

11 A. Through the phone. We contact them through
12 phone and send electronic transmissions to them.

13 Q. How long does it take McLeod to process a
14 payment once it's received?

15 A. The payment is received at our bank and
16 entered into the system. The longest time I've seen it
17 take is about three business days, so it can happen
18 anywhere from the day our bank receives it to about
19 three business days after.

20 Q. Your testimony is the day your bank receives
21 it, it's no longer than three days before it's credited
22 to the client's account?

23 A. We get an electronic wire from our feed that
24 tells us when we receive payments.

25 Q. Is it your testimony that once you receive a

1 payment, it takes no longer than three days to have it
2 credited to the client's account?

3 A. I can't testify that that's how it happens in
4 every single instance, but I can tell you that's the
5 standard.

6 Q. And you know that just from your own
7 experience?

8 A. Yes.

9 MR. BANKS: If it please the Commission, I
10 have in front of me some notes, these general notes. I
11 haven't had time to review any of these; and I did have
12 co-counsel review some of those and he does have a
13 couple questions. Other than that I'm done.

14 MS. WIEST: Any objection?

15 MR. HAAS: No.

16 MS. WIEST: Go ahead.

17 CROSS-EXAMINATION

18 BY MR. KERR:

19 Q. Ma'am, isn't it true that the problems that
20 Mr. Jiracek was having with this whole system from the
21 hookup in September is a little bit more serious than
22 what you've testified to here today?

23 A. I believe when he was without dial tone, it
24 definitely was business-impacting and very serious for
25 him and serious for us as a customer of McLeod.

1 Q. Sure. And the responsibility is with McLeod,
2 isn't it?

3 A. To make sure our customer service is
4 restored, yes.

5 Q. And, in fact, when the counsel for -- when
6 counsel for the PUC wrote to the Commission, didn't
7 they indicate that the service was actually a little
8 bit more serious than what you indicated here today in
9 your testimony?

10 A. You'll have to show me the letter you're
11 referring to.

12 Q. I'll be happy to do that. Take a look at
13 Exhibit K, which I think is right in front of you.

14 A. (Witness complied.) I believe these are the
15 same services that I just talked about.

16 Q. Service was out sometime on the 25th through
17 the 28th; correct?

18 A. Yes.

19 Q. And then service was out from sometime the
20 28th to the 30th; correct?

21 A. Service was cut on the main line from
22 September 25th to the 28th. And the customer was
23 having problems with his toll free number on September
24 28th through the 30th.

25 Q. Right. That's different than what you

1 testified to, isn't it? You said it was restored on
2 the 28th when, in fact, there was another problem that
3 cropped up on the 28th and they didn't get it back
4 until the 30th; isn't that right?

5 A. What I testified to was that his no dial tone
6 was restored on the 28th and that he also reported that
7 his 800 number wasn't rolling in on the line that he
8 wanted it to be rolling in on.

9 Q. So your testimony is that if the phone call
10 was coming in, it was just going to another line but he
11 was getting it? Is that what your testimony is?

12 A. What I'm saying is the customer reported that
13 his toll free number was rolling in on his second and
14 third line. It was coming into his business.

15 Q. That's your testimony?

16 A. Yes.

17 Q. Despite the fact he's already testified here
18 today he wasn't getting any service, 800 service,
19 coming in? Isn't that what you testified to?

20 A. I'm testifying to what I've read out of my
21 trouble ticket notes, which are communication between
22 us and the customer, that indicates the customer told
23 us on September 28th that his toll free calls are
24 coming in on his second line.

25 Q. Let's talk about those trouble tickets

1 because some of the stuff that you relied on so heavily
2 you haven't shared with the rest of the Commission.
3 Like when he called in on the 25th, didn't he say he
4 was extremely upset because he wasn't having the
5 service that he needed?

6 A. Yes.

7 MR. HAAS: I'm going to object. Seems like
8 we're going over the same ground again with another
9 counsel. These have already been testified to by the
10 witness.

11 MR. KERR: If you let me continue, you'll see
12 I'm going to tie it in on this up here we haven't seen
13 yet.

14 MS. WIEST: Go ahead.

15 Q. Then when he called in again he said that he
16 was extremely upset on the 28th, didn't he?

17 A. Can you repeat the whole question in one
18 sequence, please?

19 Q. Sure, I'd be happy to. When he called in on
20 the 25th he was very upset, wasn't he?

21 A. Yes.

22 Q. Did you testify to that when you were talking
23 about all these trouble tickets earlier?

24 A. I was specifically addressing the trouble
25 problems. I wasn't addressing the customer's

1 temperament at that time.

2 Q. I see. And so you're just service oriented
3 and whoever wants to handle the complaint is somebody
4 else?

5 A. No, that's not true.

6 MR. HAAS: I object. Counsel is being
7 argumentative and badgering the witness.

8 MS. WIEST: I'll sustain that objection.

9 Q. Let's take a look at this, if we would.
10 Who's Richard Hagel?

11 A. He's the account manager.

12 Q. And this document here that we've just seen
13 here today, these are the contact notes?

14 A. Yes.

15 Q. Separate and apart from these technical
16 notes?

17 A. Yes.

18 Q. And this stuff is taken by what kind of
19 people?

20 A. Customer service reps.

21 Q. So like this first page here, TLHART, who's
22 that?

23 A. He's a customer service rep.

24 Q. And then DAWHITE, who's that?

25 A. Customer service rep.

1 Q. And then TKVOYEK?

2 A. Same thing, customer service rep.

3 Q. And then who's Hagel?

4 A. He's the account manager.

5 Q. And then these notes that you have, they're
6 in reverse order. They start from in August and then
7 they're working their way all the way back to a current
8 date in March of 1999?

9 A. Yes.

10 Q. And if you take a look at this thing, if I
11 look at this note, for example, on 8-31 there's just a
12 one-line note; isn't that right?

13 A. Yes.

14 Q. That's the entirety of the note?

15 A. There are some things that are entered into
16 contact narrative that are automatic stamps not
17 necessarily entered by a person. Like this, for
18 example, where we say we sent the customer a welcome
19 kit. That's an automatic stamp that the system puts in
20 there.

21 Q. In fact, it says system, doesn't it?

22 A. Yes.

23 Q. If some representative is handling it, it's
24 actually the representative's name, isn't it?

25 A. Yes.

1 Q. Let's look at this one here. This one is
2 dated October 1st, is it not?

3 A. Uh-huh.

4 Q. And it says talked to AR. Who's that?

5 A. Account rep.

6 Q. So talked to account rep, Richard Hagel, and
7 educated him that I was going to do a DPO. What's
8 that?

9 A. Dispatch out.

10 Q. What does that mean?

11 A. It means we're going to send a dispatch to
12 Rich Hagel to say we need you to contact this customer.

13 Q. Since customer is what?

14 A. Very upset.

15 Q. And "very" is in all caps, isn't it?

16 A. Uh-huh.

17 Q. He says a customer has been a problem since
18 day one. Doesn't it say that?

19 A. Yes.

20 Q. So the McLeod representative is actually
21 talking to Richard Hagel and making a note in here
22 saying that Mr. Jiracek has been a problem customer
23 ever since day one. Doesn't he say that?

24 A. That's what the narrative says.

25 Q. Then he goes, "he is very upset." Now he's

1 talking about Mr. Jiracek, isn't he?

2 A. Yes.

3 Q. It's also on October 1, isn't it?

4 A. Yes.

5 Q. He is very upset and disgusted with McLeod.
6 Has a great deal of problems. Didn't Mr. Jiracek
7 report that to whoever this contact person is?

8 A. Yes, he did.

9 Q. And then now let's move forward to 10-13.
10 This is somebody else making -- I mean there's various
11 people in here, aren't there, with all these contact
12 notes?

13 A. Yes, several different people.

14 Q. Does that mean when Mr. Jiracek is calling in
15 he's talking to a different claims rep every time that
16 you see somebody's initials?

17 A. Not every time, but when he calls our toll
18 free number he could get any agent that answers at that
19 time.

20 Q. He could also be calling locally, couldn't
21 he?

22 A. If he dialed the local number.

23 Q. Where is the note for that?

24 A. That's not documented.

25 Q. I see. And then so we've got one, two,

1 three, four, five, six, seven people. He talked to
2 seven different people he talked to between August 24,
3 which is your first note and September 24?

4 A. No, that's not true.

5 Q. Is that because this isn't quite set up yet?

6 A. No. What I'm saying is if you look at a note
7 here, like this person for example is starting the
8 process to work on his 800 number and they're simply
9 documenting that I took some action on this account,
10 not necessarily that they spoke to the customer.

11 Q. Fair enough. But then you get here, you
12 start talking about when he called in, he's talking to
13 different people from the 25th all the way to October
14 1st, isn't he?

15 A. Yes.

16 Q. So it doesn't -- he's not talking to the same
17 person to say "Hey, look, I got this problem. What are
18 you guys doing it about it?" The next time he calls
19 he's talking to somebody else, isn't he?

20 A. Not every time.

21 Q. Well, I don't want to waste the Commission's
22 time. But what I want you to acknowledge, at least
23 from reviewing these contact notes, is that when he's
24 calling in he's talking to different people a lot of
25 the time?

1 A. Yes, that happens.

2 Q. Then they made a note about Hagel and then
3 later on they say -- this is October 13th now. This is
4 an S D, meaning what?

5 A. S D?

6 Q. It's the South Dakota PUC complaint and now
7 the PUC is calling and wants this resolved now.

8 A. Uh-huh.

9 Q. What happened to the problem then?

10 A. This was one of our people that worked with
11 the legal team to specifically address PUC complaints,
12 so they would have worked on the response that was sent
13 back to the Commission.

14 Q. That's this right here, isn't it, Exhibit K?

15 A. I think this is dated October. I can't
16 remember the date on this. Was it the 10th or the
17 13th? I don't know this would be the response because
18 that's -- it probably is the same response.

19 Q. This is the response that the lawyer from
20 McLeod gave to the PUC to say, "PUC, this is what's
21 going on"?

22 A. Yes.

23 Q. And this is when they described him being out
24 of service on all these dates?

25 A. Yes.

1 Q. Right?

2 A. Yes.

3 Q. And this is where McLeod says they apologize
4 for the inconvenience caused to GSA. Isn't that what
5 the lawyer said?

6 A. Yes, they do.

7 Q. Then by these what?

8 A. By these service problems.

9 Q. All the service problems that McLeod was
10 causing and McLeod's is responsible for?

11 A. Yes.

12 Q. And then the contact date in December. And
13 of course you knew, didn't you, that Mr. Jiracek wanted
14 to switch the local service, too, in December? You
15 knew that, didn't you?

16 A. No, I didn't.

17 Q. You read this stuff, didn't you? Doesn't it
18 say in these contact notes that there's a discussion
19 about whether or not they should be switched back in
20 September to local service?

21 A. Did you read that in here?

22 Q. I want you to read it.

23 A. I think you're referring to these notes on
24 December 10th where it says the customer called in and
25 wanted to know why we were still billing him for long

1 distance on the lines that they should be with a
2 different company.

3 Q. That's not what I'm talking about. By the
4 way, what's it say here on December 4th regarding what
5 Mr. Jiracek -- what problems he was having? Was he
6 upset with McLeod because they weren't calling him
7 back?

8 A. Yes. On December 4th he was upset because he
9 said he hadn't received a call back on the trouble
10 ticket.

11 Q. And then here's where they're talking about
12 switching him back from -- legal was involved with this
13 for some reason. And she also said that there was an
14 order to change the long distance back, but I don't see
15 that either.

16 A. Right. That was because the customer had
17 just told us that they were supposed to be with another
18 long distance carrier. But the CSR who took this call
19 saw nothing in our system that indicates there's an
20 order to switch the customer's long distance.

21 Q. You mean other than the stuff that he had
22 already faxed to McLeod back in September 1998 saying
23 "don't switch me at all, I'm staying with NOS"?

24 A. Right, the CSR did not have access to this
25 information.

1 Q. Is that a case of on one hand not knowing
2 what the other one is doing?

3 A. I guess what I would attribute that to the
4 customer sent those letters to our branch of the -- our
5 branch did address those with the customer, and we
6 moved forward with the contract.

7 Q. Despite the fact he told you he didn't want
8 to switch?

9 A. Like I mentioned to this gentleman earlier,
10 Brett Ritter would have to testify to that, but I do
11 know he had a discussion with the customer and talked
12 about going forward with the contract.

13 Q. Did McLeod ever acknowledge that the service
14 was connected too early in August because Mr. Jiracek
15 had a contract with NOS that allowed him to have a free
16 month during the very time that you guys switched him?

17 A. There's nothing that I've seen in our account
18 that indicates we shouldn't have switched his long
19 distance any time after we had his signed service
20 agreement. So I'm sorry, can you rephrase the
21 question?

22 Q. No, I think you answer it had sufficiently
23 enough.

24 MR. KERR: I don't have anything further.
25 Thank you.

1 MS. WIEST: Ms. Cremer, do you have any
2 questions?

3 MS. CREMER: No.

4 THE COURT: Commissioners, do you have any
5 questions?

6 COMMISSIONER NELSON: I have one. Well, if
7 one is a customer of McLeod, what services do you
8 really provide? I mean what do you actually control?
9 What's in your control if I'm a customer of McLeod?

10 A. In markets where we dedicated -- we have
11 dedicated facilities, we can control their long
12 distance. Where we're not reselling we can control
13 voice mail in markets where we have voice mail for
14 customers. It's our own platform and we are totally
15 responsible for setting it up and servicing. We don't
16 form that out to anybody else. Internet service is the
17 same way.

18 COMMISSIONER NELSON: So when you drop in and
19 sell your services to people, do you explain the
20 differences between the kinds of services that you are
21 providing? Because you said you could provide where
22 you had facilities, you could provide different things
23 than where you don't have facilities.

24 So do you explain when you're marketing
25 people for your services which services they're going

1 to be provided and how they're going to be provided?

2 A. The sales rep would clearly explain to the
3 customer what products and services they're getting.
4 We wouldn't necessarily go into the fact to explain to
5 a customer that we're reselling U S West service.

6 If the customer asked us that, we surely
7 would tell them that and explain it. But we don't
8 proactively tell customers that we're reselling U S
9 West service.

10 COMMISSIONER NELSON: If you're only selling
11 U S West services, what part of the services do you
12 really control?

13 A. There are some things that we -- changes we
14 can make in CMS, which is an electronic interface that
15 we have that can make some feature changes in the U S
16 West central office.

17 COMMISSIONER NELSON: What would feature
18 changes be?

19 A. If a customer wanted to change a ring cycle,
20 for example, we could go in and program it to change
21 the ring cycle in CMS to do that. It could be done
22 automatically.

23 COMMISSIONER NELSON: Is it fair to say
24 though for the most part if you're not -- where you're
25 not a facilities based provider, that you're relying on

1 what the customer tells you or what U S West tells you?

2 A. That's true.

3 COMMISSIONER NELSON: Or, I mean, unless --
4 and I'm talking South Dakota for the most part.

5 A. Yes, that's true.

6 COMMISSIONER NELSON: There's no way though
7 that you really can verify if somebody says like he
8 said his 800 line didn't work and that it was ringing
9 into something else. So if U S West tells you that
10 that's not the case, then the customer says that he
11 doesn't have the service, so are you telling me that
12 there was no way that if U S West told you that, that
13 his line couldn't have been ringing differently than
14 U S West had told you?

15 A. U S West wouldn't be able to tell us where an
16 800 number is terminating to because the 800 number is
17 a long distance type feature and it's set up through
18 WilTel. So what we did was we verified with WilTel
19 where that number was terminating to, and WilTel
20 confirmed to us it's terminating to the correct number,
21 the main line.

22 COMMISSIONER NELSON: Because they said it,
23 do we know that it's true?

24 A. I would have to assume that it's true because
25 we haven't given WilTel any other numbers to terminate

1 it to. All WilTel has is a number with those two
2 numbers.

3 COMMISSIONER NELSON: What if WilTel made a
4 mistake?

5 A. They would have to know the other numbers
6 that he had to terminate that 800 number to, one of the
7 other numbers, and they don't have that.

8 COMMISSIONER NELSON: I guess I'm trying to
9 figure out is if -- what if they just typed in a wrong
10 number and it wasn't anything that had to do with the
11 number that he gave them or that you gave WilTel?
12 Could that happen?

13 A. It could happen, but then he wouldn't be
14 getting any 800 calls.

15 COMMISSIONER NELSON: Okay.

16 A. And he was telling me that -- he told us in
17 the trouble reports that he was receiving calls on his
18 second and third line.

19 COMMISSIONER NELSON: When you send your
20 technician out, what does the technician do?

21 A. Are you talking about when we dispatch for
22 one of the trouble issues? That was actually U S
23 West's technician that was dispatched for that trouble.

24 COMMISSIONER NELSON: So when you say you
25 dispatched your technician, it might have been U S

1 West's technician?

2 A. Yes.

3 COMMISSIONER NELSON: At one point he said
4 his lines didn't ring. How do we really know that they
5 didn't ring or that they did ring? I mean it seems to
6 me you're between a rock and hard place because you
7 don't really know. You have to rely on what U S West
8 says or what the customer says.

9 A. That's true. We rely on basically a good
10 description of what the customer is telling us the
11 problem is and our own internal troubleshooting to try
12 to isolate the problem to some point and then relying
13 on what U S West is going to do, troubleshooting
14 purpose-wise.

15 COMMISSIONER NELSON: Would you agree,
16 though, that if you come out and sell me your services,
17 local or long distance, that basically even though
18 you're reselling U S West services, I'm still your
19 customer, so my problem is your problem?

20 A. Yes.

21 COMMISSIONER NELSON: My problem would be
22 with you, not U S West; right?

23 A. Yes.

24 COMMISSIONER NELSON: And so you would be
25 solely responsible as far as the deal between you and

1 me. I have every right to expect that you're
2 responsible for the quality of that service, meeting
3 the deadlines, any kind of contractual arrangement we
4 have?

5 A. Yes.

6 COMMISSIONER NELSON: All right. Thank you.

7 COMMISSIONER SCHOENFELDER: In fact, Wiltel
8 actually resells U S West, does it not?

9 A. I don't know.

10 COMMISSIONER SCHOENFELDER: Wiltel is a
11 reseller. They don't have facilities based.

12 A. I don't know the answer to that.

13 COMMISSIONER SCHOENFELDER: Okay. When you
14 make a contract for local versus long distance, whether
15 that long distance be intraLATA or -- when you do
16 local, is that intraLATA as well as the local area?

17 A. If we have dedicated services in that market
18 it would be.

19 COMMISSIONER SCHOENFELDER: And then there
20 are entirely different services, you handle them
21 different ways. So I want to get my time line straight
22 if I can.

23 A. Okay.

24 COMMISSIONER SCHOENFELDER: When they asked,
25 you immediately switched the long distance. To me,

1 long distance means interstate international
2 interLATA.

3 A. Uh-huh.

4 COMMISSIONER SCHOENFELDER: You switched that
5 right away when the first order went through. So U S
6 West PIC'd that or Wiltel PIC'd that to you from
7 whoever you had for long distance before? When you
8 switched the local, did you wait then until September
9 to do that, like I think the customer asked?

10 A. I don't have any indication in the account
11 that we had a specific request for that date other than
12 what's noted in the account was we called the customer
13 on September 11th to coordinate a date for the
14 conversion of the local service, and on that discussion
15 we decided on September 24th.

16 COMMISSIONER SCHOENFELDER: That's handled
17 differently, and that's a Centrex facility?

18 A. Yes.

19 COMMISSIONER SCHOENFELDER: Then I'm still
20 confused about the international traffic. The customer
21 said he could not make an international call and yet
22 when you called and checked with Wiltel, that line had
23 been PIC'd to the previous carrier?

24 A. That's right.

25 COMMISSIONER SCHOENFELDER: So why then? Do

1 you have any idea? Because obviously it was no longer
2 your customer. It had been PIC'd over. Why couldn't
3 he have completed an international call?

4 A. This is my interpretation.

5 COMMISSIONER SCHOENFELDER: I'm asking you
6 for what could have happened.

7 A. What I'm thinking may have happened, the
8 account was converted or changed from McLeod to access
9 the NOS account at WilTel and missed something when
10 they were setting up and didn't have it set up to have
11 international on the account yet and it needed to be
12 fixed.

13 COMMISSIONER SCHOENFELDER: But you could
14 have used the interstate facility?

15 A. Yes.

16 COMMISSIONER SCHOENFELDER: But not
17 international?

18 A. Yes.

19 COMMISSIONER SCHOENFELDER: Okay. Then tell
20 me how McLeod does this ordinarily with a contract.
21 Because if I want to switch carriers for long distance
22 in this state for interstate or intralATA in some cases
23 but I'm not in U S West territory, so that wouldn't
24 apply, all I have to do is call a carrier, have a
25 carrier call me and notify U S West to PIC that number

1 to a new carrier and the old carrier is not necessarily
2 notified. Is that correct?

3 A. I'm probably not the right person to give
4 this answer.

5 COMMISSIONER SCHOENFELDER: Okay. Then can
6 you answer the payment question for me? I notice that
7 the payments sort of lag and at one time you said you
8 had a problem with the payments being late. However,
9 and I looked at them only briefly. The billing did not
10 indicate any late charges.

11 A. We don't charge late fees for customers.

12 COMMISSIONER SCHOENFELDER: So it wasn't late
13 enough so you would have charged late fees, or you just
14 don't charge?

15 A. We don't charge late fees for any customers.

16 COMMISSIONER SCHOENFELDER: Is it really
17 unusual for a business, probably the rest of us, too,
18 to lag and be late almost every month? Is that really
19 unusual?

20 A. It's more common for residential. We have
21 some business customers that are in that situation, but
22 it's a much smaller percentage than it is for
23 residential.

24 COMMISSIONER SCHOENFELDER: And then I want
25 to know in your opinion and from what you've told me

1 and from what your trouble report shows, which is what
2 you're relying on, was he ever totally without dial
3 tone, no dial tone at all ever on any of these lines?

4 A. There isn't a report that I have that shows
5 that.

6 COMMISSIONER SCHOENFELDER: I thought maybe
7 initially in that first report maybe he was totally
8 without a dial tone, but no one told me that exactly on
9 the main line he was but I wanted to know if the other
10 lines were without dial tone.

11 A. I had no indication at all the other lines
12 were without service. We had no reports of trouble
13 there.

14 COMMISSIONER SCHOENFELDER: Then, well, and
15 technically, I don't suppose you could answer this.
16 But if, as he testified, the 800 number people would
17 tell him the 800 number would ring, ring, ring and no
18 answer, that would indicate to me it wasn't rolling
19 over.

20 A. At the time his main line was without
21 service, I recognize the fact his 800 number was also
22 ringing no answer. It would not have gone anywhere
23 because that main number was disconnected.

24 COMMISSIONER SCHOENFELDER: So it really
25 wasn't rolling over, the problem with the 800 number.

1 It was ringing on the second and third line and wasn't
2 a roll-over problem where it wasn't a failure to
3 rolling over because it was busy or something like
4 that?

5 A. The 800 number wouldn't have worked while
6 there was no dial tone. Once dial tone was restored,
7 and it was rolling on, it was rolling onto --

8 COMMISSIONER SCHOENFELDER: It was rolling
9 onto something he didn't want it on?

10 A. Right.

11 COMMISSIONER SCHOENFELDER: Just so I
12 understood. Thank you.

13 MS. WIEST: I had a clarification question.
14 On the December 4th when you talked to WilTel and said
15 the customer was no longer with McLeod and was on
16 another account, was that just for international calls?

17 A. They told us at that time that they were
18 PIC'd -- they were moved off the McLeod account and
19 onto another carrier's account as of that time. We had
20 their dedicated traffic for long distance at that
21 time. So their domestic long distance was routing
22 dedicated through McLeod at that time, but your
23 international traffic route is to whoever you're PIC'd
24 to, which happened to be 555 and NOS at that time.

25 MS. WIEST: Okay. Thank you. Do you have

1 any redirect, Mr. Haas?

2 MR. HAAS: Yes, Your Honor. Might I just
3 have a minute? I want to check my notes. I do have a
4 couple questions, if I might.

5 REDIRECT EXAMINATION

6 BY MR. HAAS:

7 Q. Ms. Voorhees, do you recall questions
8 regarding WilTel? Do you resell WilTel or WorldCOM?

9 A. WorldCOM, WilTel, I'm sorry.

10 Q. The WilTel, that was bought out by WorldCOM?

11 A. Yes, I'm sorry, WorldCOM.

12 Q. So we resell WorldCOM long distance service?

13 A. Long distance.

14 Q. When you were going over the contact
15 narrative notes with counsel, do you recall where early
16 on a note was described the customer had a problem or
17 -- I'm sorry, may I have a copy of the contact
18 narrative?

19 A. This is the same thing.

20 Q. Would the use of the word problem in the
21 contact narrative by a customer service representative
22 necessarily mean the customer was having problems with
23 his service or that the customer was being a problem?
24 Is that sometimes entered into the customer contact
25 narrative?

1 A. Yes, it is.

2 Q. So what would the use of all caps mean in the
3 contact narrative?

4 A. It would usually mean that either the
5 customer was very upset or it was an escalated
6 situation.

7 Q. Counsel for GSA was asking you about
8 responsibility when a U S West customer goes to
9 McLeod. Do you recall that line of questioning?

10 A. Yeah.

11 Q. Again, when a customer converts to our
12 service and we send an order to U S West, who then
13 actually converts the line to our service?

14 A. U S West actually makes the network
15 connection to disconnect them from U S West service and
16 connect them to McLeod Centrex service.

17 Q. Commissioner Nelson asked you about
18 technicians being dispatched. Is there a McLeod USA
19 technician that does visit the site on the day of
20 upgrade?

21 A. Yes, there is a McLeod tech there to make
22 sure the conversion goes smoothly and test the lines.

23 Q. And just so we're clear, I think we've had
24 quite a bit of testimony on the outage of the toll free
25 service from September 28th to the 30th. Was the toll

1 free service, according to the reports, ever out?

2 A. The toll free service was out during the time
3 when there was no dial tone on the main line.

4 Q. The dial tone on the main line was restored,
5 according to the records, by noon on September 28th?

6 A. Right.

7 Q. After that is there any report that the 800
8 service did not work at all?

9 A. No. The reports are that the 800 number was
10 ringing to different lines.

11 MR. HAAS: That's all I have, Your Honor.

12 MS. WIEST: Any more cross based on
13 redirect?

14 MR. KERR: Yes, just a few.

15 (EXHIBITS NO. 4 and 5 WERE MARKED FOR
16 IDENTIFICATION.)

17 MR. KERR: My notes don't show that Exhibit
18 1E was ever offered, but I would offer it at this time.

19 MS. WIEST: No, it was not. Any objection?

20 MR. HAAS: Your Honor, I might ask we get a
21 clean copy of the correspondence to me. The dates are
22 illegible on 1E. I would ask perhaps if we could find
23 the original, can we provide that to make sure we have
24 a clear copy of this?

25 MS. WIEST: You would have the original.

1 MR. HAAS: I believe we would have that
2 somewhere.

3 MS. WIEST: If you send us the original, we
4 will replace that. Any objection then to 1E?

5 MR. HAAS: No.

6 MS. WIEST: If not, it's admitted.

7 CROSS-EXAMINATION

8 BY MR. KERR:

9 Q. Ma'am, I want to show you what now has been
10 marked as Exhibit No. 4. Can you identify that for me?

11 A. These are the trouble reports that McLeod
12 created.

13 Q. And these are what you relied on to assist
14 you in your testimony here today?

15 A. Yes.

16 MR. KERR: I'd move Exhibit No. 4, which are
17 the trouble ticket printout sheets that this deponent
18 has testified to today.

19 MS. WIEST: Any objection?

20 MR. HAAS: No objection.

21 MS. WIEST: They're admitted.

22 Q. And then I'll show you what's been marked
23 Exhibit No. 5 and ask you to identify that document.

24 A. This is the McLeod contact narrative on this
25 account.

1 MR. KERR: And then, Your Honor, I'd move No.

2 5.

3 MS. WIEST: Any objection?

4 MR. HAAS: No objection.

5 MS. WIEST: They're admitted.

6 Q. Now, there's something that bothered me when
7 you testified under questioning by counsel for McLeod.
8 He said isn't it sometimes that somebody might put
9 customer something and that would be the problem rather
10 than the customer? Do you remember him asking you
11 about that and you said could be?

12 A. Are you referring to the question where he
13 asked me that we could be referring to the service
14 problem or the customer is a problem? Yes.

15 Q. All right. Let's talk about that then
16 because that's not what this says, does it?

17 A. I agree with you, this says that the customer
18 has been a problem since day one.

19 Q. All right. And finally there was some
20 questions that were asked of you regarding U S West
21 having to go out and do the physical stuff about
22 converting.

23 A. Uh-huh.

24 Q. And U S West might have to do this, then
25 that's U S West, but you would kind of monitor it like

1 you would go out and test it to make sure everything is
2 okay. Isn't that what you said?

3 A. Yes.

4 Q. But ultimately you've acknowledged with
5 Commissioner Nelson that ultimately McLeod is
6 responsible to its customer for that service; isn't
7 that right?

8 A. We are responsible to our customer, yes.

9 MR. KERR: Thank you. Nothing further.

10 MS. WIEST: Any redirect?

11 MR. HAAS: No.

12 COMMISSIONER NELSON: I have one question.

13 Okay. I'm back to this, how this stuff physically
14 happens. First I thought you said the technicians --
15 when you referred to technicians, you were probably
16 referring to really U S West's technicians. But then I
17 got a little confused because you said a technician of
18 yours might go out and do this.

19 So when somebody switches service or
20 something, except for taking U S West's word for it,
21 did you really send a person out there on a regular
22 basis to verify that they really do fix the trouble
23 things like they say, or that they really do make the
24 switch?

25 Say they switched his local service on

1 September 23rd or whatever date it was, do you really
2 verify that that switch was -- do you see that? Do you
3 know that for a fact for yourself or do you rely only
4 on U S West?

5 A. When we convert customers to our service,
6 yes, we do send our technicians out there to do the
7 testing and we did document in our account that our
8 representative was there to do the testing and make
9 sure the conversion went okay for the customer.

10 Q. Do you do that every time for every customer?

11 A. For conversions? When we're actually
12 converting the account, we don't always do it for small
13 lines. Right now for a customer that would have less
14 than five lines, sometimes we'll just do an overnight
15 conversion and doesn't require somebody on site. But
16 that's something we started doing relatively recently.
17 But in this instance we did have a tech there.

18 COMMISSIONER NELSON: What is relatively
19 recently when you started this?

20 A. In 1999. I don't know the exact month that
21 it happened, but it was early in the year 1999 that we
22 started doing overnight conversions where we would --
23 small businesses that just have a couple lines, we
24 would just convert overnight.

25 COMMISSIONER NELSON: So anywhere in your

1 electronic files that you have does it tell you for
2 sure your technician was there?

3 A. Yes, it does.

4 COMMISSIONER NELSON: Okay. Thank you.

5 A. If you don't mind, I can clarify the other
6 points you were asking about U S West technicians
7 dispatching.

8 COMMISSIONER NELSON: Okay.

9 A. If it's a problem with the U S West network,
10 of course we need their technician to do the work
11 because we can't work their lines. We do use technical
12 service reps as needed just to go out and test with the
13 customer to make sure there might not be an equipment
14 problem or something like that. We have done that in
15 cases.

16 COMMISSIONER NELSON: So when U S West says
17 that they fixed trouble like the trouble that GSA had,
18 is it U S West's technician's word that you really have
19 to rely on?

20 A. Yes.

21 COMMISSIONER NELSON: You don't really know
22 what U S West says is a fact; right?

23 A. That's true.

24 COMMISSIONER NELSON: Okay. Thank you.

25 MS. WIEST: Thank you. Do you have any other

1 witnesses?

2 MR. HAAS: Yes, Your Honor. McLeod would
3 call Mr. Brett Ritter.

4 BRETT RITTER,

5 called as a witness, being first duly sworn,
6 was examined and testified as follows:

7 DIRECT EXAMINATION

8 BY MR. HAAS:

9 Q. Would you please state your name and business
10 address for the record.

11 A. Brett Ritter, and my base address is 343
12 Quincy Street, Rapid City, South Dakota.

13 Q. What is your current title with McLeod USA?

14 A. Branch manager.

15 Q. Branch manager in Rapid City?

16 A. Yes. I reside in Rapid City.

17 Q. What are your current responsibilities with
18 McLeod?

19 A. I guess I oversee the sales and field service
20 activities in five cities for McLeod USA.

21 Q. Were you present during the testimony of Mr.
22 Jiracek earlier today?

23 A. Yes.

24 Q. Could you please explain to the Commission
25 how an account representative is trained to inform the

1 customer about the process of converting their service
2 local long distance toll free to McLeod USA?

3 A. Sure. What would usually -- what we train
4 our people to tell the customers at the time of signing
5 a contract with us:

6 Now, please understand this is a full
7 service. We are an integrated service, integrated
8 communications provider. There are in this case three
9 steps to a conversion. One step is the conversion of
10 the local telephone service or the local exchange.

11 When that process takes place, we will call
12 you, schedule a time, and the technician will visit
13 your location here to test to make sure that conversion
14 of that local exchange went well.

15 Yet a separate area of the conversion is the
16 conversion of your interexchange traffic or carrier and
17 long distance essentially. That process takes place
18 electronically, not necessarily at the same time as the
19 other two.

20 The third process that takes place that's
21 completely independent of the other two is the porting
22 or the conversion of your toll free numbers to McLeod
23 USA. Here again most of the process takes place
24 electronically or with an order written to an IXE
25 company and a letter of agency sent to them, but that

1 might not convert on the same date as either one of the
2 other two services.

3 Q. Now, Mr. Jiracek signed the service agreement
4 on August 18th and then an addendum after the service
5 agreement and it's dated August 21st. Can you explain
6 why an addendum was required for GSA?

7 A. In this particular example the negotiation
8 between our sales representative and the customer fell
9 outside of what we call field empowerment, which I'm
10 allowed to approve. Which means what we needed to do
11 is submit what we call an SMSA, or Special McLeod
12 Service Agreement. He signed the SMSA, page one, three
13 days prior to signing the addendum as a letter of
14 intent.

15 What you're asking for I need to get
16 permission from my corporate headquarter's upper level
17 management. In this example it was a financial
18 circumstance. We're asking you to match international
19 rates of my current provider.

20 There might be some legal verbiage that might
21 go through a different department, legal department or
22 whatever. In this example he asked us to fall outside
23 of field empowerment on an international rate.

24 At that time he signs the SMSA, page one, as
25 a letter of intent. We send the conditions that the

1 customer is agreeing to down to a business manager
2 sales manager in this circumstance for the financial
3 consideration and they would give us approval and say,
4 okay, we agree.

5 And if they do that we get a printed addendum
6 back, which I believe is on record here, that printed
7 addendum, this printed addendum where it says McLeod
8 USA will provide the following rates for international
9 calls and then it says it's got the countries listed
10 and the rates listed. That explains the three-day lag.

11 Q. Did you have cause to speak personally to Mr.
12 Jiracek concerning his service agreement and in
13 particular his long distance rates?

14 A. I had cause to speak with Mr. Jiracek in
15 regards to competitive offer.

16 Q. And do you know on or about when that
17 conversation took place?

18 A. I know that it was post receiving this letter
19 that was dated, I believe, on the 21st of September.

20 Q. Could you reference at the bottom of that
21 document what exhibit that is?

22 A. Exhibit B.

23 Q. Exhibit 1B?

24 A. Yes.

25 Q. During that conversation with Mr. Jiracek,

1 did you discuss the NOS offer that he had received
2 since he had signed his contract with McLeod?

3 A. Yes, I visited Mr. Jiracek at his business to
4 go over the competitive offer. The competitive offer,
5 in fact, had a lower rate for interstate and interLATA
6 long distance. I could be wrong. In fact, had a low
7 offer for toll free long distance for sure, and I
8 believe maybe interstate, a very small difference.

9 I explained to Mr. Jiracek that we agreed and
10 we position when we sign up customers we will either
11 match any competitive offer or release them from their
12 agreement if we cannot at any time as long as it's a
13 better bottom line offer.

14 When I took his offer and I put the rates
15 into his bill copy and compared them to his McLeod USA
16 rates on the full picture intrastate or intraLATA,
17 interLATA, local service, and features, the McLeod USA
18 total was still smaller than based on the competitive
19 offer with NOS and U S West combined.

20 Q. Did Mr. Jiracek during that meeting tell you
21 that he did not want to continue, or did not -- strike
22 that. During that meeting did Mr. Jiracek tell you
23 that he did not want McLeod USA as a long distance
24 service?

25 A. No. I left with the understanding that he

1 was going to retain our services.

2 Q. And just to expand, retain our services for
3 both local long distance and toll free, is that your
4 understanding?

5 A. Yes.

6 MR. HAAS: That is all the questions I have,
7 Your Honor.

8 MS. WIEST: Go ahead.

9 MR. KERR: Thank you, Your Honor.

10 CROSS-EXAMINATION

11 BY MR. KERR:

12 Q. You indicated that at the time that this
13 contract was entered into, you were in the field
14 service activities for overseas sales, is that what you
15 said?

16 A. Correct. Overseas, overseeing, I'm sorry. I
17 oversee sales and field services activities.

18 Q. Okay. I thought we were talking to somebody
19 else.

20 A. No, I'm sorry.

21 Q. Did you actually negotiate with Mr. Jiracek
22 regarding the fees that you just testified to that are
23 contained in the page five of six of the addendum?

24 A. Personally, I did not negotiate those fees
25 with him, no.

1 Q. You don't know what representations were made
2 by any sales representative of McLeod to Mr. Jiracek
3 before he signed this agreement on August 18th of 1998?

4 A. The only representations I know that would be
5 made is what's in writing on the agreement.

6 Q. You mean what somebody else wrote in on this
7 agreement that Mr. Jiracek signed?

8 A. You would have to point out some kind of
9 other writing on the agreement to me.

10 Q. Well, there's a whole bunch of handwritten.

11 A. Oh, I signed the order after all that was
12 complete.

13 Q. And the representatives of course indicated
14 that they would meet or beat any current service that
15 Mr. Jiracek had; isn't that true?

16 A. I don't know that that's true or not.

17 Q. Well, there wouldn't be any reason for Mr.
18 Jiracek to sign up with another carrier who was more
19 expensive than the one he has now, is there?

20 A. I disagree with that statement.

21 Q. I see. So you think Mr. Jiracek would sign
22 up with McLeod so he could pay more to your company
23 than he was to NOS or to U S West?

24 A. I have had experience to have customers pay
25 us more than they paid their previous carrier, yes.

1 Q. But you know that's not true here, don't you?

2 A. I suspect that that's not true.

3 Q. Because he faxed to you on the 17th -- he's
4 already saying you guys aren't meeting the prices of
5 NOS. He's already telling you that he's not going to
6 sign up with you because you can't beat him. Isn't
7 that what he's doing?

8 A. I viewed the fax on the 17th as a competitive
9 offer, as in my mind he was in fact already our
10 customer.

11 Q. I see. So when he says -- when we agreed to
12 be hooked up to your service, you're saying we've
13 already got him. Is that what you're saying here
14 today?

15 A. I believe that he signed an agreement with us
16 last dated on August 21st and I believed at that point
17 he had agreed to be our customer, yes.

18 Q. But he indicated to you that he didn't want
19 the service hooked up until the 24th because he already
20 had this free month with NOS.

21 A. I don't believe that to be correct.

22 Q. Well, you heard him testify here today and
23 he's produced a document that shows he had the free
24 month of service. Are you saying the document is
25 inaccurate?

1 A. I see -- based on my recollection, I see
2 absolutely no date on the document whatsoever
3 indicating when that would be correct. And there is no
4 special note on this service agreement that said don't
5 switch my account until a certain date. There's no
6 agreement that says that.

7 Q. But you saw the fax from McLeod that
8 indicated that they researched it and it wasn't
9 supposed to be switched until the 24th? You saw that?

10 A. See, I think that the fax you're referring to
11 is, as I explained, there's a three-step process. The
12 fax you're referring to states that the transition date
13 was the 24th for local exchange service. That was the
14 date that was determined by McLeod USA and U S West.
15 It had absolutely nothing to do with the customer.

16 Q. But, sir, when you received this fax on
17 September 17th of 1998, you knew then that he
18 understood that he didn't have long distance service
19 through you yet, didn't you, because he says when we
20 agreed to be hooked up? He's still trying to negotiate
21 with you on the prices.

22 A. I don't see that. I don't have that. I need
23 to see that fax.

24 Q. Right on your left hand there.

25 A. Could you give me a minute to read it,

1 please? (Pause.) Okay. The way I read this fax is,
2 "When we agreed to be hooked up to your service,"
3 which in my mind is August 21st, "you stated you would
4 beat any rate that was offered to us."

5 I, at that time by receiving that fax,
6 understood what Mr. Jiracek was saying, but I don't
7 think it's an accurate statement, which is why I
8 visited him later to explain our most favored customer
9 clause.

10 Q. Well, take a look, sir, at Exhibit B. He
11 says, "Last week we faxed a letter stating as promised
12 that you could match or beat NOS's rates for long
13 distance service. Since we have not heard from you, we
14 assume you could not beat their quote; therefore, we
15 have desire to stay with NOS."

16 You knew then that he had no idea that you
17 already had switched him, didn't you?

18 A. I knew at that point that he wished his
19 service to be with NOS. I also knew at that point that
20 my sales representative between this date and this date
21 had called and left a message for Mr. Jiracek to call
22 back so that we could respond to the offer.

23 And this fax, after we finally got to him,
24 the two faxes together kind of -- I mean either one of
25 them would have inspired us. But that's what inspired

1 us to go out and visit him.

2 Q. And let me see your notes, your phone logs,
3 your contact logs, whatever it is that says that you
4 went out there between the 17th and the 21st you made a
5 telephone contact and he wasn't there. Let me see
6 that.

7 A. I don't have those.

8 Q. I see. And then when you got this fax and he
9 says, "We want to continue our local service," or "we
10 want to stay with NOS," you're saying, "Well, I went
11 out after"?

12 A. I went out after getting this fax, that's
13 correct.

14 Q. And now you're saying that since then he
15 agreed to stay with you rather than what he said on the
16 21st of September of 1998?

17 A. Yes, that's what I'm saying.

18 Q. Let me see your notes on that, sir.

19 A. I don't have those notes.

20 Q. You've got to have something. The other
21 witness had all kinds of technical electronic data.

22 MR. HAAS: Your Honor, I'm going to object to
23 that question.

24 MS. WIEST: He already said he didn't have
25 them. Go to your next question.

1 Q. Then you're saying that all of these other
2 problems and all the problems he's talking about being
3 switched by McLeod without his permission, you're
4 saying that's all untrue?

5 A. What I'm saying is we have a service
6 agreement that a customer signed. This agreement -- I
7 have no legal background, but this agreement, in my
8 mind, gives us permission to switch his service. So,
9 yes, I'm saying that we absolutely have written
10 documentation that he agreed to switch our service.
11 That's my interpretation.

12 Q. And I know you're not a lawyer. You didn't
13 introduce yourself as a lawyer. But you're relying on
14 that one document to indicate that whatever happened,
15 McLeod was in the right because they had that contract?

16 A. No.

17 Q. That's not what you're saying?

18 A. No, because that's an extremely general
19 statement.

20 Q. Was there something wrong about it?

21 A. You said no matter whatever happened McLeod
22 would be right because the customer signed this
23 agreement, and I said I don't -- I disagree with that
24 statement and the reason I did is because of the terms
25 no matter whatever happened. That's very ambiguous.

1 That's all-encompassing. I could think of some, you
2 know, I mean, really weird things happening.

3 Q. You mean like not being able to get your 800
4 numbers? Would McLeod be responsible for that?

5 A. What do you mean by not being able to get
6 your 800 numbers?

7 Q. Sir, this whole thing is about his not being
8 able to have the service that he contracted for, but
9 then he said, look, I didn't even contract for it but I
10 didn't want it, now I got it and I can't get it fixed.
11 And now you can envision when McLeod would be
12 responsible for something that McLeod did or failed to
13 do? You would acknowledge that, wouldn't you?

14 A. I can envision circumstances where McLeod is
15 responsible, yes.

16 Q. And you never told Mr. Jiracek by letter form
17 or otherwise that, sorry, we've already switched you
18 and we switched you on about August 28th of 1998? You
19 never told him that either, did you?

20 A. I believe that Mr. Jiracek has spoken about
21 earlier received a welcome packet in the mail. He also
22 would have received a phone bill that would have the
23 traffic on it starting on that date.

24 Q. And you heard him testify regarding when he
25 received that bill?

1 A. I don't remember any testimony as to the date
2 he received bills. But if it's there, I would take
3 your word for it.

4 Q. And you don't have any information to
5 indicate one way or the other the time, the specific
6 time, that he would have received a bill that has
7 service for when he didn't think he had it?

8 A. I could research. I could look at the bills,
9 figure out the billing date, and have a pretty good
10 general idea of when he would have received it. It
11 would have been sometime after August 26th. I'll
12 definitely stipulate to that.

13 Q. Sure, because the invoice date isn't until
14 like the middle of September; isn't that right?

15 A. I would have to look at the very specific
16 invoice. I don't know. If you said that, I would
17 believe you.

18 Q. Thank you. And then Mr. Jiracek -- of course
19 you never specifically negotiated with Mr. Jiracek
20 regarding prices, did you, initially?

21 A. Only after -- only after the faxes.

22 Q. Only after he told you that he wanted to stay
23 with NOS?

24 A. Only after he indicated he had a competitive
25 offer.

1 Q. And did he indicate to you that he had
2 customers all over the world?

3 A. He indicated to me that he had -- yes, I
4 believe he did.

5 Q. Isn't it true also, sir, that you went out to
6 GSA to discuss all of the service problems that he was
7 having?

8 A. As I recall, we did not discuss the service
9 problems.

10 Q. It's your testimony you only went out there
11 one time?

12 A. That's a very accurate statement. I was only
13 there personally one time.

14 Q. And then he called you and told you that he
15 was having all these service problems?

16 A. I remember speaking to him on the phone on
17 two different occasions for sure. I may have more. I
18 remember two specifically.

19 Q. Do you have a record of those?

20 A. No, I don't.

21 Q. So it may be more, it may be less?

22 A. I remember two very specifically. I'm sure
23 it's not less.

24 Q. So it's probably more or could be more?

25 A. It could be more.

1 Q. And he was telling you that he had specific
2 problems with phone service?

3 A. One phone conversation that I recall was in
4 regards to the competitive offer and setting the
5 appointment to do that. The other conversation I
6 recall was a telephone call I placed to him.

7 Q. So you are testifying here today that he
8 never called you to complain about the service?

9 A. I am testifying today that he -- that I --
10 that I don't ever recall speaking to him. He may have
11 tried to call me and never spoken with me, he may have
12 even called me, spoken with me, and I don't recall it.
13 My testimony is I remember two specific phone calls.

14 Q. All right. So you're not testifying about
15 the number of phone calls; there may be more, but you
16 only remember two as you sit here today?

17 A. I remember two.

18 Q. All right. Is there anybody else working at
19 the local office?

20 A. Yes.

21 Q. And did Mr. Jiracek ever call them to
22 complain about the service?

23 A. Yes.

24 Q. On a number of occasions?

25 A. Yes.

4 A. I assumed he was upset.

8 | A. Yes.

10 A. The call I remember was in regards to the
11 time frame when his telephone first line was ringing at
12 his home location. I investigated into that situation.

14 A. I believe he asked us to do that and so at
15 one point he wanted that and then later he didn't want
16 that any more.

17 Q. Because all the problems he was having?

23 Q. I see. Who are the other employees at the
24 local office who would have received all these
25 complaints from Mr. Jiracek?

1 A. I know that he for sure spoke with Angela
2 Oberle, and I know since then he has spoken with
3 Colleen Wyler.

4 Q. What about the complaints that he had?

5 A. I know that Mr. Jiracek had most certainly
6 complained to Angela Oberle.

7 Q. You said that the switch-over process was
8 something that's kind of automatic and is done in a
9 three-stage process?

10 A. I'm not comfortable with the word automatic,
11 but three-stage process or three separate, three
12 separate processes, yes.

13 Q. And these take place just in stages that you
14 dictate?

15 A. No. They all start to take place at the same
16 time. When an order is written and sent to the CSR,
17 the local exchange paperwork goes to one group to
18 process that order. The interexchange, or long
19 distance, goes to a separate group for them to process
20 that order. And the toll free paperwork goes to a toll
21 free group. At least that's my understanding.

22 Q. And that's just all done by McLeod through
23 whatever service they're using, like U S West equipment
24 they would coordinate with whatever provider?

25 A. In the circumstance of local exchange

1 service, local telephone service, McLeod and U S West
2 would coordinate a conversion together.

3 Q. As you sit here today, you're not denying
4 that Mr. Jiracek had problems with his telephone
5 service, are you?

6 A. No.

7 MR. KERR: Nothing further. Thank you.

8 MS. WIEST: Ms. Cremer?

9 MS. CREMER: No, I have nothing. Thank you.

10 MS. WIEST: Commissioners?

11 COMMISSIONER SCHOENFELDER: I don't have
12 anything.

13 MS. WIEST: Any redirect?

14 MR. HAAS: I may have just a couple, Your
15 Honor.

16 MS. WIEST: Go ahead.

17 REDIRECT EXAMINATION

18 BY MR. HAAS:

19 Q. Mr. Ritter, do you recall the questions about
20 complaints by Mr. Jiracek to the branch office about
21 service problems?

22 A. Yes.

23 Q. Is your branch office personnel trained to
24 resolve trouble tickets?

25 A. My branch office is trained to warm forward

1 the calls to Ms. Voorhees' organization. That's what
2 they're trained to do when they receive a complaint
3 phone call from a customer. They're trained to warm
4 transfer that call into customer service.

5 Q. For the Commission, a warm transfer would be
6 one that the customer doesn't lose contact with McLeod?

7 A. "My name is Brett. I have Don Jiracek on the
8 phone with GSA. He's experiencing some problems, and
9 I'm now transferring him to you."

10 MR. HAAS: That's all the questions I have,
11 Your Honor.

12 MS. WIEST: Any further cross based on
13 redirect?

14 MR. KERR: No.

15 MS. WIEST: Do you have any other witnesses,
16 Mr. Haas?

17 MR. HAAS: No, Your Honor.

18 COMMISSIONER NELSON: I have a question. I
19 thought of it. On this three-step process that you
20 talk about, would you agree that the customer really
21 doesn't care when they sign up for your service if it
22 takes you three steps or 15 steps to get their services
23 that they're ordering hooked up?

24 So I mean the bottom line the customer wants
25 to know is that you're going to provide long distance,

1 or if you're going to provide long distance and local
2 service that it's going to happen on such and such a
3 date.

4 And so I guess the question really is do you
5 really tell people when they sign up to be McLeod
6 customers for long distance and local or long distance
7 or local or both, that services will be -- you can
8 count on being able to use this phone on a certain
9 specific date?

10 I mean, because to me, it doesn't matter if
11 it took you 14 steps to get this achieved. All I want
12 to know is I wanted your service or I didn't, and if I
13 signed up, I should expect that sometime and I want to
14 know when these services are going to be available.

15 A. Maybe I have positioned it incorrectly. It's
16 not necessarily three steps, three separate processes.
17 The reason we go into that is it's very typical that
18 there are three different dates.

19 COMMISSIONER NELSON: So do you tell
20 customers this?

21 A. Yes, that's exactly what we tell customers.

22 COMMISSIONER NELSON: So you always tell the
23 customers that this is going -- there's, like you say,
24 it's a three-step process. So can I assume every time
25 McLeod signs up a customer, that you tell them we're

1 going to hook up your long distance on say -- let's
2 just pick May 10th, and we're going to hook up your
3 local service on June 11th or whatever?

4 A. Maybe to best answer your question I could
5 try a positioning statement on you, like you were my
6 assumed customer and you had just signed this
7 agreement.

8 I would say please understand that the
9 conversion process is three separate steps. Typically
10 we position to our customers that the local exchange
11 service will take somewhere between four and six
12 weeks.

13 Sometimes it happens much sooner than that,
14 but I want to underpromise and overdeliver, so I'm
15 going to say to you expect four to six weeks. Someone
16 will call you and schedule a date. Please understand
17 that that is for local exchange, local dial tone
18 telephone service.

19 Your long distance service and your toll free
20 service are separate conversions and will not happen
21 necessarily on the same date as that local telephone
22 service. Typically we anticipate that the long
23 distance and the local switches sometime close to each
24 other.

25 The one variable that we've experienced the

1 most dramatic sway on or time frame difference is the
2 toll free number because we're really at the mercy of
3 your current toll free provider. What I just said to
4 you is what my trained -- my salespeople are trained to
5 say to every customer they sign up. Those were my
6 words, but basically --

7 COMMISSIONER NELSON: Okay. On this letter
8 that we talked about a while ago, Mr. Jiracek sent the
9 letter saying that because you couldn't meet the prices
10 of his present provider, that he no longer wanted to be
11 your customer, even though he had already signed a
12 contract with you.

13 So, in other words, he's telling you in
14 writing that he has changed his mind. So you're saying
15 though that you felt it was -- at least I thought you
16 were saying that -- and if that's not true, correct
17 me. That you felt because you had this contract, that
18 you could ignore the letter?

19 A. Oh, no, that's not what I'm saying at all.

20 COMMISSIONER NELSON: So then why didn't you
21 have to not --

22 A. I responded to the letter. I visited his
23 business after receiving this letter. I scheduled an
24 appointment with him and went out to go over his
25 competitive offer. They offered him lower rates after

1 he had switched. I put those rates into his traffic
2 pattern and compared those rates to a bottom line price
3 with McLeod USA.

4 When you consider if he switched to NOS and
5 decided to get rid of McLeod entirely, he would have to
6 go back to U S West and the local line rates and
7 features would increase, McLeod USA was a better bottom
8 line deal.

9 I explained to Mr. Jiracek that our most
10 favored customer clause will match what any competitive
11 offer speaks about bottom line. He was not necessarily
12 happy about that, and I then informed him that he had
13 the right at any time to choose any long distance
14 carrier he wanted.

15 And, again, I'm not legal a legal person, but
16 I did make him aware that he was in a service agreement
17 with us and he may be subject to a term liability
18 charge if he left. I view it as my responsibility to
19 make sure -- I try and inform the customers of this
20 situation. When I left that meeting, I don't think he
21 was happy about it, but it was my understanding that he
22 was going to stay.

23 COMMISSIONER NELSON: So just so I have it
24 right, you said earlier in your testimony that when you
25 left, it was your understanding that Mr. Jiracek was

1 going to continue to be a McLeod customer?

2 A. That's correct.

3 COMMISSIONER NELSON: And I kind of leaped to
4 the conclusion then that you reached an agreement that
5 he was happy and he was happy he was going to be a
6 McLeod customer. And that's not necessarily true;
7 right?

8 A. I think that we reached an agreement. I
9 thought that he understand the implications, or he
10 understood his choices, I guess.

11 COMMISSIONER NELSON: Clearly you're saying
12 though that you feel that because in this contract that
13 he has, that you said you would meet or beat your
14 competitor's prices or his present provider's prices.
15 But does it say in your contract that that means the
16 bottom line? You explain that clearly that that means
17 that how you compute those charges, because I wouldn't
18 actually have interpreted it the way you're
19 interpreting it. I mean --

20 A. Should I read it to you?

21 COMMISSIONER NELSON: Yeah, you can tell me.

22 A. In the event comparable products and services
23 with similar terms and conditions become generally
24 available from a competitor, after the term agreement
25 is initiated, as determined by McLeod USA, McLeod USA

1 may elect to match these products or services or
2 transition customer to a better McLeod USA products or
3 service. I could go on, but that verbiage means to me
4 that exactly what I said before, bottom line.

5 COMMISSIONER NELSON: But you don't have
6 anything in writing except the last written thing that
7 you have from Mr. Jiracek is really his notice that he
8 didn't think you were beating his prices and he didn't
9 want to be with you. Right?

10 A. I believe there's further written
11 documentation following that. I have a letter dated
12 February 5th that says, you know, "Now this letter is
13 to inform you that we would like to close our long
14 distance only account with your company. We have
15 chosen another long distance carrier. Please cancel
16 the account number."

17 And then we have Mr. Jiracek or GSA's account
18 number there for the following numbers. And then the
19 telephone numbers and the toll free numbers is listed.
20 My assistant actually helped Mr. Jiracek write this
21 letter.

22 COMMISSIONER NELSON: Okay. Thank you.

23 MS. CREMER: We have to be out of here by
24 6:00.

25 MS. WIEST: You didn't have any further

1 questions?

2 MR. HAAS: No.

3 MS. WIEST: Do you have any rebuttal?

4 RECROSS-EXAMINATION

5 BY MR. KERR:

6 Q. Isn't it true that the letter that you just
7 made reference to you had already been contacted by Mr.
8 Jiracek long before that indicated he didn't want the
9 service?

10 MR. HAAS: I'm going to object. I thought we
11 closed with this --

12 MR. KERR: Oh, I didn't know we were
13 finished.

14 MS. WIEST: Did you have anything based on
15 his redirect? That's where we were. You had already
16 had cross-examination based on his redirect.

17 MR. KERR: That's what I thought he had
18 redirect and maybe I lost the sequence.

19 MR. HAAS: He had redirect and waived.

20 MR. KERR: Yes, I do have a rebuttal
21 witness. Mr. Jiracek.

22 DON JIRACEK,
23 called as a witness, being first duly sworn,
24 was examined and testified as follows:

25 DIRECT EXAMINATION

1 BY MR. KERR:

2 Q. You heard the testimony of Mr. Ritter here
3 today? You need to answer verbally.

4 A. Yes.

5 Q. All right. It's been a long day. He
6 indicated that after you had sent him these two pieces
7 of correspondence indicating that you wanted to stay
8 with NOS, that he called and you set up a meeting and
9 went out and met with you. Is that true?

10 A. Yes.

11 Q. At that time did you discuss with him that
12 you wanted to stay with McLeod?

13 A. At that time I had been without phone service
14 for about five, six days. I don't think I discussed
15 much with him except for please get my phones working.
16 I did talk to him a couple days after that where your
17 secretary pulled you out of a meeting.

18 You should remember that because she accused
19 me of swearing at her. Never returned my phone calls.
20 No, no, sir, I did not at that time want McLeod as my
21 long distance carrier. I just wanted my services up
22 and running.

23 Q. And, in fact, the time that Mr. Ritter says
24 that he went out to discuss this matter with you, you
25 were already without service?

1 A. Yes.

2 MR. KERR: That's all I have.

3 MS. WIEST: Any cross?

4 MR. HAAS: May have. Just a minute. No
5 questions, Your Honor.

6 MS. WIEST: Ms. Cremer?

7 MS. CREMER: No.

8 THE COURT: Commissioners?

9 COMMISSIONER SCHOENFELDER: No.

10 COMMISSIONER NELSON: Your February 5th
11 letter would seem to indicate that you were going to
12 keep your local service. Was that your intent?

13 A. Keep McLeod as my local? No. Yes. I was
14 really worried if I tried switching, I'm going to lose
15 everything again and go through another period of a
16 couple weeks without service. So I don't know what I
17 meant, you know.

18 COMMISSIONER NELSON: But if you don't know
19 how you meant, how am I to know what you meant? It
20 seems to me you should have had to indicate one way or
21 another whether or not they were supposed to be
22 providing service or whether or not they weren't.

23 A. Initially I wanted them to be my local
24 carrier and not my long distance. In December we
25 started telling them we do not want them to be our

1 local or our long distance. It took until March before
2 we were finally put back all the line.

3 Now, some of the lines got transferred over
4 in February. I don't know why the letters we sent them
5 listed all the phone numbers on it. Two of them got
6 changed over in February. The other five got changed
7 over in March. Yet the form was the same that listed
8 all the numbers.

9 No, at that point I wanted no business
10 whatsoever to do with McLeod.

11 COMMISSIONER NELSON: So just so I got it
12 clear in my own mind, in December you sent them letters
13 saying you didn't want anything from them, no long
14 distance, no kinds of services at all?

15 A. Yes.

16 COMMISSIONER NELSON: And so then they didn't
17 listen to that and they gave you services anyway?

18 A. Yes.

19 COMMISSIONER NELSON: So then in February
20 what was your -- in the letter it would appear that you
21 were going to keep them for your local provider.

22 A. No. The letter -- the only part in the
23 letter was my initial one back when I canceled the
24 service. That has nothing to do with February's
25 letter. February's letter was to cancel it completely

1 out, I believe.

2 COMMISSIONER NELSON: So you're saying that
3 the February 5th letter doesn't say that you want to
4 keep them as your local?

5 A. Yes, ma'am, it doesn't, does not.

6 COMMISSIONER NELSON: Okay. I'll look at the
7 letter.

8 A. I could be wrong. I hope it doesn't.

9 COMMISSIONER NELSON: Okay. Thank you.

10 MS. WIEST: Any other questions for this
11 witness?

12 MR. HAAS: I'm sorry to ask.

13 CROSS-EXAMINATION

14 BY MR. HAAS:

15 Q. Did I just hear there was a December letter
16 you claim you sent to McLeod to cancel the service?

17 A. Yes.

18 MR. HAAS: Is that in the record?

19 MR. KERR: You're not asking the witness.
20 You're just asking --

21 MR. HAAS: I'm asking the witness.

22 MR. KERR: You didn't ask any questions. I
23 didn't redirect.

24 MR. HAAS: Okay.

25 MS. WIEST: Fine. Any other witnesses?

1 MR. KERR: No. Thank you, Your Honor.

2 MS. WIEST: You're excused.

3 MS. WIEST: Do the parties want to write any
4 posthearing briefs in this matter?

5 MR. KERR: Yes, Your Honor.

6 MS. WIEST: McLeod?

7 MR. HAAS: Yes.

8 MS. WIEST: Can we set up a schedule for
9 that?

10 (AT THIS TIME A SHORT RECESS WAS TAKEN.)

11 MS. WIEST: Do you want to waive closing
12 statements?

13 MR. KERR: That's fine.

14 MS. WIEST: Mr. Haas?

15 MR. HAAS: Yeah.

16 MS. WIEST: I had one other question for the
17 parties. As you noticed, Chairman Burg isn't here.
18 Sometimes he has opted to read the transcript and
19 participate in the vote. Is there any objection from
20 either party for him doing that?

21 MR. HAAS: McLeod doesn't have any objection.

22 MR. KERR: No objection.

23 MS. WIEST: Then for the record, GSA will
24 file their briefs on May 10th. McLeod will file a
25 reply May 24th, and GSA has an option of replying ten

1 days after that.

2 Is there anything I'm missing or I've
3 forgotten? If not, thank you.

4 (THE HEARING CONCLUDED AT 5:36 P.M. (MST))
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1 STATE OF SOUTH DAKOTA)
2 COUNTY OF HUGHES)
3

4 I, LORI J. GRODE, Registered Merit Reporter
5 and Notary Public in and for the State of South
6 Dakota:

7 DO HEREBY CERTIFY that the above hearing,
8 pages 1 through 215, inclusive, was recorded
9 stenographically by me and reduced to typewriting.

10 I FURTHER CERTIFY that the foregoing
11 transcript of the said hearing is a true and correct
12 transcript of the stenographic notes at the time and
13 place specified hereinbefore.

14 I FURTHER CERTIFY that I am not a relative or
15 employee or attorney or counsel of any of the parties,
16 nor a relative or employee of such attorney or counsel,
17 or financially interested directly or indirectly in
18 this action.

19 IN WITNESS WHEREOF, I have hereunto set my
20 hand and seal of office at Pierre, South Dakota, this
21 23rd day of April 1999.

22
23 
24 Lori J. Grode, FMR, NPR
25

01500464004

G S A, INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH. 605-341-1490
FAX. 605-342-9195

9/17/98

ATTENTION: BRETT RITTER @ MCLEOD USA
605-355-1569

WHEN WE AGREED TO BE HOOKED UP TO YOUR SERVICE YOU STATED YOU WOULD
BEAT ANY RATE THAT WAS OFFERED TO US.

MCLEOD USA

075	OUTBOUND INTRASTATE	NOS
075	OUTBOUND INTERSTATE	079
085	INBOUND INTRASTATE	079
085	INBOUND INTERSTATE	079
60	JAPAN	21.5
78	GUAM	21.4
80	PANAMA	69.5
89	ITALY	49
89	GREENLAND	70
83	ICELAND	675

THEY HAVE NOW OFFERED US AN ADDITIONAL ONE MONTH PER YEAR FREE. MAKING
THEM .072 PER MONTH.

IF WE STAYED WITH NOS WE WOULD NOT HAVE NO COST INCURRED FOR CHANGING
OUR PHONE LINES OVER.

SINCERELY,
DON JIRACEK
PRESIDENT

P.S. PLEASE LET ME HEAR FROM YOU AS SOON AS POSSIBLE.

EXHIBIT A



0150464305

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH (605) 341-1490
FAX (605) 342-9195

9/21/98

ATTENTION: BRETT RITTER @ MCLEOD USA
605-355-1569

LAST WEEK WE FAXED A LETTER STATING AS PROMISED, THAT YOU
COULD MATCH OR BEAT NOS'S RATES FOR LONG DISTANCE SERVICE.
SINCE WE HAVE NOT HEARD FROM YOU, WE ASSUME YOU COULD NOT
BEAT THEIR QUOTE. THEREFORE WE HAVE DESIDED TO STAY WITH NOS.

WE WOULD HOWEVER, STILL LIKE TO CONTINUE OUR LOCAL SERVICE
WITH YOUR COMPANY.

SINCERELY,

DON JIRACEK
PRESIDENT

SLM

EXHIBIT B

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G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703-9523
PH (605) 341-1490
FAX (605) 342-9195

DATE: OCTOBER 8, 1998
ATTENTION: PUBLIC UTILITY COMMISSION
FAX: 605-773-3809

TO WHOM IT MAY CONCERN,

ON SEPTEMBER 23, 1998 WE HAD OUR PHONE SERVICE SWITCHED FROM US WEST PHONE SERVICE COMPANY TO MCLEOD PHONE SERVICE COMPANY. SINCE THAT DATE OUR PHONE SERVICE HAS BEEN A DISASTER. WE HAVE LOST THOUSANDS OF DOLLARS DUE TO THE FACT OUR CLIENTS HAVE NOT BEEN ABLE TO REACH US.

EACH DAY WE HAVE CONTACTED MCLEOD AND THEY PASS THE BLAME ONTO US WEST. WE HAVE CALLED US WEST NUMEROUS TIMES, AND US WEST REPLIES THAT WE ARE NO LONGER THEIR CUSTOMER. THEY CANNOT TELL US ANYTHING.

WE ARE ASKING YOUR HELP IN ACQUIRING THE TRUTH. WE NEED RESULTS TO THIS DILEMMA AND WHAT IS CAUSING THE PROBLEM WITH THE ABOVE MENTIONED CONCERNS. OUR MAIN LINE # 605-341-1490 AND OUR TOLL FREE # 1-800-456-0558 IS NO LONGER IN WORKING ORDER.

PLEASE CALL (605-341-1654) OR FAX (605-342-9195) THE NAME AND PHONE NUMBER OF THE PERSON WHO WILL BE HANDLING THIS CASE. OUR LEGAL REPRESENTATIVE MAY NEED TO CONTACT YOU.

SINCERELY,

DON JIRACEK
PRESIDENT

EXHIBIT C

01500040640

McLeodUSA

McLeodUSA Management Report and Account Statement

G/GSA INC
4506 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98
Invoice Period: 08/01-09/31
Page Number: 1 OF 7

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	.00
RFP Discount Earned	.00
Payment Received - Thank You	.00
Previous Balance Due	.00
Current Month	
Local Charges	.00
Long Distance Charges	19.87
Enhanced Business Services	.00
Additional Services	.77
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	.40
Total Current Charges	21.24
Total Due	21.24

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.

McLeodUSA

G/GSA INC
4506 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98

Amount Due: \$21.24

Amount Enclosed _____
Payment Due Date 10/05/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52400-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 17519604 0000081246 0000081246 1005982

EXHIBIT D



Universal Service Fee Increase

In March 1998, McLeodUSA notified you about the federal Universal Service Fee to be imposed on all telecommunications providers.

This fee was established by the FCC to provide funding for discounted communications services to rural, isolated and high-cost regions of the country; low-income residential consumers; and schools, libraries and rural health care providers.

Beginning with your September invoice, your Universal Service Fee rate will increase from 2.7% to 3.9%. This fee will continue to be applied to outbound and inbound long distance charges, calling card charges, and operator services charges.

If you have any questions, please contact Customer Service at 1-800-593-1177. Our Customer Service department is staffed 24 hours a day, 7 days a week.

September 1998

0150040009

NEXT

DOCUMENT (S)

BEST IMAGE

POSSIBLE

01580464310

G/GSA INC
Account Number: 1197937Invoice Date: 09/15/98
Page Number: 3 OF 7

Long Distance Service

---- Long Distance Service Detail (Continued) ----

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
141-1915	67	08/28	11:05AM	COLORADO SPR, CO	716 556-4338	P	DD	.8	.06
	68	08/31	03:43PM	WASNETTA, GA	770 439-2805	P	DD	1.1	.11
	69	08/31	10:42AM	SOMERVILLE, NJ	908 575-7602	P	DD	3.2	.24
	70	08/28	04:11PM	FAYETTEVILLE, NC	910 432-9345	P	DD	.8	.06
	71	08/31	10:18AM	FALMOUTH, GA	912 257-5228	P	DD	1.4	.11
Subtotal				PT CHESTER, NY	614 937-4712	P	DD	3.4	.28
141-2041	72	08/28	12:59PM	TACOMA, WA	253 984-8260	P	DD	1.1	.08
	73	08/31	02:56PM	WYOMING, IL	309 695-2311	P	DD	3.3	.25
	74	08/28	02:14PM	MINNEAPOLIS, MN	612 920-0888	P	DD	.8	.06
	75	08/31	09:57AM	MARION, IL	618 997-5311	P	DD	1.3	.10
	76	08/31	09:10AM	MARION, IL	618 997-5311	P	DD	2.8	.21
	77	08/31	01:19PM	ELMHURST, IL	630 834-9600	P	DD	2.9	.22
	78	08/31	03:11PM	QUEENS, NY	718 454-2366	P	DD	3.3	.25
	80	08/28	08:20AM	COLORADO SPR, CO	719 556-4886	P	DD	.2	.02
	81	08/31	10:31AM	DESPLAINES, IL	847 298-9220	P	DD	2.0	.15
	82	08/28	01:42PM	GENESEE, IL	847 860-4065	P	DD	6.0	.45
	83	08/28	01:59PM	SOMERVILLE, NJ	908 552-3089	P	DD	3.2	.24
	84	08/28	11:34AM	SOMERVILLE, NJ	908 552-3327	P	DD	1.4	.11
	85	08/31	10:39AM	ELIZABETH, NJ	908 551-1655	P	DD	4.2	.32
	86	08/31	08:56AM	FAYETTEVILLE, NC	910 432-2146	P	DD	1.6	.12
	87	08/28	01:36PM	ELMSFORD, NY	914 747-4737	P	DD	1.7	.13
	88	08/31	02:43PM	NAPLES, FL	941 643-9208	P	DD	1.2	.09
Subtotal									2.82
143-3003	89	08/31	01:34PM	NORTHWALES, PA	215 699-7036	P	DD	3.0	.23
	90	08/28	04:18PM	DANVILLE, IL	217 443-7733	P	DD	.7	.05
	91	08/31	02:29PM	ST PAUL, MN	612 774-7007	P	DD	.4	.03
Subtotal				MARION, IL	618 997-5311	P	DD	1.0	.08
									.41
TOTAL CALLS			92					263.0	19.87

Outbound Long Distance Total (Before Applicable RSVP Discount)

\$19.87

Period Codes

D = Day, E = Evening, N = Night/Weekend, P = Peak, O = Off Peak

Call Type Codes

DD = Direct Dial

01500467311

GSA INC

Account Number: 1197987

Invoice Date: 09/15/98

Page Number: 2 OF 7

Long Distance Service

---- Long Distance Service Detail ----

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
-1490	1	08/23	12:26PM	MIDWEST CY, OR	405 714-7954	P	DD	6.0	.45
	2	08/31	07:47AM	MIDWEST CY, OR	405 714-7954	P	DD	2.2	.12
	3	08/29	09:11AM	MIDWEST CY, OR	405 717-8890	O	DD	7.4	.39
	4	08/29	02:27PM	MIDWEST CY, OR	405 717-8890	O	DD	9.8	.56
	5	08/29	08:12PM	MIDWEST CY, OR	405 717-8890	O	DD	3.0	.17
	6	08/30	01:47PM	MIDWEST CY, OR	405 717-8890	O	DD	11.5	.23
	7	08/31	07:53PM	MIDWEST CY, OR	405 714-5668	O	DD	8.5	.44
	8	08/30	02:19PM	LA CROSSE, WI	608 731-1181	O	DD	2.2	.12
	9	08/29	12:27AM	LA CROSSE, WI	608 731-3962	O	DD	21.0	1.58
	10	08/29	12:44PM	LA CROSSE, WI	608 731-3962	O	DD	5.6	.42
	11	08/29	06:27PM	LA CROSSE, WI	608 731-3962	O	DD	6.5	.49
	12	08/31	01:59PM	LA CROSSE, WI	608 731-3962	O	DD	2.4	.18
	13	08/29	04:39PM	LA CROSSE, WI	608 731-3962	O	DD	8.9	.67
	14	08/29	12:52PM	LA CROSSE, WI	608 731-3962	O	DD	4.9	.37
	15	08/28	11:56AM	COLORADOSPG, CO	719 392-3721	P	DD	1.9	.14
	16	08/28	07:31AM	COLORADOSPG, CO	719 392-3721	P	DD	1.3	.10
	17	08/29	07:51PM	COLORADOSPG, CO	719 392-3721	P	DD	27.0	2.03
	18	08/29	07:51PM	COLORADOSPG, CO	719 558-4493	O	DD	.1	.01
-1854	19	08/28	10:12AM	TACOMA, WA	253 984-8269	P	DD	8.8	.69
	20	08/28	04:08PM	TACOMA, WA	253 984-8269	P	DD	.7	.05
	21	08/31	09:17AM	TACOMA, WA	253 984-8269	P	DD	.5	.04
	22	08/31	11:56AM	TACOMA, WA	253 984-8269	P	DD	.7	.05
	23	08/31	03:03PM	HAMILTON, OH	513 858-3390	P	DD	.5	.04
	24	08/28	10:08AM	FORT DIX, NJ	609 724-3120	P	DD	.6	.05
	25	08/28	11:56AM	ST PAUL, MN	612 774-7061	P	DD	.8	.05
	26	08/31	02:10PM	ST PAUL, MN	612 774-7067	P	DD	.9	.07
	27	08/31	09:44AM	MARION, IL	618 997-5311	P	DD	3	.44
	28	08/31	10:26AM	MARION, IL	618 997-5311	P	DD	5.8	.40
	29	08/31	02:15PM	ELMHURST, IL	630 834-9600	P	DD	2.0	.15
	30	08/28	09:50AM	LAS VEGAS, NV	702 652-9131	P	DD	1.6	.12
	31	08/31	09:11AM	QUEENS, NY	718 454-2166	P	DD	2.4	.18
	32	08/28	11:01AM	COLORADOSPG, CO	719 556-4757	P	DD	.9	.07
	33	08/31	03:47PM	COLORADOSPG, CO	719 556-4757	P	DD	.8	.06
	34	08/28	08:20AM	COLORADOSPG, CO	719 556-4886	P	DD	1.2	.09
-1877	35	08/31	12:14PM	WASHINGTON, DC	202 338-4702	P	DD	1.1	1.60
	36	08/28	10:13AM	MILWAUKEE, WI	414 774-1059	P	DD	1.0	.08
	37	08/28	10:17AM	HAMILTON, OH	513 860-5687	P	DD	1.5	.11
	38	08/31	02:48PM	HAMILTON, OH	513 860-5687	P	DD	1.5	.11
	39	08/28	07:46AM	SANBARBARA, CA	805 882-2566	P	DD	4.8	.36
	40	08/28	03:41PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	41	08/28	03:42PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	42	08/28	03:44PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	43	08/28	03:46PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	44	08/31	07:46AM	SANBARBARA, CA	805 882-2566	P	DD	1.9	.14
	45	08/31	07:48AM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	46	08/31	07:16AM	SANBARBARA, CA	805 882-2566	P	DD	5.4	.41
	47	08/31	11:01AM	SANBARBARA, CA	805 882-2566	P	DD	2.5	.19
	48	08/31	02:00PM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	49	08/31	02:41PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
-1890	50	08/29	10:10AM	MONTEBELLO, CA	213 726-7718	P	DD	2.5	.16
	51	08/29	03:10PM	SYRACUSE, NY	315 437-1020	P	DD	2.5	.19
	52	08/29	04:20PM	CEDAR RAPIDS, IA	319 744-6502	P	DD	1.5	.11
	53	08/31	03:10PM	CEDAR RAPIDS, IA	319 744-6502	P	DD	2.1	.16
	54	08/28	04:00PM	OMAHA, NE	402 552-0158	P	DD	2.0	.15
	55	08/31	10:20AM	BRENTWOOD, NY	516 434-3217	P	DD	2.2	.16
	56	08/31	01:03PM	MANCHESTER, NH	603 424-5377	P	DD	1.2	.09
	57	08/29	11:42AM	ST PAUL, MN	612 412-3804	P	DD	1.4	.11
	58	08/28	10:00AM	MINNEAPOLIS, MN	612 620-2011	P	DD	2.0	.15
	59	08/28	10:01AM	MINNEAPOLIS, MN	612 620-2011	P	DD	2.0	.15
	60	08/31	04:44PM	ST PAUL, MN	612 720-3911	P	DD	2.6	.20
	61	08/31	11:01AM	QUEENS, NY	718 454-7844	P	DD	1.0	.08
	62	08/31	09:42AM	QUEENS, NY	718 454-1391	P	DD	2.1	.16
	63	08/28	02:24PM	COLORADOSPG, CO	719 558-0400	P	DD	.8	.06
	64	08/28	02:28PM	COLORADOSPG, CO	719 558-0400	P	DD	.6	.05
	65	08/28	01:31PM	COLORADOSPG, CO	719 558-4321	P	DD	3.7	.28
	66	08/31	03:08PM	COLORADOSPG, CO	719 558-4321	P	DD	.8	.06

015046312

GSA INC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 4 OF 7

Additional Services

---- Additional Services Detail ----

PRICE	AMOUNT
General Service Fund	
Long Distance Charges of 19.87 @ .039	.77
1197987	.77
Additional Services Total	\$.77

Other Charges

---- Other Charges Summary ----

DESCRIPTION	RATE	AMOUNT
10 Most Frequently Called Numbers		Waived
Int'l Call Duration		Waived
Other Charges Total		\$.00

Taxes

---- Taxes Summary ----

DESCRIPTION	AMOUNT
Local Tax	.60
Taxes Total	\$.60

Credits

---- Credits Summary ----

DESCRIPTION	AMOUNT
Credits Total	\$.00

0150.46.313

G/GSA INC.
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 5 OF 7

Executive Summary

Call Distribution Summary By McLeodUSA Number Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1490	18	131.2	7.29	9.88	49.88
605-341-1654	16	21.2	1.33	1.62	8.06
605-341-6477	15	28.5	1.90	2.14	10.84
605-342-9195	23	39.8	1.73	3.24	15.13
605-343-2953	16	37.0	2.31	2.84	14.07
605-343-5025	4	5.3	1.33	.41	2.00
TOTAL OUTBOUND	92	263.0	2.86	19.87	100.00

Call Distribution Summary By Call Type Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE						
INTERSTATE	92	263.0	2.86	19.87	100.00	100.00
LONG DISTANCE TOTAL	92	263.0	2.86	19.87	100.00	100.00
TOTAL	92	263.0	2.86	19.87		100.00

USA INC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 6 OF 7

Top 50 Most Frequently Called Numbers

----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
McLeodUSA Lines

NR	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGE	% OF TOP 50	% OF ALL
1	LA CROSSE, WI	608-731-5942	4	35.3	8.88	2.47	13.64	13.51
2	MIDWEST CV, OK	815-717-3107	4	31.7	7.93	2.31	12.13	12.03
3	COLORADO SPR, CO	719-512-0721	3	32.2	10.07	2.27	11.61	11.48
4	SANBARBARA, CA	805-431-2169	11	23.4	2.13	1.76	8.99	8.92
5	MARION, IL	918-997-0311	5	12.9	2.58	.96	.95	.91
6	MIDWEST CV, OK	405-724-7934	2	11.2	5.60	.84	.31	.26
7	LA CROSSE, WI	608-731-6424	1	8.9	8.91	.67	3.42	3.38
8	MIDWEST CV, OK	405-741-6418	1	8.5	8.50	.44	3.27	3.23
9	SENECA, IL	847-850-8161	1	6.0	6.00	.43	2.31	2.28
10	QUEENS, NY	718-434-2166	2	5.7	2.85	.63	2.19	2.17
11	LA CROSSE, WI	608-731-7910	1	4.9	4.90	.37	1.89	1.86
12	ELMHURST, IL	815-434-9620	2	4.4	2.20	.33	1.69	1.67
13	CEDAR RAPIDS, IA	319-364-6101	2	4.2	2.10	.32	1.62	1.60
14	ELIZABETH, NJ	908-353-1815	1	4.2	4.20	.32	1.62	1.60
15	COLORADO SPR, CO	719-510-0404	1	3.7	3.70	.28	1.42	1.41
16	MINNEAPOLIS, MN	612-920-2911	2	3.6	1.80	.28	1.39	1.37
17	TACOMA, WA	253-944-8259	5	3.5	.70	.24	1.35	1.33
18	FT CHESTER, NY	914-697-4712	1	3.4	3.40	.24	1.31	1.29
19	WYOMING, IL	309-695-2111	1	3.3	3.30	.25	1.27	1.26
20	SOMERVILLE, NJ	908-217-1089	1	3.2	3.20	.24	1.23	1.22
21	SOMERVILLE, NJ	908-571-7602	1	3.2	3.20	.24	1.23	1.22
22	NORTHWALES, PA	215-699-7016	1	3.0	3.00	.23	1.15	1.14
23	HAMILTON, OH	513-860-1697	2	3.0	1.50	.22	1.15	1.14
24	SYRACUSE, NY	315-437-1029	1	2.5	2.50	.19	.96	.95
25	MONTABELLO, CA	213-726-7578	1	2.1	2.10	.16	.81	.80
26	ST PAUL, MN	651-454-7844	1	2.1	2.10	.16	.81	.80
27	OMAHA, NE	402-592-6508	1	2.0	2.00	.15	.77	.76
28	ST PAUL, MN	612-451-3804	1	2.0	2.00	.15	.77	.76
29	DEPLAINE, IL	847-298-0210	1	2.0	2.00	.15	.77	.76
30	COLORADO SPR, CO	719-564-7157	2	1.7	.85	.13	.65	.65
31	ELMSFORD, NY	914-947-4737	1	1.7	1.70	.13	.65	.65
32	LAS VEGAS, NV	702-615-9131	1	1.6	1.60	.12	.62	.61
33	COLORADO SPR, CO	719-564-4321	2	1.6	.80	.12	.62	.61
34	FAYETTEVILLE, NC	910-432-2148	1	1.6	1.60	.12	.62	.61
35	MANCHESTER, NH	603-616-6577	1	1.4	1.40	.11	.54	.53
36	COLORADO SPR, CO	719-564-8860	2	1.4	.70	.11	.54	.53
37	MARIETTA, GA	770-419-2895	1	1.4	1.40	.11	.54	.53
38	SOMERVILLE, NJ	908-212-3327	1	1.4	1.40	.11	.54	.53
39	YALDOSTA, GA	612-257-3226	1	1.4	1.40	.11	.54	.53
40	BRENTWOOD, NY	516-434-0217	1	1.2	1.20	.09	.46	.46
41	NAPLES, FL	941-644-0128	1	1.2	1.20	.09	.46	.46
42	WASHINGTON, DC	202-338-6712	1	1.1	1.10	.08	.42	.42
43	MILWAUKEE, WI	414-774-1029	1	1.0	1.00	.08	.39	.38
44	QUEENS, NY	718-454-1191	1	1.0	1.00	.08	.39	.38
45	ST PAUL, MN	612-774-0061	1	.9	.90	.07	.35	.34
46	ST PAUL, MN	612-774-7007	2	.9	.45	.07	.35	.34
47	HAMILTON, OH	513-816-3160	1	.8	.80	.06	.31	.30
48	MINNEAPOLIS, MN	612-920-6988	1	.8	.80	.06	.31	.30
49	QUEENS, NY	718-744-1218	1	.8	.80	.06	.31	.30
50	COLORADO SPR, CO	719-564-4338	1	.8	.80	.06	.31	.30

Total 86 240.0 3.02 19.63 100.00 98.86

Total Outbound 92 243.0 2.66 19.57

0150.46.315

G/GSA INC

Account Number: 1197987

Invoice Date: 09/15/98

Page Number: 7 OF 7

Longest Call Duration

---- Outbound Long Distance Service ----

Sorted by Total Number of Minutes

Percentages Based on Total Number of Minutes

All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	8/20	07:31AM	COLORADO SPG. CO	719-365-3721	605-341-1277	27.1	5.33	10.27
2	8/20	07:24AM	LA GROSSE MT	605-783-3982	605-341-1240	21.2	1.58	7.39
3	8/20	01:45PM	NEWEST CO. CO	405-737-8396	605-341-1240	11.5	.86	4.37
Total				3		59.5	4.47	22.42
Total Outbound				92		263.0	19.87	

A Quick Tour of Your McLeodUSA Management Report

Welcome to McLeodUSA. We strive to provide clarity and understanding of your telecommunications expenses. This "Quick Tour," explains the major sections and features of your McLeodUSA Management Report (MMR). We encourage your questions and comments on the structure and content of your MMR. We appreciate your business and look forward to effectively managing your telecommunications needs.

The McLeodUSA Management Report - Summary Page

The **Summary Page** provides a single point of reference to recap your monthly activity. This page is divided into four major areas:

The image shows a sample of the McLeodUSA Management Report Summary Page. It is divided into four main sections, each highlighted by a callout box:

- Customer Information:** Located at the top right, it includes fields for Account Number, Service Number, Billing Cycle, and Billing Date.
- Summary Information:** Located on the left side, it provides a recap of previous activity, including charges, payments, earned RSVP discounts, and summarizes the pages of the current invoice.
- Invoice Remittance:** Located at the bottom left, it contains the McLeodUSA logo, account information, and instructions for remittance.
- RSVP Amount and Due Date:** Located on the right side, it displays the current Rate Stabilization Volume Plan (RSVP) discount and the due date for payment.

Customer Information -

Uniquely identifies your account number and the invoice number when you have questions. This allows our Customer Service representatives to quickly access your records and view the invoice with you.

Summary Information -

Provides a recap of previous activity (charges, payments, earned RSVP discounts) and summarizes the pages of the current invoice.

RSVP Amount and Due Date -

Denotes the current Rate Stabilization Volume Plan (RSVP) discount that is earned upon receipt of your payment by the indicated date. This is based on the term length you selected and the charges from your local and long distance service.

Invoice Remittance -

Detach and return the lower portion of the page in the enclosed addressed envelope to ensure proper application of your payment and RSVP discount.

McLeodUSA Management Report - *Local Service Section*

McLeodUSA Management Report - Long Distance Service section

(including 800/888 Service, McLeodUSA Calling Card Service, International Service, and Managed Long Distance Service)

The Long Distance, 800/888, International, Managed Long Distance, and McLeodUSA Calling Card sections details your Long Distance calling. The charges are divided and subtitled by account code (if applicable) and telephone number per location. **McLeodUSA Calling Card Service** section is divided and subtitled by either your personal access code or chosen name for each card. The Long Distance, 800/888, McLeodUSA Calling Card, and Managed Long Distance sections can change from month to month based on your calling pattern and the resulting Raterizer Plan selected. The McLeodUSA International service is competitively priced by McLeodUSA.

The Raterizer™ allows us to provide you with the most competitive long distance pricing in the industry. We review the various long distance plans in the industry and select the most popular long distance plans for the business user. These plans are placed in the Raterizer. The Raterizer calculates each of the long distance plans and presents the results of each plan. The Raterizer represents one of unique specialties of McLeodUSA to manage your telecommunication expenses. There are four areas that deserve attention on the Long Distance section, 800/888 section (not shown), and McLeodUSA Calling Card section (not shown).

Recurring/
Discounts

Local Distance
Call Detail

Raterizer
Summary

Long Distance
Total

McLeodUSA Management Report - Long Distance Service section

Long Distance Service

McLeodUSA Calling Card Service

Account Code	Telephone Number	Access Code	Card Name	Plan	Charges	Discounts	Total
1000	800/888	1234	1234	1234	1234	1234	1234

McLeodUSA Access Service Management Report

Account Code	Telephone Number	Access Code	Card Name	Plan	Charges	Discounts	Total
1000	800/888	1234	1234	1234	1234	1234	1234

Long Distance Total

Long Distance Call Detail/Managed Long Distance, 800/888, McLeodUSA Calling Card, and International

The long distance telephone calls placed by the assigned account code user (if applicable) and from the telephone number (if called). For McLeodUSA Calling Card Service, the long distance calls are shown by each card user. Long Distance, 800/888, Managed Long Distance, and McLeodUSA Calling Card calls are priced at the rate of the winning Raterizer plan. International is competitively priced by McLeodUSA.

800/888 Call Detail

Identifies the long distance calls placed to each 800/888 number.

Recurring/Discounts

Some of the Raterizer plans may have various recurring or fixed charges and discounts. If charges and discounts apply, then the long distance plan will be identified along with the charges/discounts.

Raterizer Summary

Shows the final result of the calculation of each long distance plan. The plan with the lowest total charge is indicated by the asterisk (*)

Long Distance Total

Represents the long distance charges on the Summary Page

McLeodUSA Management Report

Additional Services/Other Section

The **Additional Services** section includes pass through charges received for services not directly provided by McLeodUSA. These can consist of a number of items including: Other Vendor Calling Cards, Directory Assisted Calls, Other Vendor Long Distance, Installation Charges, etc. These charges are passed on directly with no additional charge from McLeodUSA and are not eligible for the RSVP Discount.

The Location Summary provides subtotals of each location for multi-location customers.

The other sections that appear on the invoice include the Other Charges, Taxes, and Credits. The **Other Charges** section will include other charges that are billed from McLeodUSA. This section may include any Line Installation Charges, Customer Fees, Late Payment Charges, and card activation fees associated with McLeodUSA Calling Card Service. The **Taxes** section details Federal, State, Local and Enhanced 911 charges, if applicable. The **Credits** section may include any applicable credits, such as McLeodUSA Calling Card Service card activation fee. All of these sections are summarized on the Summary Page of the invoice. These sections appear only if applicable charges/credits are on the invoice.

OUR ACCOUNTS (OPTIONAL) Account Name:		Invoice Date Page Number	Invoice # 27127-26
Additional Services			
**** Additional Services Detail ****			
Location			Amount
Location 1	Blacksburg		00
Location 2			00
Additional Services Total:			\$ 00
Other Charges			
**** Other Charge Detail ****			
Location			Amount
Location 1			00
Other Charges Total:			\$ 00
Taxes			
**** Taxes Summary ****			
Location			Amount
Location 1			00
Location 2			00
Taxes Total:			\$ 00
Credits			
**** Credits Summary ****			
Location			Amount
Location 1			00
Credits Total:			\$ 00

*Please call our 24 hour Customer Service Representatives
with any questions at 1-800-593-1177.*



Understanding Your First McLeodUSA Management Report

Thank you for choosing McLeodUSA as your provider of telecommunications services. As a McLeodUSA customer, you now can focus on moving your business forward, rather than sorting through the confusion of the telecommunications industry.

Enclosed is your first McLeodUSA Management Report (MMR).

The MMR is printed on both front and back and is divided into the following easy-to-understand segments:

- **Cover Page**
RSVP Discount due date and perforated portion for return envelope
- **Local Services**
Summary of local line charges* and service
- **Long Distance**
Summary of long distance calling with analysis of major plans
- **Enhanced Management Reports** (*if applicable*)
- **800/888 Service** (*if applicable*)
- **McLeodUSA Calling Card** (*if applicable*)
- **Additional Services**
Directory assistance, collect calls, etc.
- **Other Charges**
Taxes and credits

* Note local line charges on the first MMR include prorated time from upgrade along with next month's charges. This is an industry-wide procedure. You should be credited by your previous local phone company for the prorated portion of your first MMR.

We want to hear from you. Please call Customer Service at **1-800-593-1177** with any questions or comments regarding your McLeodUSA Management Report.

Once again, on behalf of McLeodUSA, welcome to our organization.

Technology Park
 Suite C-10, DIX
 Cedar Rapids, IA 52402



Fax

To: Don Zisch	From: Amy Hasey
Fax: 505-342-9142	Pages: 1
Phone: 505-341-1490	Date: September 22, 1998
Re: Service Ticket # 430367	CC: McLeodUSA Legal Counsel

☒ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☒ Please Recycle

Comments:

Per our conversation, please find the requested information below.

In reference to your trouble with no dial tone on 805-341-1490, (service ticket 430367) you requested in writing why the line was without dial tone effective on 06/25/98.

The results of my research conclude that the telephone number in question was ordered to convert to McLeodUSA on September 24, 1998. The process of changing telephone companies for local service is very time sensitive. US West and McLeodUSA has to work together in completing certain tasks in a distinct pattern. In the particular situation, US West worked a portion of the order out of the pre-defined process. This resulted in your telephone number being without dial tone. The above service ticket was corrected by US West and McLeodUSA working together to complete all the orders in the correct fashion.

Please accept my sincere apologies. The level of service you initially received from McLeodUSA was not representative of what we strive for. We pride ourselves on providing the highest level of service possible to our customers.

If you have any further questions, please feel free to contact Customer Service 1-800-863-1177. We are here to assist you whenever it is convenient for you. We are available 24 hours a day, 365 days a year. Again, thank you for your patience and consideration.

Sincerely,

Amy Hasey
 Business Customer Service Supervisor

Alt Carter Freedom Plan

13th Invoice Free Certificate

This certificate entitles qualified NOS Freedom Plan customers to receive their 13th Invoice Free. The 13th Invoice Free will equal the average usage amount of the preceding 12 invoices. Activation of the NOS Freedom Plan includes, without limitation, the NOS 100% Service First Satisfaction Guarantee.

Please Complete the Letter of Agency, Terms and Return to Us

NOS Freedom Plan Enrollment Form

As the duly designated representative of customer, the undersigned appoints NOS Communications, Inc. (NOS), or its affiliates, as its Primary Interexchange Carrier (PIC) to provide all of Customer's outbound intra- and interstate, long distance. This same authority is granted for intralata long distance. Applies to customers with 800 service only. The undersigned also appoints NOS Communications, Inc. as Customer's Agent with authority (NROA) to select a Responsible Organization ("RESPORG") for the management and administration of 800 data base records of customer with respect to the 800 numbers listed below. It is understood that this authorization will result in a change from its existing PIC/RESPORG, that there may be only one PIC/RESPORG per line and that a PIC change charge may apply. Notify NOS and receive credit for these charges. We further authorize NOS and direct any LEO to remove any PIC freezes that may be on our account, and to verbally PIC our lines to PIC code 10655. Standard tariffs on file with the FCC apply to all calls after the promotional period, and during the promotional period, to all calls except peak interstate 3 peak intrastate calls. Non-transport non-usage charges apply per carrier's tariff. Modifications to tariff provisions are not authorized and will not be accepted. Promotion terms per tariff on file. Tariff summary will be provided with first invoice. RESPORG ID # WIL01555. NOS remits billing on 30 day calendar cycle.

GSA, INC

Company Billing Name

4507 S I-90 SERVICE Rd

Federal Tax ID

Address

RAPID CITY SOUTH DAKOTA 57701

City/State/Zip

605-341-1490

605-342-9195

Main Billing Telephone Number

800/888 Number

Additional Numbers

Print Name

Date

Social Security Number

Signature

261-60-5880

[Signature]



NOS Communications, Inc.

PH 800-826-6670

FAX: 800-315-5667

NOS
Utilizing WorldCom
NETWORK SERVICES

0150
46
323

G.S.A. INC.
4509 S. I-90 SERVICE ROAD
RAPID CITY, SD 57703
PH 605-341-1490
FAX 605-342-9195

10/29/93

ATTENTION: PUBLIC UTILITIES COMMISSION

SUBJECT: GRANT FOR RELIEF

OUR BUSINESS IS MAINLY SELLING TO STATE AND FEDERAL AGENCIES. THE LAST WEEK OF SEPTEMBER IS THE LAST WEEK OF THE FISCAL YEAR FOR THE GOVERNMENT. IN COMPARISON, THIS WOULD BE LIKE THE WEEK PRIOR TO CHRISTMAS FOR SHOPKO.

OUR SALES THROUGH THAT WEEK ARE GENERALLY EQUAL TO APPROXIMATELY FOUR WEEKS OF NORMAL SALES. THIS YEAR UP TO SEPTEMBER 23RD THIS COMPANY HAD GENERATED APPROXIMATELY \$1,600,000.00 AND APPROXIMATELY 16% PROFIT.

IF YOU FIGURE OUR DAMAGES OF BEING WITHOUT ADEQUATE PHONE SERVICE FROM SEPTEMBER 24TH THRU OCTOBER 12TH YOU CAN SEE THAT WE INCURRED A SUBSTANTIAL LOSS OF THOUSANDS OF DOLLARS. THESE FIGURES CAN BE VERIFIED BY THE ACCOUNTING FIRM OF BRUCE ASHLAND AND ASSOCIATES.

PART OF MCLEOD'S GUARANTEE WAS IF WE WERE NOT SATISFIED WITH THEIR SERVICE THEY WOULD SWITCH US BACK AT NO CHARGE. AT THIS POINT I AM AFRAID TO ASK TO BE TRANSFERRED BACK FOR FEAR OF LOSING SERVICE AGAIN.

A. PROFIT FROM JANUARY TO SEPTEMBER 23RD
\$223,865.00

B. PER WEEK PROFIT IS APPROXIMATELY
\$9,000.00

C. SERVICE WAS CUT OR INADEQUATE FROM SEPTEMBER 23RD TO OCTOBER 12TH OR 2 1/2 WEEKS.

D. CONSIDERING THE LAST WEEK OF THE FISCAL YEAR IS EQUAL TO FOUR WEEKS
1) FISCAL YEAR WEEK = FOUR WEEKS
2) NORMAL WEEKS LOSE 1.5 WEEKS

E. FINANCE LOSS
 $2.5 \times \$6,000.00 = \$15,000.00$

SINCERELY,



DON URACEK
PRESIDENT

cc: PUBLIC UTILITIES COMMISSION
cc: SAMUEL D. KERR, ATTORNEY AT LAW

EXHIBIT G

01500.46.324



McLeodUSA Management Report and Account Statement

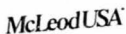
GIGSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701-9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98
Invoice Period: 08/01-08/31
Page Number: 1 OF 7

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	.00
RSVP Discount Earned	.00
Payment Received...Thank You	.00
Previous Balance Due	.00
Current Month	.00
Local Charges	19.87
Long Distance Charges	.00
Enhanced Business Services	.77
Additional Services	.00
Other Charges	.00
Credits	.00
Late Payment Charges	.60
Taxes	21.24
Total Current Charges	21.24
Total Due	21.24

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT



GIGSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701-9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98

Amount Due: \$21.24

Amount Enclosed
Payment Due Date 10/05/98

☐ Please mark this box and note any changes
in name or address on the face of this document.

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

11979879 17519604 0000021246 000002.246 1005982

EXHIBIT H

NEXT

DOCUMENT (S)

BEST IMAGE

POSSIBLE

0155046226

GGS.A, INC.

10604

DATE INVOICE NO COMMENT
09/15/98 1731960 1197987

AMOUNT DISCOUNT NET AMOUNT
21.24 .00 21.24

CHRG: 010601 10/01/98 NCLEOD USA

CHB TOTAL: 21.24

GGS.A, INC.
6600 34TH AVE
HAWD CITY SD 57031
(605) 3411380

NORWEST BANK SOUTH DAKOTA, N.A.
HAWD CITY SD 57031
154-314 010601

10604

* TWENTY ONE DOLLARS AND 24 CENTS

PAY TO THE ORDER OF

NCLEOD USA
PO BOX 3253
CEDAR RAPIDS

IA 52406-3253

DATE 10/01/98 AMOUNT *****21.24*

NOT NEGOTIABLE

NCLEOD ⑆010601⑆ 009140004⑆ 010020645⑆

0150-46-327



McLeodUSA Management Report and Account Statement

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2001844
Invoice Date: 11/17/98
Invoice Period: 10/01-10/31
Page Number: 1 OF 28

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	618.11
RSVP Discount Earned	.00
Payment Received... Thank You	.00
Previous Balance Due	618.11
Current Month:	
Local Charges	250.74
Long Distance Charges	283.10
Enhanced Business Services	.00
Additional Services	30.09
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	19.75
Total Current Charges	593.68
Total Due	1,211.79

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.



G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2001844
Invoice Date: 11/17/98

Amount Due: \$1211.79

Amount Enclosed _____
Payment Due Date 12/07/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 20018446 0001211796 0001211796 1207984

GGS.A, INC.

10894

DATE 11/20/98
INVOICE NO 11871596
11/27/98

AMOUNT DISCOUNT NET AMOUNT
618.11 .00 618.11

CHECK: 010891 11/20/98 NEEDED USA

CHK TOTAL: 618.11

10894

GGS.A, INC.

4600
HARD CITY SO 5702
18000
1000 341 1400

NORWEST BANK SOUTH DAKOTA, N.A.

18000

010891

*SIX HUNDRED EIGHTEEN DOLLARS AND 11 CENTS

DATE 11/27/98 AMOUNT *****618.11*

45

PAY
TO THE
ORDER
OF

WILLIAM LSA
13 BOX 223
CLARK BLAFFIDS

16 52106-3253

NEEDED

010891 11/20/98 09:00 06:55

NOT NEGOTIABLE

01506.46.8234

015508046

McLeodUSA**McLeodUSA Management Report
and Account Statement**G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523Account Number: 1197987
Invoice Number: 2153210
Invoice Date: 12/14/98
Invoice Period: 11/01-11/30
Page Number: 1 OF 28

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,211.79
RSVP Discount Earned	.00
Payment Received - Thank You	-618.11
Previous Balance Due	593.68
Current Month:	
Local Charges	250.74
Long Distance Charges	283.88
Enhanced Business Services	.00
Additional Services	35.82
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	30.02
Total Current Charges	609.66
Total Due	1,194.14

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

McLeodUSAG/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523Account Number: 1197987
Invoice Number: 2153210
Invoice Date: 12/14/98

Amount Due: \$1194.14

Amount Enclosed
Payment Due Date 01/04/99
☐ Please mark this box and note any changes
in name or address on the face of this document.
McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

11979879 21532106 0001194141 0001194141 0104992

G/G.S.A., INC.

11064

DATE	INVOICE NO	COMMENT
01 17 98	9811	1197987
12 14 98	9812	1197987

AMOUNT	DISCOUNT	NET AMOUNT
593.68	.00	593.68
600.46	.00	600.46

CHECK: 011064 01/08/99 MCLEOD USA

CHE TOTAL: 1,194.14

11064

G/G.S.A., INC.

4509 S. 190 SERVICE ROAD
RAPID CITY, SD 57701
(605) 341-1490

NORWEST BANK SOUTH DAKOTA, N.A.
RAPID CITY, SD 57702
784-916

011064

*ONE THOUSAND ONE HUNDRED NINETY FOUR DOLLARS AND 14 CENTS

DATE
01/08/99

AMOUNT
*****1,194.14*

PAY
TO THE
ORDER
OF

MCLEOD USA
PO BOX 3253
CEDAR RAPIDS

IA 52406-3253

MCLEOD

NOT NEGOTIABLE

⑈011064⑈ ⑈09140004⑈ ⑈010020685⑈



McLeodUSA

McLeodUSA Management Report and Account Statement

GUGSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2291930
Invoice Date: 01/19/99
Invoice Period: 12/01-12/31
Page Number: 1 OF 29

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,156.14	
RSPV Discount Earned	.00	
Payment Received - Thank You	.00	
Previous Balance Due	1,156.14	POCB# 11064
Current Month:		
Local Charges	250.74	
Long Distance Charges	251.30	
Enhanced Business Services	.00	
Additional Services	33.30	
Other Charges	.00	
Credits	.00	
Late Payment Charges	.00	
Taxes	29.39	
Total Current Charges	564.73	
Total Due	1,758.87	

YOUR ACCOUNT IS PAST DUE. McLeodUSA MUST RECEIVE PAYMENT IN FULL ON OR BEFORE 01/29/99, OR YOUR SERVICE MAY BE INTERRUPTED.

It is your responsibility for payment of any delinquent balance and any charges incurred to disconnect and/or reconnect service, including attorney fees, collection fees and unbilled charges. Reconnection fees are \$50.00 per line for up to two lines, and \$25.00 for each additional line.

*** Your service cannot be interrupted for failure to pay information service charges. ***

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

McLeodUSA

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2291930
Invoice Date: 01/19/99

Amount Due: \$1758.87

Amount Enclosed _____
Payment Due Date 01/29/99

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes in name or address on the face of this document.

11979879 22919302 0001758879 0001758879 0208991

Re Date: 02/05/99
 A Date: 02/05/99

 G-GSA, INC.
 ACCOUNTS PAYABLE CHECK REGISTER
 REGISTER NO: CD-0022
 BANK CODE: A - NORTHWEST BANK

 Page: 4
 Time: 01:05 PM

CHECK NUMBER	CHECK DATE	VENDOR/ INVOICE NO	INVOICE NO	INVOICE DATE	INVOICE AMOUNT	DISCOUNT APPLIED	PAYMENT AMOUNT
011248	02/05/99	KV	KALCO HOME CENTER INC	(CONT)	CHECK ENTRY NO: 001		
		440802	01/05/99	135.60	.00	135.60	
COMMENT: RENT							
		44250	01/06/99	9.67	.00	9.67	
COMMENT: RENT							
		52003	07/12/98	81.27	.00	81.27	
		544300	01/06/99	18.78	.00	18.78	
COMMENT: RENT							
CHECK 011248 TOTAL:					1,150.08	.00	1,150.09
011247	02/05/99	LIBERTY	LIBERTY MOTORS		CHECK ENTRY NO: 001		
		115901	01/14/99	12.00	.00	12.00	
COMMENT: 101612							
011248	02/05/99	MCLLOD	MCLLOD USA		CHECK ENTRY NO: 001		
		2291930	01/19/99	564.73	.00	564.73	
01	49	02/05/99	MMR	McCRADY MASTER REFERENCE	CHECK ENTRY NO: 001		
			8902	02/01/99	18.00	.00	18.00
COMMENT: 347							
011250	02/05/99	NORWEST	NORWEST BANK		CHECK ENTRY NO: 001		
		8901-941	01/31/99	783.69	.00	783.69	
COMMENT: 941 PAYMENT							
011251	02/05/99	PHA	PAUL R. ASHLAND		CHECK ENTRY NO: 001		
		PROP013199	01/31/99	500.00	.00	500.00	
COMMENT: NOTE PAYABLE - PAUL ASHLAND							
011252	02/05/99	RAINFALL	RAINFALL INC		CHECK ENTRY NO: 001		
		241131	01/27/99	174.76	.00	174.76	
COMMENT: 101633							
011253	02/05/99	RAFFIC	RAFFIC CHEVROLET		CHECK ENTRY NO: 001		
		164723	02/30/98	27.88	.00	27.88	
COMMENT: 101304							
011254	02/05/99	RE	ROGER ERYE'S PAINT & SUPPLY		CHECK ENTRY NO: 001		
		SC	02/05/99	22.75	.00	22.75	
COMMENT: SERVICE CHARGE							
011255	02/05/99	BOYS	BOYS PROPANE		CHECK ENTRY NO: 001		
		97100	01/22/99	71.76	.00	71.76	
011256	02/05/99	SALANO	SALANO CONSTRUCTION		CHECK ENTRY NO: 001		
		75400	02/01/99	40.00	.00	40.00	
COMMENT: RENTAL UNIT ON RAINFALL							



Norwest Bank Statement

Gsa Inc

Page 3 3,113 H

Statement Date:
February 28, 1999

091-0020685

Checks Paid

Check #	Date	Amount	Check #	Date	Amount	Check #	Date	Amount
11142	Feb 03	23.15	11196	Feb 26	99.95	11256	Feb 12	115.00
11143	Feb 03	5,000.00	11198	Feb 10	2,922.00	11257	Feb 10	587.30
11144	Feb 10	7.02	11200	Feb 09	3,674.48	11258	Feb 12	144.00
11145	Feb 03	2,588.88	11201	Feb 08	534.10	11259	Feb 12	378.00
11146	Feb 02	381.06	11202	Feb 08	51.12	11260	Feb 19	161.10
11148	Feb 01	3.58	11203	Feb 08	54.09	11261	Feb 11	16.60
11149	Feb 08	6.60	11204	Feb 08	345.99	11262	Feb 10	123.50
11150	Feb 01	336.00	11205	Feb 02	8.80	11263	Feb 16	339.50
11151	Feb 08	761.80	11206	Feb 09	5,460.00	11264	Feb 11	631.70
11152	Feb 16	84.60	11207	Feb 08	331.39	11265	Feb 11	16.30
11153	Feb 02	17.04	11208	Feb 09	43.26	11266	Feb 17	100.00
11154	Feb 01	480.29	11211	Feb 02	220.00	11268	Feb 11	124.48
11155	Feb 03	1,029.35	11212	Feb 01	121.77	11269	Feb 17	5,200.00
11157	Feb 03	113.04	11213	Feb 05	50.00	11270	Feb 18	265.20
11158	Feb 09	578.40	11214	Feb 05	100.00	11271	Feb 16	72.00
11159	Feb 01	4.32	11215	Feb 19	559.93	11272	Feb 18	1,630.00
11160	Feb 02	1,740.00	11216	Feb 02	39.00	11274	Feb 24	5,676.00
11161	Feb 02	899.80	11217	Feb 05	600.00	11276	Feb 24	142.10
11162	Feb 04	199.58	11218	Feb 05	350.00	11277	Feb 24	9,115.99
11163	Feb 05	809.20	11219	Feb 09	38.79	11278	Feb 26	1,886.40
11164	Feb 03	147.98	11220	Feb 23	220.00	11279	Feb 19	16,171.50
11165	Feb 01	955.00	11221	Feb 08	171.29	11280	Feb 24	45.10
11166	Feb 05	19.95	11222	Feb 12	50.00	11281	Feb 17	425.00
11167	Feb 01	1,838.40	11224	Feb 09	7.94	11282	Feb 23	268.40
11169	Feb 04	71.65	11225	Feb 23	23.70	11283	Feb 22	2,774.00
11170	Feb 01	34.62	11226	Feb 24	93.70	11284	Feb 25	13.90
11171	Feb 03	630.50	11227	Feb 08	265.00	11285	Feb 16	350.00
11172	Feb 02	53.95	11229	Feb 23	23.70	11286	Feb 17	38.70
11173	Feb 04	95.50	11230	Feb 17	18,879.00	11287	Feb 25	220.00
11174	Feb 03	337.18	11231	Feb 12	224.43	11288	Feb 17	159.60
11175	Feb 04	2,494.45	11232	Feb 16	182.50	11289	Feb 17	50.00
11176	Feb 04	816.00	11233	Feb 16	2,115.68	11290	Feb 22	200.00
11177	Feb 03	4,479.53	11234	Feb 10	187.64	11291	Feb 19	350.00
11178	Feb 04	3,396.93	11235	Feb 16	77.35	11292	Feb 24	38.70
11179	Feb 03	2,862.50	11236	Feb 18	18.00	11294	Feb 25	220.00
11180	Feb 02	270.00	11237	Feb 19	454.90	11295	Feb 23	127.30
11181	Feb 26	1,742.50	11239	Feb 11	125.32	11298	Feb 23	50.00
11182	Feb 04	37.95	11241	Feb 10	15,000.00	11300	Feb 25	250.00
11184	Feb 08	1,117.81	11242	Feb 18	787.73	11303	Feb 25	2,442.00
11185	Feb 08	25,000.00	11246	Feb 09	1,150.09	11304	Feb 23	32.60
11186	Feb 09	98.66	11247	Feb 11	12.00	11308	Feb 26	8,500.00
11187	Feb 08	1,000.00	11248	Feb 16	564.73	11309	Feb 24	16,431.40
11188	Feb 05	595.43	11249	Feb 16	18.00	11310	Feb 23	24.00
11190	Feb 08	71.74	11250	Feb 08	783.69	11313	Feb 26	297.40
11191	Feb 08	98.07	11251	Feb 09	500.00	11314	Feb 25	37.10
11192	Feb 05	1,329.35	11252	Feb 12	17.76	11315	Feb 25	1,183.50
11193	Feb 04	164.90	11253	Feb 11	27.88	11316	Feb 25	187.00
11194	Feb 03	25,000.00	11254	Feb 16	22.75	11327	Feb 26	350.00
11195	Feb 05	1,974.00	11255	Feb 10	71.76			

* Gap in Check Sequence

Daily Balance Summary

Date	Balance	Date	Balance	Date	Balance
Jan 31	97,742.26	Feb 04	54,035.80	Feb 10	11,995
Feb 01	91,905.29	Feb 05	59,615.05	Feb 11	10,416
Feb 02	81,632.56	Feb 08	23,204.86	Feb 12	59,582
Feb 03	65,919.31	Feb 09	18,394.00	Feb 16	75,175

Continued on next page

McLeodUSA

McLeodUSA Management Report and Account Statement

GUSA INC
4509 S I-90 SRV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2417486
Invoice Date: 02/16/99
Invoice Period: 01/01-01/31
Page Number: 1 OF 22

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,758.87
RSVP Discount Earned	.00
Payment Received.....Thank You	-1,194.14
Previous Balance Due	564.73
Current Month	
Local Charges	250.74
Long Distance Charges	228.65
Enhanced Business Services	.00
Additional Services	30.52
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	27.95
Total Current Charges	537.86
Total Due	1,102.59

YOUR ACCOUNT IS PAST DUE. PAYMENT ON THE FULL BALANCE MUST BE MADE IMMEDIATELY TO CONTINUE RECEIVING OUR SERVICE. CONTACT OUR CREDIT DEPARTMENT AT 1-800-593-1177 TO MAKE ARRANGEMENTS FOR PAYMENT.

Call Forward Busy	3.00	3.00
TACTP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		43.79

Local Service Total - SD

6250.74

* denotes charges not eligible for RSVP discount

G.G.S.A., INC.

DATE INVOICE NO COMMENT
02/14/86 2417129 1137587

11363

AMOUNT	DISCOUNT	NET AMOUNT
537.86	.00	537.86

CHECK: 011363 03/01/99 MCLEOD USA

CHK. TOTAL: 537.86

G.G.S.A., INC.

4095 LAKESIDE ROAD
RAPID CITY, SD 57502
(605) 341-3400HORNIST BANK SOUTH DAKOTA, N.A.
RAPID CITY, SD 57502
(605) 341-3400

011363

11363

*FIVE HUNDRED THIRTY SEVEN DOLLARS AND 86 CENTS

AMOUNT
*****537.86*DATE
03/01/99PAY
TO THE
ORDER
OF
MCLEOD USA
PO BOX 3223
CEDAR RAPIDS
IA 52406-3253

1A 52406-3253

NOT NEGOTIABLE

MCLEOD

⑆011363⑆ 80311000128 041010663⑆

McLeodUSA

McLeodUSA Management Report and Account Statement

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2547241
Invoice Date: 03/22/99
Invoice Period: 02/01-02/28
Page Number: 1 OF 24

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,102.59
RSVP Discount Earned	.00
Payment Received... Thank You	-566.73
Previous Balance Due	537.86
Current Month	
Local Charges	250.74
Long Distance Charges	187.21
Enhanced Business Services	.00
Additional Services	.00
Other Charges	15.79
Credits	.00
Late Payment Charges	.00
Taxes	.00
Total Current Charges	25.60
	-979.34
Total Due	1,017.20

YOUR ACCOUNT IS PAST DUE. THE STATUS OF YOUR ACCOUNT MAY BE AT RISK IF PAYMENT ON THE FULL BALANCE IS NOT MADE IMMEDIATELY. PLEASE CONTACT OUR CREDIT DEPARTMENT AT 1-800-593-1177 TO MAKE ARRANGEMENTS FOR PAYMENT.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

McLeodUSA

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2547241
Invoice Date: 03/22/99

Amount Due: \$1017.20

Amount Enclosed _____
Payment Due Date 04/11/99

McLeodUSA
P.O. BOX 3243
Milwaukee, WI 53201-3243

☐ Please mark this box and note any changes
to name or address on the face of this document.

11979879 25472416 0001017201 0001017203 041199

G.G.S.A., INC.

11450

DATE: INVOICE NO: COMMENT
09/22/89 2147211 1197987

AMOUNT DISCOUNT NET AMOUNT
179.31 .00 179.31

CHECK: 011150 04/07/89 MCLEOD USA

CHEK TOTAL: 179.31

G.G.S.A., INC.

4550
NORTH AVENUE
RADIO CITY, SD 57001
(605) 341-1490

NORWEST BANK SOUTH DAKOTA, N.A.

MEMPHIS, TN 38103
784-914

011150

11450

*FOUR HUNDRED SEVENTY NINE DOLLARS AND 34 CENTS

DATE 04/07/89 AMOUNT *****179.31**

PAY MCLEOD USA
TO THE ORDER OF PO BOX 3253
CEDAR RAPIDS IA 52406-3253

MCLEOD

FCI:1557 0091400140 054000085*

NOT NEGOTIABLE

01500460076

01500.4633.

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- 01500.4633.

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- 01500.4633.

UNDERSTAND THE HARDSHIP AND FINANCIAL REPERCUSSION THIS
PROBLEM IS CAUSING FOR OUR COMPANY.

PLEASE SEE REFERENCE LETTER WE FAXED OCTOBER 8, 1998. IT IS
CRITICAL THAT WE HAVE A RESPONSE OR FOLLOW-UP ON THIS MATTER.

THANK YOU FOR YOUR ATTENTION.

SINCERELY,
DON JIRACEK
PRESIDENT

10/20/98 12:40 FAX 1 319 258 7901

MCLEOD LEGAL

0001

0002

605-773-3809

McLeodUSA[®]

Post-It [®] brand fax transmittal memo 2671		*ATTN:*
To: Don Jiracek	From: Lued	
Cc: GSA, Inc.	cc: JUC	
Date:	Phone:	
Fax: 605-342-0195	Fax: 773-3209	

CITIZENS 10/20/98

Leri Healy
 South Dakota Public Utilities Commission
 State Capitol Building
 Pierre, South Dakota 57501

Re: GSA, Inc.

Dear Ms. Healy:

This letter is in response to the complaint filed by Mr. Don Jiracek on behalf of GSA, Inc. In his complaint Mr. Jiracek references several service problems GSA, Inc. experienced after their telephone service was converted to McLeodUSA.

Since McLeodUSA is a re-seller, we rely on US West to provide service and repair to our customers. When Mr. Jiracek reported that his main line was out of service on September 25, 1998, McLeodUSA contacted the US West repair department immediately. US West then gave us a commit time of the following day by 6:00pm to have service restored. When our technical response team contacted US West the following day for an update on the repair, we were informed that the commit time had been moved back until September 28, 1998. McLeodUSA contacted US West on September 28, 1998, and was informed that a technician was working on the problem. The problem was resolved later that day. US West informed us that the problem was due to a disconnect order they had sent for this telephone number. US West stated that this disconnect order was written in error after receiving the order to convert their service to McLeodUSA.

On September 28, 1998, McLeodUSA was also notified of a service problem affecting the customer's toll free number. An order was sent to correct this problem. Later that day our toll free service provider notified us that the problem should be resolved. After speaking with the customer we were informed that a new problem was affecting the routing of the toll free number. While the number was being tested we contacted the customer on September 30, 1998. At this time Mr. Jiracek reported that the problem had been resolved. Unfortunately we were unable to determine what the exact cause of this problem was. After the order was sent to correct the routing problem, the order appeared to clear itself.

McLeodUSA TECHNOLOGY PARK 6400 C Street SW PO Box 3177 Cedar Rapids, IA 52406-3177
 PHONE 319-364-0900 FAX 319-258-7901 <http://www.mcleodusa.com>

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10/23/98 12:41 FAX 1 319 296 7901

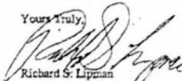
MCLEOD LEGAL

003

The most recent report of trouble was that affecting G.S.A.'s main line. It was reported that the line was without service on October 7, 1998. Again US West was contacted and we were given a commit time of October 9, 1998, by 6:00pm. McLeodUSA did attempt to move this commit time up but US West stated that this was the soonest commit time possible. McLeodUSA then had the calls routed to Mr. Jurcek's home telephone number. On October 10, 1998, the date the US West technician arrived at the customer's site, US West reported that the telephone line was working correctly and that their service problem was due to a programming issue. McLeodUSA continued to research this issue and when the call forwarding feature was removed on October 13, 1998, we were informed that the main line was back in service. Unfortunately, US West was again unable to determine the exact cause of this problem. Apparently the problem had already repaired itself by October 10, 1998, when the US West technician was dispatched. Had the forwarding feature been removed at that time, the main line would have been in service.

McLeodUSA apologizes for the inconvenience caused to G.S.A. Inc. by these service problems and regrets that we were unable to resolve them sooner. Should you have further questions, please contact us at your convenience.

Yours Truly,



Richard S. Lipman
Associate General Counsel

cc: Mr. Don Jurcek
G.S.A. Inc.

01508.46.3422

APR-13-99 TUE 4:04 PM GSA INC
To: DON JIRACEK

ITEM: CABLE & TELEVISION

FAX NO. 18053409135 P. 9



*Simple, Cost-Effective Solutions
for Today's Business Long Distance Needs*

To: DON JIRACEK
Phone: 1 (605) 342-8195
From: CARTER T COLLINS III
Date: 09-17-1998
Memo:

Dear DON

Thank you for taking the time to speak with me about your long distance account with NOS Communications. You are a

valued customer and we want to retain your business. Per our conversation, following is written confirmation of the calling plan for your business:

Standard tariffs and terms apply
MFN RATE (Japan) \$.21.5 cents per minute of usage
(Guam) \$.21.4 cents per minute of usage
(Panama) \$.69.5 cents per minute of usage
(Italy) \$.049 cents per minute of usage
(GREENLAND) \$.070 cents per minute of usage
(Iceland) \$.675 cents per minute of usage

To take advantage of this program please fax back the Additional Savings Form to the Quality Assurance Department at (800) 318-5667. I will be your Account Manager in the Corporate Office. Please do not hesitate to call me with any questions or concerns at (800) 636-6670. I look forward to our future business relationship.

Respectfully yours,

CARTER T COLLINS III
Quality Assurance Manager

01500463433



BRUCE A. ASHLAND, CPA, PC

Certified Public Accountant

3535 Sturgis Road

Rapid City, SD 57702

(605) 348-5333

FAX (605) 343-7143

April 9, 1999

G/GSA, Inc.
Mr. Donald Jiracek, President
4509 I-90 South
Rapid City, SD 57701

Dear Mr. Jiracek,

Your 1998 total sales for G/GSA, Inc. were \$1,754,976.23. Your cost of goods sold, including freight, was \$1,507,635.82. Therefore, your gross profit before overhead costs was \$247,340.41.

Please be reminded that I am not independent in respect to G/GSA, Inc..

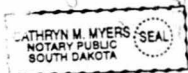
Yours truly,

Bruce A. Ashland CPA

Bruce A. Ashland, CPA

Notary Public

Cathryn M. Myers



My Commission Expires
January 25, 2004

REVISED DAMAGES

352 DAYS PER YEAR -104 DAYS WEEKEND-10 FEDERAL HOLIDAYS=238 WORK DAYS
PROFIT FOR YEAR \$247,340.41 DIV BY 238 = \$1039.25 PER DAY
THE LAST WEEK OF THE FISCAL YEAR FOR THE FEDERAL GOVERNMENT WAS THE
WEEK OF SEPT 24 THROUGH SEPT 30. DURING THIS WEEK SALES DRAMATICALLY
INCREASE.(MY EDUCATED OPINION WOULD BE 4 TIMES)
IT WOULD BE LIKE THE WEEK BEFORE CHRISYMAS FOR A RETAIL COMPANY LIKE
SHOPCO.

SEE ATTACHED STATEMENT FROM BRUCE ASHLAND CPA

A-\$1039.25 x 5 DAYS=\$5196.23 x (4 TIMES) = \$20,784.92

SEPT 24 THROUGH SEPT 30

B-\$1039.25 x 10 = \$10,392.50

C-\$1083.54 = 13th MONTH FREE FROM NOS THAT WE DID NOT RECEIVE BECAUSE
MCLEOD DISHONESTLY SLAMED OUR PHONES A MONTH EARLY WHICH WAS ARE
13th MONTH FREE

D-LOST ABILITY TO CALL OR FAX OVERSEAS FOR FOUR DAYS

12-1-99 TUESDAY THROUGH FRIDAY

COULD NOT SUBMIT ANY BIDS THAT WE HAD WORKED ON THAT WERE DUE THAT
WEEK

E-NO CALL FORWARDING FOR SEVEN DAYS

DISCOVERED THAT WE HAD NO CALL FORWARDING FROM 3-16-99 TO 3-22-99
MCLEOD DID NOT GIVE THIS INFORMATION TO U.S. WEST

F-NO ROLL OVER ON PHONES SEVENTEEN DAYS

DISCOVERED BY CUSTOMERS COMPLAINING BY FAX THAT ARE PHONE LINES WERE
CONSTANTLY BUSY 3-16-99 TO 4-1-99
AGAIN MCLEOD DID NOT GIVE THIS INFORMATION TO U.S. WEST

G- HARM DONE TO BUSINESS REPUTATION

REGULATIONS WITH FEDERAL PURCHASING AGENTS PROHIBIT DOING BUSINESS
WITH A COMPANY THAT MIGHT BE IN TROUBLE FINANCIALLY OR OTHERWISE.
IF YOU CALLED A BUSINESS FOR TWO WEEKS STRAIGHT AND THE PHONE EITHER
RANG WITH NO ONE PICKING UP, OR CONSTANTLY RINGS BUSY.
WHAT WOULD YOU THINK?

H-EMOTIONAL DISTRESS

WATCHING AS MY COMPANY WAS GOING DOWN THE TUBE ,AND THE COMPANY
RESPONSIBLE FOR THIS WOULD NOT EVEN RESPOND TO MYSELF OR THE COMMISSION
SET UP TO SAFE GAURD THAT THIS WOULD NOT HAPPEN

I-LEGAL FEES INCURRED

6822A



Customer Number: 700009 0084 0000
 GSA, INC. SERVICE BLDG
 8400 CLIF. RD. 3700
 ARLING. HALL, MD 21038

=====



Statement Date: July 6, 1995

Service Description		Calls	Total Call Units (TCU)	Amount
1 st Calls	997	4271.7		
Intermediate Usage:				\$ 508.84
Intermediate Dir Asst: Usage:				\$ 10.00
Intermediate Termination Usage:				\$ 10.00
Intermediate Long Distance Usage:				\$ 10.00
Intermediate Termination Usage:				\$ 10.00
Intermediate Long Distance Usage:				\$ 10.00
Total 1 st Usage:	1053	4397.4		\$ 564.02
Switched 800 Calls	2	9.8		\$ 1.56
Intermediate Usage:				\$ 216.51
Total Switched 800 Usage:	220	1870.6		\$ 218.07
Account Activity	Date	Description	Amount	
Previous Balance	06/01/95	LOCK BOX PAYMENT IN HOUSE	\$ 1699.87	
Credits			\$ 789.86	\$ 920.03
Balance Forward, Please Pay Promptly			\$ 789.86	
Current Charges:	07/01/95	PAYMENT ORIGINATOR SEC.	\$ 10.00	
Universal Service Fund Assessment (FEC Order 97-103)			\$ 38.32	
State/Local (Other) Taxes			\$ 20.14	
Total Long Distance			\$ 782.09	\$ 956.16
Total Current Charges			\$ 1870.6	
Total Due				\$ 1870.6

If you have any questions about your bill or service
 Please call (800) 332-6006, thank you.



0150
•46
•347



Account: GSA, INC.

Account: GSA, INC Training - Nov - 0000

Page: 12

Page: 21

Customer		Invoice		City		Time		Date		Rate		Number		City		Time		Date		Rate		Number	
Customer Number		Invoice Number		City		Time		Date		Rate		Number		City		Time		Date		Rate		Number	
Customer Number : 702009-0005-0000		Invoice Number : 702009-0005-0000		City : R00		Time : 4:00 PM		Date : 12/18/07		Rate : \$218.07		Number : 220		City : R00		Time : 4:00 PM		Date : 12/18/07		Rate : \$218.07		Number : 220	
Customer Number : 702009-0005-0000		Invoice Number : 702009-0005-0000		City : R00		Time : 4:00 PM		Date : 12/18/07		Rate : \$218.07		Number : 220		City : R00		Time : 4:00 PM		Date : 12/18/07		Rate : \$218.07		Number : 220	

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Account No: 700009-0084-0000
 Invoice Date: 07/06/98
 Due Date: Upon Receipt
 All Service Inquiries: (800) 332-6086

004142026 1.060 1.01

GSA, INC.
 Attn: Accounts Payable
 4509 S 190 SERVICE ROAD
 RAPID CITY, SD 57701

This invoice reflects payments received through June 30, 1998

Are you dialing 10555-1-AC-Number to save money on local long distance calls? If so, we have news for you! Effective July 1, 1998, all regional Bell companies will make the following changes for 10-XXX calls. Beginning in July, you will begin use 10-10555-1-AC-Number. If you are uncertain if this new dialing procedure applies to your business, please call Customer Care on the toll free number printed at the top of this invoice.

WE ARE NOT RESPONSIBLE FOR BILLING ERRORS OR INVOICES THAT YOU MAY RECEIVE FROM OTHER LONG DISTANCE SERVICE PROVIDERS DUE TO PHONE LINE CHANGES THAT ARE NOT REPORTED TO US BY FAX OR IN WRITING.

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE.




LONG DISTANCE SERVICES PROVIDED BY
 NOS OVER FIBER OPTIC FACILITIES

Please write your account number 700009-0084-0000 on your check

Invoice Date: 07/06/98
 Due Date: Upon Receipt

AMOUNT DUE \$ 1856.19

AMOUNT ENCLOSED: _____

Remit to: 
 NOS Communications, Inc.
 Department 101
 Tulsa, OK 74182-0001

Make checks payable to:
 NOS COMMUNICATIONS, INC.

000070000900640001856199607067





Customer Number: 702009-0004-0000
 CNA, INC. AIR SERVICE ROAD
 RAPID CITY SD 57701
 ATRN: WEST CO WAGON

Statement Date: July 6, 1978
 Page: 1

Service Description	Calls	Total Call Units (TUD)	Amount
* Calls			
* Calls	997	4271.7	\$ 508.46
* Intrastate Usage:			
* Intrastate Dir. Ass.: Usage:	11	11.0	\$ 10.45
* Intrastate Long Distance:	12	12.0	\$ 11.40
* Off-Shore Termination Usage:	32	32.9	\$ 31.27
* Termination Usage:			
* Total * Usage:		4397.4	\$ 566.02
Switched 800 Calls			
* Intrastate Usage:	2	2.8	\$ 1.56
* Total Switched 800 Usage:	218	1879.6	\$ 218.07
Account Activity	Date	Description	Amount
* Balance Forward	06/01/78	LOCK BOX PAYMENT IN HOUSE	\$ 1409.87
* Credit			\$ 789.56
* Balance Forward			\$ 920.03
Current Charges:	07/01/78	PERMANENT ORIGINATOR SEC.	\$ 1.70
* Charges and Services:			
* Universal Service Fund Assessment (FEC Order 69-158)			\$ 15.70
* Universal Service Fund Assessment (FEC Order No. 96-55)			\$ 38.32
* State/Local/Other Taxes			\$ 20.14
* Total Long Distance			\$ 782.00
* Total Current Charges			\$ 956.16
Total Due			\$ 1576.19

If you have any questions about your bill or service
 Please call (800) 337-6086. Thank you.

Telecommunications Management Summary

ORIGINAL NUMBER - 10

TELEPHONE MAILING LIST - SWITCHED 800AREA CODE - 10

302 DELAWARE
202 DISTRICT OF COLUMBIA

[illegible]

Account: GSA, INC.
Customer Number: 700009-0084-0000

0000-0001-9000-0000

July 6, 1998
Page: 11

1994

Calls Originating From 605-341-6677

[illegible]

July 6, 1968

[illegible]



Customer Number : 700009-0084-0000

Telecommunications Management Summary

July 6, 1998
Page: 3

Area	State	DAY		EVENING		NIGHT		TOTAL	
		Calls	Amount	Calls	Amount	Calls	Amount		
A	111110115	7	0.40			0		7	0.40
	111110115	3	0.40					3	0.40
	111110115	31	1.14					31	1.14
	111110115	7	0.74					7	0.74
	111110115	4	0.05					4	0.05
	111110115	33	0.87					33	0.87
	111110115	4	0.05					4	0.05
	111110115	35	0.78					35	0.78
	111110115	2	0.29					2	0.29
	111110115	1	1.13					1	1.13
B	111110115	11	2.4	0.29	5	31.3	3.73	48	6.0
	111110115	3	0.05					3	0.05
	111110115	4	0.42					4	0.42
	111110115	2	1.6	0.20				2	1.6
	111110115	2	0.10					2	0.10
	111110115	1	0.21					1	0.21
	111110115	7	0.26					7	0.26
	111110115	13	0.65					13	0.65
	111110115	2	0.08					2	0.08
	111110115	2	0.08					2	0.08
C	111110115	2	0.21	8	23.6	2.80		10	25.4
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
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	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
D	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
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	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
E	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
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	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
	111110115	2	0.21					2	0.21
F	111110115	2	0.21				</		



Customer Number : 700009-0054-0000
 CDA, INC.

Telecommunications Management Summary

July 6, 1998
 Page: 7

LONG DURATION CALL SUMMARY - 1+ - 20 TCU's or More Per Call

Date	Time	City	ST	Number	Rate	TCU	Amount	Date	Time	City	ST	Number	Rate	TCU	Amount	
06/04/98	7:01 am	MIDWEST	CT	OK	405-733-8514	N	53.1	06/28/98	7:25 am	COLORADOSPG	CO	719-392-3721	N	52.7	6.27	
06/07/98	7:40 pm	MIDWEST	CT	OK	405-733-8514	D	50.1	06/29/98	5:42 pm	MIDWEST	CT	OK	405-733-8514	N	45.2	5.38
06/10/98	7:26 am	MIDWEST	CT	OK	405-733-8514	N	44.2	06/29/98	5:42 am	MIDWEST	CT	OK	405-733-8514	N	43.9	5.23
06/05/98	7:28 am	MIDWEST	CT	OK	405-733-8514	N	43.3	06/11/98	6:41 am	MIDWEST	CT	OK	405-733-8514	N	43.0	5.12
06/02/98	6:30 am	MIDWEST	CT	OK	405-733-8514	N	41.3	06/01/98	8:17 am	MIDWEST	CT	OK	405-733-8514	N	37.2	4.90
06/16/98	5:05 pm	MIDWEST	CT	OK	405-733-8514	N	40.6	06/07/98	7:18 am	COLORADOSPG	CO	719-392-3721	N	39.6	4.71	
06/23/98	7:18 am	MIDWEST	CT	OK	405-733-8514	N	38.9	06/03/98	5:15 pm	MIDWEST	CT	OK	405-733-8514	N	37.2	4.43
06/02/98	9:05 pm	LA CROSSE	WI	608-797-4214	D	36.0	4.28	06/21/98	7:34 am	COLORADOSPG	CO	719-392-3721	N	35.6	4.24	
06/19/98	7:13 pm	MIDWEST	CT	OK	405-733-8514	N	34.8	06/17/98	6:27 am	COLORADOSPG	CO	719-392-3721	N	33.6	4.05	
06/22/98	9:12 am	OAKLAND	CA	510-357-3400	D	33.4	3.97	06/02/98	5:06 pm	COLORADOSPG	CO	719-392-3721	N	32.8	3.90	
06/21/98	7:18 am	MIDWEST	CT	OK	405-733-8514	N	32.8	06/20/98	8:19 am	MIDWEST	CT	OK	405-733-8514	N	31.4	3.74
06/18/98	7:41 am	MIDWEST	CT	OK	405-733-8514	N	29.0	05/31/98	12:32 pm	COLORADOSPG	CO	719-392-3721	N	27.8	3.11	
06/13/98	7:26 am	MIDWEST	CT	OK	405-733-8514	N	27.0	06/20/98	8:36 am	COLORADOSPG	CO	719-392-4409	N	26.6	3.17	
06/22/98	10:09 am	MINNEAPOLIS	MN	612-949-0144	D	25.6	5.05	06/03/98	3:17 pm	MIDWEST	CT	OK	405-733-8514	N	23.0	2.74
06/10/98	12:42 pm	MIDWEST	CT	OK	405-733-8514	D	22.4	06/25/98	3:04 pm	MIDWEST	CT	OK	405-733-8514	D	22.0	2.62
06/10/98	7:02 am	SANBERRABA	CA	805-882-7566	N	20.8	2.48	05/07/98	10:17 pm	PARSONS	TN	901-847-5351	D	20.0	2.38	

LONG DURATION CALL SUMMARY - Switched 800 - 20 TCU's or More Per Call

Date	Time	City	ST	Number	Rate	TCU	Amount	Date	Time	City	ST	Number	Rate	TCU	Amount		
06/07/98	7:07 pm	LA CROSSE	WI	608-779-4214	N	61.7	7.34	06/26/98	10:18 am	COLORADOSPG	CO	719-507-5053	D	57.0	6.78		
06/26/98	6:30 pm	MIDWEST	CT	OK	405-733-8514	N	49.5	5.89	06/27/98	6:56 am	MIDWEST	CT	OK	405-733-8514	N	48.0	5.71
06/21/98	7:19 pm	LA CROSSE	WI	608-779-4214	N	47.6	5.66	06/26/98	6:56 am	LA CROSSE	WI	608-779-4214	N	47.4	5.66		
06/12/98	6:21 pm	MIDWEST	CT	OK	405-733-8514	N	46.5	5.53	06/21/98	7:44 pm	LA CROSSE	WI	608-779-4214	N	43.0	5.39	
06/15/98	4:35 pm	MIDWEST	CT	OK	405-779-4214	E	43.6	5.19	06/17/98	8:29 pm	MIDWEST	CT	OK	405-733-8514	N	41.8	4.91
06/08/98	5:16 pm	LA CROSSE	WI	608-779-4214	N	41.2	4.90	06/28/98	8:29 pm	MIDWEST	CT	OK	405-733-8514	N	36.7	4.37	
05/30/98	6:33 pm	OVERLANDP	KS	913-383-8390	N	36.4	4.33	06/30/98	3:06 pm	MIDWEST	CT	OK	405-733-8514	N	35.6	4.25	
06/17/98	8:10 pm	MIDWEST	CT	OK	405-733-8514	N	35.2	4.19	06/08/98	6:53 am	MIDWEST	CT	OK	405-733-8514	N	35.0	4.17
06/22/98	7:22 am	MIDWEST	CT	OK	405-733-8514	N	35.0	4.17	06/22/98	11:01 am	TERRE	AZ	602-642-0000	D	35.0	4.17	
06/03/98	6:54 am	MIDWEST	CT	OK	405-733-8514	N	33.5	3.99	06/04/98	11:05 am	MIDWEST	CT	OK	405-733-8514	N	31.8	3.80
06/15/98	7:18 pm	MIDWEST	CT	OK	405-733-8514	N	30.8	3.67	06/20/98	7:34 pm	MIDWEST	CT	OK	405-733-8514	N	29.4	3.50
06/17/98	7:23 am	MIDWEST	CT	OK	405-733-8514	N	28.1	3.34	06/14/98	8:11 pm	MIDWEST	CT	OK	405-733-8514	N	27.0	2.50



Account: OEA, INC.
Customer Number: 700009-0084-0000

Page:																	
Date	Time	City	ST	Number	Rate	TCU	Amount	Date	Time	City	ST	Number	Rate	TCU	Amount		
Calls Originating from 605-341-1490																	
05/11/98	12:32	pm	COLORADO	CD	710-302-1721	N	27.8	3.31	05/11/98	12:44	pm	MINNESOTA	OK	405-733-8514	N	1.2	0.14
05/11/98	1:02	pm	COLORADO	CD	710-597-5053	N	8.4	0.40	05/11/98	1:20	pm	MINNESOTA	OK	405-733-8514	N	0.4	0.05
05/11/98	1:37	pm	MINNESOTA	OK	405-733-8514	N	0.3	0.06	05/11/98	1:37	pm	MINNESOTA	OK	405-733-8514	N	0.3	0.06
05/11/98	3:50	pm	MINNESOTA	OK	405-733-8514	N	0.4	0.09	06/01/98	8:11	am	MINNESOTA	OK	405-733-8514	N	4.1	0.90
06/01/98	2:40	pm	MINNESOTA	OK	405-733-8514	D	5.0	5.96	06/01/98	9:04	pm	COLORADO	CD	710-567-5053	N	14.6	1.74
06/02/98	6:30	am	MINNESOTA	OK	405-733-8514	N	4.1	4.91	06/02/98	8:25	pm	MINNESOTA	OK	405-733-8514	N	5.0	0.56
06/02/98	5:06	pm	COLORADO	CD	710-302-1721	N	32.8	3.90	06/03/98	5:15	pm	MINNESOTA	OK	405-733-8514	N	17.2	4.43
06/02/98	7:01	am	MINNESOTA	OK	405-733-8514	N	5.3	6.32	06/03/98	7:22	pm	MINNESOTA	OK	405-733-8514	N	18.8	2.10
06/03/98	7:28	am	MINNESOTA	OK	405-733-8514	N	43.3	5.05	06/03/98	12:51	pm	MINNESOTA	OK	405-733-8514	D	19.2	2.28
06/03/98	2:31	pm	MINNESOTA	OK	405-733-8514	N	5.3	0.15	06/03/98	1:18	pm	COLORADO	CD	710-302-1721	N	39.4	4.71
06/07/98	7:46	am	MINNESOTA	OK	405-733-8514	N	5.1	0.61	06/07/98	5:17	pm	MINNESOTA	OK	405-733-8514	N	23.5	2.74
06/08/98	12:16	pm	MINNESOTA	OK	405-733-8514	D	11.2	1.33	06/08/98	5:52	pm	MINNESOTA	OK	405-733-8514	D	4.2	0.48
06/09/98	3:00	pm	MINNESOTA	OK	405-733-8514	D	14.4	1.71	06/10/98	7:26	am	MINNESOTA	OK	405-733-8514	N	44.2	5.26
06/10/98	12:29	pm	MINNESOTA	OK	405-733-8514	D	7.2	0.88	06/10/98	12:54	pm	MINNESOTA	OK	405-733-8514	D	10.0	0.60
06/10/98	1:55	pm	MINNESOTA	OK	405-733-8514	D	9.8	1.17	06/11/98	5:44	am	MINNESOTA	OK	405-733-8514	N	4.2	0.52
06/11/98	1:56	pm	NATICK	MA	508-233-6026	D	2.2	0.26	06/11/98	7:28	am	MINNESOTA	OK	405-733-8514	N	17.0	1.14
06/15/98	7:17	am	MINNESOTA	OK	405-733-8514	N	1.0	0.12	06/15/98	8:02	am	MINNESOTA	OK	405-733-8514	N	18.2	1.17
06/16/98	10:04	am	MINNESOTA	OK	405-733-8514	N	1.1	0.13	06/16/98	1:28	pm	MINNESOTA	OK	405-733-8514	N	19.2	2.22
06/16/98	5:05	pm	MINNESOTA	OK	405-733-8514	N	40.6	4.83	06/17/98	5:26	pm	MINNESOTA	OK	405-733-8514	N	5.6	0.67
06/17/98	6:02	am	COLORADO	CD	710-302-1721	N	13.6	4.00	06/18/98	7:41	pm	MINNESOTA	OK	405-733-8514	N	28.0	3.31
06/18/98	11:34	am	MINNESOTA	OK	405-733-8514	D	12.6	1.50	06/19/98	7:33	pm	MINNESOTA	OK	405-733-8514	N	34.8	4.14
06/19/98	9:42	am	MINNESOTA	OK	405-733-8514	N	14.0	1.67	06/19/98	11:43	am	MINNESOTA	OK	405-733-8514	N	9.5	1.13
06/20/98	8:10	am	MINNESOTA	OK	405-733-8514	N	31.4	3.74	06/20/98	8:36	am	COLORADO	CD	710-598-4493	N	26.6	3.17
06/21/98	7:18	am	MINNESOTA	OK	405-733-8514	N	32.0	3.90	06/21/98	9:36	am	COLORADO	CD	710-302-1721	N	36.2	4.34
06/21/98	11:12	am	MINNESOTA	OK	405-733-8514	N	10.6	1.26	06/21/98	7:00	pm	MINNESOTA	OK	405-733-8514	N	11.2	1.38
06/21/98	7:18	am	MINNESOTA	OK	405-733-8514	N	38.9	4.63	06/21/98	11:44	am	MINNESOTA	OK	405-733-8514	N	11.2	1.38
06/23/98	1:05	pm	MINNESOTA	OK	405-733-8514	D	7.6	0.90	06/24/98	6:00	am	MINNESOTA	OK	405-733-8514	N	11.2	1.38
06/24/98	5:42	am	MINNESOTA	OK	405-733-8514	D	12.2	2.00	06/24/98	10:04	pm	MINNESOTA	OK	405-733-8514	D	22.2	2.62
06/26/98	12:31	pm	MINNESOTA	OK	405-733-8514	N	17.2	2.05	06/26/98	9:11	am	MINNESOTA	OK	405-733-8514	N	11.2	1.38
06/26/98	1:53	pm	MINNESOTA	OK	405-733-8514	N	15.6	1.86	06/28/98	7:25	pm	COLORADO	CD	710-302-1721	N	52.7	6.27
06/28/98	1:50	pm	MINNESOTA	OK	405-733-8514	N	9.2	1.12	06/29/98	7:51	am	MINNESOTA	OK	405-733-8514	N	18.4	2.14
06/28/98	12:45	pm	MINNESOTA	OK	405-733-8514	D	9.2	1.15	06/30/98	7:51	am	MINNESOTA	OK	405-733-8514	N	19.2	2.28
06/30/98	12:42	pm	MINNESOTA	OK	405-733-8514	D	22.4	2.67									
Subtotals for 605-341-1490																	
Calls: 67																	
Duration: 1354.2																	
Amount: \$161.74																	
Calls Originating from 605-341-1654																	
05/29/98	9:55	am	PALATINE	IL	847-538-0021	D	13.6	1.62	05/29/98	9:55	am	PALATINE	IL	847-538-0021	D	13.6	1.62
06/01/98	8:51	pm	OXFORD	PA	724-693-2426	N	8.6	0.51	06/01/98	8:51	pm	OXFORD	PA	724-693-2426	N	8.6	0.51
06/01/98	9:42	am	LA CROSSE	WI	608-787-1874	N	1.8	0.21	06/01/98	9:42	am	LA CROSSE	WI	608-787-1874	N	1.8	0.21
06/02/98	9:48	am	ST PAUL	MN	612-687-9960	N	1.3	0.15	06/02/98	9:48	am	ST PAUL	MN	612-687-9960	N	1.3	0.15
06/02/98	9:49	am	ST PAUL	MN	612-687-9960	N	7.8	0.93	06/02/98	9:49	am	ST PAUL	MN	612-687-9960	N	7.8	0.93
06/02/98	10:35	am	MARTINSBURG	WV	304-263-0811	D	5.3	0.62	06/02/98	10:35	am	MARTINSBURG	WV	304-263-0811	D	5.3	0.62
06/02/98	2:00	pm	DIR ASST	NY	212-555-1212	D	0.1	0.09	06/02/98	2:00	pm	DIR ASST	NY	212-555-1212	D	0.1	0.09
06/02/98	2:37	pm	KNOXVILLE	TN	423-546-0550	D	0.7	0.08	06/02/98	2:37	pm	KNOXVILLE	TN	423-546-0550	D	0.7	0.08
06/02/98	3:26	pm	CHICAGO	IL	773-244-0400	D	9.4	1.17	06/02/98	3:26	pm	CHICAGO	IL	773-244-0400	D	9.4	1.17
06/03/98	9:18	am	SELMA	AL	334-872-6261	D	10.2	1.21	06/03/98	9:18	am	SELMA	AL	334-872-6261	D	10.2	1.21
06/03/98	10:10	am	MARTINSBURG	PA	717-244-0400	D	9.4	1.17	06/03/98	10:10	am	MARTINSBURG	PA	717-244-0400	D	9.4	1.17
06/03/98	10:32	am	LINDAVISTA	CA	619-616-3438	D	2.2	0.26	06/03/98	10:32	am	LINDAVISTA	CA	619-616-3438	D	2.2	0.26
06/03/98	10:50	am	LA CROSSE	WI	608-787-1874	N	11.8	1.38	06/03/98	10:50	am	LA CROSSE	WI	608-787-1874	N	11.8	1.38
06/03/98	11:30	am	CENTERLINE	MI	810-574-2332	D	12.8	1.52	06/03/98	11:30	am	CENTERLINE	MI	810-574-2332	D	12.8	1.52

01550.46.360



Account: 624, NC
Customer Number: 700009-0004-0000

July 6, 1998
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In Call Detail							
Date	Time	City	ST	Number	Rate	TCU	Amount
Subtotals for				605, 343, 6005			
Duration :				15			
Amount :				\$0.40			
Subtotals for				1x, 1053			
Duration :				4597			
Amount :				\$204.12			

01500.46.3361



Account No: 700009-0084-0000
 Invoice Date: 07/06/98
 Due Date: Upon Receipt
 All Service Inquiries: (800) 332-6086

00412028 3.060 1.01
GSA, INC.
 Attn: Accounts Payable
 4509 S 1-90 SERVICE ROAD
 RAPID CITY, SD 57701

This invoice reflects payments received through June 30, 1998

Are you dialing 10555+1+AC+Number to save money on local long distance calls? If so, we have news for you! Effective July 1, 1998, all regional Bell companies will make the following changes for 10-XXX calls. Beginning in July, you will begin use 10+10555+1+AC+Number. If you are uncertain if this new dialing procedure applies to your business, please call Customer Care on the toll free number printed at the top of this invoice.

WE ARE NOT RESPONSIBLE FOR BILLING ERRORS OR INVOICES THAT YOU MAY RECEIVE FROM OTHER LONG DISTANCE SERVICE PROVIDERS DUE TO PHONE LINE CHANGES THAT ARE NOT REPORTED TO US BY FAX OR IN WRITING.

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR REMITTANCE.




LONG DISTANCE SERVICES PROVIDED BY
 NOS OVER FIBER OPTIC FACILITIES

Please write your account number 700009-0084-0000 on your check

Invoice Date: 07/06/98
 Due Date: Upon Receipt

AMOUNT DUE \$ 1856.19

AMOUNT ENCLOSED: _____

Remit to: 
 NOS Communications, Inc.
 Department 101
 Tulsa, OK 74182-0001

Make checks payable to:
 NOS COMMUNICATIONS, INC.

0000700009008400001856199807067





Account: GSA, Inc.
Customer Number: 700000 0004 0000

Switched 800 Call Detail

NOV 04 0910

July 6, 1998
Page: 20

Date	Time	City	ST	Number	Rate	TCU	Amount
Calls Terminating at 800 456-0558 (cont)							
06/16/98	8:14 am	MARTIC	MA	508-233-6005	N	1.2	0.14
06/16/98	9:06 am	MARIETTA	GA	770-514-9456	D	1.0	0.12
06/16/98	9:09 am	MARIETTA	GA	508-233-6006	D	5.0	0.60
06/16/98	12:44 pm	FARGO	ND	701-235-7372	D	5.0	0.56
06/16/98	5:08 pm	FARGO	ND	701-235-7372	D	4.0	0.57
06/17/98	7:18 am	MIDWEST	OK	405-733-8514	N	15.0	1.72
06/17/98	7:48 am	MARIETTA	GA	770-514-9456	N	2.7	0.32
06/17/98	8:25 am	BIRMINGHAM	WA	360-476-0044	N	11.0	1.31
06/17/98	12:50 pm	TEMPLE	TX	254-778-4311	D	8.2	0.98
06/17/98	3:10 pm	MIDWEST	OK	405-733-8514	N	2.9	0.46
06/17/98	5:50 pm	MIDWEST	OK	405-733-8514	N	4.0	0.49
06/17/98	8:01 pm	MIDWEST	OK	405-733-8514	N	35.2	4.19
06/18/98	10:40 am	COLORADO	CO	719-554-7321	D	0.8	0.17
06/18/98	12:40 pm	MARION	IL	618-997-5311	D	5.9	0.46**
06/18/98	12:51 pm	MIDWEST	OK	405-733-8514	D	1.9	0.25
06/18/98	1:51 pm	INDIANAPOLIS	IN	317-486-5400	D	5.0	0.57
06/18/98	4:21 pm	MIDWEST	OK	405-733-8514	E	5.4	0.40
06/19/98	8:44 am	MARION	IL	618-997-5311	N	2.8	0.35*
06/20/98	7:34 am	MIDWEST	OK	405-733-8514	N	29.4	3.50
06/21/98	8:54 am	MIDWEST	OK	405-733-8514	N	1.7	0.20
06/21/98	6:18 pm	MIDWEST	OK	405-733-8514	N	1.7	0.20
06/22/98	7:44 pm	LA CROSSE	WI	608-779-4214	N	45.3	5.39
06/22/98	8:57 am	MANCHESTER	NH	603-624-4366	N	4.2	0.50
06/22/98	11:01 am	TEMPLE	AZ	602-662-0000	D	35.0	1.7
06/22/98	12:43 pm	MIDWEST	OK	405-733-8514	D	0.9	0.11
06/22/98	1:03 pm	EL PASO	TX	915-546-2802	D	0.7	0.08
06/23/98	9:33 am	ATLANTA	GA	404-762-5378	D	1.0	0.12
06/23/98	11:38 am	ALDOSTA	GA	912-247-7000	D	5.4	0.40
06/23/98	5:01 pm	MIDWEST	OK	608-779-4214	D	14.0	1.71
06/24/98	11:00 am	EMERADO	ND	701-594-8556	D	12.4	1.48
06/24/98	12:52 pm	CHICAGO	IL	941-663-5012	D	1.4	0.15
06/25/98	10:23 am	KINGSPURSS	PA	610-768-0376	D	1.1	0.15
06/25/98	12:54 pm	PHOENIX	AZ	602-899-8033	D	0.7	0.07
06/25/98	4:09 pm	ASHLAND	NE	402-944-9608	E	15.2	1.57
06/25/98	7:54 pm	MIDWEST	OK	405-733-8514	N	14.3	1.67
06/26/98	8:02 am	MARIETTA	GA	508-233-5963	N	4.2	0.50
06/26/98	10:12 am	COLORADO	CO	719-554-7321	D	1.9	0.12
06/26/98	10:59 am	EL PASO	TX	915-534-4429	D	0.9	0.11
06/26/98	12:56 pm	COLORADO	CO	719-554-7321	D	0.8	0.05
06/27/98	6:46 am	MIDWEST	OK	405-733-8514	N	48.0	0.42
06/28/98	7:10 pm	MIDWEST	OK	405-733-8514	N	0.9	0.11
06/28/98	5:19 pm	MIDWEST	OK	405-733-8514	N	2.3	0.27
06/28/98	5:19 pm	LA CROSSE	WI	608-779-4214	N	61.2	4.90
06/29/98	7:50 am	MIDWEST	OK	405-733-8514	N	1.0	0.12
06/29/98	10:01 am	MIDWEST	OK	405-733-8514	D	1.0	0.12
06/29/98	10:15 am	MIDWEST	OK	405-733-8514	N	1.0	0.12
06/29/98	11:08 am	MIDWEST	OK	405-733-8514	D	18.4	2.19
06/29/98	12:29 pm	ALDOSTA	GA	719-554-7321	N	2.1	0.25*
06/30/98	7:10 am	MIDWEST	OK	405-733-8514	N	7.9	0.94
06/30/98	8:24 am	COLORADO	CO	719-554-7321	N	4.0	0.48
06/30/98	10:01 am	RAPOD CITY	ND	605-631-5966	D	5.6	0.89*
06/30/98	11:59 pm	MIDWEST	OK	405-733-8514	N	2.7	0.89
06/30/98	2:30 pm	KANSASCITY	MO	816-926-8000	D	1.2	0.14

Date	Time	City	ST	Number	Rate	TCU	Amount
06/16/98	9:00 am	MARIETTA	GA	770-514-9456	D	5.6	0.67
06/16/98	9:06 am	EL PASO	TX	915-546-2802	D	9.6	1.14
06/16/98	11:10 am	SAN DIEGO	CA	619-511-0807	D	1.1	0.17
06/16/98	1:29 pm	FT LAMAR	MO	573-556-0001	D	4.5	0.54
06/16/98	7:08 pm	MIDWEST	OK	405-733-8514	N	1.1	0.18
06/17/98	7:23 am	MIDWEST	OK	405-733-8514	N	28.1	3.34
06/17/98	8:15 am	FT LAMAR	MO	573-556-0001	N	7.4	0.88
06/17/98	11:44 am	MARION	IL	618-997-5311	D	2.4	0.08*
06/17/98	5:18 pm	EMERADO	ND	610-899-0469	D	0.0	0.06
06/17/98	5:20 pm	MIDWEST	OK	405-733-8514	D	0.8	0.10
06/17/98	6:15 pm	MIDWEST	OK	405-733-8514	N	0.0	0.07
06/17/98	7:34 pm	MIDWEST	OK	405-733-8514	N	0.0	0.10
06/18/98	10:53 am	MIDWEST	OK	405-733-8514	D	1.2	0.14
06/18/98	12:44 pm	WASHINGTON	DC	202-745-3625	D	2.4	0.29
06/18/98	1:06 pm	MIDWEST	OK	405-733-8514	D	8.0	0.96
06/18/98	1:31 pm	MIDWEST	OK	405-733-8514	N	6.4	0.65
06/18/98	8:33 pm	MIDWEST	OK	405-733-8514	N	4.0	0.48
06/20/98	6:25 am	FT LAMAR	MO	854-772-0178	N	1.8	0.15
06/21/98	7:13 am	MIDWEST	OK	405-733-8514	N	0.7	0.08
06/21/98	10:58 am	LA CROSSE	WI	608-779-4214	N	0.8	0.14
06/21/98	7:16 pm	LA CROSSE	WI	608-779-4214	N	47.6	5.66
06/22/98	7:22 am	MIDWEST	OK	405-733-8514	N	85.0	4.17
06/22/98	10:38 am	DEWEER	CO	303-594-5670	D	0.4	0.09
06/22/98	12:44 pm	COLORADO	CO	719-554-7321	D	8.2	0.98
06/22/98	1:01 pm	COLORADO	CO	719-554-7321	D	2.1	0.27
06/22/98	2:40 pm	BIRMINGHAM	WA	360-476-0038	D	4.2	0.50
06/23/98	9:33 am	ATLANTA	GA	404-762-5378	D	1.2	0.14
06/23/98	11:54 am	ALDOSTA	GA	912-247-7000	N	3.8	0.45
06/23/98	4:56 pm	BETHESDA	MD	301-290-9535	D	1.2	0.14
06/24/98	11:00 am	EMERADO	ND	701-594-8556	D	1.6	0.21
06/24/98	8:20 pm	CHICAGO	IL	915-553-5560	D	1.2	0.11
06/24/98	11:42 am	COLORADO	CO	719-554-7321	D	8.0	0.95
06/24/98	12:50 pm	PHOENIX	AZ	602-899-8033	D	0.7	0.07
06/25/98	6:26 pm	OVERLAND	KS	913-553-8360	N	5.1	0.17
06/25/98	7:54 pm	MIDWEST	OK	405-733-8514	N	49.5	5.52*
06/26/98	9:26 am	COLORADO	CO	719-554-7321	D	4.0	0.48
06/26/98	11:08 am	LA CROSSE	WI	608-779-4214	N	1.7	0.20
06/26/98	11:37 am	COLORADO	CO	719-554-7321	D	4.7	0.56
06/26/98	1:11 pm	POSD	WA	360-566-4793	D	0.0	0.06
06/26/98	8:20 am	MIDWEST	OK	405-733-8514	N	36.7	0.77
06/28/98	5:19 pm	MIDWEST	OK	405-733-8514	N	2.7	0.32
06/28/98	5:19 pm	MIDWEST	OK	405-733-8514	N	1.3	0.15
06/28/98	5:19 pm	MIDWEST	OK	405-733-8514	N	1.3	0.15
06/29/98	7:50 am	MANCHESTER	NH	603-624-4366	N	2.9	0.34
06/29/98	10:01 am	MIDWEST	OK	405-733-8514	D	1.9	0.23*
06/29/98	10:15 am	MIDWEST	OK	405-733-8514	D	4.5	0.56
06/29/98	11:08 am	MIDWEST	OK	405-733-8514	D	4.6	0.55
06/29/98	12:29 pm	ALDOSTA	GA	719-554-7321	D	2.7	0.32
06/30/98	7:10 am	MIDWEST	OK	405-733-8514	N	1.7	0.20
06/30/98	8:24 am	COLORADO	CO	719-554-7321	N	4.0	0.48
06/30/98	10:01 am	FT HOOD	TX	254-287-6347	D	8.6	1.02
06/30/98	2:25 pm	COLORADO	CO	719-554-7321	D	8.4	1.00

* Eligible for FCC Mandated Surcharge



July 9, 1998
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Account: 05A, INC.
Contract Number: 700009 000A-0000

Date	Time	City	SI	Number	Rate	Toll	Amount
Subtotals for 605.34.677							
Calls completed: 358							
Amount: \$ 61.95							
Calls originating from 605.342.9196							
06/07/98	7:53:09	CONCORDING	OK	719 554 4211			0.17
06/07/98	7:53:09	CONCORDING	OK	719 554 4211			0.17
06/07/98	10:52:41	WICHITANS	OK	719 554 4211			0.11
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06/07/98	10:52:41	WICHITANS	OK	719 554 4211			0.11
06/07/98</							



Account: GSA, INC.
Customer Number: 700009-0004-0000

1. Call Detail

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Date	Time	City	ST	Number	Rate	TCU	Amount	Date	Time	City	ST	Number	Rate	TCU	Amount		
Calls Originating from 605-341-1654 (cont.)																	
06/22/08	11:51	am	VANDALIA	OH	937-808-1909	D	1.2	0.14	06/22/08	12:51	pm	SMILLER	PA	215-646-1000	D	1.7	0.20
06/22/08	11:51	pm	CONNELLVILLE	PA	717-868-3693	D	0.5	0.64	06/22/08	12:51	pm	STILLWATER	MI	612-439-1066	D	1.2	0.14
06/23/08	3:16	pm	TIFFANY	MO	816-801-7861	D	0.5	0.25	06/23/08	11:50	am	CHICAGO	IL	973-706-7487	D	8	1.3
06/23/08	10:40	am	SAN DIEGO	CA	619-532-7909	D	1.3	0.36	06/23/08	11:50	am	MIWEST CT	ED	405-739-8397	D	2.6	0.31
06/23/08	11:50	am	OESSED	MI	612-434-7866	D	1.2	0.87	06/23/08	11:50	am	ST PAUL	KS	913-883-2338	D	8	1.3
06/23/08	12:21	pm	ST CLONK	MI	520-259-9356	D	2.1	0.86	06/23/08	12:25	pm	OMAHA	NE	402-805-8900	D	11.4	1.36
06/23/08	1:01	pm	TACOMA	WA	253-967-1751	D	2.4	1.31	06/23/08	1:01	pm	SPRING BR	CA	953-783-8333	D	1.7	0.20
06/23/08	1:58	pm	VALDOSTA	GA	912-257-3629	D	2.4	2.27	06/24/08	8:01	am	BOULDER	CO	303-435-0833	N	1	0.2
06/24/08	9:47	am	TIGARD	OR	503-539-6161	D	0.1	0.37	06/24/08	10:31	am	ST PAUL	MI	612-736-0711	D	1.5	0.20
06/24/08	11:01	am	CHANDLER	AZ	530-268-7330	D	0.5	0.10	06/24/08	11:01	am	WINDYBROOK	IL	913-883-2338	D	1.5	0.20
06/24/08	11:18	am	LAUREL	MO	314-991-0020	D	1	0.23	06/24/08	11:50	am	WILLOWBURK	OH	440-975-0700	D	5.8	0.69
06/24/08	1:58	pm	EL PASO	TX	972-778-7119	D	1.3	0.25	06/24/08	11:50	am	CHICAGO	IL	973-706-7487	D	8	1.3
06/24/08	3:35	pm	MINNEAPOLIS	PA	612-871-7227	D	13.6	1.62	06/24/08	11:51	am	CHICAGO	IL	773-794-7487	D	8	1.3
06/24/08	3:56	pm	CHICAGO	IL	773-794-7487	D	8	1.3	06/24/08	11:51	am	WINDYBROOK	IL	913-883-2338	D	1.5	0.20
06/24/08	2:56	pm	CENTERTINE	MI	810-755-7555	D	4.8	0.57	06/24/08	1:51	pm	PHILIA	PA	215-697-9297	D	1.3	0.14
06/24/08	3:56	pm	CHICAGO	IL	773-794-7487	D	8	1.3	06/24/08	1:51	pm	CHICAGO	IL	973-706-7487	D	8	1.3
06/24/08	2:56	pm	AURORA	CO	303-676-4101	N	8.8	1.05	06/24/08	8:42	am	HAMILTON	ON	513-870-9014	N	5.1	0.63
06/24/08	2:56	pm	CHICAGO	IL	773-794-7487	D	8	1.3	06/24/08	8:42	am	EVANSTON	IL	708-463-1111	N	5.1	0.63
06/24/08	2:58	pm	ELMISTREE	IL	630-834-9650	D	1.3	0.15	06/24/08	9:27	am	WILLOWBURK	OH	440-975-0700	D	5.8	0.69
06/24/08	2:58	pm	BROOKFIELD	IL	630-438-7611	D	0.8	0.10	06/24/08	9:27	am	CHICAGO	IL	973-706-7487	D	8	1.3
06/24/08	2:58	pm	CHICAGO	IL	773-794-7487	D	8	1.3	06/24/08	9:27	am	CHICAGO	IL	973-706-7487	D	8	1.3
06/30/08	11:01	am	DENVER	CO	303-573-5333	D	0.5	0.37	06/30/08	11:31	am	OMAHA	NE	402-331-9200	D	3.2	0.38
06/30/08	3:01	pm	EMERALD	MO	771-747-2828	D	1.9	0.29									
Subtotals for 605-341-1654																	
Sales: 18																	
Duration: 781.3																	
Amount: \$54.83																	
Calls Originating from 605-341-6677																	
06/01/08	10:29	am	DOVER	DE	302-677-2907	D	3.7	0.44	06/01/08	7:00	am	GERMANY	CA	805-882-2566	N	3.9	0.46
06/01/08	10:29	am	MIAMI	FL	305-362-5859	D	2.6	0.31	06/01/08	10:27	am	SAN BARRABA	CA	805-882-2566	N	2.5	0.30
06/01/08	10:29	am	MIAMI	FL	305-362-5859	D	2.6	0.31	06/01/08	11:10	am	HIGH POINT	NC	910-881-5550	D	2.5	0.30
06/01/08	4:10	pm	SAN BARRABA	CA	805-882-2566	E	1.3	0.15	06/01/08	4:11	pm	SAN BARRABA	CA	805-882-2566	E	1.2	0.14
06/01/08	4:10	pm	SAN BARRABA	CA	805-882-2566	E	1.3	0.15	06/01/08	4:11	pm	SAN BARRABA	CA	805-882-2566	E	1.2	0.14
06/02/08	10:06	am	SAN BARRABA	CA	805-882-2566	D	5.2	0.62	06/02/08	1:16	pm	SAN BARRABA	CA	805-882-2566	D	2.2	0.26
06/02/08	7:01	am	SAN BARRABA	CA	805-882-2566	D	2.2	0.26	06/02/08	1:21	pm	SAN BARRABA	CA	805-882-2566	D	2.2	0.26
06/03/08	7:01	am	SAN BARRABA	CA	805-882-2566	D	2.2	0.26	06/03/08	1:21	pm	SAN BARRABA	CA	805-882-2566	D	2.2	0.26
06/03/08	8:51	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.27	06/03/08	8:53	am	SAN BARRABA	CA	805-882-2566	N	9.6	1.16
06/03/08	8:51	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.27	06/03/08	8:53	am	SAN BARRABA	CA	805-882-2566	N	9.6	1.16
06/03/08	10:08	am	SUMNER	WA	253-891-2523	D	3.4	0.40	06/03/08	2:06	pm	SAN BARRABA	CA	805-882-2566	N	4.0	0.48
06/03/08	10:08	am	SUMNER	WA	253-891-2523	D	3.4	0.40	06/03/08	2:06	pm	SAN BARRABA	CA	805-882-2566	N	4.0	0.48
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	1.3	0.15	06/04/08	7:02	am	SAN BARRABA	CA	805-882-2566	N	5.8	0.69
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	1.3	0.15	06/04/08	7:02	am	SAN BARRABA	CA	805-882-2566	N	5.8	0.69
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	1.3	0.15	06/04/08	7:02	am	SAN BARRABA	CA	805-882-2566	N	5.8	0.69
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	7.5	0.89	06/04/08	9:46	am	SAN BARRABA	CA	805-882-2566	D	2.6	0.31
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	7.5	0.89	06/04/08	9:46	am	SAN BARRABA	CA	805-882-2566	D	2.6	0.31
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	7.5	0.89	06/04/08	9:46	am	SAN BARRABA	CA	805-882-2566	D	2.6	0.31
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA	CA	805-882-2566	N	2.2	0.26	06/04/08	9:47	am	GRiffin	GA	770-412-5514	D	2.4	0.29
06/04/08	7:00	am	SAN BARRABA														

015046369



EXHIBIT

McLeodUSA Management Report and Account Statement

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98
Invoice Period: 08/01-08/31
Page Number: 1 OF 7

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	.00
RSVP Discount Earned	.00
Payment Received - Thank You	.00
Previous Balance Due	.00
Current Month:	
Local Charges	.00
Long Distance Charges	19.87
Enhanced Business Services	.00
Additional Services	.77
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	.60
Total Current Charges	21.24
Total Due	21.24

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.



G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1751960
Invoice Date: 09/15/98

Amount Due: \$21.24

Amount Enclosed _____
Payment Due Date 10/05/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 17519604 0000021246 0000021246 1005982

G/GSA INC
Account Number: 1107987

Invoice Date: 09/15/98
Page Number: 2 OF 7

Long Distance Service

--- Long Distance Service Detail ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1860	1	08/28	12:26PM	MIDWEST CY, OK	405 734-7954	P	DD	6.0	.45
	2	08/31	07:47AM	MIDWEST CY, OK	405 734-7954	O	DD	5.2	.39
	3	08/29	09:27AM	MIDWEST CY, OK	405 737-8890	O	DD	7.4	.56
	4	08/29	02:27PM	MIDWEST CY, OK	405 737-8890	O	DD	9.0	.74
	5	08/29	08:32PM	MIDWEST CY, OK	405 737-8890	O	DD	3.0	.23
	6	08/30	01:43PM	MIDWEST CY, OK	405 737-8890	O	DD	11.5	.86
	7	08/31	07:51PM	MIDWEST CY, OK	405 741-5468	O	DD	8.5	.64
	8	08/30	02:19PM	LA CROSSE, WI	608 783-1181	O	DD	2.0	.02
	9	08/29	10:20AM	LA CROSSE, WI	608 783-3962	O	DD	21.0	1.58
	10	08/29	12:40PM	LA CROSSE, WI	608 783-3962	O	DD	5.6	.42
	11	08/29	06:27PM	LA CROSSE, WI	608 783-3962	O	DD	6.5	.49
	12	08/31	05:36PM	LA CROSSE, WI	608 783-3962	O	DD	2.4	.18
	13	08/29	05:30PM	LA CROSSE, WI	608 781-5424	O	DD	8.9	.67
	14	08/29	12:50PM	LA CROSSE, WI	608 783-7950	O	DD	4.9	.37
	15	08/28	08:13AM	COLORADOSPG, CO	719 302-3721	P	DD	1.9	.10
	16	08/28	11:56AM	COLORADOSPG, CO	719 302-3721	P	DD	1.3	.10
	17	08/30	07:31AM	COLORADOSPG, CO	719 302-3721	P	DD	27.0	2.03
	18	08/29	07:53PM	COLORADOSPG, CO	719 508-4493	O	DD	1.1	.01
Subtotal									9.88
341-1854	19	08/28	10:12AM	TACOMA, WA	253 984-8269	P	DD	7.0	.55
	20	08/28	04:08PM	TACOMA, WA	253 984-8269	P	DD	5.0	.40
	21	08/31	09:17AM	TACOMA, WA	253 984-8269	P	DD	7.0	.55
	22	08/31	11:56AM	TACOMA, WA	253 984-8269	P	DD	5.0	.40
	23	08/31	03:03PM	HAMILTON, OH	513 860-5697	P	DD	8.0	.66
	24	08/28	10:08AM	FORT DIX, NJ	609 724-3120	P	DD	6.0	.50
	25	08/28	11:56AM	ST PAUL, MN	612 774-0061	P	DD	3.0	.22
	26	08/31	02:30PM	ST PAUL, MN	612 774-0061	P	DD	3.0	.22
	27	08/31	09:44AM	MARION, IL	618 997-5311	P	DD	5.0	.44
	28	08/31	10:26AM	MARION, IL	618 997-5311	P	DD	2.0	.15
	29	08/31	02:35PM	ELMHURST, IL	630 834-0600	P	DD	1.5	.11
	30	08/28	09:50AM	LAS VEGAS, NV	702 652-9131	P	DD	1.6	.12
	31	08/31	09:11AM	QUEENS, NY	718 454-2566	P	DD	2.4	.18
	32	08/28	11:01AM	COLORADOSPG, CO	719 556-4797	P	DD	9.0	.67
	33	08/31	03:42PM	COLORADOSPG, CO	719 556-4797	P	DD	1.8	.06
	34	08/28	08:20AM	COLORADOSPG, CO	719 556-4886	P	DD	1.2	.09
Subtotal									1.60
341-4477	35	08/31	12:14PM	WASHINGTON, DC	202 338-0742	P	DD	1.1	.08
	36	08/28	10:13AM	MILWAUKEE, WI	414 774-1050	P	DD	1.0	.08
	37	08/28	10:17AM	HAMILTON, OH	513 860-5697	P	DD	1.5	.11
	38	08/31	02:48PM	HAMILTON, OH	513 860-5697	P	DD	1.5	.11
	39	08/28	07:46AM	SANBARBARA, CA	805 882-2566	O	DD	4.8	.36
	40	08/28	03:41PM	SANBARBARA, CA	805 882-2566	P	DD	5.0	.40
	41	08/28	03:42PM	SANBARBARA, CA	805 882-2566	P	DD	4.0	.30
	42	08/28	03:44PM	SANBARBARA, CA	805 882-2566	P	DD	5.0	.40
	43	08/28	03:46PM	SANBARBARA, CA	805 882-2566	P	DD	1.9	.14
	44	08/31	07:46AM	SANBARBARA, CA	805 882-2566	O	DD	1.5	.11
	45	08/31	07:49AM	SANBARBARA, CA	805 882-2566	O	DD	5.4	.41
	46	08/31	07:56AM	SANBARBARA, CA	805 882-2566	O	DD	2.5	.19
	47	08/31	11:01AM	SANBARBARA, CA	805 882-2566	P	DD	2.8	.24
	48	08/31	02:00PM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	49	08/31	02:51PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
Subtotal									2.19
342-0195	50	08/28	10:32AM	MONTEBELLO, CA	213 726-7478	P	DD	2.1	.16
	51	08/28	03:30PM	SYRACUSE, NY	315 437-1029	P	DD	2.5	.19
	52	08/28	04:20PM	CEDAR RAPIDS, IA	319 364-6402	P	DD	2.1	.16
	53	08/31	03:33PM	CEDAR RAPIDS, IA	319 364-6402	P	DD	2.1	.16
	54	08/28	04:00PM	OMAHA, NE	402 562-0508	P	DD	2.0	.15
	55	08/31	10:20AM	BRENTWOOD, NY	516 434-1217	P	DD	1.2	.09
	56	08/31	01:03PM	MANCHESTER, NH	603 626-6577	P	DD	1.4	.11
	57	08/28	11:42AM	ST PAUL, MN	612 452-3084	P	DD	2.0	.15
	58	08/28	10:08AM	MINNEAPOLIS, MN	612 320-2911	P	DD	1.0	.08
	59	08/28	10:01AM	MINNEAPOLIS, MN	612 320-2911	P	DD	2.6	.20
	60	08/31	04:24PM	ST PAUL, MN	612 452-3084	P	DD	1.6	.12
	61	08/31	09:42AM	QUEENS, NY	718 454-2566	P	DD	1.1	.08
	62	08/31	11:55AM	QUEENS, NY	718 784-1216	P	DD	1.8	.14
	63	08/28	02:28PM	COLORADOSPG, CO	719 556-4886	P	DD	5.0	.40
	64	08/28	02:28PM	COLORADOSPG, CO	719 556-4886	P	DD	3.7	.28
	65	08/28	03:33PM	COLORADOSPG, CO	719 556-4321	P	DD	1.8	.14
	66	08/31	03:08PM	COLORADOSPG, CO	719 556-4321	P	DD	1.8	.14

G/GSA INC
Account Number: 1107987

Invoice Date: 09/15/98
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Long Distance Service

--- Long Distance Service Detail (Continued) ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-0195	67	08/28	11:03AM	COLORADOSPG, CO	719 556-4798	P	DD	1.8	.14
	68	08/31	03:43PM	MARION, IL	618 997-5311	P	DD	1.1	.08
	69	08/31	10:42AM	SOMERVILLE, NJ	908 574-7602	P	DD	3.2	.24
	70	08/28	04:45PM	FAYETTEVILLE, NC	910 432-2146	P	DD	1.8	.14
	71	08/31	10:18AM	VALHALLA, GA	912 752-3226	P	DD	1.4	.11
	72	08/31	09:38AM	PT CHESTER, NY	914 937-4712	P	DD	3.4	.26
Subtotal									3.04
342-2953	73	08/28	12:59PM	TACOMA, WA	253 984-8269	P	DD	1.1	.08
	74	08/31	02:56PM	WYOMING, IL	309 695-2111	P	DD	3.3	.25
	75	08/28	02:14PM	MINNEAPOLIS, MN	612 920-0888	P	DD	8.0	.66
	76	08/31	06:07AM	MARION, IL	618 997-5311	P	DD	1.0	.08
	77	08/31	09:10AM	MARION, IL	618 997-5311	P	DD	2.8	.21
	78	08/31	03:19PM	ELMHURST, IL	630 834-0600	P	DD	2.9	.22
	79	08/31	03:11PM	QUEENS, NY	718 454-2566	P	DD	3.3	.25
	80	08/28	08:20AM	COLORADOSPG, CO	719 556-4886	P	DD	2.2	.17
	81	08/31	10:51AM	DISPLAIN, IL	847 298-0250	P	DD	2.0	.15
	82	08/28	01:42PM	BENSENVILLE, IL	647 860-8065	P	DD	6.0	.45
	83	08/28	01:59PM	SOMERVILLE, NJ	908 574-7602	P	DD	3.2	.24
	84	08/28	11:34AM	SOMERVILLE, NJ	908 574-7602	P	DD	1.4	.11
	85	08/31	10:39AM	ELIZABETH, NJ	908 353-1655	P	DD	4.2	.32
	86	08/31	08:56AM	FAYETTEVILLE, NC	910 432-2146	P	DD	1.6	.12
	87	08/28	01:36PM	ELMSFORD, NY	914 347-4717	P	DD	1.7	.13
	88	08/31	02:43PM	NAPLES, FL	941 643-0208	P	DD	1.2	.09
Subtotal									2.80
342-5067	89	08/31	01:34PM	NORTHWALES, PA	215 699-7036	P	DD	3.0	.23
	90	08/28	04:38PM	DANVILLE, IL	217 443-7743	P	DD	.7	.05
	91	08/31	02:29PM	ST PAUL, MN	612 774-0061	P	DD	.6	.05
Subtotal									.08
TOTAL CALLS									263.0

Outbound Long Distance Total (Before Applicable RSVP Discount)

619.87

Period Codes:

D = Day, E = Evening, N = Night Weekend, P = Peak, O = Off Peak

Call Type Codes:

DD = Direct Dial

G/GSA INC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 4 OF 7

Additional Services

---- Additional Services Detail ----

SERVICE	AMOUNT
Universal Service Fund	
Long Distance Charges of 1987 @ .036	
Subtotal	.77

Additional Services Total

.77

Other Charges

6.77

---- Other Charges Summary ----

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers		
Longest Call Duration		
Other Charges Total		6.77

Taxes

0.00

---- Taxes Summary ----

ITEM DESCRIPTION	AMOUNT
Federal Tax	
Taxes Total	.60

Credits

0.60

---- Credits Summary ----

ITEM DESCRIPTION	AMOUNT
Credits Total	0.00

G/GSA INC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 5 OF 7

Executive Summary

Call Distribution Summary By McLeodUSA Number Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1690	18	131.2	7.29	9.85	49.88
605-341-1654	16	21.2	1.33	1.60	8.06
605-341-6477	15	28.5	1.90	2.14	10.64
605-342-9195	23	39.8	1.73	2.80	15.13
605-343-2953	16	37.0	2.31	3.04	14.07
605-343-5005	4	5.3	1.33	.61	2.02
TOTAL OUTBOUND	92	263.0	2.86	19.87	100.00

Call Distribution Summary By Call Type Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE	92	263.0	2.86	19.87	100.00	100.00
INTERSTATE	92	263.0	2.86	19.87	100.00	100.00
LONG DISTANCE TOTAL	92	263.0	2.86	19.87	100.00	100.00
TOTAL						

G/GSA INC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 6 OF 7

Top 50 Most Frequently Called Numbers ----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All McLeod/USA Lines

RANK	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG DUR.	GROSS CHARGES	% OF TOP 50	% OF ALL
1	LA CROSSE, WI	608-783-1962	4	35.5	8.88	2.67	13.66	13.50
2	MIDWEST CY, OK	405-317-8890	4	31.7	7.93	2.39	12.17	12.05
3	COLORADO SFG, CO	710-392-3721	3	30.2	10.37	2.27	11.61	11.48
4	SAN BARRABARA, CA	805-852-2566	11	23.4	2.13	1.76	8.99	8.90
5	MADISON, IL	618-997-5311	5	12.9	2.58	0.98	4.95	4.91
6	MIDWEST CY, OK	405-744-7954	2	11.2	5.40	0.64	4.31	4.26
7	LA CROSSE, WI	608-783-5424	1	8.9	8.90	0.67	3.42	3.36
8	MIDWEST CY, OK	405-741-5468	1	8.5	8.50	0.64	3.27	3.23
9	BENSENVILLE, IL	847-460-8065	1	6.0	6.00	0.45	2.31	2.28
10	QUEENS, NY	718-454-2366	2	5.7	2.85	0.45	2.19	2.17
11	LA CROSSE, WI	608-783-7950	1	4.9	4.90	0.37	1.89	1.86
12	ELMHURST, IL	630-834-0600	2	4.4	2.20	0.33	1.69	1.67
13	CEDAR RAPIDS, IA	319-364-6502	2	4.2	2.10	0.32	1.62	1.60
14	ELIZABETH, NJ	908-353-1655	1	4.2	4.20	0.32	1.62	1.60
15	COLORADO SFG, CO	710-550-0404	2	3.7	3.70	0.28	1.42	1.41
16	MINNEAPOLIS, MN	612-920-2911	2	3.6	1.80	0.28	1.39	1.37
17	TACOMA, WA	253-884-8269	5	3.5	0.70	0.26	1.35	1.33
18	PT CHESTER, NY	914-677-4712	1	3.4	3.40	0.24	1.31	1.29
19	WYOMING, IL	308-695-2811	1	3.3	3.30	0.24	1.23	1.22
20	SOMERVILLE, NJ	908-252-3089	1	3.2	3.20	0.24	1.23	1.22
21	SOMERVILLE, NJ	908-575-7602	1	3.0	3.00	0.23	1.15	1.14
22	NORTHWALL, PA	215-696-7036	1	3.0	1.50	0.22	1.15	1.14
23	HAMILTON, OH	513-860-5697	2	3.0	2.50	0.19	0.96	0.95
24	SYRACUSE, NY	315-437-1029	1	2.1	2.10	0.16	0.81	0.80
25	MONTEBELLO, CA	213-726-7578	1	2.1	2.10	0.16	0.81	0.80
26	ST PAUL, MN	651-454-7844	1	2.0	2.00	0.15	0.77	0.76
27	OMAHA, NE	402-962-0608	1	2.0	2.00	0.15	0.77	0.76
28	ST PAUL, MN	612-452-3804	1	2.0	2.00	0.15	0.77	0.76
29	DISPLAINES, IL	847-298-9250	1	1.7	1.70	0.13	0.65	0.65
30	COLORADO SFG, CO	710-550-4797	2	1.7	1.70	0.13	0.65	0.65
31	ELMSFORD, NY	914-347-4737	1	1.7	1.70	0.12	0.62	0.61
32	LAS VEGAS, NV	702-642-9131	2	1.6	0.80	0.12	0.62	0.61
33	COLORADO SFG, CO	710-550-4321	1	1.6	1.60	0.11	0.54	0.53
34	FAVETT, VA	910-432-2146	1	1.6	1.60	0.11	0.54	0.53
35	MANCHESTER, NH	603-626-6577	2	1.4	0.70	0.11	0.54	0.53
36	COLORADO SFG, CO	710-550-4880	1	1.4	1.40	0.11	0.54	0.53
37	MARIETTA, GA	770-419-2895	1	1.4	1.40	0.11	0.54	0.53
38	SOMERVILLE, NJ	908-252-3127	1	1.4	1.40	0.11	0.54	0.53
39	VALDOSTA, GA	912-257-3226	1	1.2	1.20	0.09	0.46	0.46
40	BRENTWOOD, NY	516-434-3217	1	1.2	1.20	0.09	0.46	0.46
41	NAPLES, FL	941-643-9208	1	1.1	1.10	0.08	0.42	0.42
42	WASHINGTON, DC	202-338-4702	1	1.0	1.00	0.08	0.39	0.38
43	MILWAUKEE, WI	414-774-1050	1	1.0	1.00	0.07	0.35	0.34
44	QUEENS, NY	718-454-1991	1	0.9	0.90	0.07	0.35	0.34
45	ST PAUL, MN	612-774-0361	1	0.9	0.90	0.06	0.31	0.30
46	ST PAUL, MN	612-774-7007	2	0.8	0.80	0.06	0.31	0.30
47	HAMILTON, OH	513-860-5190	1	0.8	0.80	0.06	0.31	0.30
48	MINNEAPOLIS, MN	612-920-0888	1	0.8	0.80	0.06	0.31	0.30
49	QUEENS, NY	718-784-1216	1	0.8	0.80	0.06	0.31	0.30
50	COLORADO SFG, CO	710-550-4338	1	0.8	0.80	0.06	0.31	0.30
Total			86	260.0	3.02	19.63	100.00	98.86
Total Outbound			92	263.0	2.86	19.87		

G/GSA INC
Account Number: 1197987

Invoice Date: 09/15/98
Page Number: 7 OF 7

Longest Call Duration ----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	8/30	07:31AM	COLORADO SFG, CO	710-392-3721	605-341-1400	27.0	2.03	10.27
2	8/29	10:20AM	LA CROSSE, WI	608-783-1962	605-341-1400	21.0	1.58	7.99
3	8/30	01:43PM	MIDWEST CY, OK	405-747-8890	605-341-1400	11.5	0.86	4.37
Total				3		59.5	4.47	22.62
Total Outbound				92		263.0	19.87	



McLeodUSA Management Report
and Account Statement

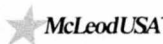
G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1871556
Invoice Date: 10/15/98
Invoice Period: 09/01-09/30
Page Number: 1 OF 28

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	21.24
RSVP Discount Earned	.00
Payment Received.....Thank You	-21.24
Previous Balance Due	.00
Current Month	
Local Charges	319.64
Long Distance Charges	237.24
Enhanced Business Services	.00
Additional Services	27.55
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	33.48
Total Current Charges	618.11
Total Due	618.11

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.



G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 1871556
Invoice Date: 10/15/98

Amount Due: \$618.11

Amount Enclosed _____
Payment Due Date 11/04/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 18715565 0000618116 0000618116 1104983

G/GSA INC.
Account Number: 1197987

Invoice Date: 10/15/98
Page Number: 2 OF 28

Local Service

--- Local Service Detail ---

ITEM DESCRIPTION	RATE	AMOUNT
McLeodUSA Line: 341-1490		
Prorated Charges from: 09/24/98 - 09/30/98		
Telephone Line Charge	31.95	7.45
TACTIP Communication Impaired Surcharge	.15	.03
Federal Access Charge	7.94	1.85
Enhanced 911 Service	.75	.17
McLeodUSA Line: 341-1490		
Prorated Charges from: 09/29/98 - 09/30/98		
Call Forward Busy	3.00	.20
Call Forward Combination	5.50	Naived
McLeodUSA Line: 341-1490		
Full Month Charges: 10/01/98 - 10/31/98		
Telephone Line Charge	31.95	31.95
Call Forward Busy	3.00	3.00
Call Forward Combination	5.50	Naived
TACTIP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		53.49
McLeodUSA Line: 341-1654		
Prorated Charges from: 09/24/98 - 09/30/98		
Telephone Line Charge	31.95	7.45
TACTIP Communication Impaired Surcharge	.15	.03
Federal Access Charge	7.94	1.85
Enhanced 911 Service	.75	.17
McLeodUSA Line: 341-1654		
Full Month Charges: 10/01/98 - 10/31/98		
Telephone Line Charge	31.95	31.95
TACTIP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		50.29
McLeodUSA Line: 341-6477		
Prorated Charges from: 09/24/98 - 09/30/98		
Telephone Line Charge	31.95	7.45
TACTIP Communication Impaired Surcharge	.15	.03
Federal Access Charge	7.94	1.85
Enhanced 911 Service	.75	.17
McLeodUSA Line: 341-6477		
Full Month Charges: 10/01/98 - 10/31/98		
Telephone Line Charge	31.95	31.95
TACTIP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		50.29
McLeodUSA Line: 342-9195		
Prorated Charges from: 09/24/98 - 09/30/98		
Telephone Line Charge	31.95	7.45
TACTIP Communication Impaired Surcharge	.15	.03
Federal Access Charge	7.94	1.85
Enhanced 911 Service	.75	.17
McLeodUSA Line: 342-9195		
Full Month Charges: 10/01/98 - 10/31/98		
Telephone Line Charge	31.95	31.95
TACTIP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		50.29
McLeodUSA Line: 343-2953		
Prorated Charges from: 09/24/98 - 09/30/98		

G/GSA INC.
Account Number: 1197987

Invoice Date: 10/15/98
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Local Service

--- Local Service Detail (Continued) ---

ITEM DESCRIPTION	RATE	AMOUNT
McLeodUSA Line (Continued): 343-2953		
Telephone Line Charge	31.95	7.45
TACTIP Communication Impaired Surcharge	.15	.03
Federal Access Charge	7.94	1.85
Enhanced 911 Service	.75	.17
McLeodUSA Line: 343-2953		
Full Month Charges: 10/01/98 - 10/31/98		
Telephone Line Charge	31.95	31.95
TACTIP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		50.29
McLeodUSA Line: 343-5005		
Prorated Charges from: 09/24/98 - 09/30/98		
Telephone Line Charge	31.95	7.45
Call Forward Busy	3.00	.70
TACTIP Communication Impaired Surcharge	.15	.03
Federal Access Charge	7.94	1.85
Enhanced 911 Service	.75	.17
McLeodUSA Line: 343-5005		
Full Month Charges: 10/01/98 - 10/31/98		
Telephone Line Charge	31.95	31.95
Call Forward Busy	3.00	3.00
TACTIP Communication Impaired Surcharge	.15	.15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		53.99
01/98 US West Feature Charge	11.00	11.00

Local Service Total - SD

\$319.64

* denotes charges not eligible for RSVIP discount

G/GSA INC
Account Number: 1197987

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Long Distance Service

----- Long Distance Service Detail -----

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1490	1	09/09	03:08PM	DANVILLE, IL	217 443-7733	P	DD	.4	.03
	2	09/09	03:09PM	DANVILLE, IL	217 443-7733	P	DD	.5	.04
	3	09/08	01:50PM	BETHESDA, MD	301 295-4057	P	DD	.5	.07
	4	09/08	06:36AM	BROOMFIELD, CO	303 252-1903	O	DD	.4	.30
	5	09/09	02:16PM	MIDWEST CY, OK	405 736-1010	P	DD	.4	.03
	6	09/09	02:17PM	MIDWEST CY, OK	405 736-1010	P	DD	.1	.16
	7	09/18	08:13AM	MIDWEST CY, OK	405 736-1010	P	DD	.4	.03
	8	09/18	08:43AM	MIDWEST CY, OK	405 736-1010	P	DD	.2	.02
	9	09/21	03:29PM	MIDWEST CY, OK	405 736-1010	P	DD	.2	.1
	10	09/01	09:04PM	MIDWEST CY, OK	405 730-0899	O	DD	.1	.01
	11	09/03	10:15AM	MIDWEST CY, OK	405 730-0899	P	DD	9.1	.68
	12	09/01	07:13PM	MIDWEST CY, OK	405 741-5468	O	DD	17.9	1.34
	13	09/02	05:10PM	MIDWEST CY, OK	405 741-5468	O	DD	6.4	.48
	14	09/02	07:15PM	MIDWEST CY, OK	405 741-5468	O	DD	9.6	.72
	15	09/03	04:43PM	MIDWEST CY, OK	405 741-5468	O	DD	14.4	1.08
	16	09/03	05:09PM	MIDWEST CY, OK	405 741-5468	O	DD	2.1	.16
	17	09/04	04:35PM	MIDWEST CY, OK	405 741-5468	P	DD	11.4	.87
	18	09/04	05:11PM	MIDWEST CY, OK	405 741-5468	O	DD	1.1	.07
	19	09/05	11:04AM	MIDWEST CY, OK	405 741-5468	O	DD	.4	.03
	20	09/06	11:21AM	MIDWEST CY, OK	405 741-5468	O	DD	.4	.03
	21	09/06	02:38PM	MIDWEST CY, OK	405 741-5468	O	DD	10.4	.80
	22	09/12	03:14PM	TAUNTON, MA	508 880-8870	O	DD	10.0	.75
	23	09/25	09:09AM	JACKSON, MS	601 313-1565	P	DD	1.0	.08
	24	09/03	10:28AM	LACROSSE, WI	608 779-4214	P	DD	.9	.07
	25	09/04	10:15AM	LACROSSE, WI	608 779-4214	P	DD	4.9	.37
	26	09/04	03:26PM	LACROSSE, WI	608 779-4214	P	DD	4.8	.36
	27	09/01	03:50PM	LACROSSE, WI	608 783-3962	P	DD	12.3	.92
	28	09/01	04:03PM	LACROSSE, WI	608 783-3962	P	DD	3.8	.29
	29	09/07	12:25PM	LACROSSE, WI	608 783-3962	P	DD	3.2	.24
	30	09/21	08:22PM	LACROSSE, WI	608 783-3962	O	DD	14.9	1.12
	31	09/13	04:03PM	LACROSSE, WI	608 783-5424	P	DD	39.4	2.96
	32	09/07	12:28PM	LACROSSE, WI	608 783-7930	P	DD	1.8	.14
	33	09/01	04:26PM	WEST SALEM, WI	608 786-2457	P	DD	.92	.07
	34	09/01	04:49PM	WEST SALEM, WI	608 786-2457	O	DD	18.7	1.40
	35	09/12	10:11PM	WEST SALEM, WI	608 786-2457	P	DD	13.8	1.04
	36	09/21	08:43PM	WEST SALEM, WI	608 786-2457	O	DD	.4	.30
	37	09/04	04:31PM	LACROSSE, WI	608 787-5874	P	DD	11.4	.86
	38	09/05	09:02AM	LACROSSE, WI	608 787-5874	P	DD	.4	.33
	39	09/07	12:29PM	LACROSSE, WI	608 787-5874	P	DD	1.2	.09
	40	09/03	02:26AM	JAMAICA PL, MA	617 524-4034	O	DD	.7	.05
	41	09/05	08:06AM	JAMAICA PL, MA	617 524-4034	O	DD	11.9	.89
	42	09/12	03:31PM	JAMAICA PL, MA	617 524-4034	O	DD	.4	.30
	43	09/19	09:54AM	JAMAICA PL, MA	617 524-4034	O	DD	.4	.30
	44	09/19	04:35PM	JAMAICA PL, MA	617 524-4034	O	DD	.3	.02
	45	09/01	08:09PM	BOWMAN, ND	701 523-5629	O	DD	10.1	.76
	46	09/16	06:04PM	BOWMAN, ND	701 523-5629	O	DD	2.4	.18
	47	09/06	07:27AM	COLORADO SPRG, CO	719 392-3721	O	DD	26.9	2.02
	48	09/11	07:30AM	COLORADO SPRG, CO	719 392-3721	O	DD	1.8	1.35
	49	09/20	07:40AM	COLORADO SPRG, CO	719 392-3721	O	DD	22.6	1.70
	50	09/20	03:49PM	COLORADO SPRG, CO	719 471-8038	O	DD	37.7	2.83
	51	09/19	04:54PM	COLORADO SPRG, CO	719 497-9013	O	DD	2.1	.16
	52	09/06	09:27AM	COLORADO SPRG, CO	719 598-4493	O	DD	34.7	2.60
	53	09/13	03:35PM	COLORADO SPRG, CO	719 598-4493	O	DD	.1	.01
	54	09/19	04:52PM	COLORADO SPRG, CO	719 598-4493	O	DD	.1	.01
Subtotal									33.91
341-1654	55	09/17	02:43PM	WASHINGTON, DC	202 782-1111	P	DD	.7	.32
	56	09/01	01:19PM	WASHINGTON, DC	202 782-1178	P	DD	.9	.09
	57	09/17	02:48PM	WASHINGTON, DC	202 782-2497	P	DD	1.1	.08
	58	09/08	10:35AM	SEATTLE, WA	206 301-2113	P	DD	.4	.05
	59	09/29	11:33AM	SEATTLE, WA	206 764-6480	P	DD	3.1	.23
	60	09/28	02:13PM	SAN ANTONIO, TX	210 221-3250	P	DD	.5	.04
	61	09/15	03:03PM	NEW YORK, NY	212 220-2760	P	DD	1.5	.11
	62	09/21	09:29AM	LOS ANGELES, CA	213 583-8888	P	DD	.3	.26
	63	09/24	03:02PM	DALLAS, TX	214 613-7376	P	DD	4.2	.32
	64	09/17	03:33PM	PHILA, PA	215 737-5672	P	DD	.3	.02
	65	09/18	07:15AM	PHILA, PA	215 737-5672	O	DD	.6	.05
	66	09/18	10:16AM	CLEVELAND, OH	216 522-5713	P	DD	1.5	.11
	67	09/14	12:01PM	DECATUR, IL	217 428-4315	P	DD	4.3	.32
	68	09/16	08:26AM	DANVILLE, IL	217 443-7733	P	DD	.5	.04

G/GSA INC
Account Number: 1197987

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Long Distance Service

----- Long Distance Service Detail (Continued) -----

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	69	09/16	10:31AM	PARKS/PRI, MN	218 118-5030	P	DD	.5	.04
	70	09/11	02:28PM	RIJONI, MS	228 377-1847	P	DD	1.2	.09
	71	09/02	09:14AM	TACOMA, WA	253 984-1889	P	DD	9.3	.70
	72	09/04	12:43PM	TACOMA, WA	253 984-5714	P	DD	.4	.03
	73	09/28	02:10PM	TACOMA, WA	253 984-5714	P	DD	.5	.04
	74	09/02	09:11AM	TACOMA, WA	253 984-4269	P	DD	.5	.04
	75	09/17	02:12PM	DENVER, CO	303 292-2426	P	DD	2.6	.20
	76	09/29	01:54PM	DENVER, CO	303 922-5321	P	DD	.4	.35
	77	09/03	01:21PM	MIAMI, FL	305 818-4250	P	DD	.7	.05
	78	09/04	10:14AM	MIAMI, FL	305 818-4250	P	DD	.8	.06
	79	09/11	02:50PM	MIAMI, FL	305 818-4250	P	DD	.8	.06
	80	09/15	09:05AM	PHORIA, IL	309 688-7882	P	DD	.6	.05
	81	09/02	10:59AM	PHORIA, IL	309 688-7882	P	DD	.8	.06
	82	09/09	02:00PM	ROCKISLAND, IL	309 782-3170	O	DD	.2	.02
	83	09/18	07:34AM	CHICAGO, IL	312 612-7537	P	DD	1.1	.08
	84	09/25	09:05AM	LITTLE FIS, MN	320 612-7537	P	DD	.7	.05
	85	09/29	10:16AM	HIGH POINT, NC	336 885-7011	P	DD	3.1	.23
	86	09/28	11:15AM	POLUSBO, WA	360 315-1509	P	DD	1.5	.11
	87	09/14	03:18PM	POLUSBO, WA	360 315-1509	P	DD	4.6	.35
	88	09/17	02:17PM	BREMERTON, WA	360 476-0845	P	DD	1.5	.11
	89	09/08	04:01PM	BREMERTON, WA	360 476-0845	P	DD	.7	.05
	90	09/09	12:22PM	BREMERTON, WA	360 476-0845	P	DD	.8	.06
	91	09/09	03:17PM	BREMERTON, WA	360 476-0845	P	DD	3.1	.23
	92	09/10	12:56PM	BREMERTON, WA	360 476-0845	P	DD	.7	.05
	93	09/18	09:46AM	BREMERTON, WA	360 476-0845	P	DD	.6	.05
	94	09/18	10:51AM	BREMERTON, WA	360 476-0845	P	DD	.7	.05
	95	09/16	10:42AM	TEKAMAH, NE	402 734-2396	P	DD	.7	.05
	96	09/18	10:38AM	OMAHA, NE	402 902-1086	P	DD	.7	.05
	97	09/08	12:13PM	OMAHA, NE	402 902-1086	P	DD	.7	.05
	98	09/29	08:13AM	ORLANDO, FL	407 855-6161	P	DD	1.8	.14
	99	09/03	02:43PM	MILWAUKEE, WI	414 785-7280	P	DD	8.0	.60
	100	09/15	08:51AM	CHICAGENS, OH	440 247-4600	P	DD	3.6	.27
	101	09/09	11:16AM	PORTLAND, OR	503 293-2406	P	DD	2.0	.15
	102	09/04	11:40AM	NATIC, MA	608 233-6254	P	DD	1.6	.12
	103	09/11	08:43AM	NATIC, MA	608 233-6254	P	DD	.6	.05
	104	09/09	08:55AM	WALTON, OK	510 974-1020	P	DD	.7	.05
	105	09/15	02:23PM	WALTON, OK	510 974-1020	P	DD	.7	.05
	106	09/16	01:40PM	WALTON, OK	510 974-1020	P	DD	.7	.05
	107	09/21	01:15PM	WALTON, OK	510 974-1020	P	DD	.7	.05
	108	09/28	04:00PM	SMITHTOWN, NY	516 560-3101	P	DD	.5	.04
	109	09/24	11:18AM	LAWTON, OK	580 442-0290	P	DD	1.8	.14
	110	09/17	10:29AM	LAWTON, OK	580 442-0290	P	DD	2.0	.16
	111	09/01	10:25AM	JACKSON, MS	601 936-7546	P	DD	.3	.02
	112	09/08	10:39AM	JACKSON, MS	601 936-7546	P	DD	.2	.02
	113	09/01	11:36AM	MANCHESTER, NH	603 626-6506	P	DD	.3	.02
	114	09/01	12:17PM	MANCHESTER, NH	603 626-6506	P	DD	.5	.04
	115	09/15	09:44AM	MANCHESTER, NH	603 626-6506	P	DD	.5	.04
	116	09/28	03:00PM	MANCHESTER, NH	603 626-6506	P	DD	.7	.05
	117	09/28	12:11PM	STURGIS, SD	605 147-4097	P	DD	.9	.07
	118	09/24	09:40PM	LEXINGTON, KY	606 294-4337	P	DD	1.0	.08
	119	09/24	12:13PM	LEXINGTON, KY	606 294-4337	P	DD	1.0	.08
	120	09/11	01:18PM	MERCURY, NJ	609 787-9881	P	DD	5.6	.42
	121	09/01	10:17AM	FORT DIX, NJ	609 724-3120	P	DD	.5	.04
	122	09/03	01:40PM	FORT DIX, NJ	609 724-3120	P	DD	.7	.05
	123	09/03	01:47PM	FORT DIX, NJ	609 724-3120	P	DD	2.4	.18
	124	09/15	09:03AM	FORT DIX, NJ	609 724-3120	P	DD	.7	.05
125	09/10	11:46AM	ST PAUL, MN	612 303-0449	P	DD	.6	.05	
126	09/14	09:14AM	ST PAUL, MN	612 303-0449	P	DD	2.2	.17	
127	09/14	01:40PM	MINNEAPOLIS, MN	612 347-7444	P	DD	3.1	.23	
128	09/09	11:16AM	MINNEAPOLIS, MN	612 375-0611	P	DD	2.4	.18	
129	09/17	02:00PM	MINNEAPOLIS, MN	612 376-2831	P	DD	1.8	.14	
130	09/02	10:16AM	ANOKA, MN	612 421-6601	P	DD	1.2	.09	
131	09/04	01:06PM	ANOKA, MN	612 421-6601	P	DD	1.1	.08	
132	09/09	10:56AM	ANOKA, MN	612 421-6601	P	DD	1.0	.08	
133	09/16	10:01AM	ANOKA, MN	612 421-6601	P	DD	.8	.06	
134	09/16	02:12PM	ANOKA, MN	612 421-6601	P	DD	.7	.05	
135	09/09	10:46AM	STEELEWATER, MN	612 490-1066	P	DD	.7	.05	
136	09/09	05:04PM	ST PAUL, MN	612 452-0880	P	DD	4.0	.30	
								2.7	.20

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341-1654	138	09/09	12:27PM	MINNEAPOLIS, MN	612 542-8054	P	DD	1	.01
	139	09/09	12:28PM	MINNEAPOLIS, MN	612 542-8054	P	DD	7.3	.55
	140	09/04	01:12PM	ST PAUL, MN	612 542-8054	P	DD	5.0	.38
	141	09/02	12:48PM	ST PAUL, MN	612 774-0361	P	DD	1.0	.08
	142	09/04	09:46AM	ST PAUL, MN	612 774-0361	P	DD	1.5	.11
	143	09/15	12:01PM	ST PAUL, MN	612 774-0361	P	DD	2.5	.19
	144	09/04	10:16AM	MINNEAPOLIS, MN	612 882-0448	P	DD	.5	.04
	145	09/10	11:04AM	ST PAUL, MN	612 905-0442	P	DD	.8	.06
	146	09/17	09:56AM	GRAND RAPIDS, MI	616 451-4714	P	DD	1.4	.11
	147	09/09	02:08PM	MARION, IL	618 993-4105	P	DD	.9	.07
	148	09/28	03:27PM	MARION, IL	618 993-4105	P	DD	.7	.05
	149	09/18	01:24PM	MARION, IL	618 993-4105	P	DD	1.7	.13
	150	09/18	01:58PM	MARION, IL	618 993-4105	P	DD	1.4	.11
	151	09/03	11:27AM	PALO ALTO, CA	650 723-1593	P	DD	1.4	.11
	152	09/11	02:00PM	ST PAUL, MN	651 536-0175	P	DD	2.1	.16
	153	09/01	02:30PM	EMERADO, ND	701 747-5279	P	DD	1.6	.12
	154	09/02	08:46AM	EMERADO, ND	701 747-5279	P	DD	.4	.03
	155	09/24	10:24AM	EMERADO, ND	701 747-5279	P	DD	.5	.04
	156	09/17	02:21PM	ARLINGTON, VA	703 806-4430	P	DD	.7	.05
	157	09/21	10:51AM	ARLINGTON, VA	706 394-4111	P	DD	.7	.05
	158	09/16	10:30AM	WAYNESBORO, GA	706 544-4411	P	DD	.7	.05
	159	09/08	01:10PM	FAIRFESSU, N. CA	707 424-7725	P	DD	.3	.02
	160	09/01	02:25PM	FAIRFESSU, N. CA	707 424-7725	P	DD	.4	.03
	161	09/01	04:46PM	CAPITRNVLY, CA	714 361-5663	P	DD	.6	.05
	162	09/25	08:15AM	CAPITRNVLY, CA	714 361-5663	P	DD	2.6	.20
	163	09/25	02:19PM	CAPITRNVLY, CA	714 361-5663	P	DD	13.7	1.03
	164	09/27	10:11AM	COLORIDOSPG, CO	719 592-3721	P	DD	.9	.07
	165	09/16	12:31PM	COLORIDOSPG, CO	719 592-3721	P	DD	12.0	.91
	166	09/30	10:17AM	COLORIDOSPG, CO	719 592-3721	P	DD	.5	.04
	167	09/09	09:51AM	COLORIDOSPG, CO	719 592-3721	P	DD	.6	.05
	168	09/14	09:12AM	COLORIDOSPG, CO	719 592-3721	P	DD	.5	.04
	169	09/14	01:48PM	COLORIDOSPG, CO	719 592-3721	P	DD	.5	.04
	170	09/15	09:55AM	COLORIDOSPG, CO	719 592-3721	P	DD	.7	.05
	171	09/09	02:14PM	COLORIDOSPG, CO	719 592-3721	P	DD	.8	.06
	172	09/04	11:34AM	COLORIDOSPG, CO	719 592-3721	P	DD	1.7	.13
	173	09/04	02:07PM	COLORIDOSPG, CO	719 592-3721	P	DD	.3	.25
	174	09/14	02:09PM	COLORIDOSPG, CO	719 592-3721	P	DD	.2	.16
	175	09/19	12:04PM	MILLERSPT, OH	740 407-2676	P	DD	.9	.07
	176	09/21	10:46AM	CHILLICOTHI, OH	740 772-7010	P	DD	.9	.07
	177	09/09	04:03PM	NEWPT NEWS, VA	757 878-4568	P	DD	.9	.07
	178	09/17	03:14PM	ESCONDIDO, CA	760 747-7561	P	DD	2.6	.20
	179	09/10	04:20PM	NORCROSS, GA	770 448-5210	P	DD	1.1	.08
	180	09/11	09:36AM	SMYRNA, GA	770 652-7393	P	DD	.1	.01
	181	09/15	09:42AM	CHICAGO, IL	773 254-0600	P	DD	1.7	.13
	182	09/28	09:56AM	CHICAGO, IL	773 254-0600	P	DD	3.2	.24
	183	09/30	12:47PM	CHICAGO, IL	773 254-0600	P	DD	3.2	.24
	184	09/28	12:39PM	SALT LAKE, UT	801 972-1181	P	DD	.6	.05
	185	09/28	11:29AM	RICHMOND, VA	804 799-4807	P	DD	3.2	.24
	186	09/09	02:14PM	DANVILLE, VA	805 882-2588	P	DD	4.0	.30
	187	09/08	11:55AM	SANBARBARA, CA	805 882-2586	P	DD	2.5	.19
	188	09/10	02:50PM	SANBARBARA, CA	805 882-2586	P	DD	3.5	.26
	189	09/21	02:37PM	SANBARBARA, CA	805 882-2586	P	DD	2.9	.22
	190	09/29	12:59PM	GRANDBLANC, MI	810 606-2000	P	DD	3.5	.26
	191	09/11	11:27AM	WASHINGTON, MI	810 677-1400	P	DD	1.1	.08
	192	09/15	03:19PM	WASHINGTON, MI	810 677-1400	P	DD	1.1	.08
	193	09/24	10:36AM	TYRONE, PA	814 684-0133	P	DD	.7	.05
	194	09/08	12:15PM	KANSASCITY, MO	816 471-8110	P	DD	2.4	.18
	195	09/24	02:38PM	KANSASCITY, MO	816 926-5123	P	DD	2.4	.18
	196	09/24	03:43PM	BURBANK, CA	818 843-4000	P	DD	7.4	.56
	197	09/08	10:26AM	SKOKEL, IL	847 676-5500	P	DD	1.3	.10
	198	09/30	12:25PM	BENSENVLY, IL	847 860-8010	P	DD	1.3	.10
	199	09/10	01:41PM	HARRISON, AR	870 743-2200	P	DD	.6	.05
	200	09/28	08:55AM	MILLINGTON, TN	901 874-6606	P	DD	.5	.04
	201	09/10	03:49PM	SOMERVILLE, NJ	908 252-3089	P	DD	.5	.04
	202	09/24	02:48PM	CORONA, CA	909 371-1844	P	DD	5.5	.41
	203	09/15	11:17AM	FAIRFESSU, N. CA	910 366-4476	P	DD	.4	.03
	204	09/21	08:59AM	ARILENE, TX	915 606-5569	P	DD	.4	.03
	205	09/14	12:59PM	GOLDSBORO, NC	919 736-5606	P	DD	3.5	.26
	206	09/18	12:37PM	GOLDSBORO, NC	919 736-5606	P	DD	3.5	.26

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	207	09/24	04:21PM	OSHKOSH, WI	920 235-4513	P	DD	1.4	.11
	208	09/02	02:33PM	GRAND ICT, CO	970 241-6485	P	DD	7.4	.57
	209	09/29	03:03PM	GRAND ICT, CO	970 241-6485	P	DD	2.7	.20
	210	09/25	03:36PM	FLANO, TX	972 317-4516	P	DD	.7	.05
Subtotal									26.31
341-6477	211	09/02	12:42PM	WASHINGTON, DC	202 338-7072	P	DD	1.0	.08
	212	09/28	02:48PM	TEMPLE, TX	254 899-4096	P	DD	.7	.05
	213	09/28	03:50PM	TEMPLE, TX	254 899-4096	P	DD	1.2	.09
	214	09/08	01:38PM	DOVER, DE	302 677-2907	P	DD	1.3	.10
	215	09/04	03:13PM	MIAMI, FL	305 818-7907	P	DD	.7	.05
	216	09/04	01:37PM	MIAMI, FL	305 818-7907	P	DD	1.1	.08
	217	09/09	03:58PM	MIAMI, FL	305 818-7907	P	DD	1.2	.09
	218	09/16	10:25AM	LITTLE FLK, MN	320 632-7790	P	DD	1.0	.08
	219	09/16	03:16PM	BREMERTON, WA	360 476-1047	P	DD	.8	.06
	220	09/15	11:44AM	BREMERTON, WA	360 476-1047	P	DD	.9	.07
	221	09/16	02:45PM	MIDWEST, CT, OK	405 734-6471	P	DD	1.5	.11
	222	09/02	12:57PM	MUSKOGEE, WI	414 679-0127	P	DD	.7	.05
	223	09/17	04:08PM	MUSKOGEE, WI	414 679-0127	P	DD	1.2	.09
	224	09/02	12:44PM	MILWAUKEE, WI	414 774-1096	P	DD	1.0	.08
	225	09/21	09:48AM	RADCLIFF, KY	502 342-6327	P	DD	1.1	.08
	226	09/08	01:18PM	PORTLAND, OR	503 292-2225	P	DD	1.2	.09
	227	09/02	12:50PM	NATICK, MA	508 213-1286	P	DD	1.0	.08
	228	09/08	03:08PM	NATICK, MA	508 213-1286	P	DD	1.0	.08
	229	09/11	01:09PM	NATICK, MA	508 213-1286	P	DD	1.0	.08
	230	09/02	03:08PM	HAMILTON, OH	513 860-5697	P	DD	1.4	.11
	231	09/21	10:40AM	HAMILTON, OH	513 860-5697	P	DD	1.5	.11
	232	09/01	11:10AM	SMITHTOWN, NY	516 360-2333	P	DD	.4	.03
	233	09/01	11:17AM	SMITHTOWN, NY	516 360-2333	P	DD	.3	.02
	234	09/01	11:16AM	SMITHTOWN, NY	516 360-2333	P	DD	.9	.07
	235	09/29	10:39AM	SMITHTOWN, NY	516 360-2333	P	DD	.8	.06
	236	09/21	12:27PM	GARDIN, NY	516 748-6186	P	DD	1.2	.09
	237	09/16	10:51AM	MIDDLETON, WI	608 831-6330	P	DD	1.0	.08
	238	09/11	03:59PM	FORE DIX, NJ	609 724-1723	P	DD	1.0	.08
	239	09/11	09:55AM	MINNEAPOLIS, MN	612 542-8054	P	DD	1.0	.08
	240	09/16	10:41AM	MINNEAPOLIS, MN	612 542-8054	P	DD	1.0	.08
	241	09/16	11:47AM	MINNEAPOLIS, MN	612 924-0410	P	DD	1.0	.08
	242	09/16	12:41PM	MINNEAPOLIS, MN	612 924-0410	P	DD	1.2	.09
	243	09/02	04:11PM	MARION, IL	618 993-4105	P	DD	1.1	.08
	244	09/01	02:37PM	NAPERVILLE, IL	630 345-1313	P	DD	.9	.07
	245	09/04	03:15PM	NAPERVILLE, IL	630 357-3333	P	DD	.9	.07
	246	09/11	04:11PM	FARGO, ND	701 217-5074	P	DD	1.0	.08
	247	09/15	01:48PM	COLORIDOSPG, CO	719 594-4121	P	DD	.9	.07
	248	09/26	02:02PM	COLORIDOSPG, CO	719 594-4121	P	DD	.9	.07
	249	09/30	02:42PM	COLORIDOSPG, CO	719 594-4121	P	DD	1.4	.11
	250	09/02	10:21AM	PESIDENTCO, CA	760 754-4485	P	DD	.5	.04
	251	09/02	03:51PM	CARROLLTON, GA	770 836-1330	P	DD	1.1	.08
	252	09/14	04:29PM	EDWARDS, CA	805 275-0621	P	DD	.8	.06
	253	09/01	07:46AM	SANBARBARA, CA	805 882-2586	P	DD	.9	.07
	254	09/01	07:50AM	SANBARBARA, CA	805 882-2586	P	DD	.9	.07
	255	09/01	10:06AM	SANBARBARA, CA	805 882-2586	P	DD	8.9	.67
	256	09/01	12:29PM	SANBARBARA, CA	805 882-2586	P	DD	2.7	.20
	257	09/02	07:47AM	SANBARBARA, CA	805 882-2586	P	DD	1.0	.08
	258	09/02	07:49AM	SANBARBARA, CA	805 882-2586	P	DD	3.5	.26
	259	09/02	11:36AM	SANBARBARA, CA	805 882-2586	P	DD	1.4	.11
	260	09/02	07:47AM	SANBARBARA, CA	805 882-2586	P	DD	1.3	.10
	261	09/03	07:46AM	SANBARBARA, CA	805 882-2586	P	DD	.9	.07
	262	09/03	07:49AM	SANBARBARA, CA	805 882-2586	P	DD	1.1	.08
	263	09/03	07:51AM	SANBARBARA, CA	805 882-2586	P	DD	1.3	.10
	264	09/03	02:27PM	SANBARBARA, CA	805 882-2586	P	DD	3.2	.24
	265	09/04	07:46AM	SANBARBARA, CA	805 882-2586	P	DD	.9	.07
	266	09/04	11:39AM	SANBARBARA, CA	805 882-2586	P	DD	4.0	.30
	267	09/07	07:46AM	SANBARBARA, CA	805 882-2586	P	DD	1.3	.10
	268	09/07	07:49AM	SANBARBARA, CA	805 882-2586	P	DD	.6	.05
	269	09/07	07:51AM	SANBARBARA, CA	805 882-2586	P	DD	4.2	.32
	270	09/08	07:47AM	SANBARBARA, CA	805 882-2586	P	DD	2.5	.17
	271	09/08	10:11AM	SANBARBARA, CA	805 882-2586	P	DD	.9	.07
	272	09/08	10:16AM	SANBARBARA, CA	805 882-2586	P	DD	4	.03
	273	09/08	10:17AM	SANBARBARA, CA	805 882-2586	P	DD	17	.25
	274	09/08	10:19AM	SANBARBARA, CA	805 882-2586	P	DD	.5	.04

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERSON	TYPE	MIN	AMOUNT
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341-0477	413	09-02	04:37PM	VALDOSTA, GA	912 257-3226	P	DD	1.1	.08
	414	09-16	10:55AM	VALDOSTA, GA	912 257-3226	P	DD	.3	.02
	415	09-24	04:27PM	VALDOSTA, GA	912 257-3226	P	DD	.9	.07
	416	09-21	12:30PM	GOLDSBORO, NC	919 705-2983	P	DD	.9	.07
	417	09-08	10:35AM	NAPLES, FL	941 643-0206	P	DD	1.0	.08
	418	09-09	04:21PM	NAPLES, FL	941 643-0206	P	DD	1.1	.08
	419	09-21	01:23PM	NAPLES, FL	941 643-0206	P	DD	1.0	.08
Subtotal	342-0195							24.57	
	420	09-01	06:54AM	WASHINGTON, DC	202 268-3888	P	DD	1.1	.08
	421	09-17	02:43PM	WASHINGTON, DC	202 283-1513	P	DD	1.1	.08
	422	09-28	11:50AM	WASHINGTON, DC	202 305-7363	P	DD	1.2	.09
	423	09-29	09:05AM	WASHINGTON, DC	202 338-6702	P	DD	1.3	.10
	424	09-15	10:41AM	WASHINGTON, DC	202 726-9323	P	DD	1.1	.08
	425	09-15	02:48PM	WASHINGTON, DC	202 726-9323	P	DD	1.2	.09
	426	09-01	01:39PM	WASHINGTON, DC	202 782-8247	P	DD	1.0	.08
	427	09-07	01:46PM	WASHINGTON, DC	202 927-8688	P	DD	1.2	.09
	428	09-17	10:01AM	SEATTLE, WA	206 527-3915	P	DD	1.7	.13
	429	09-29	11:21AM	SANANTONIO, TX	210 221-8402	P	DD	1.1	.08
	430	09-28	11:33AM	SANANTONIO, TX	210 925-1073	P	DD	1.0	.08
	431	09-16	01:38PM	NEW YORK, NY	212 616-6737	P	DD	2.9	.22
	432	09-15	02:51PM	PHILA, PA	215 697-4247	P	DD	1.2	.09
	433	09-07	01:55PM	PHILA, PA	215 697-4333	P	DD	1.4	.11
	434	09-17	02:39PM	PHILA, PA	215 697-4333	P	DD	1.1	.08
	435	09-18	08:27AM	PHILA, PA	215 697-4333	P	DD	1.1	.08
	436	09-28	11:36AM	PHILA, PA	215 697-4333	P	DD	1.1	.08
	437	09-28	11:37AM	PHILA, PA	215 697-4333	P	DD	1.1	.08
	438	09-28	11:48AM	PHILA, PA	215 697-4333	P	DD	1.1	.08
	439	09-18	08:25AM	PHILA, PA	215 737-3276	P	DD	1.1	.08
	440	09-11	08:07AM	PEPPERPIKE, OH	216 831-6765	P	DD	1.4	.11
	441	09-10	04:13PM	PEPPERPIKE, OH	216 831-7790	P	DD	1.1	.08
	442	09-11	08:06AM	PEPPERPIKE, OH	216 831-7790	P	DD	1.1	.08
	443	09-11	08:05AM	PEPPERPIKE, OH	216 831-7790	P	DD	1.1	.08
	444	09-29	09:16AM	PEPPERPIKE, OH	216 831-7790	P	DD	1.1	.08
	445	09-29	09:16AM	PEPPERPIKE, OH	216 831-7790	P	DD	1.1	.08
	446	09-28	11:44AM	MICHIGAN, IN	317 295-8834	P	DD	2.1	.16
	447	09-01	01:23PM	GULFPORT, MS	228 871-3212	P	DD	1.1	.08
	448	09-01	01:23PM	GULFPORT, MS	228 871-3212	P	DD	1.1	.08
	449	09-01	01:23PM	HAVELOCK, NC	252 466-8492	P	DD	11.6	.87
	450	09-02	09:27AM	TACOMA, WA	253 984-6666	P	DD	.8	.06
	451	09-30	08:22AM	ROCKVILLE, MD	301 838-7786	P	DD	.7	.05
	452	09-16	12:22PM	BROOMFIELD, CO	303 410-1660	P	DD	1.1	.08
	453	09-16	10:55AM	NEW YORK, NY	303 564-6302	P	DD	1.6	.12
	454	09-29	01:49PM	ENGLEWOOD, CO	303 760-1133	P	DD	2.0	.15
	455	09-29	01:15PM	ENGLEWOOD, CO	303 760-1133	P	DD	2.0	.15
	456	09-01	02:06PM	MIAMI, FL	305 362-5688	P	DD	1.2	.09
	457	09-02	09:54AM	MIAMI, FL	305 362-5688	P	DD	1.2	.09
	458	09-02	09:54AM	MIAMI, FL	305 362-5688	P	DD	1.2	.09
	459	09-15	02:49PM	MIAMI, FL	305 417-2672	P	DD	1.1	.08
	460	09-15	01:18PM	MIAMI, FL	305 418-7907	P	DD	2.1	.16
	461	09-26	09:29AM	CASPER, WY	307 266-4416	P	DD	1.8	.14
	462	09-26	10:35AM	CEDAR RAPIDS, IA	319 298-4448	P	DD	1.7	.13
	463	09-04	11:40AM	ST CLOUD, MN	720 249-8035	P	DD	1.4	.11
	464	09-15	11:48AM	WOOSTER, OH	330 262-4151	P	DD	3.5	.26
	465	09-28	11:24AM	EGGH POINT, NC	756 885-7015	P	DD	2.8	.21
	466	09-07	03:22PM	WILDWOOD, FL	352 330-3036	P	DD	1.7	.13
	467	09-08	01:04PM	BREMERTON, WA	360 476-1947	P	DD	.8	.06
	468	09-21	04:07PM	BREMERTON, WA	360 476-1947	P	DD	1.0	.08
	469	09-08	12:44PM	BREMERTON, WA	360 476-5085	P	DD	1.4	.11
	470	09-14	10:17AM	OMAHA, NE	402 339-6620	P	DD	.8	.06
	471	09-14	03:20PM	TEKAMAH, NE	402 374-2386	P	DD	1.0	.08
	472	09-01	01:58PM	OMAHA, NE	402 592-0508	P	DD	2.1	.16
	473	09-02	04:39PM	OMAHA, NE	402 591-0865	P	DD	.6	.05
	474	09-09	12:22PM	OMAHA, NE	402 591-0865	P	DD	1.3	.10
	475	09-10	11:56AM	OMAHA, NE	402 591-0865	P	DD	1.1	.08
	476	09-10	12:25PM	OMAHA, NE	402 591-0865	P	DD	1.3	.10
	477	09-16	07:58AM	OMAHA, NE	402 591-0865	P	DD	1.5	.11
	478	09-21	04:04PM	OMAHA, NE	402 591-0865	P	DD	1.8	.14
	479	09-25	02:27PM	OMAHA, NE	402 591-0865	P	DD	1.8	.14
	480	09-25	02:29PM	OMAHA, NE	402 591-0865	P	DD	3.2	.24

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342-0195	481	09-28	10:11AM	OMAHA, NE	402 591-0865	P	DD	2.5	.19
	482	09-15	02:55PM	MIDWAHT, CT, OK	408 730-7423	P	DD	1.0	.08
	483	09-29	10:41AM	MIDWAHT, CT, OK	408 730-7423	P	DD	1.1	.08
	484	09-01	01:54PM	ELK RINGD, MD	410 712-4093	P	DD	1.1	.16
	485	09-03	04:27PM	ELK RINGD, MD	410 712-4093	P	DD	1.2	.09
	486	09-04	03:24PM	SPRINGFIELD, MA	413 733-6573	P	DD	1.2	.09
	487	09-01	11:26AM	WALK KISHA, WI	414 475-3037	P	DD	2.1	.16
	488	09-01	04:24PM	MUSKOGEE, WI	414 670-6127	P	DD	2.0	.15
	489	09-28	12:51PM	WATKINSVILLE, WI	414 670-6127	P	DD	.9	.07
	490	09-29	10:07AM	MILWAUKEE, WI	414 734-1099	P	DD	1.4	.11
	491	09-08	02:58PM	EVRETT, WA	425 340-7313	P	DD	2.6	.24
	492	09-15	09:19AM	CHAGRIN, OH	440 247-3988	P	DD	2.1	.16
	493	09-04	09:11AM	LOUISVILLE, KY	502 582-5554	P	DD	1.0	.08
	494	09-08	11:56AM	LOUISVILLE, KY	502 582-5554	P	DD	3.4	.26
	495	09-02	10:41AM	NATICK, MA	508 213-2366	P	DD	1.1	.08
	496	09-16	04:11PM	NATICK, MA	508 213-2366	P	DD	.9	.07
	497	09-10	02:40PM	HAMILTON, OH	513 860-5697	P	DD	2.0	.15
	498	09-25	10:44AM	SMITHTON, NY	516 360-7333	P	DD	1.9	.14
	499	09-08	04:24PM	HUNTINGTON, NY	516 360-7333	P	DD	1.4	.12
	500	09-14	10:42AM	GARDIN CITY, NY	516 744-0180	P	DD	2.9	.22
	501	09-21	04:16PM	WANTAGH, NY	516 788-6607	P	DD	.8	.06
	502	09-04	02:25PM	GRASS VALLEY, CA	530 268-7236	P	DD	.8	.06
	503	09-17	01:27PM	GRASS VALLEY, CA	530 268-7236	P	DD	1.8	.14
	504	09-24	11:21AM	LAWTON, OK	580 442-7585	P	DD	.4	.03
	505	09-24	11:24AM	LAWTON, OK	580 442-7585	P	DD	1.5	.11
	506	09-04	02:11PM	LAWTON, OK	580 442-7585	P	DD	2.0	.15
	507	09-17	03:11PM	LAWTON, OK	580 442-7585	P	DD	2.9	.22
	508	09-24	10:01AM	JACKSON, MS	601 331-1569	P	DD	2.1	.16
	509	09-08	10:48AM	JACKSON, MS	601 331-1569	P	DD	1.1	.08
	510	09-08	10:49AM	JACKSON, MS	601 331-1569	P	DD	1.4	.11
	511	09-24	04:05PM	SHU, FL, SD	605 336-3037	P	DD	1.2	.09
	512	09-28	09:47AM	SHU, FL, SD	605 336-3037	P	DD	1.4	.11
	513	09-25	08:29AM	SHU, FL, SD	605 336-3037	P	DD	1.3	.10
	514	09-29	10:02AM	LENNOX, SD	605 647-2037	P	DD	1.4	.11
	515	09-28	09:31AM	PIERRE, SD	605 774-6834	P	DD	1.9	.14
	516	09-28	11:57AM	PIERRE, SD	605 774-6834	P	DD	1.4	.11
	517	09-21	12:49PM	LIVINGSTON, KY	606 209-6047	P	DD	3.6	.27
	518	09-16	09:33AM	PORT JENKINS, MI	609 743-7373	P	DD	.9	.07
	519	09-08	02:08PM	MINNEAPOLIS, MN	612 331-1846	P	DD	2.4	.18
	520	09-08	02:04PM	MINNEAPOLIS, MN	612 331-1846	P	DD	2.2	.17
	521	09-04	01:48PM	MINNEAPOLIS, MN	612 331-1846	P	DD	1.7	.13
	522	09-10	12:11PM	MINNEAPOLIS, MN	612 331-1846	P	DD	1.9	.14
	523	09-29	10:17AM	MINNEAPOLIS, MN	612 331-1846	P	DD	1.9	.14
	524	09-02	01:40PM	MINNEAPOLIS, MN	612 331-1846	P	DD	2.5	.19
	525	09-24	05:54PM	MAPLE GROVE, MN	612 420-6061	P	DD	3.4	.26
	526	09-25	02:16PM	MAPLE GROVE, MN	612 420-6061	P	DD	1.7	.13
	527	09-07	01:59PM	OSHEO, MN	612 424-6067	P	DD	4	.30
	528	09-04	02:02PM	OSHEO, MN	612 424-6067	P	DD	.7	.05
	529	09-08	07:56AM	OSHEO, MN	612 424-6067	P	DD	1.8	.14
	530	09-24	02:16PM	OSHEO, MN	612 424-6067	P	DD	2.5	.19
	531	09-08	01:37PM	ROGERS, MN	612 428-1497	P	DD	1.5	.11
	532	09-29	01:25PM	STILLWATER, MN	612 428-1497	P	DD	1.8	.14
	533	09-29	01:21PM	STILLWATER, MN	612 428-1497	P	DD	3.0	.23
	534	09-24	04:01PM	MINNEAPOLIS, MN	612 542-0161	P	DD	2.5	.19
	535	09-15	11:40AM	ST PAUL, MN	612 774-3001	P	DD	.9	.07
	536	09-15	11:41AM	ST PAUL, MN	612 774-3001	P	DD	.9	.07
	537	09-15	11:41AM	ST PAUL, MN	612 774-3001	P	DD	.5	.04
	538	09-29	01:00PM	MINNEAPOLIS, MN	612 788-2172	P	DD	1.6	.12
	539	09-11	10:32AM	MINNEAPOLIS, MN	612 788-2172	P	DD	1.1	.08
	540	09-21	12:44PM	MINNEAPOLIS, MN	612 788-2172	P	DD	1.1	.08
	541	09-08	02:01PM	MINNEAPOLIS, MN	612 788-2172	P	DD	2.7	.20
	542	09-01	09:13AM	MINNEAPOLIS, MN	612 886-9094	P	DD	1.4	.11
	543	09-01	01:00PM	MINNEAPOLIS, MN	612 886-9094	P	DD	1.4	.11
	544	09-29	10:12AM	BELLVILLE, IL	618 231-0162	P	DD	3.5	.28
	545	09-29	02:16PM	BELLVILLE, IL	618 231-1408	P	DD	5.5	.44
	546	09-29	10:13AM	BELLVILLE, IL	618 231-1408	P	DD	3.5	.26
	547	09-29	12:48PM	BELLVILLE, IL	618 231-5091	P	DD	3.0	.23
	548	09-25	01:16PM	BELLVILLE, IL	618 230-8861	P	DD	1.1	.08
	549	09-25	01:16PM	BELLVILLE, IL	618 230-8861	P	DD	1.1	.08

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342-0195	550	09/28	03:46PM	MARION, IL	618 991-4156	P	DD	2.7	.20
	551	09/30	01:48PM	MARION, IL	618 998-5669	P	DD	.8	.06
	552	09/18	02:00PM	MARION, IL	618 998-5669	P	DD	.7	.05
	553	09/29	11:21AM	SAN DIEGO, CA	619 532-2287	P	DD	2.1	.16
	554	09/02	10:45AM	LA JOLLA, CA	619 642-6291	P	DD	1.0	.08
	555	09/10	04:32PM	NAPEVILLE, IL	630 357-8774	P	DD	1.7	.13
	556	09/11	08:02AM	NAPEVILLE, IL	630 357-8774	P	DD	1.5	.11
	557	09/01	08:24AM	ST PAUL, MN	651 454-8508	P	DD	2.1	.16
	558	09/08	01:37PM	ST PAUL, MN	651 454-8508	P	DD	2.5	.19
	559	09/15	12:06PM	ST PAUL, MN	651 774-3001	P	DD	.5	.04
	560	09/15	12:07PM	ST PAUL, MN	701 237-3074	P	DD	2.1	.16
	561	09/29	09:56AM	FARGO, ND	701 237-3074	P	DD	2.6	.20
	562	09/29	04:01PM	FARGO, ND	701 237-3074	P	DD	.9	.07
	563	09/02	12:09PM	EMERADO, ND	701 747-4215	P	DD	.9	.07
	564	09/04	11:41AM	EMERADO, ND	701 747-4215	P	DD	.8	.06
	565	09/24	03:58PM	EMERADO, ND	701 747-4215	P	DD	.9	.07
	566	09/25	10:15AM	EMERADO, ND	701 747-4215	P	DD	1.3	.10
	567	09/08	04:19PM	ALEXANDRIA, VA	703 519-0806	P	DD	1.5	.11
	568	09/02	03:03AM	FAIRFAX, VA	707 424-2712	P	DD	.8	.06
	569	09/08	01:21PM	DALLAS, PA	717 675-7551	P	DD	2.9	.22
	570	09/03	12:20PM	QUEENS, NY	718 744-1216	P	DD	1.5	.11
	571	09/02	08:35AM	COLORADO SPRG, CO	719 488-0870	P	DD	1.0	.08
	572	09/04	10:24AM	COLORADO SPRG, CO	719 488-0870	P	DD	.9	.07
	573	09/21	01:28PM	COLORADO SPRG, CO	719 488-3840	P	DD	2.2	.17
	574	09/30	01:18PM	COLORADO SPRG, CO	719 488-3840	P	DD	1.3	.10
	575	09/01	10:27AM	COLORADO SPRG, CO	719 556-4321	P	DD	.7	.05
	576	09/02	04:15PM	COLORADO SPRG, CO	719 556-4321	P	DD	.7	.05
	577	09/03	03:03PM	COLORADO SPRG, CO	719 556-4321	P	DD	3.5	.26
	578	09/04	12:50PM	COLORADO SPRG, CO	719 556-4321	P	DD	1.3	.10
	579	09/08	02:39PM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	580	09/09	02:36PM	COLORADO SPRG, CO	719 556-4321	P	DD	1.4	.11
	581	09/06	04:47PM	COLORADO SPRG, CO	719 556-4321	P	DD	3.0	.23
	582	09/10	09:51AM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	583	09/10	03:21PM	COLORADO SPRG, CO	719 556-4321	P	DD	1.9	.14
	584	09/16	11:03AM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	585	09/17	01:25PM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	586	09/28	03:50PM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	587	09/29	09:20AM	COLORADO SPRG, CO	719 556-4321	P	DD	1.5	.11
	588	09/30	01:37PM	COLORADO SPRG, CO	719 556-4321	P	DD	1.5	.11
	589	09/30	03:22PM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	590	09/09	10:17AM	COLORADO SPRG, CO	719 556-4321	P	DD	1.8	.14
	591	09/10	09:18AM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	592	09/21	03:27PM	COLORADO SPRG, CO	719 867-2722	P	DD	1.2	.09
	593	09/03	04:18PM	VIRGINIA BEACH, VA	757 443-1424	P	DD	2.0	.15
	594	09/28	03:16PM	PENDELTON, CA	760 758-8445	P	DD	2.2	.17
	595	09/17	04:41PM	ISCONDIRIO, CA	760 747-6884	P	DD	.1	.01
	596	09/29	10:08AM	CHICAGO, IL	773 244-1303	P	DD	1.9	.14
	597	09/29	10:12AM	CHICAGO, IL	773 244-1303	P	DD	.2	.02
	598	09/29	10:35AM	CHICAGO, IL	773 244-1303	P	DD	1.9	.14
	599	09/08	12:24PM	TOPEKA, KS	785 267-0861	P	DD	1.0	.08
	600	09/09	12:24PM	TOPEKA, KS	785 267-0861	P	DD	.9	.07
	601	09/21	10:40PM	TOPEKA, KS	785 267-0861	P	DD	3.5	.26
	602	09/14	01:03PM	LASCATER, SC	803 286-1166	P	DD	.7	.05
	603	09/02	10:10AM	SU MTER, SC	803 895-6018	P	DD	.7	.05
	604	09/03	12:29PM	SU MTER, SC	803 895-6018	P	DD	.7	.05
	605	09/04	10:20AM	SU MTER, SC	803 895-6018	P	DD	1.0	.08
	606	09/17	03:40PM	RICHMOND, VA	804 279-6008	P	DD	1.1	.08
	607	09/28	11:32AM	RICHMOND, VA	804 279-6008	P	DD	.8	.06
	608	09/29	10:42AM	RICHMOND, VA	804 279-6008	P	DD	.8	.06
	609	09/24	04:23PM	AMARILLO, TX	806 383-7796	P	DD	1.1	.08
	610	09/17	02:41PM	HONOLULU, HI	808 471-5750	P	DD	1.5	.11
	611	09/01	10:55AM	SPRING GRV, IL	815 675-2055	P	DD	1.0	.08
	612	09/17	10:25AM	KANSAS CITY, MO	816 926-3678	P	DD	1.0	.08
	613	09/02	10:44AM	KANSAS CITY, MO	816 926-3678	P	DD	1.3	.10
	614	09/03	04:19PM	KANSAS CITY, MO	816 926-3678	P	DD	.9	.07
	615	09/07	03:57PM	KANSAS CITY, MO	816 926-3678	P	DD	.8	.06
	616	09/11	02:17PM	KANSAS CITY, MO	816 926-3678	P	DD	.8	.06
	617	09/11	02:24PM	KANSAS CITY, MO	816 926-3678	P	DD	1.2	.09
	618	09/15	02:46PM	KANSAS CITY, MO	816 926-3678	P	DD	.8	.06

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342-0195	619	09/15	02:40PM	KANSAS CITY, MO	816 926-3678	P	DD	1.1	.08	
	620	09/21	12:45PM	KANSAS CITY, MO	816 926-3678	P	DD	2.0	.15	
	621	09/30	02:52PM	KANSAS CITY, MO	816 926-3678	P	DD	4.3	.32	
	622	09/30	09:30AM	ARLINGTON, TX	817 461-4131	P	DD	2.4	.18	
	623	09/10	11:57AM	BENSENVILLE, IL	847 350-8288	P	DD	1.7	.13	
	624	09/10	12:20PM	BENSENVILLE, IL	847 350-8288	P	DD	1.7	.13	
	625	09/10	12:23PM	BENSENVILLE, IL	847 350-8288	P	DD	.1	.01	
	626	09/10	12:23PM	BENSENVILLE, IL	847 350-8288	P	DD	1.7	.13	
	627	09/11	08:27AM	BENSENVILLE, IL	847 350-8288	P	DD	2.2	.17	
	628	09/16	07:50AM	BENSENVILLE, IL	847 350-8288	O	DD	3.1	.23	
	629	09/21	04:12PM	BENSENVILLE, IL	847 350-8288	P	DD	2.4	.18	
	630	09/25	02:37PM	BENSENVILLE, IL	847 350-8288	P	DD	1.0	.08	
	631	09/25	02:38PM	BENSENVILLE, IL	847 350-8288	P	DD	2.3	.17	
	632	09/28	10:07AM	BENSENVILLE, IL	847 350-8288	P	DD	3.3	.25	
	633	09/09	12:00PM	BENSENVILLE, IL	847 860-8076	P	DD	3.7	.28	
	634	09/16	03:29PM	BENSENVILLE, IL	847 860-8076	P	DD	1.9	.13	
	635	09/21	04:00PM	BENSENVILLE, IL	847 860-8076	P	DD	2.6	.20	
	636	09/24	01:21PM	BENSENVILLE, IL	847 860-8076	P	DD	40.9	3.07	
	637	09/30	10:55AM	BENSENVILLE, IL	847 860-8076	P	DD	1.6	.12	
	638	09/29	07:47AM	PENNSACOLA, FL	850 452-5756	P	DD	.9	.07	
	639	09/25	02:25PM	OLD SAYBEE, CT	860 399-6815	P	DD	1.5	.11	
	640	09/28	12:06PM	MILLINGTON, TN	901 874-6812	P	DD	.8	.06	
	641	09/25	04:22PM	JACKSONVILLE, FL	904 292-1325	P	DD	.8	.06	
	642	09/02	10:42AM	ELMDRIF, AK	907 552-5908	P	DD	1.1	.08	
	643	09/16	01:27PM	ELMDRIF, AK	907 552-5270	P	DD	1.5	.11	
	644	09/05	01:11PM	SOMERVILLE, NJ	908 575-7602	P	DD	.8	.06	
	645	09/10	04:13PM	SOMERVILLE, NJ	908 575-7602	P	DD	.8	.06	
	646	09/21	09:00AM	SOMERVILLE, NJ	908 575-7602	P	DD	.8	.06	
	647	09/28	12:21PM	VALDOSTA, GA	912 257-4032	P	DD	3.0	.23	
	648	09/14	11:35AM	OVERLAND PARK, KS	913 383-1431	P	DD	1.5	.11	
	649	09/30	04:10PM	OVERLAND PARK, KS	913 383-1431	P	DD	4.7	.35	
	650	09/01	01:47PM	ELMSHORE, NY	914 347-2029	P	DD	.8	.06	
	651	09/01	03:23PM	ELMSHORE, NY	914 347-2029	P	DD	.8	.06	
	652	09/11	10:10AM	ELMSHORE, NY	914 347-2029	P	DD	1.1	.08	
	653	09/15	09:21AM	ELMSHORE, NY	914 347-2029	P	DD	1.4	.11	
	654	09/24	04:31PM	ELMSHORE, NY	914 347-2029	P	DD	3.5	.26	
	655	09/24	11:09AM	EL PASO, TX	915 568-9641	P	DD	.4	.03	
	656	09/17	03:03PM	EL PASO, TX	915 568-9641	P	DD	2.9	.22	
	657	09/21	09:02AM	ABILENE, TX	915 696-8676	P	DD	.9	.07	
	658	09/21	11:19AM	ABILENE, TX	915 696-8676	P	DD	2.9	.22	
	659	09/21	12:27PM	ABILENE, TX	915 696-8676	P	DD	1.6	.12	
	660	09/24	03:37PM	ABILENE, TX	915 696-8676	P	DD	2.9	.22	
	661	09/29	12:41PM	MUSKOGEE, OK	918 685-9496	P	DD	2.2	.17	
	662	09/15	12:30PM	MAPLETON, UT	920 474-4477	P	DD	2.7	.20	
	663	09/15	01:59PM	LEWISBURG, WI	931 270-1646	P	DD	3.2	.24	
	664	09/21	09:14AM	WICHITA, KS	986 626-7563	P	DD	3.1	.24	
Subtotal	343-2951	665	09/25	11:32AM	WASHINGTON, DC	202 338-4006	P	DD	8.2	.61
		666	09/15	12:14PM	BIRMINGHAM, AL	205 323-8751	P	DD	2.2	.17
		667	09/10	02:31PM	SAN ANTONIO, TX	210 317-4400	P	DD	3.0	.23
		668	09/21	10:15AM	UNIVERSITY, TX	210 675-4031	P	DD	2.4	.18
		669	09/14	12:50PM	NEW YORK, NY	212 226-7860	P	DD	2.1	.16
		670	09/16	10:45AM	NEW YORK, NY	212 226-7860	P	DD	2.2	.17
		671	09/18	01:18PM	NEW YORK, NY	212 226-7860	P	DD	1.4	.11
		672	09/03	12:11PM	NEW YORK, NY	212 244-1336	P	DD	.5	.04
		673	09/24	01:57PM	DALLAS, TX	214 611-7276	P	DD	3.6	.27
		674	09/24	02:46PM	PORT WATKINS, IN	219 482-6023	P	DD	1.7	.13
		675	09/29	01:00PM	ACUBAN HTS, MI	248 853-3867	P	DD	2.2	.17
		676	09/03	11:48AM	TROY, MI	248 878-4432	P	DD	2.6	.20
		677	09/01	10:45AM	TROY, MI	248 878-4432	P	DD	.9	.07
		678	09/04	12:35PM	TACOMA, WA	253 984-9314	P	DD	1.1	.01
		679	09/04	01:07PM	TACOMA, WA	253 984-9314	P	DD	.8	.06
		680	09/01	11:39AM	DENV SRVLY, CO	303 729-4706	P	DD	.1	.01
		681	09/16	11:16AM	DENVER, CO	303 792-2426	P	DD	2.9	.22
		682	09/16	12:19PM	DENVER, CO	303 792-2426	P	DD	3.6	.27
		683	09/16	03:32PM	DENVER, CO	303 792-2426	P	DD	1.1	.08
		684	09/17	10:01AM	DENVER, CO	303 792-2426	P	DD	4.5	.36
		685	09/07	02:35PM	ACUBAN HTS, MI	248 853-3867	P	DD	1.5	.11
		686	09/28	2:42PM	BROOMFIELD, CO	303 401-1668	P	DD	.8	.06

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	687	09/14	01:48PM	AURORA, CO	303 677-6483	P	DD	.6	.05
688	09/14	01:52PM	DENVER, CO	303 755-0997	P	DD	DD	1.0	.30
689	09/14	01:52PM	DENVER, CO	303 755-0997	P	DD	DD	4.0	.30
690	09/15	01:32PM	DENVER, CO	303 755-0997	P	DD	DD	.7	.05
691	09/11	08:40AM	DENVER, CO	303 777-9232	P	DD	DD	3.9	.29
692	09/16	11:11AM	MIAMI, FL	305 437-2661	P	DD	DD	.7	.05
693	09/14	09:48AM	MIAMI, FL	305 818-4250	P	DD	DD	3.0	.23
694	09/24	01:20PM	FLORIDA, IL	309 678-6476	P	DD	DD	.6	.05
695	09/28	09:19AM	FLORIDA, IL	309 678-6476	P	DD	DD	.3	.02
696	09/17	03:43PM	LOMITA, CA	310 539-1530	P	DD	DD	1.7	.13
697	09/10	11:03AM	COMPTON, CA	310 696-6190	P	DD	DD	1.1	.08
698	09/29	12:58PM	DETROIT, MI	313 566-8000	P	DD	DD	.7	.05
699	09/04	12:40PM	SYRACUSE, NY	315 477-7000	P	DD	DD	9.3	.70
700	09/14	02:30PM	UTICA, NY	315 768-8732	P	DD	DD	1.2	.09
701	09/16	02:31PM	ST CLOUD, MN	320 252-2977	P	DD	DD	3.3	.25
702	09/16	03:36PM	ST CLOUD, MN	320 252-2977	P	DD	DD	7.3	.55
703	09/11	11:35AM	ST CLOUD, MN	320 256-9306	P	DD	DD	3.7	.28
704	09/03	02:41PM	ST CLOUD, MN	320 256-9306	P	DD	DD	2.1	.16
705	09/04	11:45AM	ST CLOUD, MN	320 256-9306	P	DD	DD	.4	.03
706	09/15	10:10AM	BREMERTON, WA	360 476-0843	P	DD	DD	1.1	.08
707	09/21	12:05PM	WOONSOCKET, RI	401 762-6483	P	DD	DD	.5	.04
708	09/14	02:21PM	TEKAMAH, NE	402 374-2396	P	DD	DD	.7	.05
709	09/15	08:26AM	TEKAMAH, NE	402 374-2396	P	DD	DD	.5	.04
710	09/15	11:01AM	TEKAMAH, NE	402 374-2396	P	DD	DD	.8	.06
711	09/16	08:18AM	TEKAMAH, NE	402 374-2396	P	DD	DD	.5	.04
712	09/16	07:03PM	TEKAMAH, NE	402 374-2396	P	DD	DD	.6	.05
713	09/17	09:44AM	TEKAMAH, NE	402 374-2396	P	DD	DD	.5	.04
714	09/14	01:45PM	OMAHA, NE	402 502-0151	P	DD	DD	2.0	.15
715	09/03	06:13PM	OMAHA, NE	402 502-0151	P	DD	DD	.6	.05
716	09/24	02:25PM	OMAHA, NE	402 502-0151	P	DD	DD	.8	.06
717	09/28	03:20PM	ORLANDO, FL	407 855-6161	P	DD	DD	.2	.02
718	09/24	10:23AM	ORLANDO, FL	407 855-6161	P	DD	DD	10.0	.75
719	09/24	02:41PM	ORLANDO, FL	407 855-6161	P	DD	DD	.2	.02
720	09/09	11:06AM	GLENBURNIE, MD	410 762-6483	P	DD	DD	1.9	.14
721	09/10	09:52AM	GLENBURNIE, MD	410 762-6483	P	DD	DD	.8	.06
722	09/21	12:07PM	GLENBURNIE, MD	410 762-6483	P	DD	DD	.9	.07
723	09/15	10:50AM	CHAGRINETS, OH	440 347-4600	P	DD	DD	4.4	.33
724	09/10	10:15AM	LOUISVILLE, KY	502 582-6046	P	DD	DD	.5	.04
725	09/10	10:06AM	LOUISVILLE, KY	502 582-6046	P	DD	DD	1.9	.14
726	09/14	10:25AM	LOUISVILLE, KY	502 582-6046	P	DD	DD	2.5	.19
727	09/08	01:08PM	LOUISVILLE, KY	502 582-6046	P	DD	DD	1.5	.11
728	09/11	01:20PM	PORTLAND, OR	503 251-1100	P	DD	DD	.8	.06
729	09/10	01:37PM	TURNER, OR	503 743-2200	P	DD	DD	.2	.02
730	09/10	01:05PM	ALAMOGORDO, NM	505 475-7145	P	DD	DD	1.4	.12
731	09/25	08:50AM	FALL RIVER, MA	508 678-9010	P	DD	DD	6.1	.46
732	09/04	12:11PM	SOUTHBRIDGE, MA	508 765-0201	P	DD	DD	1.7	.13
733	09/15	12:15PM	SPOKANE, WA	509 927-2100	P	DD	DD	1.3	.10
734	09/15	01:49PM	SPOKANE, WA	509 927-2100	P	DD	DD	.8	.06
735	09/18	01:15PM	SPOKANE, WA	509 927-2100	P	DD	DD	1.1	.08
736	09/18	04:05PM	SPOKANE, WA	509 927-2100	P	DD	DD	.5	.04
737	09/08	10:21AM	WALNUT CRK, CA	510 974-1020	P	DD	DD	1.5	.11
738	09/11	10:22AM	WALNUT CRK, CA	510 974-1020	P	DD	DD	.5	.04
739	09/21	01:11PM	WALNUT CRK, CA	510 974-1020	P	DD	DD	.5	.04
740	09/11	09:41AM	CLARE, MI	517 366-7393	P	DD	DD	.4	.03
741	09/04	10:05AM	JACKSON, MI	517 764-2300	P	DD	DD	2.0	.15
742	09/06	12:08PM	COCUMBA, MO	573 445-6666	P	DD	DD	.8	.06
743	09/09	03:10PM	MADISON, MS	601 898-8411	P	DD	DD	2.8	.25
744	09/01	10:29AM	JACKSON, MS	601 936-7556	P	DD	DD	.6	.05
745	09/09	02:20PM	TEMPLE, AZ	602 966-2221	P	DD	DD	2.7	.21
746	09/01	10:23AM	MANCHESTER, NH	603 626-6506	P	DD	DD	1.2	.09
747	09/01	12:16PM	MANCHESTER, NH	603 626-6506	P	DD	DD	.0	.00
748	09/30	09:05AM	STURGIS, SD	605 347-3604	P	DD	DD	.5	.04
749	09/28	12:06PM	STURGIS, SD	605 347-3604	P	DD	DD	.5	.04
750	09/28	10:18AM	HOTSPRINGS, SD	605 745-6800	P	DD	DD	.9	.07
751	09/29	08:29AM	HOTSPRINGS, SD	605 745-6800	P	DD	DD	.5	.04
752	09/30	04:11PM	HOTSPRINGS, SD	605 745-6800	P	DD	DD	.5	.04
753	09/04	10:56AM	LA CROSSE, WI	608 787-5874	P	DD	DD	4.1	.31
754	09/07	10:39AM	LA CROSSE, WI	608 787-5874	P	DD	DD	11.2	.86
755	09/11	10:16AM	LA CROSSE, WI	608 787-5874	P	DD	DD	1.2	.09

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	756	09/01	11:21AM	FORT DIX, NJ	609 724-3120	P	DD	1.3	.10
	757	09/10	02:28PM	ST PAUL, MN	612 293-0449	P	DD	2.9	.22
	758	09/25	08:42AM	MINNEAPOLIS, MN	612 331-1251	P	DD	2.2	.17
	759	09/08	01:34PM	MINNEAPOLIS, MN	612 338-3078	P	DD	.9	.07
	760	09/14	01:26PM	MINNEAPOLIS, MN	612 347-6744	P	DD	3.8	.29
	761	09/15	08:19AM	MINNEAPOLIS, MN	612 347-6744	P	DD	4.1	.31
	762	09/16	11:05AM	MINNEAPOLIS, MN	612 347-6744	P	DD	3.4	.26
	763	09/21	09:24AM	MINNEAPOLIS, MN	612 347-6744	P	DD	3.5	.27
	764	09/28	12:35PM	MINNEAPOLIS, MN	612 374-3811	P	DD	3.0	.23
	765	09/11	11:06AM	MINNEAPOLIS, MN	612 376-2832	P	DD	1.0	.08
	766	09/24	08:41AM	MAPLE GROVE, MN	612 420-6564	P	DD	.8	.06
	767	09/09	02:55PM	MAPLE GROVE, MN	612 420-6564	P	DD	.3	.02
	768	09/24	09:12AM	MAPLE GROVE, MN	612 420-6564	P	DD	1.0	.08
	769	09/21	10:45AM	MAPLE GROVE, MN	612 420-6564	P	DD	.3	.02
	770	09/21	10:15AM	OSSEO, MN	612 424-7606	P	DD	4.9	.37
	771	09/04	11:56AM	OSSEO, MN	612 424-7606	P	DD	.2	.02
	772	09/08	12:19PM	OSSEO, MN	612 424-7606	P	DD	.3	.02
	773	09/08	12:18PM	OSSEO, MN	612 424-7606	P	DD	.8	.06
	774	09/18	10:19AM	OSSEO, MN	612 424-7606	P	DD	1.3	.10
	775	09/30	09:25AM	SO BURNVILLE, MN	612 435-5366	P	DD	.1	.01
	776	09/30	11:11AM	SO BURNVILLE, MN	612 435-5366	P	DD	.3	.02
	777	09/10	12:48PM	STILLWATER, MN	612 439-1066	P	DD	3.4	.26
	778	09/10	09:56AM	ST PAUL, MN	612 452-0880	P	DD	1.3	.10
	779	09/10	01:21PM	ST PAUL, MN	612 452-0880	P	DD	2.6	.20
	780	09/11	09:26AM	ST PAUL, MN	612 452-0880	P	DD	.9	.07
	781	09/14	11:28AM	ST PAUL, MN	612 467-3100	P	DD	.5	.04
	782	09/25	12:14PM	WAYZATA, MN	612 473-1810	P	DD	2.0	.15
	783	09/04	01:12PM	WAYZATA, MN	612 473-1810	P	DD	.6	.05
	784	09/08	09:12AM	WAYZATA, MN	612 483-4411	P	DD	.2	.02
	785	09/11	01:57PM	MINNEAPOLIS, MN	612 506-6026	P	DD	4.3	.32
	786	09/18	10:38AM	MINNEAPOLIS, MN	612 535-1346	P	DD	1.0	.08
	787	09/18	02:12PM	MINNEAPOLIS, MN	612 577-2622	P	DD	3.1	.23
	788	09/10	02:22PM	MINNEAPOLIS, MN	612 577-2622	P	DD	2.3	.17
	789	09/18	01:49PM	MINNEAPOLIS, MN	612 586-7811	P	DD	2.0	.15
	790	09/18	01:49PM	MINNEAPOLIS, MN	612 574-0351	P	DD	2.0	.15
	791	09/02	10:55AM	ST PAUL, MN	612 774-7007	P	DD	.6	.05
	792	09/01	08:28AM	ST PAUL, MN	612 774-7007	P	DD	.6	.05
	793	09/04	03:03PM	ST PAUL, MN	612 826-5300	P	DD	.7	.05
	794	09/08	01:47PM	MINNEAPOLIS, MN	612 826-5300	P	DD	.7	.05
	795	09/16	01:48PM	MINNEAPOLIS, MN	612 826-5300	P	DD	3.4	.26
	796	09/18	02:48PM	MINNEAPOLIS, MN	612 905-0442	P	DD	4.9	.37
	797	09/10	02:05PM	ST PAUL, MN	612 905-0442	P	DD	1.2	.09
	798	09/11	09:21AM	ST PAUL, MN	612 905-0442	P	DD	1.9	.14
	799	09/14	10:13AM	ST PAUL, MN	612 905-0442	P	DD	1.2	.09
	800	09/14	10:13AM	ST PAUL, MN	612 905-0442	P	DD	1.4	.11
	801	09/14	10:36AM	ST PAUL, MN	612 926-1310	P	DD	.4	.03
	802	09/11	09:55AM	MINNEAPOLIS, MN	612 937-2779	P	DD	2.3	.17
	803	09/24	09:22AM	MINNEAPOLIS, MN	612 941-6106	P	DD	.8	.06
	804	09/01	12:31PM	MINNEAPOLIS, MN	612 941-6106	P	DD	.4	.03
	805	09/10	11:21AM	GRAND RAPIDS, MI	616 784-6016	P	DD	9.8	.74
	806	09/10	11:40AM	GRAND RAPIDS, MI	617 347-4101	P	DD	1.8	.14
	807	09/16	02:01PM	EVERETT, WA	617 347-4101	P	DD	2.4	.18
	808	09/16	02:11PM	EVERETT, WA	617 347-4101	P	DD	.8	.06
	809	09/14	09:31AM	MARION, IL	618 991-4105	P	DD	5.7	.43
	810	09/15	09:31AM	MARION, IL	618 991-4105	P	DD	1.9	.14
	811	09/10	01:44PM	MARION, IL	618 991-4105	P	DD	.9	.07
	812	09/15	09:38AM	MARION, IL	618 991-4105	P	DD	.8	.06
	813	09/29	11:12AM	SAN DIEGO, CA	619 532-2018	P	DD	1.6	.12
	814	09/08	09:40AM	ELMHURST, IL	630 833-8333	P	DD	6.6	.55
	815	09/21	01:16PM	ELMHURST, IL	708 747-5279	P	DD	2.7	.20
	816	09/29	08:15AM	ELMHURST, IL	701 772-2243	P	DD	2.0	.15
	817	09/14	03:13PM	GRAND RAPIDS, MI	616 784-6016	P	DD	1.8	.14
	818	09/20	02:02PM	TRIANGLE, VA	704 481-1150	P	DD	3.9	.30
	819	09/08	11:52AM	SHREVEPORT, LA	504 414-7723	P	DD	2.3	.18
	820	09/01	02:04PM	ARLINGTON, VA	703 528-1000	P	DD	1.0	.08
	821	09/14	12:40PM	MONTELL, IL	714 361-5665	P	DD	.3	.02
	822	09/25	08:32AM	CAPTAINVILLE, MO	617 671-6465	P	DD	.9	.07
	823	09/10	11:15AM	WAYBURN, NY	516 726-2232	P	DD	.2	.02
	824	09/11	10:56AM	WAYLAND, NY					

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343-2953	825	09/01	09:11AM	COLORADOSPG, CO	719 556-4797		P	DD	-9	.07
	826	09/17	10:13AM	COLORADOSPG, CO	719 556-4797		P	DD	-6	.05
	827	09/14	01:24PM	COLORADOSPG, CO	719 556-6127		P	DD	3.3	.25
	828	09/15	01:08PM	COLORADOSPG, CO	719 556-6127		P	DD	9	.07
	829	09/04	12:15PM	COLORADOSPG, CO	719 556-7034		P	DD	-3	.02
	830	09/10	08:17AM	COLORADOSPG, CO	719 556-7034		P	DD	-7	.05
	831	09/04	12:00PM	COLORADOSPG, CO	719 556-9382		P	DD	-8	.06
	832	09/04	12:44PM	COLORADOSPG, CO	719 556-9382		P	DD	-7	.05
	833	09/08	11:59AM	COLORADOSPG, CO	727 869-6999		P	DD	3.4	.26
	834	09/10	10:50AM	COLORADOSPG, CO	727 869-6999		P	DD	6.0	.45
	835	09/29	01:07PM	COVINGTON, GA	770 447-5300		P	DD	-3	.02
	836	09/11	11:09AM	COVINGTON, GA	770 447-5300		P	DD	2.0	.15
	837	09/15	10:55AM	COVINGTON, GA	770 447-5300		P	DD	-7	.05
	838	09/25	08:46AM	PORT HURON, MI	810 987-7770		P	DD	3.4	.26
	839	09/16	08:21AM	PORT HURON, MI	810 987-7770		P	DD	1.1	.08
	840	09/17	10:28AM	KANSASCTY, MO	816 823-1717		P	DD	-7	.05
	841	09/11	01:17PM	BENSEN, IL	847 860-8067		P	DD	-4	.32
	842	09/04	01:06PM	BENSEN, IL	847 860-8067		P	DD	2.9	.22
	843	09/21	02:35AM	MEMPHIS, TN	901 874-6609		P	DD	-2	.02
	844	09/28	09:42AM	MILLINGTON, TN	901 874-6609		P	DD	-7	.05
	845	09/24	02:44PM	VALDOSTA, GA	912 257-2730		P	DD	1.4	.11
	846	09/04	01:50PM	OVERLANDPK, KS	913 383-2338		P	DD	-7	.05
	847	09/08	12:10PM	OVERLANDPK, KS	913 383-2338		P	DD	1.6	.12
	848	09/08	02:08PM	OVERLANDPK, KS	913 383-2338		P	DD	2.1	.16
	849	09/15	01:12PM	ELMSFORD, NY	914 347-4737		P	DD	-7	.05
	850	09/09	11:40AM	ELMSFORD, NY	914 347-4737		P	DD	-6	.05
	851	09/21	11:46AM	ABILENE, TX	915 666-2160		P	DD	1.1	.08
	852	09/14	11:32AM	OSHKOSH, WI	920 234-4513		P	DD	-7	.05
	853	09/24	04:22PM	OSHKOSH, WI	920 234-4513		P	DD	2.1	.16
	854	09/25	08:30AM	OSHKOSH, WI	920 234-4513		P	DD	-5	.04
	855	09/25	02:35PM	OSHKOSH, WI	920 234-4513		P	DD	6.4	.48
	856	09/16	11:56AM	SHEBOGNFELS, WI	920 467-2402		P	DD	-6	.05
	857	09/17	09:59AM	SHEBOGNFELS, WI	920 467-2402		P	DD	6.3	.47
	858	09/17	03:07PM	SHEBOGNFELS, WI	920 467-2402		P	DD	-11	.08
	859	09/01	08:31AM	NAPLES, FL	941 643-6208		P	DD	1.4	.11
	860	09/01	09:09AM	NAPLES, FL	941 643-6208		P	DD	1.8	.14
	861	09/01	02:14PM	NAPLES, FL	941 643-6208		P	DD	-17	.12
	862	09/15	08:31AM	NAPLES, FL	941 643-6208		P	DD	2.0	.15
	863	09/15	11:34AM	GRAND RCT, CO	970 241-4465		P	DD	3.1	.23
	864	09/17	11:22AM	GRAND RCT, CO	970 241-4465		P	DD	2.1	.16
	865	09/30	10:55AM	GREELEY, CO	970 351-4547		P	DD	-6	.05
	866	09/25	08:48AM	PLANO, TX	972 517-4516		P	DD	-7	.05
	867	09/25	11:52AM	PLANO, TX	972 517-4516		P	DD	-1	.01
	868	09/25	02:19PM	PLANO, TX	972 517-4516		P	DD	-1	.01
Subtotal	343-5005								32.27	
143-5001	869	09/15	10:28AM	WASHINGTON, DC	202 720-4057		P	DD	-1	.01
	870	09/28	11:22AM	SANANTONIO, TX	210 925-5133		P	DD	1.4	.11
	871	09/28	11:24AM	SANANTONIO, TX	210 925-5133		P	DD	-3	.02
	872	09/16	08:57AM	NEW YORK, NY	212 619-9787		P	DD	-2	.02
	873	09/16	08:58AM	NEW YORK, NY	212 640-4006		P	DD	1.0	.08
	874	09/16	08:58AM	NEW YORK, NY	212 640-4006		P	DD	-3	.02
	875	09/15	12:59PM	PHILA, PA	215 737-3192		P	DD	-6	.05
	876	09/15	11:22PM	PHILA, PA	215 737-3192		P	DD	-7	.05
	877	09/18	09:57AM	PHILA, PA	215 737-7860		P	DD	-8	.06
	878	09/18	11:11AM	PHILA, PA	215 737-7860		P	DD	2.9	.22
	879	09/25	12:03PM	PEPPERPIKE, OH	216 831-7790		P	DD	10.6	.80
	880	09/17	09:31AM	DANVILLE, IL	217 443-7733		P	DD	3.5	.26
	881	09/01	08:11AM	DANVILLE, IL	217 443-7733		P	DD	2.3	.17
	882	09/03	08:09AM	DANVILLE, IL	217 443-7733		P	DD	-4	.03
	883	09/14	09:44AM	DANVILLE, IL	217 443-7733		P	DD	-4	.03
	884	09/16	08:25AM	DANVILLE, IL	217 443-7733		P	DD	-4	.03
	885	09/09	03:40PM	GREENVILLE, NC	252 320-2043		P	DD	1.0	.08
	886	09/16	08:19AM	GREENVILLE, NC	252 331-4754		P	DD	-5	.04
	887	09/16	08:40AM	GREENVILLE, NC	252 331-4754		P	DD	-5	.04
	888	09/08	02:20PM	BETHESDA, MD	301 295-3057		P	DD	7.7	.58
	889	09/17	02:02PM	TORRANCE, CA	310 533-0474		P	DD	1.9	.14
	890	09/30	02:10PM	CHICAGO, IL	312 326-6550		P	DD	-2	.02
	891	09/30	02:17PM	CHICAGO, IL	312 326-6550		P	DD	-2	.02
	892	09/18	01:48PM	BOONVILLE, NY	515 942-4246		P	DD	1.7	.13

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT	
343-5005	893	09/17	01:53PM	CEDAR RAPIDS, IA	319 363-8144		P	DD	4.1	.31
	894	09/01	11:39AM	ST CLOUD, MN	320 246-9306		P	DD	2.4	.18
	895	09/14	12:04PM	ST CLOUD, MN	320 246-9306		P	DD	7.4	.56
	896	09/15	10:40AM	MOUNT BELLIO, CA	321 756-0106		P	DD	2.0	.15
	897	09/17	10:26AM	BRIMMERTON, WA	360 476-6129		P	DD	1.0	.08
	898	09/21	10:38AM	OMAHA, NE	402 232-3073		P	DD	1.5	.11
	899	09/15	08:47AM	OMAHA, NE	402 592-0151		P	DD	1.7	.13
	900	09/15	09:50AM	OMAHA, NE	402 592-0151		P	DD	1.8	.14
	901	09/04	01:51PM	OMAHA, NE	402 592-0151		P	DD	-9	.07
	902	09/04	09:38AM	MIDWEST, CT, OK	405 744-7934		P	DD	-5	.04
	903	09/21	01:39PM	RADCLIFF, KY	502 351-1164		P	DD	10.6	.80
	904	09/03	04:17PM	LOUISVILLE, KY	502 582-6046		P	DD	-3	.02
	905	09/04	08:52AM	LOUISVILLE, KY	502 582-6046		P	DD	-3	.02
	906	09/17	10:22AM	NATICK, MA	508 211-5920		P	DD	-5	.04
	907	09/09	04:26PM	NATICK, MA	508 211-5920		P	DD	-5	.04
	908	09/10	08:27AM	NATICK, MA	508 211-5920		P	DD	-7	.05
	909	09/29	10:32AM	NATICK, MA	508 211-5920		P	DD	-7	.05
	910	09/08	08:30AM	WALNUT CRK, CA	510 974-1020		P	DD	-4	.33
	911	09/08	08:30AM	WALNUT CRK, CA	510 974-1020		P	DD	-7	.05
	912	09/02	03:01PM	GRASS VLY, CA	530 268-7238		P	DD	-3	.02
	913	09/17	10:35AM	LAWTON, OK	800 442-0101		P	DD	4.9	.37
	914	09/17	12:46PM	LAWTON, OK	800 442-0101		P	DD	-8	.06
	915	09/14	09:51AM	JACKSON, MS	601 313-1563		P	DD	2.0	.15
	916	09/17	10:12AM	MINNEAPOLIS, MN	612 375-7244		P	DD	-6	.05
	917	09/18	10:28AM	MINNEAPOLIS, MN	612 375-7242		P	DD	1.0	.08
	918	09/24	12:37PM	OSSEO, MN	617 424-7806		P	DD	1.8	.14
	919	09/24	03:24PM	OSSEO, MN	617 424-7806		P	DD	1.2	.09
	920	09/25	03:55PM	OSSEO, MN	617 424-7806		P	DD	1.7	.13
	921	09/14	03:03PM	MINNEAPOLIS, MN	612 782-0000		P	DD	1.4	.11
	922	09/04	11:47AM	MINNEAPOLIS, MN	612 786-6061		P	DD	2.7	.20
	923	09/03	03:09PM	MINNEAPOLIS, MN	612 935-1414		P	DD	2.7	.20
	924	09/10	02:46PM	MINNEAPOLIS, MN	612 935-1414		P	DD	1.6	.12
	925	09/29	03:19PM	MINNEAPOLIS, MN	612 937-2779		P	DD	-1	.01
	926	09/30	03:30PM	COLE, MI, S, OH	612 266-8255		P	DD	-5	.05
	927	09/17	09:48AM	EVRETT, MA	617 387-4100		P	DD	1.9	.14
	928	09/25	10:57AM	MARLIN, IL	618 997-5311		P	DD	3.2	.24
	929	09/25	11:44AM	MARLIN, IL	618 997-5311		P	DD	1.6	.12
	930	09/14	12:12PM	ST PAUL, MN	651 699-0181		P	DD	1.1	.08
	931	09/01	02:22PM	FAIRBANKS, N, CA	707 424-7275		P	DD	1.2	.09
	932	09/02	08:11AM	FAIRBANKS, N, CA	707 424-7275		P	DD	-3	.02
	933	09/02	09:52AM	FAIRBANKS, N, CA	707 424-7275		P	DD	-3	.02
	934	09/02	09:56AM	FAIRBANKS, N, CA	707 424-7275		P	DD	-3	.02
	935	09/11	10:56AM	WATLAND, NE	716 728-5111		P	DD	9.7	.73
	936	09/09	10:21AM	POTTSVILLE, PA	717 622-7718		P	DD	1.1	.08
	937	09/02	03:45PM	COLORADOSPG, CO	719 556-4521		P	DD	-2	.02
	938	09/02	04:10PM	COLORADOSPG, CO	719 556-4521		P	DD	-1	.01
	939	09/04	11:39AM	COLORADOSPG, CO	719 556-4638		P	DD	3.5	.26
	940	09/01	01:46PM	COLORADOSPG, CO	719 556-4638		P	DD	2.7	.20
	941	09/18	09:09AM	COLORADOSPG, CO	719 556-6127		P	DD	12.5	.94
	942	09/25	11:09AM	COLORADOSPG, CO	719 556-6127		P	DD	1.5	.11
	943	09/17	01:21PM	COLORADOSPG, CO	719 556-7127		P	DD	-6	.05
	944	09/18	11:55AM	COLORADOSPG, CO	719 867-7222		P	DD	2.0	.15
	945	09/21	03:52PM	COLORADOSPG, CO	719 867-7222		P	DD	-8	.06
	946	09/14	04:25PM	ESCONDIDO, CA	760 747-7741		P	DD	2.7	.20
	947	09/04	03:02PM	ESCONDIDO, CA	760 747-7761		P	DD	2.7	.20
	948	09/17	04:24PM	ESCONDIDO, CA	760 747-7761		P	DD	2.7	.20
	949	09/14	05:21PM	LANSANTER, SC	803 286-2067		P	DD	-5	.04
	950	09/14	12:30PM	LANSANTER, SC	803 286-2067		P	DD	-6	.05
	951	09/14	12:31PM	LANSANTER, SC	803 286-2067		P	DD	-6	.05
	952	09/14	09:31AM	LANSANTER, SC	803 286-2578		P	DD	-4	.33
	953	09/28	11:20AM	RICHMOND, VA	804 750-6150		P	DD	6.6	.55
	954	09/18	02:17PM	WASHINGTON, MI	813 530-0380		P	DD	4.0	.30
	955	09/08	12:00PM	CLARKSWATER, FL	813 530-0380		P	DD	4.0	.30
	956	09/24	13:38AM	TYRONNE, PA	814 884-0313		P	DD	1.5	.11
	957	09/24	02:08PM	KANSAS CITY, MO	816 452-1111		P	DD	1.9	.14
	958	09/16	01:29PM	WHESENSE, IL	816 860-8010		P	DD	2.6	.20
	959	09/16	01:19PM	ELMEDIRA, AF, AK	907 552-2530		P	DD	-2	.02
	960	09/16	01:19PM	ELMEDIRA, AF, AK	907 552-2530		P	DD	-2	.02
	961	09/02	03:41PM	ELMEDIRA, AF, AK	907 552-2530		P	DD	-2	.02

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343-5005	962	09/14	07:25AM	OVERLANDPK, KS	913 383-1431	O	DD	.1	.01
	963	09/01	12:56PM	ELMSFORD, NY	914 347-4643	P	DD	6.7	.50
	964	09/08	08:53AM	GREEN BAY, WI	920 468-2672	P	DD	.4	.03
Subtotal									13.55
TOTAL CALLS	964							2,159.2	163.03

Outbound Long Distance Total (Before Applicable RSVP Discount) **\$163.03**

Period Codes

D = Day, E = Evening, N = Night/Weekend, P = Peak, O = Off Peak

Call Type Codes

DD = Direct Dial

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--- International Service Detail ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	1	09/03	01:00PM	KOREA, KS	82279147067	E	IDD	.9	.56
	2	09/09	12:34PM	KOREA, KS	82279147067	E	IDD	.9	.56
Subtotal									1.12
342-9195	3	09/28	11:46AM	PANAMA, PA	5072843603	D	IDD	1.5	1.20
	4	09/01	08:49AM	JAPAN, JP	814215337786	E	IDD	.8	.31
	5	09/09	04:07PM	JAPAN, JP	814215337786	S	IDD	.8	.31
	6	09/15	01:09PM	JAPAN, JP	814215337786	E	IDD	1.4	.55
	7	09/16	08:52AM	JAPAN, JP	814215337786	E	IDD	1.3	.51
	8	09/16	10:36AM	JAPAN, JP	814215337786	E	IDD	1.9	.74
	9	08/17	01:43PM	JAPAN, JP	814215337786	E	IDD	2.0	.78
	10	09/25	09:44AM	JAPAN, JP	814215337786	E	IDD	2.1	.82
	11	09/26	03:32PM	KOREA, KS - 67	82279144963	S	IDD	1.7	1.05
	12	09/02	10:38AM	SAUDI ARABIA, SA	96614102722	S	IDD	.5	.48
	13	09/02	10:48AM	SAUDI ARABIA, SA	96614102722	S	IDD	1.8	1.71
	14	09/21	02:40PM	GERMANY, GE - 95	496118162198	D	IDD	1.2	.40
	15	09/25	04:15PM	JAPAN, JP	813117542765	S	IDD	.8	.31
	16	09/02	01:14PM	JAPAN, JP	816117444765	E	IDD	1.0	.39
	17	09/10	11:52AM	JAPAN, JP	816117444765	E	IDD	1.0	.39
	18	09/11	01:04PM	JAPAN, JP	816117444765	E	IDD	.9	.35
	19	09/14	10:39AM	JAPAN, JP	816117444765	E	IDD	1.5	.59
	20	09/15	04:09PM	JAPAN, JP	816117444765	S	IDD	2.0	.78
	21	09/16	01:58PM	JAPAN, JP	816117444765	E	IDD	1.2	.47
	22	09/16	02:00PM	JAPAN, JP	816117444765	E	IDD	2.0	.78
	23	09/18	04:17PM	JAPAN, JP	816117444765	S	IDD	1.9	.74
	24	09/24	09:21AM	JAPAN, JP	816117444765	E	IDD	1.5	.59
	25	09/24	02:40PM	JAPAN, JP	816117444765	S	IDD	.9	.35
	26	09/24	04:54PM	JAPAN, JP	816117444765	S	IDD	3.1	1.21
	27	09/25	11:44AM	JAPAN, JP	816117444765	E	IDD	3.9	1.52
	28	09/25	11:51AM	JAPAN, JP	816117444765	E	IDD	3.6	1.40
	29	09/28	03:10PM	JAPAN, JP	816117444765	S	IDD	3.1	1.21
	30	09/29	04:29PM	JAPAN, JP	816117444765	S	IDD	.6	.23
	31	09/29	04:32PM	JAPAN, JP	816117444765	S	IDD	.8	.31
	32	09/30	04:08PM	JAPAN, JP	816117444765	S	IDD	.9	.35
	33	09/25	04:32PM	JAPAN, JP	816117447229	S	IDD	2.6	1.01
	34	09/02	10:47AM	JAPAN, JP	816117446099	E	IDD	1.1	.43
Subtotal									22.27
341-5005	35	09/21	02:39PM	GERMANY, GE	496118162198	D	IDD	.5	.17
Subtotal									.17
TOTAL CALLS	35							53.7	23.56

International Long Distance Total

\$23.56

Period Codes

S = Standard, D = Discount, E = Economy

Call Type Codes

IDD = International Direct Dial

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800 456-0558	1	09/08	11:24AM	SEATTLE, WA	206 281-9985	P	18	1.6	.14
	2	09/07	01:48AM	SEATTLE, WA	206 431-9994	O	18	3.2	.27
	3	09/29	04:44PM	NEW YORK, NY	212 704-0144	P	18	.4	.03
	4	09/28	08:10PM	SPRINGFIELD, IL	217 780-1433	O	18	.3	.03
	5	09/28	09:27AM	PERHAM, MN	218 346-3014	P	18	1.0	.09
	6	09/23	12:16PM	DETROIT, MI	218 840-6562	P	18	3.2	.27
	7	09/02	09:43AM	TACOMA, WA	253 984-1237	P	18	3.1	.26
	8	09/04	01:29PM	TACOMA, WA	253 984-1237	P	18	2.3	.20
	9	09/09	01:13PM	TACOMA, WA	253 984-1237	P	18	1.4	.12
	10	09/23	09:56AM	TACOMA, WA	253 984-1237	P	18	4.0	.34
	11	09/28	03:05PM	TACOMA, WA	253 984-1237	P	18	.6	.05
	12	09/28	09:32AM	TACOMA, WA	253 984-1237	P	18	3.9	.33
	13	09/28	09:18AM	TEMPLE, TX	254 775-4811	P	18	.4	.03
	14	09/08	01:37PM	BETHESDA, MD	301 264-1057	P	18	5	.43
	15	09/08	09:32AM	GAITHERSBURG, MD	301 330-9454	P	18	3.6	.31
	16	09/04	01:21PM	LAKELAND, CO	303 231-8450	P	18	2.8	.24
	17	09/16	12:02PM	MIAMI, FL	305 437-2661	P	18	.3	.02
	18	09/08	04:00PM	CHICAGO, IL	312 895-5150	P	18	.2	.02
	19	09/18	01:23PM	WICHITA, KS	316 636-7108	P	18	.4	.03
	20	09/28	11:30AM	CEDAR RAPIDS, IA	319 298-7000	P	18	.3	.03
	21	09/29	03:50PM	CEDAR RAPIDS, IA	319 298-7000	P	18	.5	.04
	22	09/30	12:31PM	CEDAR RAPIDS, IA	319 298-7000	P	18	1.8	.15
	23	09/30	12:31PM	CEDAR RAPIDS, IA	319 298-7000	P	18	1.6	.14
	24	09/22	12:02PM	CEDAR RAPIDS, IA	319 298-7000	P	18	2.3	.20
	25	09/14	03:30PM	POULSBORO, WA	360 405-9413	P	18	4.2	.36
	26	09/09	09:40AM	BREMERTON, WA	360 405-9502	P	18	13.4	1.14
	27	09/08	02:41PM	BREMERTON, WA	360 476-0845	P	18	7.2	.61
	28	09/09	10:58AM	BREMERTON, WA	360 476-0845	P	18	3.6	.31
	29	09/08	03:42PM	BREMERTON, WA	360 476-0845	P	18	.9	.08
	30	09/09	01:35PM	BREMERTON, WA	360 476-0845	P	18	1.4	.12
	31	09/09	01:09PM	BREMERTON, WA	360 476-0845	P	18	4.6	.39
	32	09/09	01:30PM	BREMERTON, WA	360 476-0845	P	18	1.6	.14
	33	09/09	03:11PM	BREMERTON, WA	360 476-0845	P	18	4.4	.37
	34	09/10	09:17AM	BREMERTON, WA	360 476-7990	P	18	6.5	.55
	35	09/17	10:21AM	BREMERTON, WA	360 476-7990	P	18	1.0	.09
	36	09/06	06:30PM	OKLA CITY, OK	405 685-8131	P	18	6.0	.50
	37	09/04	07:20AM	MIDWEST CY, OK	405 732-7321	P	18	2.9	.25
	38	09/16	01:51PM	MIDWEST CY, OK	405 731-5343	P	18	.2	.02
	39	09/09	05:49PM	MIDWEST CY, OK	405 731-5343	P	18	.4	.03
	40	09/03	05:00PM	MIDWEST CY, OK	405 731-5343	P	18	.4	.03
	41	09/03	05:00PM	MIDWEST CY, OK	405 731-5343	P	18	.4	.03
	42	09/03	05:12PM	MIDWEST CY, OK	405 731-5343	P	18	19.4	1.65
	43	09/05	11:04AM	MIDWEST CY, OK	405 741-4468	O	18	9.5	.81
	44	09/06	11:57AM	MIDWEST CY, OK	405 741-4468	O	18	5.4	.46
	45	09/06	05:12PM	MIDWEST CY, OK	405 741-4468	O	18	1.3	.11
	46	09/15	11:09AM	LOUISVILLE, KY	502 582-4040	P	18	5.3	.47
	47	09/10	10:07AM	LOUISVILLE, KY	502 582-4040	P	18	7.8	.66
	48	09/04	01:00PM	NATICK, MA	617 243-0773	O	18	3.5	.32
	49	09/05	11:57PM	DEN MOYNE, IA	561 393-1214	P	18	.7	.06
	50	09/21	11:49AM	BOCA RATON, FL	561 393-1214	P	18	1.1	.09
	51	09/09	08:54AM	FT LENOIR, MO	617 596-0801	P	18	3.0	.26
	52	09/02	04:27PM	MANCHESTER, NH	603 624-4366	P	18	1.1	.09
	53	09/14	07:16AM	MANCHESTER, NH	603 624-4366	P	18	5.5	.46
	54	09/28	08:02AM	STURGIS, SD	605 332-6624	O	18	1.1	.09
	55	09/02	07:00PM	STURGIS, SD	605 332-6624	O	18	.4	.03
	56	09/23	04:43PM	RAPID CITY, SD	605 341-2053	P	18	2.2	.20
	57	09/28	11:17AM	RAPID CITY, SD	605 341-2053	P	18	1.2	.10
	58	09/09	08:42AM	STURGIS, SD	605 347-2686	P	18	.5	.04
	59	09/09	09:22AM	STURGIS, SD	605 347-2686	P	18	1.0	.09
	60	09/09	09:54AM	STURGIS, SD	605 347-2686	P	18	.5	.04
	61	09/09	09:51AM	STURGIS, SD	605 347-2686	P	18	1.6	.14
	62	09/03	09:09AM	RAPID CITY, SD	605 347-2686	P	18	.6	.05
	63	09/28	09:07AM	RAPID CITY, SD	605 347-2686	P	18	.4	.03
	64	09/03	09:47AM	LACROSSE, WI	608 779-4214	P	18	.4	.03
	65	09/03	09:55AM	LACROSSE, WI	608 779-4214	P	18	.5	.04
	66	09/03	07:14PM	LACROSSE, WI	608 779-4214	O	18	2.2	.19
	67	09/03	07:38PM	LACROSSE, WI	608 779-4214	O	18	6.7	.57
	68	09/03	08:01PM	LACROSSE, WI	608 779-4214	O	18		

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800 456-0558	69	09/04	10:41AM	LACROSSE, WI	608 779-4214	P	18	5.5	.47
	70	09/04	10:53AM	LACROSSE, WI	608 779-4214	P	18	3.1	.26
	71	09/04	11:07AM	LACROSSE, WI	608 779-4214	P	18	.4	.03
	72	09/04	11:07AM	LACROSSE, WI	608 779-4214	P	18	.5	.04
	73	09/04	11:48AM	LACROSSE, WI	608 779-4214	P	18	1.0	.09
	74	09/24	11:16AM	LACROSSE, WI	608 779-4214	P	18	11.5	.98
	75	09/24	12:44PM	LACROSSE, WI	608 779-4214	P	18	.8	.07
	76	09/24	12:03PM	LACROSSE, WI	608 779-4214	P	18	5.7	.48
	77	09/03	08:08PM	LACROSSE, WI	608 781-3062	O	18	15.4	1.33
	78	09/15	07:16PM	WEST SALEM, WI	608 786-2038	O	18	11.2	.95
	79	09/12	06:47PM	WEST SALEM, WI	608 786-2038	O	18	6.4	.54
	80	09/04	12:04PM	LACROSSE, WI	608 787-5874	P	18	7.2	.61
	81	09/07	02:13PM	LACROSSE, WI	608 787-5874	P	18	4.8	.41
	82	09/11	10:10AM	LACROSSE, WI	608 787-5874	P	18	28.7	2.44
	83	09/14	08:29AM	LACROSSE, WI	608 787-5874	P	18	2.6	.22
	84	09/21	01:09PM	LACROSSE, WI	608 787-5874	P	18	8.6	.73
	85	09/21	01:20PM	LACROSSE, WI	608 787-5874	P	18	2.3	.20
	86	09/01	01:51PM	FORT DIX, NJ	609 724-7000	P	18	8.3	.70
	87	09/14	01:35PM	MINNEAPOLIS, MN	612 336-1226	P	18	3.5	.30
	88	09/14	01:58PM	MINNEAPOLIS, MN	612 336-1226	P	18	14.4	1.24
	89	09/18	08:20AM	MINNEAPOLIS, MN	612 336-1226	P	18	3.3	.28
	90	09/23	08:36AM	MINNEAPOLIS, MN	612 336-1226	P	18	12.8	1.09
	91	09/22	09:29AM	OSSEO, MN	612 424-2447	P	18	.6	.05
	92	09/22	10:19AM	OSSEO, MN	612 424-2447	P	18	6.8	.58
	93	09/02	08:55AM	MARION, IL	618 997-5311	P	18	1.8	.15
	94	09/02	12:50PM	MARION, IL	618 997-5311	P	18	7.7	.66
	95	09/02	02:43PM	MARION, IL	618 997-5311	P	18	.9	.08
	96	09/03	11:57AM	MARION, IL	618 997-5311	P	18	1.3	.11
	97	09/04	09:54AM	MARION, IL	618 997-5311	P	18	6.6	.55
	98	09/09	01:53PM	MARION, IL	618 997-5311	P	18	1.3	.11
	99	09/09	03:23PM	MARION, IL	618 997-5311	P	18	1.3	.11
	100	09/14	08:44AM	MARION, IL	618 997-5311	P	18	4.1	.35
	101	09/15	12:22PM	MARION, IL	618 997-5311	P	18	5.7	.48
	102	09/16	03:40PM	MARION, IL	618 997-5311	P	18	2	.17
	103	09/17	04:02PM	MARION, IL	618 997-5311	P	18	1.5	.13
	104	09/18	01:16PM	MARION, IL	618 997-5311	P	18	1.1	.09
	105	09/18	02:22PM	MARION, IL	618 997-5311	P	18	1.6	.14
	106	09/24	10:51AM	MARION, IL	618 997-5311	P	18	1.1	.09
	107	09/28	12:07PM	MARION, IL	618 997-5311	P	18	1.6	.14
	108	09/30	12:11PM	MARION, IL	618 997-5311	P	18	1.1	.09
	109	09/30	12:14PM	MARION, IL	618 997-5311	P	18	3.2	.27
	110	09/30	12:27PM	MARION, IL	618 997-5311	P	18	4.4	.37
	111	09/21	01:50PM	FARGO, ND	701 214-7572	P	18	1.9	.16
	112	09/18	12:58PM	SCRANTON, ND	701 274-6354	P	18	1.1	.09
	113	09/14	10:30AM	FARGO, ND	701 280-0813	P	18	1.7	.14
	114	09/14	12:58PM	FARGO, ND	701 280-0813	P	18	2.2	.19
	115	09/02	08:52AM	EMERALD, ND	701 944-8536	P	18	1.4	.12
	116	09/04	08:49AM	EMERALD, ND	701 944-8536	P	18	5.0	.43
	117	09/04	01:47PM	EMERALD, ND	701 944-8536	P	18	1.5	.13
	118	09/04	02:20PM	EMERALD, ND	701 944-8536	P	18	1.6	.14
	119	09/08	03:10PM	EMERALD, ND	701 944-8536	P	18	1.3	.11
	120	09/17	08:47AM	EMERALD, ND	701 944-8536	P	18	3.4	.29
	121	09/23	03:11PM	EMERALD, ND	701 944-8536	P	18	1.3	.11
	122	09/23	03:17PM	EMERALD, ND	701 944-8536	P	18	3.0	.26
	123	09/24	10:10AM	EMERALD, ND	701 944-8536	P	18	1.8	.15
	124	09/25	10:10AM	EMERALD, ND	701 944-8536	P	18	3.5	.30
	125	09/25	01:57PM	EMERALD, ND	701 944-8536	P	18	.9	.08
	126	09/28	02:04PM	EMERALD, ND	701 944-8536	P	18	.3	.03
	127	09/28	02:05PM	EMERALD, ND	701 944-8536	P	18	3.8	.32
	128	09/30	08:05AM	EMERALD, ND	701 944-8536	P	18	2.8	.24
	129	09/15	11:09AM	LAS VEGAS, NV	702 360-0000	P	18	4.4	.32
	130	09/24	11:24AM	LAS VEGAS, NV	702 360-0000	P	18	40.4	3.45
	131	09/21	11:25AM	ALEXANDRIA, VA	703 450-5129	P	18	.5	.04
	132	09/16	09:51AM	CYPRESS, CA	714 861-2222	P	18	.2	.02
	133	09/25	10:56AM	WILKESBARR, PA	717 821-8600	P	18	.1	.01
	134	09/15	05:11AM	HARRISBURG, PA	717 030-2009	P	18	2	.02
	135	09/02	02:01PM	COLORADO SPR, CO	719 550-1221	P	18	2.4	.20
	136	09/03	09:52AM	COLORADO SPR, CO	719 554-7121	P	18	1	.01

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Long Distance Service

--- Toll Free Service Detail (Continued) ---

LINE	NO	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558									
137	09 03	10 16AM		COLORADOSPG, CO	719 554-7321	P	18	.9	.08
138	09 03	10 22AM		COLORADOSPG, CO	719 554-7321	P	18	.8	.07
139	09 03	10 31AM		COLORADOSPG, CO	719 554-7321	P	18	2.2	.19
140	09 04	11 29AM		COLORADOSPG, CO	719 554-7321	P	18	1.9	.16
141	09 04	11 34AM		COLORADOSPG, CO	719 554-7321	P	18	2.5	.21
142	09 04	12 35PM		COLORADOSPG, CO	719 554-7321	P	18	11.9	1.01
143	09 04	12 39PM		COLORADOSPG, CO	719 554-7321	P	18	1.9	.16
144	09 09	08 54AM		COLORADOSPG, CO	719 554-7321	P	18	.9	.08
145	09 10	07 54AM		COLORADOSPG, CO	719 554-7321	O	18	.8	.07
146	09 10	08 38AM		COLORADOSPG, CO	719 554-7321	P	18	3.0	.26
147	09 10	08 00PM		COLORADOSPG, CO	719 554-7321	P	18	1.7	.14
148	09 11	09 22AM		COLORADOSPG, CO	719 554-7321	P	18	4.5	.55
149	09 14	01 41PM		COLORADOSPG, CO	719 554-7321	P	18	1.2	.10
150	09 14	01 51PM		COLORADOSPG, CO	719 554-7321	P	18	2.5	.21
151	09 14	02 15PM		COLORADOSPG, CO	719 554-7321	P	18	4.0	.34
152	09 15	10 10AM		COLORADOSPG, CO	719 554-7321	P	18	3.0	.26
153	09 15	10 15AM		COLORADOSPG, CO	719 554-7321	P	18	1.0	.09
154	09 16	09 40AM		COLORADOSPG, CO	719 554-7321	P	18	1.5	.13
155	09 16	10 18AM		COLORADOSPG, CO	719 554-7321	P	18	1.3	.11
156	09 16	10 20AM		COLORADOSPG, CO	719 554-7321	P	18	5.8	.49
157	09 16	12 37PM		COLORADOSPG, CO	719 554-7321	P	18	.9	.08
158	09 16	12 49PM		COLORADOSPG, CO	719 554-7321	P	18	.8	.07
159	09 17	09 33AM		COLORADOSPG, CO	719 554-7321	P	18	1.0	.09
160	09 22	11 02AM		COLORADOSPG, CO	719 554-7321	P	18	2.1	.18
161	09 23	12 34PM		COLORADOSPG, CO	719 554-7321	P	18	3.2	.27
162	09 25	10 05AM		COLORADOSPG, CO	719 554-7321	P	18	5.3	.45
163	09 29	01 21PM		COLORADOSPG, CO	719 554-7321	P	18	7.3	.62
164	09 10	12 46PM		NEWPT NEWS, TX	757 876-0020	P	18	.3	.03
165	09 03	02 15PM		CLAYCENTER, KS	785 632-5461	P	18	1.7	.14
166	09 06	09 05PM		SALT LAKE, UT	801 536-0045	O	18	3.3	.28
167	09 14	03 20PM		EDWARDS, CA	805 256-1167	P	18	.3	.03
168	09 12	02 31AM		MARSHALL, CA	800 882-5768	O	18	1.6	.14
169	09 15	12 11PM		LANSING, NC	010 354-6100	P	18	1.4	.12
170	09 21	02 26PM		EL PASO, TX	915 566-0000	P	18	2.0	.24
171	09 21	1 46AM		ABILENE, TX	915 690-0856	P	18	1.2	.19
172	09 21	12 36PM		ABILENE, TX	915 690-0866	P	18	1.6	.14
173	09 21	1 28AM		ABILENE, TX	915 690-0871	P	18	2.1	.18
174	09 21	09 36AM		ABILENE, TX	915 690-0890	P	18	.2	.02
175	09 18	07 41AM		CARY, NC	910 460-0380	O	18	1.1	.09
176	09 18	07 42AM		GOLDSBORO, NC	910 580-1774	O	18	1.9	.16
177	09 14	01 13PM		GOLDSBORO, NC	919 734-6852	O	18	.2	.02
178	09 23	05 57AM		FONDUE LAC, WI	920 921-3568	O	18	1.8	.15
179	09 03	08 36AM		FARMISBRCH, TX	972 402-6000	P	18	1.7	.14
180	09 03	08 45AM		FARMISBRCH, TX	972 402-6000	P	18	3.6	.31
181	09 24	08 04AM		WHIPPANY, NJ	973 887-2140	P	18		50.65

Subtotal: 596.4 50.65

TOTAL CALLS 181

Monthly Toll Free Service Charge waived

Toll Free Long Distance Total (Before Applicable RSV P Discount)

950.65

Period Codes:

D = Day; E = Evening; N = Night Weekend; P = Peak; O = Off Peak

Call Type Codes:

18 = Toll Free P8 = Toll Free from Payphone

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Long Distance Service

--- Toll Free Service Detail (Continued) ---

LINE	NO	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
------	----	------	------	------------------	--------	--------	------	-----	--------

This Month's Long Distance Summary

Outbound Long Distance Total \$163.03
International Total \$23.56
Toll Free Long Distance Total \$50.65

Total Long Distance \$237.24

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Additional Services

---- Additional Services Detail ----

SERVICE	AMOUNT
Primary Interexchange Carrier Charge 6 Lines @ \$2.75 each	16.50
Subtotal	16.50
Universal Service Fund Long Distance Charges of 217.24 @ .039	9.25
Subtotal	9.25
Payphone Surcharge 6 Calls @ \$.30 each	1.80
Subtotal	1.80
Additional Services Total	\$27.55

Other Charges

---- Other Charges Summary ----

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers Longest Call Duration	Waived	Waived
Other Charges Total		\$.00

Taxes

---- Taxes Summary ----

ITEM DESCRIPTION	AMOUNT
Federal Tax	17.99
State Tax - SD	11.06
Local Tax - SD	5.53
Taxes Total	\$33.68

Credits

---- Credits Summary ----

ITEM DESCRIPTION	AMOUNT
Credits Total	\$.00

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Executive Summary

Call Distribution Summary By McLeodUSA Number Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1490	54	451.3	8.36	33.91	29.90
605-341-1454	156	321.7	2.06	24.31	14.90
605-341-6477	209	351.0	1.68	26.57	16.26
605-342-9195	245	429.0	1.75	32.42	19.87
605-343-1953	204	426.9	2.09	32.27	19.77
605-343-5005	96	179.3	1.87	13.55	8.30
TOTAL OUTBOUND	964	2,159.2	2.24	163.03	100.00

Call Distribution Summary By McLeodUSA Toll Free Number Percentages Based on Total Number of Minutes

TOLL FREE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
800-456-0558	181	594.4	3.28	50.65	100.00
TOTAL TOLL FREE	181	594.4	3.28	50.65	100.00

Call Distribution Summary By Call Type Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE						
INTERSTATE	952	2,140.4	2.25	161.59	99.13	76.24
INTRASTATE	12	18.8	1.57	1.44	.87	.67
LONG DISTANCE TOTAL	964	2,159.2	2.24	163.03	100.00	76.91
TOLL FREE SERVICE						
INTERSTATE	172	577.6	3.36	49.22	97.17	20.58
INTRASTATE	9	16.8	1.87	1.43	2.83	.60
TOLL FREE TOTAL	181	594.4	3.28	50.65	100.00	21.17
INTERNATIONAL SERVICE						
INTERNATIONAL	35	53.7	1.53	23.56	100.00	1.91
INTERNATIONAL TOTAL	35	53.7	1.53	23.56	100.00	1.91
TOTAL	1,180	2,807.3	2.38	237.24		100.00

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Top 50 Most Frequently Called Numbers ----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All McLeodUSA Lines

RANK	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF TOP 50	% OF ALL
1	SANBARBARA, CA	805-882-2566	138	246.5	1.93	20.14	20.98	12.34
2	MIDWEST CY, OK	405-741-5468	10	99.5	9.95	7.47	7.83	4.61
3	COLORADO, CO	719-392-3721	4	81.2	20.30	6.10	6.39	3.76
4	WEST SALEM, WI	608-786-2457	4	48.8	12.20	3.66	3.84	2.26
5	BENSENVIL, IL	847-860-8076	4	39.4	39.40	3.65	3.83	2.25
6	LA CROSSE, WI	608-783-5424	1	37.9	37.90	2.83	2.97	1.83
7	COLORADO, CO	719-471-8038	1	36.3	36.3	1.45	1.51	1.75
8	SANBARBARA, CA	805-882-2578	22	34.7	1.58	2.74	2.86	1.68
9	COLORADO, CO	719-598-4493	4	33.8	8.45	2.62	2.75	1.62
10	LA CROSSE, WI	608-783-5962	4	34.9	11.63	2.57	2.69	1.57
11	COLORADO, CO	608-787-5874	4	34.2	8.55	1.84	1.91	1.58
12	COLORADO, CO	719-546-4121	20	24.3	1.22	1.37	1.42	1.05
13	MINNEAPOLIS, MN	612-347-7744	7	22.7	3.24	1.72	1.79	1.13
14	COLORADO, CO	719-556-6127	7	19.6	2.80	1.49	1.54	.91
15	ST PAUL, MN	402-593-0889	6	16.7	2.79	1.23	1.27	.83
16	BENSENVIL, IL	847-850-8288	5	16.1	3.24	1.36	1.41	.83
17	DENVER, CO	303-292-2426	5	16.1	3.24	1.36	1.41	.83
18	OMAHA, NE	402-593-0889	5	16.1	3.24	1.36	1.41	.83
19	ST CLOUD, MN	326-260-6106	5	16.0	3.20	1.21	1.26	.75
20	MARION, IL	618-697-5111	7	15.8	2.24	1.19	1.25	.73
21	SANBARBARA, CA	805-882-2588	3	15.4	5.17	1.16	1.22	.71
22	GRAND JCT, CO	970-241-6465	4	15.4	3.85	1.15	1.21	.72
23	COLORADO, CO	719-556-4797	4	14.3	3.66	1.09	1.13	.67
24	JAMAICA, FL, MA	617-524-4034	5	14.1	2.86	1.07	1.13	.66
25	EVERETT, MA	617-387-4100	5	14.1	2.86	1.07	1.13	.66
26	KANSAS CITY, MO	816-926-3678	9	13.7	1.52	1.04	1.11	.66
27	SHREVEPORT, LA	504-465-2402	3	13.3	4.43	1.03	1.08	.63
28	OSSEO, MN	612-425-1879	1	13.1	13.10	.98	1.03	.62
29	BOWMAN, ND	701-523-5629	2	12.5	6.25	.94	.99	.58
30	PEPPEREL, OH	216-831-7790	4	12.4	3.10	.93	.98	.57
31	OMAHA, NE	402-593-0875	2	12.4	6.20	.93	.98	.57
32	HAVELOCK, NC	252-466-8492	2	12.4	6.20	.93	.98	.57
33	CHADRON, NE	404-247-4600	2	12.4	6.20	.93	.98	.57
34	OSSEO, MN	612-425-7866	5	12.3	2.46	.93	.98	.57
35	ST PAUL, MN	612-905-0442	5	11.1	2.22	.84	.87	.51
36	ST CLOUD, MN	326-252-2977	2	10.6	5.30	.80	.84	.49
37	RADCLIFF, KY	502-351-1164	3	10.6	3.53	.79	.83	.49
38	LA CROSSE, WI	608-779-4214	3	10.6	3.53	.79	.83	.49
39	FORT DIX, NJ	609-724-3120	3	10.6	3.53	.79	.83	.49
40	GOLDSBORO, NC	919-736-5606	2	10.1	5.05	.76	.79	.46
41	TAUNTON, MA	508-880-5879	1	9.7	9.70	.75	.79	.46
42	WAYLAND, NY	716-728-5111	1	9.7	9.70	.75	.79	.46
43	TACOMA, WA	253-446-2389	1	9.3	9.30	.73	.77	.45
44	SYRACUSE, NY	315-477-7000	1	9.3	9.30	.73	.77	.45
45	MIDWEST CY, OK	405-719-0899	2	8.8	4.40	.69	.73	.43
46	ELMSFORD, NY	914-347-4641	2	8.4	4.20	.67	.71	.42
47	BREMERTON, WA	360-476-0845	2	8.4	4.20	.67	.71	.42
48	NO BURNELL, MN	612-435-3366	2	8.4	4.20	.67	.71	.42
49	WASHINGTON, DC	202-718-4009	1	8.1	8.10	.61	.64	.38
50	SPOKANE, WA	509-827-2100	4	8.1	2.03	.61	.64	.38

Total 363 1,269.4 3.50 95.61 100.00 58.79
Total Outbound 964 2,159.2 2.24 163.03

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Longest Call Duration ----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	0/24	01:23PM	BENSENVIL, IL	847-860-8076	605-342-9919	40.9	3.07	1.89
2	0/11	04:03PM	LA CROSSE, WI	608-783-5424	605-341-1400	39.4	2.96	1.83
3	0/20	03:49PM	COLORADO, CO	719-471-8038	605-341-1400	37.7	2.83	1.75
4	0/06	09:27AM	COLORADO, CO	719-598-4493	605-341-1400	34.7	2.60	1.61
5	0/06	07:27AM	COLORADO, CO	719-392-3721	605-341-1400	26.9	2.02	1.25
6	0/04	05:11PM	MIDWEST CY, OK	405-741-5468	605-341-1400	26.4	1.98	1.22
7	0/20	07:40AM	COLORADO, CO	719-392-3721	605-341-1400	22.6	1.70	1.05
8	0/01	08:45PM	WEST SALEM, WI	608-786-2457	605-341-1400	18.7	1.40	.87
9	0/13	07:30AM	COLORADO, CO	719-392-3721	605-341-1400	18.0	1.35	.83
10	0/01	07:33PM	MIDWEST CY, OK	405-741-5468	605-341-1400	17.9	1.40	.87
11	0/03	05:45PM	MIDWEST CY, OK	608-783-5962	605-341-1400	14.9	1.12	.69
12	0/21	08:22PM	MIDWEST CY, OK	405-741-5468	605-341-1400	14.4	1.08	.67
13	0/12	10:11PM	WEST SALEM, WI	608-786-2457	605-341-1400	13.8	1.04	.64
14	0/27	10:31AM	COLORADO, CO	719-392-3721	605-341-1400	13.7	1.03	.63
15	0/18	10:19AM	OSSEO, MN	612-425-1879	605-341-1400	13.1	.98	.61
16	0/18	09:09AM	COLORADO, CO	719-556-6127	605-341-1400	12.3	.92	.57
17	0/01	05:50PM	LA CROSSE, WI	608-783-5962	605-341-1400	12.3	.91	.56
18	0/24	06:49AM	SANBARBARA, CA	805-882-2566	605-341-1400	12.0	.90	.56
19	0/24	06:49AM	SANBARBARA, CA	805-882-2566	605-341-1400	11.9	.89	.55
20	0/00	10:57AM	COLORADO, CO	617-524-4034	605-341-1400	11.6	.87	.54
21	0/05	08:06AM	JAMAICA, FL, MA	617-524-4034	605-341-1400	11.6	.87	.54
22	0/04	04:34PM	MIDWEST CY, OK	252-466-8492	605-341-1400	11.5	.86	.53
23	0/01	01:27PM	HAVELOCK, NC	608-787-5874	605-341-1400	11.4	.86	.53
24	0/07	10:59AM	LA CROSSE, WI	608-787-5874	605-341-1400	11.2	.84	.52
25	0/04	03:31PM	LA CROSSE, WI	608-787-5874	605-341-1400	10.7	.80	.49
26	0/14	07:11AM	SANBARBARA, CA	805-882-2566	605-341-1400	10.6	.80	.49
27	0/10	02:18PM	SANBARBARA, CA	805-882-2566	605-341-1400	10.6	.80	.49
28	0/06	02:38PM	MIDWEST CY, OK	602-351-1164	605-341-1400	10.4	.76	.47
29	0/21	01:30PM	RADCLIFF, KY	502-351-1164	605-341-1400	10.1	.75	.46
30	0/25	12:03PM	PEPPEREL, OH	216-831-7790	605-341-1400	10.1	.75	.46
31	0/01	08:19PM	BOWMAN, ND	701-523-5629	605-341-1400	10.0	.75	.46
32	0/12	10:40PM	TAUNTON, MA	508-880-5879	605-341-1400	10.0	.75	.46
33	0/24	02:24PM	OMAHA, NE	402-593-0875	605-341-1400	10.0	.75	.46

Total 33 556.1 41.74 25.76
Total Outbound 964 2,159.2 163.03

G/GSA INC
Account Number: 1197987

Invoice Date: 10/15/98
Page Number: 28 OF 28

Longest Call Duration

---- Inbound Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	CALLING LOCATION	CALLED FROM	CALLED NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	9-07	02:11PM	LA CROSSE, WI	608-787-5874	800-456-0558	46.7	4.14	8.19
2	9-24	11:24AM	LAS VEGAS, NV	702-388-0000	800-456-0558	40.6	3.65	7.83
3	9-05	11:04AM	MIDWEST CY, OK	405-741-5458	800-456-0558	19.4	1.65	3.26
4	9-03	08:06PM	LA CROSSE, WI	608-783-3062	800-456-0558	15.6	1.33	2.62
5	9-14	01:59PM	MINNEAPOLIS, MN	612-339-1226	800-456-0558	14.6	1.24	2.44
6	9-08	02:41PM	BREMERTON, WA	360-405-9502	800-456-0558	13.4	1.14	2.25
7	9-23	08:36AM	MINNEAPOLIS, MN	612-339-1226	800-456-0558	12.8	1.09	2.15
8	9-04	12:59PM	COLORADO SPR, CO	719-554-7321	800-456-0558	11.9	1.01	2.00
9	9-24	11:16AM	LA CROSSE, WI	608-776-4214	800-456-0558	11.5	.98	1.94
10	9-15	07:16PM	WEST SALFEM, WI	608-786-2038	800-456-0558	11.2	.95	1.88
Total				10		199.7	16.98	33.40
Total Inbound				181		594.4	50.45	



**McLeodUSA Management Report
and Account Statement**

G/GSA INC
4509 S 1-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2001844
Invoice Date: 11/17/98
Invoice Period: 10/01-10/31
Page Number: 1 OF 28

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	618.11
RSTP Discount Earned	.00
Payment Received.....Thank You	.00
Previous Balance Due	618.11
Current Month	
Local Charges	250.74
Long Distance Charges	283.10
Enhanced Business Services	.00
Additional Services	30.09
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	29.75
Total Current Charges	593.68
Total Due	1,211.79

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.



G/GSA INC
4509 S 1-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2001844
Invoice Date: 11/17/98

Amount Due: \$1211.79

Amount Enclosed
Payment Due Date 12/07/98

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 20018446 0001211796 0001211796 1207984

G/GSA INC
Account Number: 1197987

Invoice Date: 11/17/98
Page Number: 2 OF 28

Local Service

---- Local Service Detail ----

ITEM DESCRIPTION	RATE	AMOUNT
McLeodUSA Line: 341-1490		
Full Month Charges 11/01/98 - 11/30/98	31.95	31.95
Telephone Line Charge	3.00	3.00
Call Forward Busy	5.50	5.50
Call Forward Combination	15	7.94
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		43.79
Subtotal		
McLeodUSA Line: 341-1454		
Full Month Charges 11/01/98 - 11/30/98	31.95	31.95
Telephone Line Charge	.15	.15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 341-6477		
Full Month Charges 11/01/98 - 11/30/98	31.95	31.95
Telephone Line Charge	.15	.15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 342-9195		
Full Month Charges 11/01/98 - 11/30/98	31.95	31.95
Telephone Line Charge	.15	.15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 343-2953		
Full Month Charges 11/01/98 - 11/30/98	31.95	31.95
Telephone Line Charge	.15	.15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 343-5005		
Full Month Charges 11/01/98 - 11/30/98	31.95	31.95
Telephone Line Charge	3.00	3.00
Call Forward Busy	.15	.15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		43.79
Subtotal		

Local Service Total - SD

* denotes charges not eligible for RSTP discount

9250.74

G/GSA INC
Account Number: 1197987

Invoice Date: 11/17/98
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Long Distance Service

---- Long Distance Service Detail ----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1490	1	10/07	11:30AM	LINCOLN, NE	402 465-1200	P	DD	.5	.04
	2	10/09	11:58AM	MINNEAPOLIS, MN	612 447-5287	P	DD	.3	.02
Subtotal									
341-1454	3	10/09	10:06AM	CLOSTER, NJ	201 767-0660	P	DD	.6	.05
	4	10/09	01:34PM	CLOSTER, NJ	201 767-0660	P	DD	2.2	.17
	5	10/02	11:15AM	WASHINGTON, DC	202 331-0155	P	DD	.5	.04
	6	10/19	09:50AM	WASHINGTON, DC	202 331-0155	P	DD	1.7	.13
	7	10/20	09:22AM	WASHINGTON, DC	202 331-0155	P	DD	1.5	.04
	8	10/05	12:59PM	WASHINGTON, DC	202 331-0155	P	DD	1.4	.03
	9	10/28	09:42AM	SEATTLE, WA	206 430-4606	P	DD	2.6	.20
	10	10/14	02:04PM	FRISCO, CA	209 454-5129	P	DD	1.7	.13
	11	10/22	11:33AM	FRISCO, CA	209 454-5129	P	DD	1.2	.09
	12	10/30	11:08AM	MONTEBELLO, CA	213 726-0106	P	DD	1.1	.08
	13	10/20	02:29PM	CLEVELAND, OH	216 267-9600	P	DD	4.2	.32
	14	10/08	11:05AM	MATTOON, IL	219 326-7800	P	DD	1.1	.08
	15	10/19	01:42PM	LA PORTE, IN	219 326-7800	P	DD	1.1	.08
	16	10/13	01:19PM	GREENVILLE, NC	252 841-5710	P	DD	1.1	.08
	17	10/19	01:44PM	TACOMA, WA	253 884-2389	P	DD	3.4	.26
	18	10/20	11:37AM	TACOMA, WA	253 884-2389	P	DD	.7	.05
	19	10/07	01:13PM	TACOMA, WA	253 884-5715	P	DD	.6	.05
	20	10/06	12:22AM	TACOMA, WA	253 884-5715	P	DD	.5	.04
	21	10/13	10:33AM	TACOMA, WA	253 884-5715	P	DD	1.1	.08
	22	10/16	10:33AM	TACOMA, WA	253 884-5715	P	DD	1.8	.14
	23	10/03	03:58PM	TACOMA, WA	253 884-5715	P	DD	.7	.05
	24	10/14	01:17PM	BERWYN, MD	301 982-1605	P	DD	.5	.04
	25	10/11	07:46PM	BROWNFIELD, CO	303 623-1145	P	DD	36.4	2.73
	26	10/15	01:33PM	DENVER, CO	303 623-1145	P	DD	1.0	.08
	27	10/02	09:22AM	ENGLEWOOD, CO	303 760-7000	P	DD	.3	.02
	28	10/16	10:21AM	ENGLEWOOD, CO	303 760-7000	P	DD	2.0	.15
	29	10/01	02:43PM	PHOENIX, AZ	309 686-6788	P	DD	1.0	.08
	30	10/28	08:15AM	MANCHESTER, IA	319 927-2828	P	DD	1.9	.14
	31	10/19	10:08AM	BIRMINGHAM, WA	360 476-1117	P	DD	.1	.01
	32	10/19	10:24AM	BIRMINGHAM, WA	360 476-1117	P	DD	.8	.06
	33	10/14	01:11PM	PROVIDENCE, RI	401 434-7000	P	DD	2.1	.16
	34	10/22	11:44AM	OMAHA, NE	402 943-4866	P	DD	1.9	.14
	35	10/08	02:52PM	OMAHA, NE	402 943-4866	P	DD	.6	.05
	36	10/26	03:47PM	GRANTVILLE, MI	406 751-4029	P	DD	1.1	.08
	37	10/28	02:38PM	SAN JOSE, CA	408 922-1966	P	DD	.5	.04
	38	10/21	10:03AM	BALTIMORE, MD	410 743-0666	P	DD	3.7	.28
	39	10/23	10:57AM	MILWAUKEE, WI	414 358-6600	P	DD	4.9	.37
	40	10/22	08:15AM	KENOSHA, WI	414 656-7005	P	DD	4.0	.30
	41	10/28	09:18AM	MILWAUKEE, WI	414 754-1052	P	DD	.7	.05
	42	10/13	02:04PM	FORTORIA, OH	419 435-0201	P	DD	1.5	.11
	43	10/27	10:08AM	LITTLE ROCK, AR	501 490-1616	P	DD	.8	.06
	44	10/27	02:04PM	LITTLE ROCK, AR	501 490-1616	P	DD	.9	.07
	45	10/23	11:08AM	PORTLAND, OR	503 254-7826	P	DD	1.9	.14
	46	10/21	04:00PM	SALFORD, OK	507 376-2924	P	DD	7.0	.53
	47	10/23	03:24PM	RACINE, MN	507 776-2924	P	DD	5.4	.42
	48	10/28	01:24PM	NATICK, MA	508 233-6254	P	DD	.2	.02
	49	10/21	09:26AM	NATICK, MA	508 233-6254	P	DD	.5	.04
	50	10/28	01:25PM	NATICK, MA	508 233-6254	P	DD	.7	.05
	51	10/28	01:26PM	NATICK, MA	508 233-6254	P	DD	.6	.05
	52	10/28	01:28PM	NATICK, MA	508 233-6254	P	DD	.2	.02
	53	10/30	11:10AM	UNION CITY, CA	510 480-6669	P	DD	1.2	.09
	54	10/07	09:26AM	ROSELAND, NY	516 675-3667	P	DD	3.1	.23
	55	10/09	06:43PM	YI, MA, AZ	520 376-7424	P	DD	9.5	.71
	56	10/06	09:49AM	FTLEENARDW, MO	573 596-0267	P	DD	.1	.01
	57	10/23	01:10PM	SHUX FEN, SD	605 336-2400	P	DD	2.8	.21
	58	10/14	08:47AM	STURGIS, SD	605 427-0110	P	DD	3.9	.29
	59	10/14	08:51AM	STURGIS, SD	605 427-0110	P	DD	3.3	.25
	60	10/02	04:31PM	STURGIS, SD	605 427-0999	P	DD	1.8	.14
	61	10/02	04:10PM	STURGIS, SD	605 427-0911	P	DD	4.8	.36
	62	10/27	11:31AM	LENNOX, SD	605 647-2040	P	DD	.7	.05
	63	10/28	10:09AM	LENNOX, SD	605 647-2040	P	DD	1.0	.08
	64	10/09	11:18AM	ROTHSCHILD, SD	605 744-6800	P	DD	2.3	.17
	65	10/27	04:01PM	EAGLE BUTTE, SD	605 964-4155	P	DD	.9	.07
	66	10/27	04:01PM	EAGLE BUTTE, SD	605 964-4155	P	DD	2.2	.17
	67	10/26	09:45AM	LEXINGTON, KY	606 291-4117	P	DD	2.7	.20
	68	10/27	02:37PM	FORT DIX, NJ	609 724-2413	P	DD	.7	.05

G/GSA INC
Account Number: 1197987

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Long Distance Service

---- Long Distance Service Detail (Continued) ----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	69	10/24	08:09AM	FORT DIX, NJ	609 724-2413	P	DD	2.4	.06
	70	10/29	09:12AM	FORT DIX, NJ	609 724-2413	P	DD	2.0	.15
	71	10/29	02:25PM	FORT DIX, NJ	609 724-2413	P	DD	2.4	.18
	72	10/30	01:12PM	MONTICELLO, MN	612 295-5119	P	DD	2.0	.06
	73	10/09	12:00PM	MINNEAPOLIS, MN	612 347-6744	P	DD	9.0	.48
	74	10/15	02:43PM	MINNEAPOLIS, MN	612 347-6744	P	DD	1.6	.08
	75	10/22	03:29PM	MINNEAPOLIS, MN	612 347-6744	P	DD	1.1	.08
	76	10/13	11:44AM	ANOKA, MN	612 421-4601	P	DD	1.0	.08
	77	10/26	02:11PM	ANOKA, MN	612 421-4601	P	DD	1.0	.08
	78	10/26	03:00PM	ANOKA, MN	612 421-4601	P	DD	1.0	.08
341-1654	79	10/27	10:05AM	ANOKA, MN	612 421-4601	P	DD	2.0	.15
	80	10/27	03:12PM	ST PAUL, MN	612 455-7552	P	DD	1.6	.05
	81	10/20	01:17PM	ST PAUL, MN	612 455-7552	P	DD	1.6	.05
	82	10/20	03:16PM	ST PAUL, MN	612 455-7552	P	DD	1.6	.05
	83	10/02	11:26AM	MINNEAPOLIS, MN	612 577-4262	P	DD	1.1	.08
	84	10/23	10:15AM	MINNEAPOLIS, MN	612 541-0090	P	DD	1.1	.08
	85	10/12	10:14AM	MINNEAPOLIS, MN	612 541-0090	P	DD	1.1	.08
	86	10/16	02:00PM	ST PAUL, MN	612 646-2710	P	DD	1.0	.08
	87	10/26	02:00PM	ST PAUL, MN	612 646-2710	P	DD	1.0	.08
	88	10/26	04:09AM	ST PAUL, MN	612 740-7901	P	DD	4.0	.30
341-1654	89	10/14	10:07AM	MINNEAPOLIS, MN	612 766-9777	P	DD	2.2	.17
	90	10/30	09:27AM	MINNEAPOLIS, MN	612 885-0013	P	DD	1.1	.08
	91	10/14	10:29AM	MINNEAPOLIS, MN	612 888-1020	P	DD	1.0	.08
	92	10/23	09:10AM	MINNEAPOLIS, MN	612 888-1020	P	DD	1.0	.08
	93	10/23	10:02AM	MINNEAPOLIS, MN	612 888-1020	P	DD	1.1	.08
	94	10/26	10:57AM	MINNEAPOLIS, MN	612 888-1020	P	DD	1.1	.08
	95	10/27	09:42AM	MINNEAPOLIS, MN	612 888-2011	P	DD	1.1	.08
	96	10/13	09:10AM	MINNEAPOLIS, MN	612 888-2011	P	DD	1.1	.08
	97	10/13	11:32AM	MINNEAPOLIS, MN	612 888-2011	P	DD	1.1	.08
	98	10/30	01:31PM	MINNEAPOLIS, MN	612 895-6965	P	DD	2.0	.15
341-1654	99	10/26	01:31PM	MINNEAPOLIS, MN	612 933-2214	P	DD	1.1	.08
	100	10/26	01:31PM	MINNEAPOLIS, MN	612 933-2214	P	DD	1.1	.08
	101	10/23	12:48PM	MINNEAPOLIS, MN	612 934-0104	P	DD	1.1	.08
	102	10/05	10:03AM	MINNEAPOLIS, MN	612 941-0350	P	DD	1.6	.12
	103	10/26	10:42AM	COLUMBUS, OH	614 228-6525	P	DD	3.3	.25
	104	10/20	02:18PM	FARGO, ND	701 747-3035	P	DD	1.0	.08
	105	10/14	01:24PM	KALAMAZOO, MI	616 345-1132	P	DD	1.0	.08
	106	10/20	12:43PM	KALAMAZOO, MI	616 345-1132	P	DD	1.0	.08
	107	10/21	09:16AM	BELLEVIEW, IL	618 256-0273	P	DD	1.0	.08
	108	10/02	10:08AM	MARION, IL	618 993-4105	P	DD	1.0	.08
341-1654	109	10/29	02:10PM	MARION, IL	618 993-4107	P	DD	1.0	.08
	110	10/29	03:20PM	MARION, IL	618 993-4107	P	DD	1.0	.08
	111	10/23	01:24PM	MARION, IL	618 993-5311	P	DD	1.2	.09
	112	10/26	09:35AM	MARION, IL	618 993-5311	P	DD	1.6	.12
	113	10/26	11:50AM	MARION, IL	618 993-5311	P	DD	1.6	.12
	114	10/14	09:06AM	LINDAVISTA, CA	619 505-1950	P	DD	5.1	.38
	115	10/27	02:28PM	CORONADO, CA	619 545-3856	P	DD	1.1	.08
	116	10/13	11:44AM	CORONADO, CA	619 545-9974	P	DD	1.1	.08
	117	10/13	11:02AM	SAN DIEGO, CA	619 545-9974	P	DD	1.6	.12
	118	10/15	03:21PM	ELMHURST, IL	630 834-6000	P	DD	2.3	.17
341-1654	119	10/20	12:20PM	ELMHURST, IL	630 834-6000	P	DD	1.6	.12
	120	10/23	01:40PM	ST PAUL, MN	651 646-2710	P	DD	3.0	.23
	121	10/30	10:00AM	KNOWLTON, MO	660 687-5413	P	DD	1.3	.10
	122	10/20	08:51AM	EMERALDO, ND	701 747-3035	P	DD	1.0	.08
	123	10/20	09:05AM	EMERALDO, ND	701 747-3035	P	DD	1.0	.08
	124	10/23	11:05AM	SHELBY, NC	706 482-7546	P	DD	5.1	.34
	125	10/27	11:06AM	COMMERCE, GA	706 335-5715	P	DD	1.0	.08
	126	10/27	11:17AM	COMMERCE, GA	706 335-5715	P	DD	5.4	.41
	127	10/15	01:41PM	BREA, CA	714 256-4000	P	DD	2.9	.22
	128	10/15	02:14PM	BREA, CA	714 256-4000	P	DD	2.9	.22
341-1654	129	10/28	10:31AM	QUEENS, NY	718 899-3827	P	DD	1.7	.13
	130	10/28	02:11PM	QUEENS, NY	718 899-3827	P	DD	1.0	.08
	131	10/09	11:21AM	LA JANTA, CO	719 384-4419	P	DD	15.5	1.16
	132	10/04	10:15AM	COLORADOSPG, CO	719 392-2721	P	DD	1.2	.09
	133	10/12	12:33PM	COLORADOSPG, CO	719 392-2721	P	DD	20.9	1.57
	134	10/11	07:07PM	COLORADOSPG, CO	719 471-8038	O	DD	2.0	.23
	135	10/11	11:21AM	COLORADOSPG, CO	719 474-3480	O	DD	7.7	.55
	136	10/22	17:17AM	COLORADOSPG, CO	719 556-4707	P	DD	1.0	.08
	137	10/01	03:50PM	COLORADOSPG, CO	719 556-4838	P	DD	1.0	.08

G/GSA INC
Account Number: 1197987

Invoice Date: 11/17/98
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Long Distance Service

---- Long Distance Service Detail (Continued) ----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	138	10/20	11:10AM	COLORADOSPG, CO	719 556-4838	P	DD	.5	.04
	139	10/21	03:50PM	COLORADOSPG, CO	719 556-4838	P	DD	1.1	.08
	140	10/01	03:57PM	COLORADOSPG, CO	719 556-4838	P	DD	.3	.02
	141	10/01	03:58PM	COLORADOSPG, CO	719 556-4838	P	DD	.3	.02
	142	10/04	10:32AM	COLORADOSPG, CO	719 556-4838	O	DD	22.0	1.65
	143	10/16	08:28AM	COLORADOSPG, CO	719 556-4838	P	DD	.4	.05
	144	10/20	04:03PM	CONNELLSVILLE, PA	724 628-3603	P	DD	.5	.04
	145	10/02	11:16AM	MILLERSPT, OH	740 467-2676	P	DD	1.2	.09
	146	10/26	11:01AM	MILLERSPT, OH	740 467-2676	P	DD	2.3	.15
	147	10/20	02:14PM	GREAT BDG, VA	747 436-3101	P	DD	.4	.24
	148	10/23	03:13PM	GREAT BDG, VA	747 436-3101	P	DD	1.2	.09
	149	10/08	02:50PM	NORCROSS, GA	770 445-5108	P	DD	2.0	.15
	150	10/28	12:44PM	NORCROSS, GA	770 445-5108	P	DD	1.4	.11
	151	10/08	11:16AM	NORCROSS, GA	770 445-5108	P	DD	2.2	.17
	152	10/05	09:26AM	CHICAGO, IL	773 907-8480	P	DD	.6	.03
	153	10/07	09:36AM	REVERI, MA	781 853-0900	P	DD	3.8	.29
	154	10/20	10:35AM	RICHMOND, VA	804 276-4352	P	DD	.7	.05
	155	10/02	03:25PM	FORT LEE, VA	804 744-6606	P	DD	.7	.05
	156	10/05	10:04AM	FORT LEE, VA	804 744-6606	P	DD	.6	.05
	157	10/19	09:40AM	DANVILLE, VA	804 766-4807	P	DD	.6	.05
	158	10/23	12:49PM	DANVILLE, VA	804 766-4807	P	DD	.7	.06
	159	10/23	10:08AM	AMARILLO, TX	806 372-8523	P	DD	2.0	.15
	160	10/23	10:04PM	HONOLULU, HI	808 489-6860	P	DD	2.0	.15
	161	10/06	01:10PM	KANSAS CITY, MO	816 926-7747	P	DD	3.3	.40
	162	10/05	08:42AM	WHEELING, IL	847 215-4550	P	DD	1.2	.09
	163	10/05	01:19PM	BENNETT, IL	847 660-8010	P	DD	1.9	.14
	164	10/23	10:44AM	PALATKA, IL	847 944-5780	P	DD	1.4	.11
	165	10/30	08:26AM	WOODBRIDGE, ON	905 851-2826	P	DD	2.1	.27
	166	10/28	02:50PM	ELMHURST, IL	907 421-7474	P	DD	1.3	.02
	167	10/21	01:31PM	OSHKOSH, WI	920 235-0150	P	DD	2.1	.16
	168	10/15	01:06PM	GREEN BAY, WI	920 468-8100	P	DD	.7	.05
	169	10/23	10:52AM	PLYMOUTH, WI	920 693-1340	P	DD	.2	.02
	170	10/30	09:15AM	SAPULPA, OK	918 941-0000	P	DD	2.7	.20
171	10/05	03:56PM	GREENE, CO	970 351-4847	P	DD	3.8	.29	
172	10/06	03:51PM	GREENE, CO	970 351-4847	P	DD	.9	.06	
173	10/21	12:19PM	CALDWELL, NJ	973 475-4004	P	DD	1.1	.08	
174	10/01	12:19PM	LAWRENCE, MA	978 688-1811	P	DD	3.6	.47	
Subtotal									31.08
341-1654	175	10/27	11:01AM	TACOMA, WA	253 864-3268	P	DD	.8	.06
	176	10/27	03:11PM	FENTON, MO	314 340-0321	P	DD	.6	.06
	177	10/27	04:00PM	INDIANAPOLIS, IN	317 430-5720	P	DD	.8	.06
	178	10/22	03:57PM	INDIANAPOLIS, IN	317 510-0404	P	DD	.9	.07
	179	10/09	11:52AM	MINOMONTE, WI	414 260-4445	P	DD	.8	.07
	180	10/26	02:00PM	MILWAUKEE, WI	414 879-0127	P	DD	.7	.07
	181	10/05	10:55AM	MILLBURY, MA	508 865-6600	P	DD	.5	.04
	182	10/02	09:17AM	SMITHTOWN, NY	516 360-2333	P	DD	.9	.07
	183	10/02	09:20AM	SMITHTOWN, NY	516 360-2333	P	DD	.7	.05
	184	10/02	09:22AM	SMITHTOWN, NY	516 360-2333	P	DD	.8	.06
	185	10/06	10:26AM	JTLENARDW, MO	573 596-0267	P	DD	1.0	.08
	186	10/28	03:45PM	JACKSON, MS	601 333-1562	P	DD	.8	.06
	187	10/21	02:17PM	CHUMBERSE, MS	601 434-7764	P	DD	.7	.05
	188	10/05	10:57AM	MEADOWS, MS	601 684-7316	P	DD	1.1	.08
	189	10/28	03:45PM	SILOXT, TX	817 333-1562	P	DD	.8	.06
	190	10/27	11:50AM	LENNEX, SD	605 647-2017	P	DD	2.8	.21
	191	10/16	10:21AM	MIDDLETOWN, WI	608 831-6330	P	DD	1.0	.10
	192	10/26	01:00PM	MIDDLETOWN, WI	608 831-6330	P	DD	.7	.07
	193	10/26	01:21PM	MIDDLETOWN, WI	608 831-6330	P	DD	.9	.07
194	10/26	01:05PM	MIDDLETOWN, WI	608 831-6330	P	DD	.9	.07	
195	10/30	10:19AM	MINSKI APOHS, MS	612 917-0544	P	DD	2.0	.16	
196	10/30	09:26AM	WHITEBLAKE, MS	612 653-6117	P	DD	.7	.05	
197	10/26	12:58PM	MINSKI APOHS, MS	612 913-0403	P	DD	1.0	.10	
198	10/29	02:10PM	MARDO, IL	618 656-6606	P	DD	.6	.06	
199	10/05	10:56AM	HAGUE, VA	804 672-3169	P	DD	1.0	.08	
200	10/05	10:53AM	LAWRENCE, VT	804 846-3647	P	DD	1.0	.10	
201	10/01	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	2.0	.16	
202	10/02	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03	
203	10/02	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	1.3	.10	
204	10/02	11:13AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.03	
205	10/02	12:10PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.10	

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	206	10 02	02:49PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	207	10 02	03:33PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	208	10 05	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	1.1	.08
	209	10 05	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	210	10 05	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	211	10 05	06:56AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	212	10 05	03:11PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	213	10 05	03:15PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	214	10 05	03:18PM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	215	10 05	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	216	10 06	11:05AM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	217	10 06	12:06PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	218	10 06	01:11PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	219	10 06	01:16PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	220	10 06	01:11PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	221	10 06	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	222	10 07	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	1.7	.13
	223	10 08	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	224	10 09	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	225	10 09	11:05AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	226	10 09	11:09AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	227	10 09	11:09AM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	228	10 09	01:08PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	229	10 09	01:09PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	230	10 09	01:29PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	231	10 12	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	232	10 13	01:01PM	SANBARBARA, CA	805 882-2566	P	DD	2.3	.17
	233	10 13	01:02PM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	234	10 13	01:04PM	SANBARBARA, CA	805 882-2566	P	DD	2.8	.21
	235	10 14	06:46AM	SANBARBARA, CA	805 882-2566	O	DD	3.3	.25
	236	10 14	06:46AM	SANBARBARA, CA	805 882-2566	O	DD	1.0	.08
	237	10 14	02:31PM	SANBARBARA, CA	805 882-2566	O	DD	2.2	.17
	238	10 15	06:47AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	239	10 15	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	240	10 15	06:53AM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	241	10 15	01:59PM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	242	10 16	06:47AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	243	10 16	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	2.2	.17
	244	10 16	06:54AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	245	10 16	06:56AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	246	10 16	10:58AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	247	10 16	11:09AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	248	10 16	11:10AM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	249	10 16	11:12AM	SANBARBARA, CA	805 882-2566	P	DD	2.1	.16
	250	10 16	11:15AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	251	10 16	02:40PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	252	10 19	06:47AM	SANBARBARA, CA	805 882-2566	O	DD	1.4	.11
	253	10 19	06:49AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	254	10 19	01:13PM	SANBARBARA, CA	805 882-2566	O	DD	2.1	.16
	255	10 19	06:47AM	SANBARBARA, CA	805 882-2566	O	DD	2.1	.16
	256	10 20	11:08AM	SANBARBARA, CA	805 882-2566	P	DD	2.1	.16
	257	10 20	11:10AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	258	10 20	02:25PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	259	10 20	03:19PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	260	10 20	03:19PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	261	10 20	03:41PM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	262	10 21	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	263	10 21	12:13PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	264	10 21	02:11PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	265	10 21	03:07PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	266	10 21	03:09PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	267	10 21	03:10PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	268	10 22	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	269	10 22	06:50AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	270	10 22	06:53AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	271	10 22	02:23PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	272	10 22	02:24PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	273	10 22	02:24PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	274	10 22	02:30PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	275	10 22	02:31PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	276	10 22	02:33PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	277	10 22	02:35PM	SANBARBARA, CA	805 882-2566	P	DD	4.1	.31
	278	10 22	04:18PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	279	10 23	06:47AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	280	10 23	06:49AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	281	10 23	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	282	10 23	11:08AM	SANBARBARA, CA	805 882-2566	P	DD	2.0	.15
	283	10 23	11:11AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.06
	284	10 23	11:12AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	285	10 23	11:14AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	286	10 23	11:15AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	287	10 23	11:21AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	288	10 23	11:21AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	289	10 23	11:24AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	290	10 23	11:26AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	291	10 26	04:48AM	SANBARBARA, CA	805 882-2566	O	DD	11.5	.86
	292	10 26	05:00AM	SANBARBARA, CA	805 882-2566	O	DD	.3	.02
	293	10 26	05:03AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	294	10 26	05:05AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	295	10 26	05:10AM	SANBARBARA, CA	805 882-2566	O	DD	.3	.02
	296	10 26	05:12AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	297	10 26	02:57PM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	298	10 26	02:58PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	299	10 27	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	300	10 27	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	301	10 27	06:53AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	302	10 27	06:54AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	303	10 27	10:38AM	SANBARBARA, CA	805 882-2566	P	DD	2.3	.17
	304	10 27	11:51AM	SANBARBARA, CA	805 882-2566	P	DD	.1	.01
	305	10 27	11:54AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	306	10 27	12:11PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	307	10 27	02:41PM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	308	10 27	02:42PM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	309	10 28	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	310	10 28	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	311	10 28	06:53AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	312	10 28	11:34AM	SANBARBARA, CA	805 882-2566	P	DD	3.1	.24
	313	10 28	01:03PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	314	10 28	01:05PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	315	10 28	01:11PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	316	10 28	01:12PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	317	10 28	01:13PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	318	10 28	01:19PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	319	10 28	02:20PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	320	10 28	02:28PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	321	10 28	02:30PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	322	10 28	02:31PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	323	10 28	03:40PM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	324	10 29	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	325	10 29	06:54AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	326	10 29	06:56AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	327	10 29	03:42PM	SANBARBARA, CA	805 882-2566	P	DD	3.5	.26
	328	10 29	03:47PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	329	10 29	03:48PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	330	10 30	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	3.5	.26
	331	10 30	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	332	10 30	10:21AM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	333	10 30	12:09PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	334	10 30	12:09PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	335	10 04	07:00AM	SANBARBARA, CA	805 882-2578	O	DD	8.5	.67
	336	10 04	10:03AM	SANBARBARA, CA	805 882-2578	P	DD	.8	.06
	337	10 04	12:20PM	SANBARBARA, CA	805 882-2578	P	DD	.5	.04
	338	10 04	03:17PM	SANBARBARA, CA	805 882-2578	P	DD	.7	.05
	339	10 04	03:14PM	SANBARBARA, CA	805 882-2578	P	DD	.4	.03
	340	10 04	03:19PM	SANBARBARA, CA	805 882-2578	P	DD	.7	.05
	341	10 12	09:40AM	SANBARBARA, CA	805 882-2578	P	DD	2.3	.17

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341-6477	344	10 13	06:47AM	SANBARRA, CA	805 882-2578	O	DD	1.0	.08
	345	10 16	06:51AM	SANBARRA, CA	805 882-2578	O	DD	1.6	.12
	346	10 26	05:04AM	SANBARRA, CA	805 882-2578	O	DD	1.8	.14
	347	10 26	05:46AM	SANBARRA, CA	805 882-2578	O	DD	.6	.05
	348	10 28	06:52AM	SANBARRA, CA	805 882-2578	O	DD	1.9	.14
	340	10 29	06:59AM	SANBARRA, CA	805 882-2578	O	DD	.6	.05
	340	10 29	07:01AM	SANBARRA, CA	805 882-2578	O	DD	.7	.05
	351	10 01	02:20PM	HONOLULU, HI	808 440-7026	P	DD	.7	.05
	352	10 23	01:12PM	HONOLULU, HI	808 440-7026	P	DD	.7	.05
	353	10 29	02:04PM	HONOLULU, HI	808 440-7026	P	DD	.9	.07
	354	10 05	10:35AM	MAPLETON, WI	920 474-4477	P	DD	1.2	.09
	355	10 16	10:18AM	NAPLES, FL	941 643-9206	P	DD	.7	.05
	356	10 16	10:23AM	NAPLES, FL	941 643-9206	P	DD	1.0	.08
	357	10 20	12:43PM	NAPLES, FL	941 643-9206	P	DD	1.0	.08
	358	10 10	12:09PM	FT COLLINS, CO	970 226-2736	P	DD	1.3	.10
	359	10 09	11:01AM	GRAND JCT, CO	970 241-5921	P	DD	1.2	.09
	360	10 22	02:57PM	GRAND JCT, CO	970 241-5921	P	DD	1.1	.08
	361	10 23	10:46AM	GRAND JCT, CO	970 241-5921	P	DD	1.2	.09
Subtotal									16.42
342-9195	362	10 01	04:49PM	CLOSTER, NJ	201 767-5029	P	DD	1.3	.10
	363	10 13	12:24PM	WASHINGTON, DC	202 226-2113	P	DD	1.2	.09
	364	10 28	01:20PM	WASHINGTON, DC	202 305-7363	P	DD	1.5	.11
	365	10 01	09:36AM	WASHINGTON, DC	202 338-4702	P	DD	1.4	.11
	366	10 26	01:21PM	WASHINGTON, DC	202 435-7138	P	DD	.9	.07
	367	10 26	01:30PM	WASHINGTON, DC	202 435-7138	P	DD	1.5	.11
	368	10 20	09:45AM	WASHINGTON, DC	202 512-0975	P	DD	1.0	.08
	369	10 09	11:40AM	WASHINGTON, DC	202 874-5625	P	DD	.8	.06
	370	10 28	02:24PM	WASHINGTON, DC	202 874-5625	P	DD	1.3	.10
	371	10 30	09:38AM	WASHINGTON, DC	202 874-5625	P	DD	1.0	.08
	372	10 20	09:40AM	WASHINGTON, DC	202 902-1228	P	DD	.1	.01
	373	10 12	12:33PM	SEATTLE, WA	206 723-4252	P	DD	4.1	.31
	374	10 23	08:00AM	HALLS LAKE, WA	206 771-7689	P	DD	.1	.01
	375	10 14	12:27PM	FRESNO, CA	209 454-5107	P	DD	.6	.05
	376	10 14	12:41PM	FRESNO, CA	209 454-5107	P	DD	.4	.03
	377	10 14	02:05PM	FRESNO, CA	209 454-5273	P	DD	.8	.06
	378	10 27	02:36PM	FRESNO, CA	209 454-5273	P	DD	1.4	.11
	379	10 28	02:25PM	FRESNO, CA	209 454-5273	P	DD	.8	.06
	380	10 27	08:50AM	UNIVERSAL, TX	210 652-6309	P	DD	1.0	.08
	381	10 28	03:33PM	UNIVERSAL, TX	210 652-6309	P	DD	.9	.07
	382	10 20	10:38AM	SAN ANTONIO, TX	210 916-3040	P	DD	1.1	.08
	383	10 28	01:45PM	SAN ANTONIO, TX	210 925-1073	P	DD	1.1	.08
	384	10 13	12:23PM	PHILA, PA	215 697-6333	P	DD	1.1	.08
	385	10 12	02:02PM	PHILA, PA	215 697-6333	P	DD	1.2	.09
	386	10 12	02:05PM	PHILA, PA	215 697-6333	P	DD	1.3	.10
	387	10 12	02:06PM	PHILA, PA	215 697-6333	P	DD	1.0	.08
	388	10 20	06:57AM	PHILA, PA	215 697-6333	P	DD	4.2	.32
	389	10 20	10:11AM	PHILA, PA	215 697-6333	P	DD	1.0	.08
	390	10 22	10:28AM	PHILA, PA	215 697-6333	P	DD	1.0	.08
	391	10 22	10:52AM	PHILA, PA	215 697-6333	P	DD	1.0	.08
	392	10 28	01:41PM	PHILA, PA	215 737-2496	P	DD	.8	.06
	393	10 16	09:54AM	PHILA, PA	215 737-2525	P	DD	.8	.06
	394	10 21	03:09PM	PHILA, PA	215 737-2525	P	DD	2.5	.19
	395	10 27	09:46AM	PHILA, PA	215 737-2525	P	DD	.8	.06
	396	10 27	12:23PM	PHILA, PA	215 737-2525	P	DD	.8	.06
	397	10 26	11:04AM	PHILA, PA	215 737-2525	P	DD	.8	.06
	398	10 28	02:23PM	HAVLOCK, NC	252 466-4492	P	DD	.8	.06
	399	10 13	01:34PM	GREENSBORO, NC	252 433-5799	P	DD	2.4	.18
	400	10 09	04:08PM	ST MENER, WA	253 891-2523	P	DD	.7	.05
	401	10 20	01:39PM	TACOMA, WA	253 984-3288	P	DD	1.6	.12
	402	10 27	12:41PM	TACOMA, WA	253 984-3288	P	DD	1.6	.12
	403	10 02	08:48AM	HUNTSVILLE, AL	256 842-4302	P	DD	.9	.07
	404	10 05	03:42PM	HUNTSVILLE, AL	256 842-4302	P	DD	1.1	.08
	405	10 05	03:43PM	HUNTSVILLE, AL	256 842-4302	P	DD	.8	.06
	406	10 21	03:12PM	LAKEWOOD, CO	303 333-6093	P	DD	.7	.05
	407	10 16	01:25PM	DENVER, CO	303 534-2410	P	DD	1.0	.08
	408	10 16	01:26PM	DENVER, CO	303 534-2410	P	DD	2.0	.15
	409	10 27	01:25PM	ENGLEWOOD, CO	303 790-1133	P	DD	1.1	.08
	410	10 02	08:46AM	RIDGELLY, WY	304 726-5264	P	DD	1.1	.08
	411	10 27	11:05AM	ROCKISLAND, IL	309 782-3919	P	DD	1.1	.08

G/GSA INC
Account Number: 1197987

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Long Distance Service

----- Long Distance Service Detail (Continued) -----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9195	412	10 09	10:00AM	INDIANAPOLIS, IN	317 510-5720	P	DD	5.8	.44
	413	10 12	02:00PM	SHREVEPORT, LA	318 456-2629	P	DD	1.1	.08
	414	10 23	02:12PM	CEADAR RAPIDS, IA	319 364-6502	P	DD	2.1	.16
	415	10 23	10:52AM	LITTLE FLS, MN	320 632-7697	P	DD	1.6	.12
	416	10 23	10:56AM	LITTLE FLS, MN	320 632-7697	P	DD	2.1	.16
	417	10 22	10:53AM	POULSBY, WA	360 590-7036	P	DD	1.7	.13
	418	10 19	12:38PM	BREMERTON, WA	360 476-1113	P	DD	1.5	.11
	419	10 28	12:18PM	BREMERTON, WA	360 476-1944	P	DD	9.9	.74
	420	10 26	04:27PM	OMAHA, NE	402 503-0865	P	DD	.9	.07
	421	10 08	04:26PM	OMAHA, NE	402 513-3630	P	DD	.9	.07
	422	10 13	02:21PM	OMAHA, NE	402 513-6620	P	DD	2.5	.19
	423	10 01	02:17PM	OMAHA, NE	402 503-0865	P	DD	2.9	.22
	424	10 05	02:21PM	OMAHA, NE	402 503-0865	P	DD	5.0	.38
	425	10 07	06:37AM	OMAHA, NE	402 503-0865	P	DD	1.7	.13
	426	10 07	11:45AM	OMAHA, NE	402 503-0865	P	DD	13.7	1.03
	427	10 07	12:00PM	OMAHA, NE	402 503-0865	P	DD	.9	.07
	428	10 08	12:13PM	OMAHA, NE	402 503-0865	P	DD	.9	.07
	429	10 08	12:13PM	OMAHA, NE	402 503-0865	P	DD	1.9	.14
	430	10 27	11:03AM	MIDWEST CITY, OK	405 730-7423	P	DD	1.6	.12
	431	10 26	04:22PM	GREAT FALLS, MT	406 741-1748	P	DD	.8	.06
	432	10 06	10:22AM	ORLANDO, FL	407 855-6884	P	DD	.8	.06
	433	10 06	04:02PM	ORLANDO, FL	407 855-6884	P	DD	.8	.06
	434	10 21	03:55PM	COLUMBIA, MD	410 700-6506	P	DD	1.2	.09
	435	10 27	11:21AM	EL KRIDGE, MD	410 712-4091	P	DD	1.4	.11
	436	10 28	03:11PM	WOODHAWK, MD	410 866-9310	P	DD	.8	.06
	437	10 29	03:45PM	MI SKEGO, WI	414 670-5500	P	DD	.8	.06
	438	10 29	01:30PM	MILWAUKEE, WI	414 774-1059	P	DD	1.9	.14
	439	10 21	08:02AM	HALLS LAKE, WA	425 771-7689	P	DD	1.0	.08
	440	10 05	09:57AM	CONWAY, AR	501 450-1141	P	DD	.8	.06
	441	10 29	10:44AM	LOUISVILLE, KY	502 582-5554	P	DD	.9	.07
	442	10 06	01:27PM	NATICK, MA	508 233-5286	P	DD	.9	.07
	443	10 22	10:51AM	NATICK, MA	508 233-5286	P	DD	.8	.06
	444	10 29	12:50PM	NATICK, MA	508 233-5286	P	DD	.8	.06
	445	10 02	10:30AM	CINCINNATI, OH	513 627-6480	P	DD	.6	.05
	446	10 12	11:33AM	HAMILTON, OH	513 860-5657	P	DD	.9	.07
	447	10 19	12:34PM	CENTRALIS, OH	516 744-8777	P	DD	.8	.06
	448	10 23	08:37AM	ROSELIN, NY	516 625-0975	P	DD	1.9	.14
	449	10 23	08:42AM	ROSELIN, NY	516 625-0975	P	DD	1.9	.14
	450	10 06	09:15AM	CLARE, MI	517 386-1500	P	DD	3.5	.26
	451	10 27	02:10PM	CLARE, MI	517 386-1500	P	DD	1.9	.14
	452	10 06	09:05AM	CLARE, MI	517 386-1500	P	DD	.3	.02
	453	10 05	09:58AM	GRASSY, CA	530 268-7238	P	DD	3.9	.29
	454	10 14	02:44PM	NOBLESBURG, MO	562 403-6684	P	DD	1.2	.09
	455	10 26	01:20PM	FT LEONARD, MO	573 580-6267	P	DD	.7	.05
	456	10 06	01:20PM	FT LEONARD, MO	573 580-6267	P	DD	.9	.07
	457	10 02	08:40AM	NVALAHUSTA, MS	601 670-2147	P	DD	1.1	.08
	458	10 06	01:37PM	TEMPE, AZ	602 350-4280	P	DD	1.6	.12
	459	10 12	03:50PM	ST REGIS, SD	605 347-0919	P	DD	.8	.06
	460	10 12	04:30PM	ST REGIS, SD	605 347-0919	P	DD	2.1	.16
	461	10 19	11:06AM	SIOUX FALLS, SD	605 367-5619	P	DD	.7	.05
	462	10 12	04:34PM	LENNOX, SD	605 647-0919	P	DD	.4	.03
	463	10 12	04:36PM	LENNOX, SD	605 647-0919	P	DD	.4	.03
	464	10 12	04:37PM	LENNOX, SD	605 647-0919	P	DD	.4	.03
	465	10 01	02:00PM	NEW SPRINGFIELD, SD	605 744-2460	P	DD	1.5	.11
	466	10 08	12:40PM	PIERRE, SD	605 773-5009	P	DD	1.6	.12
	467	10 13	10:58AM	PIERRE, SD	605 773-5009	P	DD	2.7	.20
	468	10 23	10:58AM	PINE RIDGE, SD	605 807-5489	P	DD	.6	.05
	469	10 15	08:40AM	LA CROSSE, WI	608 787-7047	P	DD	1.9	.14
470	10 09	08:47AM	FORT DUD, VT	800 724-4137	P	DD	1.5	.11	
471	10 06	10:44AM	MINNEAPOLIS, MN	612 379-6446	P	DD	1.9	.14	
472	10 06	10:56AM	MINNEAPOLIS, MN	612 379-6446	P	DD	.9	.07	
473	10 14	01:45PM	MINNEAPOLIS, MN	612 381-3131	P	DD	.9	.07	
474	10 20	03:15PM	MINNEAPOLIS, MN	612 381-3131	P	DD	2.5	.19	
475	10 27	11:00AM	MAPLE GROVE, MN	612 420-6061	P	DD	2.8	.21	
476	10 06	08:07AM	ST PAUL, MN	612 452-8604	P	DD	1.5	.11	
477	10 06	02:30PM	ST PAUL, MN	612 452-8604	P	DD	2.1	.16	
478	10 23	02:21PM	MINNEAPOLIS, MN	612 541-8782	P	DD	1.0	.08	
479	10 27	11:00AM	MINNEAPOLIS, MN	612 541-8782	P	DD	3.5	.26	

Long Distance Service

----- Long Distance Service Detail (Continued) -----

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9185	481	10/14	10:40AM	ST PAUL, MN	612 642-2811	P	DD	.8	.06
	482	10/16	09:56AM	MINNEAPOLIS, MN	612 786-2372	P	DD	4.7	.35
	483	10/16	04:08PM	MINNEAPOLIS, MN	612 786-2372	P	DD	1.6	.12
	484	10/27	12:24PM	MINNEAPOLIS, MN	612 881-1759	P	DD	1.6	.12
	485	10/14	01:37PM	MINNEAPOLIS, MN	612 881-1759	P	DD	1.0	.08
	486	10/14	03:37PM	MINNEAPOLIS, MN	612 920-2911	P	DD	1.2	.09
	487	10/16	01:37PM	MINNEAPOLIS, MN	612 920-2911	P	DD	1.0	.08
	488	10/16	1:30PM	MINNEAPOLIS, MN	612 920-2911	P	DD	1.0	.08
	489	10/21	08:52AM	MINNEAPOLIS, MN	612 920-2911	P	DD	1.0	.08
	490	10/23	08:09AM	MINNEAPOLIS, MN	612 920-2911	P	DD	1.0	.08
	491	10/23	09:37AM	COLUMBUS, OH	614 228-4776	P	DD	3.1	.23
	492	10/26	11:14AM	COLUMBUS, OH	614 462-3120	P	DD	1.2	.09
	493	10/28	02:00PM	KALAMAZOO, MI	616 345-6095	P	DD	3.7	.28
	494	10/14	01:23PM	DUTTON, MI	616 698-3150	P	DD	7.1	.53
	495	10/22	12:03PM	DUTTON, MI	616 698-3150	P	DD	1.3	.10
	496	10/25	12:15PM	DUTTON, MI	616 698-3150	P	DD	1.3	.10
	497	10/26	10:44AM	DUTTON, MI	616 698-3150	P	DD	1.3	.10
	498	10/19	10:07AM	LINDAVISTA, CA	619 495-4775	P	DD	.8	.06
	499	10/20	10:12AM	NAPERVILLE, IL	630 357-1351	P	DD	1.0	.08
	500	10/26	10:12AM	ST PAUL, MN	612 642-2811	P	DD	3.6	.27
	501	10/22	10:30AM	ARLINGTON, VA	703 666-1103	P	DD	1.0	.08
	502	10/30	07:06PM	ARLINGTON, VA	703 666-1103	P	DD	.8	.06
	503	10/23	10:34AM	ARLINGTON, VA	703 666-6185	P	DD	1.0	.08
	504	10/27	03:34PM	TRIANGLE, VA	703 784-8262	P	DD	1.0	.08
	505	10/28	03:09PM	TRIANGLE, VA	703 784-8262	P	DD	1.4	.11
	506	10/29	02:10PM	TRIANGLE, VA	703 784-8262	P	DD	1.0	.08
	507	10/30	11:20AM	TRIANGLE, VA	703 784-8262	P	DD	.9	.07
	508	10/23	01:14PM	SHELBY, NC	704 482-7340	P	DD	4.4	.33
	509	10/25	11:12AM	BUFFALO, NY	716 897-4731	P	DD	1.0	.08
	510	10/25	11:17AM	BUFFALO, NY	716 897-4731	P	DD	1.1	.09
	511	10/25	12:23PM	BUFFALO, NY	716 897-4731	P	DD	2.1	.16
	512	10/25	12:27PM	BUFFALO, NY	716 897-4731	P	DD	1.0	.08
	513	10/22	10:21AM	MECHANICSBURG, PA	717 605-7296	P	DD	.8	.06
	514	10/28	01:56PM	QUINCY, IL	717 899-6876	P	DD	2.2	.17
	515	10/26	04:20PM	COLORADO SPRG, CO	719 488-3840	P	DD	2.2	.17
	516	10/01	11:39AM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	517	10/01	10:26AM	COLORADO SPRG, CO	719 536-4321	P	DD	.9	.07
	518	10/01	02:30PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	519	10/01	03:07PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	520	10/02	09:20AM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	521	10/13	02:11AM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	522	10/13	02:56PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	523	10/20	02:30PM	COLORADO SPRG, CO	719 536-4321	P	DD	1.9	.14
	524	10/21	03:00PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	525	10/21	03:49PM	COLORADO SPRG, CO	719 536-4321	P	DD	3.4	.26
	526	10/22	08:14AM	COLORADO SPRG, CO	719 536-4321	P	DD	.7	.05
	527	10/22	01:10PM	COLORADO SPRG, CO	719 536-4321	P	DD	1.3	.10
	528	10/22	01:37PM	COLORADO SPRG, CO	719 536-4321	P	DD	1.5	.11
	529	10/22	02:17PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	530	10/22	02:30PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	531	10/22	03:19PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	532	10/22	03:56PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	533	10/23	10:49AM	COLORADO SPRG, CO	719 536-4321	P	DD	2.1	.16
	534	10/28	11:03AM	COLORADO SPRG, CO	719 536-4321	P	DD	1.4	.11
	535	10/28	11:06AM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	536	10/29	11:03AM	COLORADO SPRG, CO	719 536-4321	P	DD	1.3	.10
	537	10/30	09:30AM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	538	10/30	10:17AM	COLORADO SPRG, CO	719 536-4321	P	DD	.7	.05
	539	10/30	11:16AM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	540	10/30	11:18AM	COLORADO SPRG, CO	719 536-4321	P	DD	1.4	.11
	541	10/30	01:40PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	542	10/23	01:01PM	COLORADO SPRG, CO	719 536-4321	P	DD	.8	.06
	543	10/20	03:29PM	COLORADO SPRG, CO	719 536-4321	P	DD	1.0	.08
	544	10/20	04:10PM	CONNEAUT, PA	724 628-3693	P	DD	1.2	.09
	545	10/02	11:17AM	MILLERSPT, OH	740 467-2990	P	DD	.8	.06
	546	10/20	12:41PM	VIRGINIBCH, VA	757 443-1424	P	DD	.8	.06
	547	10/26	11:44AM	PENDELTON, CA	760 725-8445	P	DD	.8	.06
	548	10/27	09:27AM	PENDELTON, CA	760 725-8445	P	DD	.8	.06
	549	10/06	09:14AM	BUNKERHILL, IN	765 688-8475	P	DD	.8	.06

Long Distance Service

----- Long Distance Service Detail (Continued) -----

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9185	550	10/06	08:20AM	NORRROSS, GA	770 242-4006	P	DD	2.4	.18
	551	10/27	01:50PM	NORRROSS, GA	770 242-4006	P	DD	1.9	.14
	552	10/28	12:56PM	NORRROSS, GA	770 242-4006	P	DD	2.5	.19
	553	10/08	03:51PM	CHICAGO, IL	773 481-3693	P	DD	1.9	.14
	554	10/02	12:00PM	CHICAGO, IL	773 627-5886	P	DD	1.9	.14
	555	10/27	01:37PM	CHICAGO, IL	773 627-5886	P	DD	2.2	.17
	556	10/06	10:25AM	BRINGTON, MA	781 238-2604	P	DD	.8	.06
	557	10/06	10:31AM	BRINGTON, MA	781 238-2604	P	DD	.8	.06
	558	10/06	03:50PM	BRINGTON, MA	781 238-2604	P	DD	.8	.06
	559	10/06	08:48AM	BRINGTON, MA	781 238-2604	P	DD	3.3	.25
	560	10/06	08:48AM	BRINGTON, MA	781 238-2604	P	DD	.9	.07
	561	10/12	02:03PM	FORT LEE, VA	804 734-8886	P	DD	1.2	.09
	562	10/16	11:29AM	AMARILLO, TX	806 383-7766	P	DD	.8	.06
	563	10/20	12:50PM	AMARILLO, TX	806 383-7766	P	DD	.8	.06
	564	10/26	09:49AM	HONOLULU, HI	808 440-7026	P	DD	.9	.07
	565	10/12	02:00PM	KANSASCTY, MO	816 926-5123	P	DD	1.1	.08
	566	10/13	12:12PM	KANSASCTY, MO	816 926-5123	P	DD	.8	.06
	567	10/28	04:14PM	KANSASCTY, MO	816 926-5123	P	DD	.8	.06
	568	10/28	03:40PM	KANSASCTY, MO	816 926-5123	P	DD	.8	.06
	569	10/28	03:41PM	KANSASCTY, MO	816 926-5123	P	DD	.4	.03
	570	10/28	03:42PM	KANSASCTY, MO	816 926-5123	P	DD	.1	.01
	571	10/28	01:41PM	FORT WORTH, TX	817 578-4761	P	DD	.9	.07
	572	10/27	10:37AM	FORT WORTH, TX	817 578-4661	P	DD	1.0	.08
	573	10/22	10:19AM	FORT WORTH, TX	817 578-4661	P	DD	1.4	.11
	574	10/01	02:20PM	BENSENVIL, IL	847 360-8288	P	DD	.9	.07
	575	10/06	12:40PM	BENSENVIL, IL	847 360-8288	P	DD	1.1	.08
	576	10/06	12:50PM	BENSENVIL, IL	847 360-8288	P	DD	1.5	.11
	577	10/08	12:19PM	BENSENVIL, IL	847 360-8288	P	DD	.9	.07
	578	10/08	12:50PM	BENSENVIL, IL	847 360-8288	P	DD	1.7	.13
	579	10/08	12:58PM	BENSENVIL, IL	847 360-8288	P	DD	1.7	.13
	580	10/01	02:31PM	BENSENVIL, IL	847 860-8079	P	DD	2.7	.20
	581	10/06	12:52PM	BENSENVIL, IL	847 860-8079	P	DD	1.1	.08
	582	10/06	12:52PM	BENSENVIL, IL	847 860-8079	P	DD	2.1	.16
	583	10/28	02:58PM	PENNSACOLA, FL	850 452-5756	P	DD	.8	.06
	584	10/06	08:14AM	HARRISON, AR	870 743-1908	P	DD	2.4	.18
	585	10/27	03:00PM	HARRISON, AR	870 743-1908	P	DD	2.4	.18
	586	10/08	09:58AM	TICKANAWA, TX	901 344-4141	P	DD	1.1	.08
	587	10/19	02:19PM	JACKSONVIL, FL	904 202-1324	P	DD	.9	.07
	588	10/20	08:32AM	JACKSONVIL, FL	904 242-1111	P	DD	.9	.07
	589	10/13	11:20PM	ELMIDRAFA, AK	907 552-3908	P	DD	.8	.06
	590	10/22	10:44AM	ELMIDRAFA, AK	907 552-3908	P	DD	1.6	.12
	591	10/28	02:50PM	ELMIDRAFA, AK	907 552-3908	P	DD	.8	.06
	592	10/26	12:41PM	FAYETTEVIL, SC	910 432-0348	P	DD	.8	.06
	593	10/27	08:13AM	FAYETTEVIL, SC	910 432-0348	P	DD	.8	.06
	594	10/26	11:45AM	ABILENE, TX	915 696-3676	P	DD	.8	.06
	595	10/26	12:00PM	ABILENE, TX	915 696-3676	P	DD	.8	.06
	596	10/26	12:13PM	ABILENE, TX	915 696-3676	P	DD	.8	.06
	597	10/28	03:37PM	ABILENE, TX	915 696-3676	P	DD	.8	.06
	598	10/28	04:00PM	ABILENE, TX	915 696-3676	P	DD	.7	.05
	599	10/29	02:02PM	ABILENE, TX	915 696-3676	P	DD	.8	.06
	600	10/06	04:00PM	EL PASO, TX	915 738-0346	P	DD	.8	.06
	601	10/27	11:16AM	MUSKOGEE, OK	918 682-9046	P	DD	1.2	.09
	602	10/27	12:59PM	MUSKOGEE, OK	918 682-9046	P	DD	1.6	.12
	603	10/29	08:33AM	GREEN BAY, WI	920 468-2251	P	DD	3.0	.23
	604	10/05	04:12PM	MAPLETON, WI	920 474-4477	P	DD	.3	.02
	605	10/16	09:56AM	DAYTON, OH	937 257-1845	P	DD	1.1	.08
	606	10/26	12:49PM	WICHITA, KS	940 676-3764	P	DD	.8	.06
	607	10/22	08:51AM	GRAND JCT, CO	970 241-9221	P	DD	.7	.05
	608	10/26	03:54PM	GRAND JCT, CO	970 241-9221	P	DD	1.6	.12
	609	10/21	09:41AM	CALDWELL, NJ	973 475-4052	P	DD	3.4	.26
	610	10/29	01:14PM	CALDWELL, NJ	973 475-4052	P	DD	.8	.06

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	618	10/12	12:06PM	SEATTLE, WA	206 725-9100	P	DD	.3	.02
	619	10/27	03:08PM	SEATTLE, WA	206 725-9100	P	DD	2.0	.15
	620	10/27	08:38AM	SEATTLE, WA	206 725-9100	P	DD	.4	.03
	621	10/27	08:38AM	SEATTLE, WA	206 725-9100	P	DD	.1	.01
	622	10/21	09:12AM	BOISE, ID	208 384-6161	P	DD	.1	.01
	623	10/21	02:53PM	BOISE, ID	208 384-6161	P	DD	.3	.02
	624	10/22	12:44PM	FRISCO, CA	209 454-5129	P	DD	1.0	.08
	625	10/22	03:22PM	FRISCO, CA	209 454-5129	P	DD	.9	.07
	626	10/23	10:50AM	FRISCO, CA	209 454-5129	P	DD	.4	.03
	627	10/27	08:48AM	UNIVERSALITY, TX	210 625-4091	P	DD	2.8	.21
	628	10/22	08:15AM	SAN ANTONIO, TX	210 921-4707	P	DD	.6	.05
	629	10/22	08:42AM	SAN ANTONIO, TX	210 921-4707	P	DD	4.6	.35
	630	10/27	02:53PM	MONTEBELLO, CA	213 726-0106	P	DD	1.5	.11
	631	10/21	01:36PM	MONTEBELLO, CA	213 726-0106	P	DD	.5	.04
	632	10/30	11:09AM	MONTEBELLO, CA	213 726-0106	P	DD	.8	.06
	633	10/15	03:04PM	PHILA, PA	215 737-7960	P	DD	.3	.03
	634	10/26	01:07PM	HAVELOCK, NC	252 466-7766	P	DD	1.0	.08
	635	10/20	09:09AM	GREENVILLE, NC	252 931-5765	P	DD	.7	.05
	636	10/08	11:19AM	TACOMA, WA	253 984-5561	P	DD	1.1	.08
	637	10/21	11:17AM	BERKLYN, MD	301 982-1065	P	DD	.4	.03
	638	10/12	10:03AM	DENVER, CO	303 786-7135	P	DD	3.7	.28
	639	10/20	01:28PM	BROOMFIELD, CO	303 460-8809	P	DD	1.8	.14
	640	10/21	12:11PM	DENVER, CO	303 623-1200	P	DD	2.5	.19
	641	10/15	01:35PM	DENVER, CO	303 777-4471	P	DD	.8	.06
	642	10/21	03:20PM	DENVER, CO	303 777-4471	P	DD	.9	.07
	643	10/06	09:08AM	INGLEWOOD, CO	303 790-7000	P	DD	1.2	.09
	644	10/14	01:19PM	INGLEWOOD, CO	303 790-7000	P	DD	.5	.04
	645	10/27	01:01PM	INGLEWOOD, CO	303 805-5665	P	DD	.2	.02
	646	10/05	08:44AM	PARKER, CO	305 624-8787	P	DD	.3	.02
	647	10/28	11:50AM	NORTH DADE, FL	305 624-8787	P	DD	3.7	.28
	648	10/28	12:01PM	NORTH DADE, FL	305 624-8787	P	DD	6.5	.49
	649	10/28	12:07PM	NORTH DADE, FL	305 624-8787	P	DD	.3	.02
	650	10/27	10:46AM	ROCKLAND, IL	309 782-5447	P	DD	1.5	.11
	651	10/27	10:43AM	ROCKLAND, IL	309 782-5447	P	DD	.9	.07
	652	10/28	02:28PM	LOMITA, CA	310 639-4200	P	DD	4.2	.32
	653	10/16	01:53PM	COMPTON, CA	310 727-4300	P	DD	7.4	.56
	654	10/14	12:47PM	HAWTHORNE, CA	310 727-4300	P	DD	2.0	.15
	655	10/14	02:28PM	HAWTHORNE, CA	310 727-4300	P	DD	1.6	.12
	656	10/15	01:39PM	HAWTHORNE, CA	310 727-4300	P	DD	.6	.05
	657	10/05	02:08PM	ST LOUIS, MO	314 773-1487	P	DD	1.1	.08
	658	10/05	02:13PM	ST LOUIS, MO	314 773-1487	P	DD	4.2	.32
	659	10/23	12:29PM	YONKAPALIS, NY	315 348-4300	P	DD	1.3	.10
	660	10/15	12:06PM	SYRACUSE, NY	315 476-7461	P	DD	.4	.03
	661	10/23	01:50PM	CEDAR RAPIDS, IA	319 364-1592	P	DD	4.4	.33
	662	10/23	02:17PM	CEDAR RAPIDS, IA	319 364-1592	P	DD	.5	.04
	663	10/23	01:39PM	MONTEBELLO, CA	323 726-0106	P	DD	2.9	.22
	664	10/14	12:19PM	ALLIANCE, OH	330 829-3500	P	DD	8.3	.62
	665	10/15	01:41PM	ALLIANCE, OH	330 829-3500	P	DD	.8	.06
	666	10/22	09:55AM	VANCOUVER, WA	360 891-4000	P	DD	1.6	.12
	667	10/05	01:15PM	PAWTUCKET, RI	401 724-3100	P	DD	.2	.02
	668	10/05	02:50PM	PAWTUCKET, RI	401 724-3100	P	DD	1.4	.11
	669	10/06	09:13AM	PAWTUCKET, RI	401 724-3100	P	DD	4.9	.37
	670	10/07	11:46AM	PAWTUCKET, RI	402 232-5137	P	DD	2.9	.22
	671	10/26	01:46PM	OMAHA, NE	402 334-7777	P	DD	1.8	.14
	672	10/19	03:19PM	OMAHA, NE	402 334-7777	P	DD	2.0	.15
	673	10/23	12:16PM	OMAHA, NE	402 339-3873	P	DD	5.8	.44
	674	10/26	08:19AM	OMAHA, NE	402 339-3873	P	DD	1.0	.08
	675	10/27	10:16AM	OMAHA, NE	402 339-3873	P	DD	6.3	.49
	676	10/07	01:01PM	LINCOLN, NE	402 467-5221	P	DD	1.3	.10
	677	10/05	12:40PM	LINCOLN, NE	402 467-5221	P	DD	.4	.03
	678	10/05	02:58PM	LINCOLN, NE	402 467-5221	P	DD	3.3	.25
	679	10/05	03:23PM	LINCOLN, NE	402 467-5221	P	DD	.9	.07
	680	10/06	09:16AM	LINCOLN, NE	402 467-5221	P	DD	.8	.06
	681	10/06	03:33PM	LINCOLN, NE	402 467-5221	P	DD	.8	.06
	682	10/07	08:29AM	LINCOLN, NE	402 467-5221	P	DD	1.6	.12
	683	10/08	11:21AM	LINCOLN, NE	402 467-5221	P	DD	.6	.05
	684	10/07	09:24AM	OMAHA, NE	402 593-0875	P	DD	1.5	.11
	685	10/22	08:55AM	OMAHA, NE	402 593-0875	P	DD	3.6	.27
	686	10/16	10:55AM	OKLA CITY, OK	405 236-5961	P	DD	3.6	.27

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343-2953	687	10/16	10:09AM	MIDWEST CV, OK	405 744-7954	P	DD	1.2	.09
	688	10/27	10:48AM	MIDWEST CV, OK	405 744-7954	P	DD	.4	.03
	689	10/26	03:17PM	GREAT FALLS, MT	406 731-4028	P	DD	.3	.02
	690	10/28	02:37PM	SAN JOSE, CA	408 922-1666	P	DD	.4	.03
	691	10/22	08:21AM	COLU MBIA, MD	410 290-6588	P	DD	2.2	.17
	692	10/22	09:46AM	COLU MBIA, MD	410 290-6588	P	DD	.7	.05
	693	10/22	12:04PM	COLU MBIA, MD	410 290-6588	P	DD	.9	.07
	694	10/21	01:39PM	TOWSON, MD	410 583-5987	P	DD	.7	.05
	695	10/22	11:59AM	MILWAUKEE, WI	414 584-6600	P	DD	3.8	.29
	696	10/22	03:20PM	MILWAUKEE, WI	414 584-6600	P	DD	.6	.05
	697	10/23	01:01PM	MILWAUKEE, WI	414 774-1052	P	DD	.6	.05
	698	10/26	08:37AM	MILWAUKEE, WI	414 774-1052	P	DD	.2	.02
	699	10/27	10:19AM	MILWAUKEE, WI	414 774-1052	P	DD	.6	.05
	700	10/23	11:11AM	HALLS LAKE, WA	425 771-6240	P	DD	1.6	.12
	701	10/20	02:27PM	WESTLAKE, OH	440 802-3000	P	DD	2.2	.17
	702	10/20	09:21AM	LOUISVILLE, KY	502 582-6046	P	DD	.4	.03
	703	10/20	10:18AM	LOUISVILLE, KY	502 582-6046	P	DD	.2	.02
	704	10/21	12:06PM	LOUISVILLE, KY	502 582-6046	P	DD	2.8	.21
	705	10/20	12:40PM	NATICK, MA	508 233-5260	P	DD	.3	.02
	706	10/05	02:53PM	NATICK, MA	508 233-5260	P	DD	.6	.05
	707	10/06	12:10PM	NATICK, MA	508 233-5260	P	DD	.6	.05
	708	10/22	08:44AM	NATICK, MA	508 233-5260	P	DD	.5	.04
	709	10/20	12:48PM	NATICK, MA	508 233-5260	P	DD	.3	.02
	710	10/05	10:56AM	MILLBURY, MA	508 865-0300	P	DD	.4	.03
	711	10/21	12:41PM	COVILLE, WA	509 684-4505	P	DD	.9	.07
	712	10/23	11:07AM	SPOKANE, WA	509 892-1121	P	DD	1.7	.13
	713	10/27	03:30PM	HAMILTON, OH	513 860-4144	P	DD	1.1	.08
	714	10/14	12:22PM	CHARLES CV, IA	515 228-2657	P	DD	.7	.05
	715	10/05	09:55AM	CLARE, MI	517 386-7103	P	DD	2.4	.18
	716	10/27	02:00PM	CLARE, MI	517 386-7103	P	DD	.6	.05
	717	10/27	02:02PM	CLARE, MI	517 386-7103	P	DD	5.4	.41
	718	10/09	06:42PM	YUMA, AZ	520 783-0320	P	DD	.1	.01
	719	10/23	12:04PM	GRASS VLY, CA	520 783-0320	P	DD	.7	.05
	720	10/23	12:04PM	GRASS VLY, CA	520 783-0320	P	DD	.7	.05
	721	10/23	12:47PM	GRASS VLY, CA	520 783-0320	P	DD	.9	.07
	722	10/23	02:46PM	GRASS VLY, CA	520 783-0320	P	DD	.8	.06
	723	10/06	09:26AM	FLEARNARD, MO	513 566-0759	P	DD	3.3	.25
	724	10/27	12:43PM	SCOTTSDALE, AZ	602 908-7335	P	DD	1.8	.14
	725	10/27	12:12PM	ST REGIS, SD	605 347-5070	P	DD	1.4	.11
	726	10/01	11:35AM	ST REGIS, SD	605 347-2686	P	DD	.8	.06
	727	10/01	01:00PM	ST REGIS, SD	605 347-5070	P	DD	1.4	.11
	728	10/14	03:58PM	ST REGIS, SD	605 347-5070	P	DD	.9	.07
	729	10/12	03:58PM	ST REGIS, SD	605 347-5070	P	DD	4.3	.32
	730	10/27	03:57PM	DI PREE, SD	605 346-5171	P	DD	.2	.02
	731	10/12	12:32PM	SPEARHEAD, SD	605 642-3878	P	DD	.9	.07
	732	10/14	09:13AM	SPEARHEAD, SD	605 642-3878	P	DD	.9	.07
	733	10/28	09:01AM	LENNOX, SD	605 642-7040	P	DD	.7	.05
	734	10/01	11:34AM	HOTSPRINGS, SD	605 745-6800	P	DD	.2	.02
	735	10/02	03:01PM	HOTSPRINGS, SD	605 745-6800	P	DD	.8	.06
	736	10/13	09:52AM	HOTSPRINGS, SD	605 745-6800	P	DD	.9	.07
	737	10/13	10:58AM	HOTSPRINGS, SD	605 745-6800	P	DD	.8	.06
	738	10/08	02:20PM	PIERRE, SD	605 773-1201	P	DD	8.1	.61
	739	10/27	04:23PM	EAGLE BUTTE, SD	605 964-6002	P	DD	1.2	.09
	740	10/26	08:06AM	EAGLE BUTTE, SD	605 964-6002	P	DD	5.9	.41
	741	10/27	03:58PM	EAGLE BUTTE, SD	605 964-6002	P	DD	.8	.06
	742	10/27	03:58PM	EAGLE BUTTE, SD	605 964-6002	P	DD	.8	.06
	743	10/08	03:31PM	LINCOLN, KY	606 204-4337	P	DD	6.5	.49
	744	10/23	03:40PM	LINCOLN, KY	606 204-4337	P	DD	1.3	.10
	745	10/21	08:58AM	WARSAW, KY	606 567-7000	P	DD	3.5	.26
	746	10/01	08:18AM	LA CROSSE, WI	608 783-5962	P	DD	.6	.05
	747	10/11	07:26PM	LA CROSSE, WI	608 783-5962	P	DD	17.9	1.36
	748	10/11	07:45PM	LA CROSSE, WI	608 783-5962	P	DD	.9	.07
	749	10/11	07:54PM	WEST SALEM, WI	608 786-7457	P	DD	3.5	.26
	750	10/11	08:05PM	WEST SALEM, WI	608 786-7457	P	DD	5.0	.38
	751	10/20	02:24PM	LA CROSSE, WI	608 787-5874	P	DD	.3	.02
	752	10/29	08:36AM	FOREST LAKE, WI	608 733-3113	P	DD	1.1	.08
	753	10/05	11:29AM	MINNEAPOLIS, MN	612 347-6744	P	DD	.5	.04
	754	10/05	01:24PM	MINNEAPOLIS, MN	612 347-6744	P	DD	.5	.04
	755	10/09	01:51PM	MINNEAPOLIS, MN	612 347-6744	P	DD	.4	.03

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343-2933	756	10 09	01:10PM	MINNEAPOLIS, MN	612 347-6744	P	DD	5.3	.62
	757	10 21	09:19AM	MINNEAPOLIS, MN	612 347-6744	P	DD	3	.39
	758	10 28	01:03PM	MINNEAPOLIS, MN	612 371-0100	P	DD	1.7	.13
	759	10 23	12:22PM	MINNEAPOLIS, MN	612 371-0100	P	DD	1.1	.08
	760	10 26	08:45AM	MINNEAPOLIS, MN	612 371-0100	P	DD	2.3	.17
	761	10 27	10:53AM	MAPLE GROVE, MN	612 420-6564	P	DD	3	.02
	762	10 28	08:45AM	MAPLE GROVE, MN	612 420-6564	P	DD	4.2	.32
	763	10 26	11:53AM	OSSEO, MN	612 434-7896	P	DD	1.2	.09
	764	10 21	12:21PM	ANOKA, MN	612 427-9635	P	DD	3.8	.29
	765	10 21	01:00PM	ANOKA, MN	612 427-9635	P	DD	3.7	.28
	766	10 16	09:56AM	ST PAUL, MN	612 452-0880	P	DD	3.6	.27
	767	10 21	10:44AM	ST PAUL, MN	612 456-0606	P	DD	2.1	.16
	768	10 26	09:54AM	MINNEAPOLIS, MN	612 531-2222	P	DD	4.2	.32
	770	10 02	03:03PM	MINNEAPOLIS, MN	612 533-1935	P	DD	2.5	.19
	771	10 04	09:21AM	MINNEAPOLIS, MN	612 533-1935	P	DD	1.5	.11
	772	10 05	03:40PM	MINNEAPOLIS, MN	612 533-1935	P	DD	3.2	.22
	773	10 06	08:08AM	MINNEAPOLIS, MN	612 533-1935	P	DD	1.2	.09
	774	10 26	11:26AM	MINNEAPOLIS, MN	612 557-1500	P	DD	5.7	.43
	775	10 26	03:54PM	MINNEAPOLIS, MN	612 557-1500	P	DD	1.5	.11
	776	10 26	04:02PM	MINNEAPOLIS, MN	612 557-1500	P	DD	5.6	.42
	777	10 20	02:53PM	MINNEAPOLIS, MN	612 571-2040	P	DD	7	.05
	778	10 07	11:55AM	MINNEAPOLIS, MN	612 577-0262	P	DD	1.4	.11
	780	10 14	10:32AM	ST PAUL, MN	612 642-2863	P	DD	1.7	.13
	781	10 21	01:48PM	ST PAUL, MN	612 642-2863	P	DD	4.6	.35
	782	10 28	09:05AM	ST PAUL, MN	612 774-0361	P	DD	2.0	.15
	783	10 27	10:07AM	ST PAUL, MN	612 774-7007	P	DD	2.2	.17
	784	10 08	12:30PM	MINNEAPOLIS, MN	612 788-2210	P	DD	1.7	.13
	785	10 20	10:47PM	MINNEAPOLIS, MN	612 788-9777	P	DD	9	.07
	786	10 21	08:45AM	MINNEAPOLIS, MN	612 788-9777	P	DD	5	.04
	787	10 27	11:44AM	MINNEAPOLIS, MN	612 871-2727	P	DD	4	.03
	788	10 28	09:03AM	MINNEAPOLIS, MN	612 871-2727	P	DD	1.0	.08
	789	10 16	10:10AM	MINNEAPOLIS, MN	612 881-5280	P	DD	1.1	.08
	790	10 16	10:11AM	MINNEAPOLIS, MN	612 881-5280	P	DD	3	.04
	791	10 22	11:33AM	MINNEAPOLIS, MN	612 926-7607	P	DD	9	.07
	792	10 23	10:56AM	MINNEAPOLIS, MN	612 933-2214	P	DD	7	.05
	793	10 20	12:00PM	MINNEAPOLIS, MN	612 933-2214	P	DD	5	.04
	794	10 23	07:59AM	MINNEAPOLIS, MN	612 934-8875	P	DD	4.2	.32
	795	10 20	01:20PM	MINNEAPOLIS, MN	612 935-5117	P	DD	6	.04
	796	10 05	10:53AM	MINNEAPOLIS, MN	612 941-0313	P	DD	1.4	.12
	797	10 15	02:51PM	MINNEAPOLIS, MN	612 941-0313	P	DD	1.0	.08
	798	10 20	10:42AM	MINNEAPOLIS, MN	612 941-5265	P	DD	6	.05
	799	10 20	12:35PM	MINNEAPOLIS, MN	612 942-0872	P	DD	7.6	.56
	800	10 23	09:18AM	COLUMBUS, OH	614 226-6524	P	DD	11.8	.89
	801	10 13	01:26AM	COLUMBUS, OH	614 692-2529	P	DD	1.1	.08
	802	10 13	11:58AM	COLUMBUS, OH	614 692-3938	P	DD	9	.07
	803	10 20	12:28PM	WORTHINGTON, OH	614 882-0246	P	DD	7.5	.56
	804	10 21	12:40PM	GRAND RAPIDS, MI	616 456-7711	P	DD	2.2	.17
	805	10 21	01:40PM	MARION, IL	618 991-4107	P	DD	4	.34
	806	10 23	01:30PM	MARION, IL	618 991-4107	P	DD	1.4	.11
	807	10 26	08:12AM	MARION, IL	618 997-5311	P	DD	3.9	.29
	808	10 20	02:16PM	MARION, IL	618 997-5311	P	DD	1.1	.08
	809	10 21	04:03PM	MARION, IL	618 997-5311	P	DD	3	.02
	810	10 23	01:46AM	INDIANAPOLIS, IN	616 276-4100	P	DD	5	.05
	811	10 13	10:04AM	CORONADO, CA	619 544-4178	P	DD	7	.08
	812	10 13	11:23AM	ELMHURST, IL	630 833-0300	P	DD	1.0	.08
	813	10 13	02:56PM	ELMHURST, IL	630 833-0300	P	DD	7	.05
	814	10 14	01:11PM	ELMHURST, IL	630 833-0300	P	DD	7	.08
	815	10 16	09:51AM	ELMHURST, IL	630 833-0300	P	DD	5.9	.44
	816	10 21	11:41AM	ELMHURST, IL	630 833-0300	P	DD	1.2	.09
	817	10 28	01:40PM	ELMHURST, IL	630 833-0300	P	DD	6	.05
	818	10 27	11:21AM	FARGO, ND	701 237-6525	P	DD	3.5	.24
	819	10 27	01:10PM	FARGO, ND	701 237-6525	P	DD	1.8	.14
	820	10 28	09:41AM	FARGO, ND	701 237-6525	P	DD	2.3	.17
	821	10 16	09:17AM	EMERADO, ND	702 426-2754	P	DD	7	.05
	822	10 16	01:53PM	FALCON, NV	702 426-2754	P	DD	1.8	.14
	823	10 22	08:09AM	FALCON, NV	702 426-2754	P	DD	4	.03
	824	10 22	10:14AM	ARLINGTON, VA	703 696-0919	P	DD	4	.32

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---- Long Distance Service Detail (Continued) ----

LINE	NO	DATE	TIME	LOCATION CALLED	SU MBER	PERIOD	TYPE	MIN	AMOUNT
343-2933	825	10 29	11:00AM	TRIANGLE, VA	703 768-9822	P	DD	1.7	.13
	826	10 26	04:30PM	SHELBY, NC	704 482-7446	P	DD	9	.07
	827	10 23	11:50AM	BUFFALO, NY	716 807-4309	P	DD	1.0	.08
	828	10 14	01:12PM	YORK, PA	717 741-6863	P	DD	2.1	.16
	829	10 06	04:00PM	COLORADO SPRG, CO	719 556-4797	P	DD	1.1	.08
	830	10 14	01:22PM	COLORADO SPRG, CO	719 556-4797	P	DD	3.4	.26
	831	10 21	09:05AM	COLORADO SPRG, CO	719 556-4797	P	DD	6	.05
	832	10 30	10:04AM	COLORADO SPRG, CO	719 556-4797	P	DD	2.8	.21
	833	10 20	10:06AM	COLORADO SPRG, CO	719 556-7402	P	DD	5	.04
	834	10 21	03:07PM	COLORADO SPRG, CO	719 556-7402	P	DD	1.0	.08
	835	10 22	10:17AM	COLORADO SPRG, CO	719 556-7402	P	DD	8	.06
	836	10 22	02:08PM	COLORADO SPRG, CO	719 556-7402	P	DD	3	.02
	837	10 13	01:38PM	COLORADO SPRG, CO	719 556-7934	P	DD	2	.15
	838	10 20	11:09AM	COLORADO SPRG, CO	719 556-7934	P	DD	3	.02
	839	10 30	11:08AM	COLORADO SPRG, CO	719 556-9381	P	DD	1.0	.08
	840	10 30	02:52PM	COLORADO SPRG, CO	719 556-9381	P	DD	1.1	.08
	841	10 29	10:12AM	COLORADO SPRG, CO	719 867-2720	P	DD	2.5	.19
	842	10 21	10:35AM	CONNELLIST, PA	724 628-3603	P	DD	2.9	.22
	843	10 21	04:02PM	CONNELLIST, PA	724 628-3603	P	DD	3	.04
	844	10 28	10:13AM	CONNELLIST, PA	724 628-3603	P	DD	3.1	.23
	845	10 27	02:09PM	GREAT RIDG, VA	757 436-3101	P	DD	1.2	.09
	846	10 22	04:27PM	NORFOLK, VA	757 444-4010	P	DD	7	.05
	847	10 06	08:15AM	B'N KERHILL, IN	765 688-2319	P	DD	1.3	.10
	848	10 27	01:43PM	NORCROSS, GA	770 447-5100	P	DD	5.7	.43
	849	10 28	11:55AM	NORCROSS, GA	770 447-5100	P	DD	3.9	.29
	850	10 27	01:31PM	CHICAGO, IL	773 627-0800	P	DD	1.7	.13
	851	10 27	01:33PM	CHICAGO, IL	773 627-0800	P	DD	5	.04
	852	10 08	12:17PM	RICHMOND, VA	804 276-4555	P	DD	2	.02
	853	10 21	10:07AM	RICHMOND, VA	804 342-1160	P	DD	1	.01
	854	10 16	11:12AM	SAN BARBARA, CA	805 882-2466	P	DD	1	.08
	855	10 30	01:21PM	HONOLULU, HI	808 474-2197	P	DD	1.5	.11
	856	10 19	08:12AM	TYRON, PA	814 684-0333	P	DD	1.0	.01
	857	10 30	01:17PM	KANSAS CITY, MO	816 926-5123	P	DD	5	.04
	858	10 26	02:27PM	KANSAS CITY, MO	816 926-5123	P	DD	1	.01
	859	10 30	01:55PM	KANSAS CITY, MO	816 926-7691	P	DD	3	.02
	860	10 28	08:17AM	NICHIL DILLS, TX	817 414-0849	P	DD	2.7	.20
	861	10 28	08:17AM	NICHIL DILLS, TX	817 414-0849	P	DD	4.8	.36
	862	10 28	02:24PM	NICHIL DILLS, TX	817 414-0849	P	DD	3	.02
	863	10 29	08:27AM	NICHIL DILLS, TX	817 414-0849	P	DD	4	.03
	864	10 28	02:10PM	NICHIL DILLS, TX	817 414-0849	P	DD	3	.02
	865	10 23	10:47AM	ST GEORGE, TX	819 305-5151	P	DD	3	.04
	866	10 23	10:55AM	ST GEORGE, TX	819 305-5151	P	DD	5.4	.40
	867	10 13	02:10PM	NEW BRITAIN, CT	833 475-4086	P	DD	1.8	.14
	868	10 20	10:58AM	NEW BRITAIN, CT	860 224-5111	P	DD	9	.07
	869	10 05	09:51AM	HARRISON, AR	870 743-1008	P	DD	1	.01
	870	10 27	02:49PM	HARRISON, AR	870 743-2200	P	DD	2.1	.16
871	10 28	04:13PM	JACKSON, FL	904 262-7101	P	DD	1.4	.11	
872	10 28	08:30AM	JACKSON, FL	904 307-0887	P	DD	3.1	.23	
873	10 26	12:30PM	JAYETTE, NE	910 432-2146	P	DD	.6	.05	
874	10 26	12:40PM	JAYETTE, NE	910 432-2146	P	DD	.5	.04	
875	10 26	12:40PM	JAYETTE, NE	910 432-2146	P	DD	3	.02	
876	10 15	02:22PM	JAYETTE, NE	910 432-2145	P	DD	6	.05	
877	10 21	11:44AM	OVERLAND PARK, KS	913 343-2136	P	DD	7	.07	
878	10 26	10:37AM	OVERLAND PARK, KS	913 343-2136	P	DD	9	.07	
879	10 28	02:07PM	OVERLAND PARK, KS	913 343-2138	P	DD	6	.05	
880	10 28	11:52AM	LEAVENWORTH, KS	913 888-2870	P	DD	1.2	.09	
881	10 28	03:09PM	LEAVENWORTH, KS	913 888-2870	P	DD	1.3	.10	
882	10 23	11:48AM	ELLSWORTH, NY	914 467-4043	P	DD	1	.01	
883	10 28	03:52PM	ABELINE, TX	915 696-1260	P	DD	1.3	.10	
884	10 28	01:54PM	ABELINE, TX	915 696-1260	P	DD	3	.02	
885	10 28	03:57PM	ABELINE, TX	915 696-1554	P	DD	1.8	.14	
886	10 28	04:02PM	ABELINE, TX	915 696-5566	P	DD	1.1	.08	
887	10 07	11:31AM	EL PASO, TX	915 744-6779	P	DD	9	.07	
888	10 21	12:27PM	OSHKOSH, WI	920 294-5150	P	DD	2.4	.18	
889	10 21	12:58PM	OSHKOSH, WI	920 294-5150	P	DD	2.2	.16	
890	10 21	12:50PM	OSHKOSH, WI	920 294-5151	P	DD	2.1	.16	
891	10 29	01:47PM	GREEN BAY, WI	920 468-0260	P	DD	1	.01	
892	10 28	12:42PM	GREEN BAY, WI	920 468-0160	P	DD	6.2	.47	
893	10 30	01:42PM	GREEN BAY, WI	920 468-0160	P	DD	1.6	.12	

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
143-2953	884	10 13	01:17PM	HOWARDSGRV, WI	920 965-3381	P	DD	1.3	.10
	885	10 21	12:38PM	APPLETON, WI	920 909-2737	P	DD	.2	.02
	886	10 21	12:40PM	APPLETON, WI	920 909-2737	P	DD	.3	.02
	887	10 27	04:00PM	WALNUT CRK, CA	925 974-1020	P	DD	.9	.07
	888	10 30	02:34PM	WALNUT CRK, CA	925 974-1020	P	DD	2.2	.17
	889	10 16	08:55AM	DAYTON, OH	937 257-4946	P	DD	1.3	.10
	900	10 29	09:16AM	WICHITA, KS, TX	840 676-5680	P	DD	.7	.05
	901	10 05	12:48PM	NAPILES, FL	941 643-9208	P	DD	1.1	.08
	902	10 07	02:37PM	GRAND JCT, CO	970 241-6465	P	DD	2.5	.19
	903	10 23	11:01AM	GRAND JCT, CO	970 241-6465	P	DD	.5	.04
	904	10 23	11:37AM	GRAND JCT, CO	970 241-6465	P	DD	1.9	.14
	905	13 05	09:24AM	GRIFFIN, CO	970 241-6465	P	DD	2.1	.16
	906	10 01	11:28AM	KREMMLING, CO	970 224-9004	P	DD	1.4	.11
	907	10 20	03:18PM	ADDISON, TX	972 385-0192	P	DD	2.1	.16
	908	10 20	12:09PM	CALDWELL, NJ	973 575-4004	P	DD	7.6	.57
	909	10 21	09:25AM	CALDWELL, NJ	973 575-4004	P	DD	12.0	.90
	910	10 29	01:11PM	CALDWELL, NJ	973 575-4004	P	DD	1.0	.08
	911	10 20	12:07PM	CALDWELL, NJ	973 575-4002	P	DD	.2	.02
	912	10 06	09:33AM	MT VIEW, NJ	973 628-8000	P	DD	.8	.06
Subtotal									45.88
143-5005	913	10 05	09:43AM	WASHINGTON, DC	202 224-2321	P	DD	8.5	.64
	914	10 01	08:40AM	WASHINGTON, DC	202 333-0155	P	DD	4.8	.36
	915	10 14	12:10PM	FRESNO, CA	209 454-5129	P	DD	5.0	.38
	916	10 08	01:07PM	MATTOON, IL	217 234-7488	P	DD	6.0	.45
	917	10 06	02:24PM	MICHIGAN, IN	319 876-8868	P	DD	2.1	.16
	918	10 05	12:10PM	CEDAR RAPIDS, IA	319 365-1196	P	DD	.1	.01
	919	10 09	09:41AM	ATLANTA, GA	404 296-0066	P	DD	.4	.03
	920	10 07	11:01AM	BILLINGS, MT	406 652-0933	P	DD	.2	.02
	921	10 21	01:49PM	COLUMBIA, MD	410 290-6588	P	DD	.6	.05
	922	10 23	01:41PM	RACINE, MN	607 576-2924	P	DD	.4	.03
	923	10 02	08:00AM	CINCINNATI, OH	513 627-0450	P	DD	.1	.01
	924	10 06	09:06AM	CLARE, MI	517 386-7593	P	DD	2.0	.15
	925	10 15	01:04PM	LENNOX, SD	605 647-2040	P	DD	.1	.01
	926	10 13	03:18PM	MINNEAPOLIS, MN	612 788-9777	P	DD	1.1	.08
	927	10 01	10:06AM	COLUMBUS, OH	614 228-6525	P	DD	12.0	.90
	928	10 23	03:29PM	MARION, IL	618 993-4107	P	DD	1.2	.09
	929	10 05	04:00PM	ST PAUL, MN	651 646-9423	P	DD	1.0	.08
	930	10 06	08:30AM	ST PAUL, MN	651 646-9423	P	DD	2.0	.15
	931	10 23	01:06PM	ST PAUL, MN	651 656-0801	P	DD	1.4	.11
	932	10 02	10:15AM	ARLINGTON, VA	703 696-7104	P	DD	.7	.05
	933	10 15	12:13PM	BREA, CA	714 256-4800	P	DD	2.5	.19
	934	10 01	04:41PM	HUNTINGTON, WV	714 846-1415	P	DD	2.1	.16
	935	10 23	11:06AM	ALBANY, NY	716 897-4309	P	DD	.6	.05
	936	10 06	11:13AM	COLORADO, CO	719 556-9382	P	DD	.7	.05
	937	10 12	12:39PM	COLORADO, CO	719 598-4493	P	DD	14.9	1.12
	938	10 01	09:07AM	MILLERSPT, OH	740 467-2676	P	DD	1.6	.12
	939	10 05	09:12AM	ESCONDIDO, CA	760 747-7761	P	DD	.9	.07
	940	10 07	10:17AM	CHICAGO, IL	773 254-0600	P	DD	2.3	.17
	941	10 06	10:29AM	CHICAGO, IL	773 907-5840	P	DD	1.8	.14
	942	10 12	10:00AM	TYRONE, PA	814 684-0133	P	DD	.5	.04
	943	10 07	03:31PM	KANSASCTY, MO	816 926-7287	P	DD	4.0	.30
	944	10 05	10:51AM	BENSENVI, IL	847 860-8010	P	DD	1.5	.11
	945	10 06	08:25AM	BENSENVI, IL	847 860-8065	P	DD	.4	.03
	946	10 06	11:08AM	BENSENVI, IL	847 860-8065	P	DD	5.0	.38
	947	10 21	12:31PM	OSHKOSH, WI	920 255-9151	P	DD	6.9	.52
	948	10 16	09:11AM	DAYTON, OH	937 257-4946	P	DD	1.0	.08
	949	10 16	09:12AM	DAYTON, OH	937 257-4946	P	DD	5.1	.38
Subtotal									7.63
TOTAL CALLS									1,725.3
Outbound Long Distance Total (Before Applicable RSVP Discount)									131.00

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Long Distance Service

---- Long Distance Service Detail (Continued) ----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
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Period Codes:

D = Day, E = Evening, N = Night, Weekend, P = Peak, O = Off Peak

Call Type Codes:

DD = Direct Dial

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---- International Service Detail ----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-0195	1	10-20	12:44PM	PANAMA, PA	5072727601	D	IDD	1.0	.80
	2	10-23	10:06AM	PANAMA, PA	6072834433	D	IDD	13.0	10.40
	3	10-05	04:00PM	JAPAN, JP	81425537786	S	IDD	3.1	1.21
	4	10-21	08:29AM	JAPAN, JP	81425537786	E	IDD	.8	.31
	5	10-06	08:55AM	KOREA, KS	82279134903	E	IDD	1.7	1.05
	6	10-02	12:22PM	JAPAN, JP	813117552503	E	IDD	1.5	.59
	7	10-02	02:38PM	JAPAN, JP	813117552503	S	IDD	1.1	.43
	8	10-08	09:46AM	JAPAN, JP	813117552503	S	IDD	1.5	.59
	9	10-15	02:33PM	JAPAN, JP	813117552503	S	IDD	1.3	.51
	10	10-06	10:12AM	JAPAN, JP	816117444795	E	IDD	2.1	.82
	11	10-12	01:17PM	JAPAN, JP	816117444795	S	IDD	.8	.31
	12	10-21	03:22PM	JAPAN, JP	816117444795	S	IDD	2.4	.94
	13	10-26	04:43PM	JAPAN, JP	816117444795	S	IDD	.9	.35
	14	10-28	09:07AM	JAPAN, JP	816117444795	E	IDD	1.6	.62
	15	10-28	09:54AM	JAPAN, JP	816117444795	E	IDD	.9	.35
	16	10-28	12:53PM	JAPAN, JP	816117444795	E	IDD	1.8	.70
	17	10-28	01:35PM	JAPAN, JP	816117444795	S	IDD	1.3	.51
	18	10-29	02:49PM	JAPAN, JP	816117444795	S	IDD	.6	.23
	19	10-21	10:44AM	JAPAN, JP	816117347229	E	IDD	.8	.72
	20	10-19	10:12AM	TURKEY, TU	902324695786	S	IDD		21.75
Subtotal							IDD	4.1	3.28
343-2953	21	10-23	09:22AM	PANAMA, PA	5072834419	D	IDD		3.28
Subtotal							IDD	26.5	16.43
343-5905	22	10-19	07:55PM	KOREA, KS	826544704384	S	IDD		16.43
Subtotal								69.6	41.46
TOTAL CALLS									22
International Long Distance Total									\$41.46

Period Codes

S = Standard, D = Discount, E = Economy

Call Type Codes

IDD = International Direct Dial

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---- Toll Free Service Detail ----

LINE	NO.	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558	1	09-01	11:31AM	NEW HAVEN, CT	203 782-0927	P	TR	1.8	.15
	2	09-01	03:54PM	SEATTLE, WA	206 733-1419	P	TR	.4	.03
	3	10-27	08:19AM	FRESNO, CA	209 454-0277	P	TR	6.3	.54
	4	10-28	12:03PM	SANANTONIO, TX	210 308-0888	P	TR	.1	.01
	5	10-22	08:03AM	SANANTONIO, TX	210 934-1891	P	TR	.7	.06
	6	10-22	08:29AM	SANANTONIO, TX	210 924-1891	P	TR	1.4	.12
	7	10-27	01:26PM	PERHAM, MN	218 346-3014	P	TR	1.3	.11
	8	09-01	8	HEATON, NE	252 466-0111	P	TR	1.9	.09
	9	10-06	05:50PM	TACOMA, WA	253 984-1237	P	TR	2.3	.20
	10	10-20	12:58PM	TACOMA, WA	253 984-1237	P	TR	5.4	.46
	11	10-21	10:29AM	DENVER, CO	303 100-7670	P	TR	3.5	.03
	12	10-14	09:21AM	DENVER, CO	303 573-5314	P	TR	.2	.02
	13	10-15	09:19AM	SYRACUSE, NY	315 476-7461	P	TR	1.8	.15
	14	10-26	01:07PM	BREMERTON, WA	360 476-6666	P	TR	2.1	.18
	15	10-27	02:28PM	BREMERTON, WA	360 476-6907	P	TR	6.1	.52
	16	09-01	11:16AM	ASHLAND, NE	402 944-9609	P	TR	18.2	1.55
	17	10-03	12:01PM	OKLA CITY, OK	405 672-8463	O	TR	.1	.01
	18	10-16	08:43AM	MIDWEST, CT, OK	405 713-5343	P	TR	2.6	.22
	19	10-02	11:48AM	BALTIMORE, MD	410 246-1760	P	TR	5.3	.45
	20	10-23	01:12PM	BALTIMORE, MD	410 746-1760	P	TR	8.1	.69
	21	10-29	11:52AM	SAN FRAN, CA	415 346-3013	P	TR	3.9	.33
	22	10-02	01:54PM	SPOKANE, WA	509 624-6300	P	TR	3	.03
	23	10-21	04:07PM	ALAMITOS, CA	562 754-0126	P	TR	.1	.01
	24	10-27	01:34PM	ALAMITOS, CA	562 794-0129	P	TR	.2	.02
	25	10-07	02:16PM	GLINDALE, AZ	602 936-5531	P	TR	1	.01
	26	10-07	01:48PM	SCOTTSDALE, AZ	602 945-1394	P	TR	.3	.03
	27	10-07	01:49PM	SCOTTSDALE, AZ	602 945-1394	P	TR	.3	.03
	28	10-05	08:53AM	SCOTTSDALE, AZ	602 945-7424	P	TR	.7	.06
	29	09-01	06:53AM	MANCHESTER, NH	603 624-4366	O	TR	.1	.01
	30	09-01	08:24AM	MANCHESTER, NH	603 624-4366	P	TR	.6	.05
	31	09-01	11:15AM	MANCHESTER, NH	603 624-4366	P	TR	.9	.08
	32	09-01	11:32AM	MANCHESTER, NH	603 624-4366	P	TR	1.9	.16
	33	10-07	08:42AM	RAPID CITY, SD	605 341-1854	P	TR	.3	.03
	34	10-08	08:13AM	RAPID CITY, SD	605 341-1854	P	TR	1	.01
	35	10-13	01:14PM	RAPID CITY, SD	605 341-1854	P	TR	.2	.02
	36	10-13	01:20PM	RAPID CITY, SD	605 341-1854	P	TR	.2	.02
	37	10-01	09:08AM	RAPID CITY, SD	605 341-2147	P	TR	.2	.02
	38	10-02	01:27PM	RAPID CITY, SD	605 341-2147	P	TR	2.5	.21
	39	10-08	08:12AM	RAPID CITY, SD	605 341-2953	P	TR	.7	.06
	40	10-01	09:28AM	HOTSPRINGS, SD	605 745-6800	P	TR	1.1	.09
	41	10-05	10:06AM	HOTSPRINGS, SD	605 745-6800	P	TR	1	.15
	42	10-09	08:00PM	RAPID CITY, SD	605 787-4469	O	TR	.5	.04
	43	09-01	11:23AM	RAPID CITY, SD	605 921-3366	P	TR	2.7	.23
	44	10-04	03:25PM	LA CROSSE, WI	608 776-4214	O	TR	74.9	6.37
	45	10-08	01:31PM	LA CROSSE, WI	608 776-4214	P	TR	3.3	.28
	46	10-21	01:16PM	LA CROSSE, WI	608 776-4214	P	TR	8.4	.71
	47	10-26	01:22PM	LA CROSSE, WI	608 776-4214	P	TR	12.8	1.09
	48	10-28	11:02AM	LA CROSSE, WI	608 776-4214	P	TR	10.8	.92
	49	10-01	08:17AM	LA CROSSE, WI	608 783-3662	P	TR	.9	.08
	50	10-11	08:04PM	WEST SALEM, WI	608 786-2457	O	TR	.3	.03
	51	10-17	07:44PM	WEST SALEM, WI	608 786-2457	O	TR	79.3	6.74
	52	10-21	08:16PM	WEST SALEM, WI	608 786-2457	O	TR	23.8	2.02
	53	10-05	02:58PM	LA CROSSE, WI	608 787-5874	P	TR	24.9	2.19
	54	10-06	10:41AM	LA CROSSE, WI	608 787-5874	P	TR	5.3	.45
	55	10-23	09:30AM	LA CROSSE, WI	608 787-5874	P	TR	30.0	2.55
	56	10-29	03:41PM	LA CROSSE, WI	608 787-5874	P	TR	12.7	.65
	57	10-26	01:58PM	LA CROSSE, WI	608 791-7735	P	TR	20.5	1.74
	58	10-09	05:26PM	MINDORO, WI	608 857-3368	O	TR	20.2	1.72
	59	09-01	08:18AM	FORT DIX, NJ	609 726-2000	P	TR	.6	.05
	60	10-13	12:03PM	PAOLI, PA	610 408-8529	P	TR	.2	.02
	61	10-20	10:02AM	MINNEAPOLIS, MN	612 334-5122	P	TR	.5	.04
	62	10-05	01:02PM	MINNEAPOLIS, MN	612 336-1226	P	TR	3.9	.33
	63	10-05	01:27PM	MINNEAPOLIS, MN	612 336-1226	P	TR	5.0	.43
	64	10-09	02:40PM	MINNEAPOLIS, MN	612 336-1226	P	TR	.3	.03
	65	10-22	03:30PM	MINNEAPOLIS, MN	612 336-1226	P	TR	2.7	.23
	66	10-21	09:12AM	BOSTON, MA	617 378-4073	P	TR	.4	.03
	67	10-09	09:52AM	ELLIENVILLE, IL	618 277-8993	P	TR	.4	.03
	68	10-22	09:03AM	ELLIENVILLE, IL	618 277-8993	P	TR	3.7	.31

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----- Toll Free Service Detail (Continued) -----

LINE	NO.	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558	69	10 23	08:35AM	BELLEVILLE, IL	618 277-8093	P	18	.7	.06
	70	10 02	09:52AM	MARION, IL	618 997-5311	P	18	1.8	.15
	71	10 02	11:01AM	MARION, IL	618 997-5311	P	18	1.9	.16
	72	10 20	12:48PM	MARION, IL	618 997-5311	P	18	4.0	.36
	73	10 20	01:59PM	MARION, IL	618 997-5311	P	18	2.1	.18
	74	10 23	01:12PM	MARION, IL	618 997-5311	P	18	2.2	.16
	75	10 26	01:52PM	MARION, IL	618 997-5311	P	18	1.6	.16
	76	10 26	02:33PM	MARION, IL	618 997-5311	P	18	2.1	.18
	77	10 30	01:44PM	KNOXBORO, MO	660 563-6150	P	18	3.6	.32
	78	09 01	12:18PM	EMERADO, ND	701 564-8366	P	18	3.8	.32
	79	10 20	07:17AM	EMERADO, ND	701 564-8366	O	18	.7	.06
	80	10 30	01:04PM	EMERADO, ND	701 564-8366	P	18	2.9	.25
	81	10 04	01:05AM	LAS VEGAS, NV	702 432-8588	O	18	.1	.01
	82	10 28	11:35AM	TRIANGLE, VA	703 784-2121	P	18	2.4	.20
	83	10 19	08:52AM	HOUSTON, TX	713 270-4198	P	18	.2	.02
	84	10 21	06:19PM	LOLA, WI	715 445-2341	O	18	.2	.02
	85	10 08	03:47PM	LA JANTA, CO	719 384-4419	P	18	.6	.05
	86	10 06	10:57AM	LA JANTA, CO	719 384-4419	P	18	.3	.03
	87	10 06	10:58AM	COLORADO SPRING, CO	719 554-7321	P	18	2.5	.21
	88	10 13	08:41AM	COLORADO SPRING, CO	719 554-7321	P	18	.8	.07
	89	10 19	07:30AM	COLORADO SPRING, CO	719 554-7321	O	18	.3	.03
	90	10 19	07:38AM	COLORADO SPRING, CO	719 554-7321	O	18	.3	.03
	91	10 19	12:45PM	COLORADO SPRING, CO	719 554-7321	P	18	3.4	.31
	92	10 20	08:13AM	COLORADO SPRING, CO	719 554-7321	P	18	5.2	.44
	93	10 21	08:07AM	COLORADO SPRING, CO	719 554-7321	P	18	.5	.04
	94	10 21	01:07PM	COLORADO SPRING, CO	719 554-7321	P	18	10.8	.92
	95	10 22	08:28AM	COLORADO SPRING, CO	719 554-7321	P	18	4.0	.34
	96	10 22	09:41AM	COLORADO SPRING, CO	719 554-7321	P	18	10.7	.91
	97	10 22	01:27PM	COLORADO SPRING, CO	719 554-7321	P	18	1.1	.09
	98	10 27	01:40PM	COLORADO SPRING, CO	719 554-7321	P	18	29.5	2.51
	99	10 28	11:23AM	COLORADO SPRING, CO	719 554-7321	P	18	2.9	.25
	100	10 28	01:26PM	COLORADO SPRING, CO	719 554-7321	P	18	8.4	.71
	101	10 28	01:36PM	COLORADO SPRING, CO	719 554-7321	P	18	1.4	.12
	102	10 30	10:16AM	COLORADO SPRING, CO	719 554-7321	P	18	4.2	.36
	103	10 02	01:19PM	COLORADO SPRING, CO	719 597-5053	O	18	27.2	2.31
	104	10 17	01:57AM	COLORADO SPRING, CO	719 597-5053	O	18	.9	.08
	105	10 17	02:57PM	COLORADO SPRING, CO	719 597-5053	O	18	3.4	.29
	106	10 26	06:26PM	COLORADO SPRING, CO	719 597-5053	O	18	23.3	1.98
	107	10 04	10:20AM	COLORADO SPRING, CO	719 598-4493	O	18	76.3	6.49
	108	10 02	06:20PM	COLORADO SPRING, CO	719 598-4493	O	18	38.7	3.29
	109	10 10	01:23PM	BI NERKILL, IL	765 689-7211	P	18	.8	.07
	110	10 16	01:28PM	CHICAGO, IL	773 443-0676	P	18	.1	.01
	111	10 13	09:41AM	CHARLOTTESVILLE, VA	804 296-2053	P	18	.1	.01
	112	10 13	08:18AM	CHARLOTTESVILLE, VA	804 296-3150	P	18	.2	.02
	113	10 05	07:25AM	PETERSBURG, VA	804 732-6178	P	18	.3	.03
	114	10 05	10:36AM	PETERSBURG, VA	804 732-6178	P	18	1.1	.09
	115	10 01	12:59PM	HONOLULU, HI	808 449-0999	P	18	4.0	.36
	116	10 13	01:10PM	HONOLULU, HI	808 449-0999	P	18	.9	.08
	117	10 29	11:49AM	HONOLULU, HI	808 449-0999	P	18	5.9	.50
	118	10 30	01:24PM	HONOLULU, HI	808 474-0000	P	18	2.2	.19
	119	10 15	08:51AM	NICHOLLSVILLE, TX	817 427-5040	P	18	.6	.05
	120	10 07	12:02PM	WILMINGTON, NC	910 343-0994	P	18	.5	.04
	121	10 15	01:46PM	FAYETTEVILLE, NC	910 423-2142	P	18	2.0	.17
	122	10 27	11:16AM	JACKSONVILLE, NC	910 617-7120	P	18	.6	.05
	123	10 30	10:10AM	LEAVENWORTH, KS	913 651-2126	P	18	1.9	.16
	124	10 19	08:19AM	PLANO, TX	972 612-0415	P	18	.5	.04
Subtotal									63.04
TOTAL CALLS	124							740.7	63.04
Monthly Toll Free Service Charge									Waived

Toll Free Long Distance Total (Before Applicable RSVP Discount)

663.04

Period Codes

D = Day, E = Evening, N = Night Weekend, P = Peak, O = Off Peak

Call Type Codes

18 = Toll Free P8 = Toll Free from Payphone

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Long Distance Service

----- McLeodUSA Access Service Detail -----

USER	NO.	DATE	TIME	ORIG. NO.	LOCATION CALLED	CALLER NO.	PRD.	TYPE	MIN	AMOUNT
DON JIRACEK	1	10 30	04:13PM	605 787-0685	OKLA CITY, OK	403 271-1500	P	AC	1.8	.38
	2	10 30	05:04PM	605 787-0685	OKLA CITY, OK	403 271-1500	O	AC	1.5	.32
	3	10 27	12:11PM	605 787-0685	DIR ASST, OK	405 555-1212	P	AC	1.0	.85
	4	10 28	11:08AM	605 787-0685	DIR ASST, OK	405 555-1212	P	AC	1.0	.85
	5	10 28	11:10AM	605 787-0685	MIDWEST CY, OK	405 732-7121	P	AC	1.4	.29
	6	10 24	02:43PM	605 787-0685	MIDWEST CY, OK	405 732-7121	O	AC	.1	.02
	7	10 28	11:05AM	217 233-2241	MIDWEST CY, OK	405 732-7121	P	AC	.3	.06
	8	10 29	04:19PM	605 787-0685	MIDWEST CY, OK	405 732-7121	P	AC	7.4	1.55
	9	10 27	10:27PM	605 787-0685	LACROSSE, WI	608 787-9874	O	AC	2.5	.53
	10	10 13	02:36PM	605 787-0685	JAMAICA PL, MA	617 524-4034	P	AC	.4	.08
	11	10 13	01:26PM	605 787-0685	JAMAICA PL, MA	617 524-4034	P	AC	.2	.04
	12	10 24	02:45PM	605 787-0685	JAMAICA PL, MA	617 524-4034	P	AC	.4	.08
	13	10 24	03:53PM	605 787-0685	JAMAICA PL, MA	617 524-4034	P	AC	.2	.04
	14	10 25	08:54AM	605 787-0685	JAMAICA PL, MA	617 524-4034	O	AC	13.4	2.81
	15	10 31	10:27AM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	26.0	5.46
	16	10 13	04:40PM	605 787-0685	COLORADO SPRING, CO	719 597-5053	O	AC	4.1	.51
	17	10 18	08:50AM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	29.1	5.06
	18	10 25	08:29AM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	46.2	7.48
	19	10 14	07:40PM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	1.2	.25
	20	10 15	01:34PM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	6.1	1.28
	21	10 27	12:14PM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	16.2	2.98
	22	10 15	01:37PM	605 787-0685	COLORADO SPRING, CO	719 597-5053	P	AC	9.5	2.00
	23	10 24	02:51PM	605 787-0685	COLORADO SPRING, CO	719 598-4493	O	AC	3.8	.80
	24	10 24	02:46PM	605 787-0685	COLORADO SPRING, CO	719 598-4493	O	AC	.8	.17
	25	10 30	06:35PM	605 787-0685	COLORADO SPRING, CO	719 630-2243	P	AC	.5	.11
	26	10 15	01:30PM	605 787-0685	COLORADO SPRING, CO	719 630-2243	P	AC	.5	.47
Subtotal									220.6	47.60
TOTAL CALLS	26									

McLeodUSA Access Service Total (Before Applicable RSVP Discount)

\$47.60

Period Codes

D = Day, E = Evening, N = Night Weekend, P = Peak, O = Off Peak

Call Type Codes

AC = Access Card, PC = Access Card from payphone

This Month's Long Distance Summary

Outbound Long Distance Total	6131.00
International Total	\$41.46
Toll Free Long Distance Total	\$63.04
McLeodUSA Access Service Total	\$47.60
Total Long Distance	\$283.10

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Additional Services

---- Additional Services Detail ----

TYPE	BILLED NUMBER	DATE	TIME	ORIG NUMBER	LOCATION CALLED CHARGE DISC	CALLED NUMBER	PERIOD	MIN	AMOUNT
DIRECTORY ASSISTANCE									
Interstate									
	605-341-1654	10-22	11:58 AM	605-341-1654	DIR ASST.WI	920-555-1212	F	1.0	.85
	605-341-2953	10-22	11:53 AM	605-341-2953	DIR ASST.MN	612-555-1212	F	1.0	.85
	605-341-2953	10-21	03:59 PM	605-341-2953	DIR ASST.OR	803-555-1212	F	1.0	.85
Subtotal									2.55

ITEM DESCRIPTION	AMOUNT
Primary Interexchange Carrier Charge	16.50
6 Lines @ \$2.75 each	16.50
Subtotal	
Universal Service Fund	11.04
Long Distance Charges of 283.10 @ .039	11.04
Subtotal	
Additional Services Total	\$30.09

Period Codes: F - Flat Rated

Other Charges

---- Other Charges Summary ----

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers	Waived	
Longest Call Duration	Waived	
Other Charges Total		\$.00

Taxes

---- Taxes Summary ----

ITEM DESCRIPTION	AMOUNT
Federal Tax	16.45
State Tax SD	8.87
Local Tax SD	4.43
Taxes Total	\$29.75

Credits

---- Credits Summary ----

ITEM DESCRIPTION	AMOUNT
Credits Total	\$.00

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Executive Summary

Call Distribution Summary By McLeodUSA Number Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1690	2	.8	.40	.06	.04
605-341-1654	172	410.1	2.38	31.08	23.77
605-341-6477	187	215.8	1.15	16.42	12.51
605-342-9195	250	395.7	1.58	29.93	22.94
605-343-2953	301	402.0	2.00	45.88	34.89
605-343-5005	37	100.9	2.73	7.63	5.85
TOTAL OUTBOUND	949	1,725.3	1.82	131.00	100.00

Call Distribution Summary By McLeodUSA Toll Free Number Percentages Based on Total Number of Minutes

Percentage of Total TOLL FREE Number of Minutes					
TOLL FREE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
800-456-0558	124	740.7	5.97	63.04	100.00
TOTAL TOLL FREE	124	740.7	5.97	63.04	100.00

Call Distribution Summary By Call Type Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE						
INTERSTATE	908	1,650.6	1.82	125.35	95.67	59.89
INTRALATA	41	74.7	1.82	5.65	4.33	2.71
LONG DISTANCE TOTAL		949	1,725.3	1.82	131.00	62.60
INBOUND TOLL FREE SERVICE						
INTERSTATE	113	730.4	6.46	62.16	98.61	26.50
INTRASTATE	11	10.3	.94	.88	1.39	.37
TOLL FREE TOTAL		124	740.7	5.97	63.04	26.87
ACCESS SERVICE						
INTERSTATE	26	220.6	8.48	47.60	100.00	8.00
ACCESS SERVICE TOTAL		26	220.6	8.48	47.60	8.00
INTERNATIONAL SERVICE						
INTERNATIONAL	22	69.6	3.16	41.46	100.00	2.53
INTERNATIONAL TOTAL		22	69.6	3.16	41.46	2.53
TOTAL		1,121	2,756.2	2.46	283.10	100.00

Access Service Summary

ACCESS USER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	NET CHARGES	FED. TAX	OTHER TAX	% GROSS CHARGES	% TOTAL MINUTES
DON JHRACEK2	26	220.6	8.5	47.60	47.60	1.44	.00	100.00	100.00
TOTAL		26	220.6	8.5	47.60	1.44	.00	100.00	100.00

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Top 50 Most Frequently Called Numbers ----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All McLeodUSA Lines

RANK	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF TOP 50	% OF ALL
1	SANBARBARA, CA	805-882-2566	136	148.9	1.09	11.33	18.16	8.63
2	COLORADO SPRG, CO	719-598-4493	2	36.9	18.45	2.77	4.49	2.14
3	BROOMFIELD, CO	303-252-1903	1	36.4	36.40	2.73	4.44	2.11
4	SANBARBARA, CA	805-882-2578	15	51.1	2.07	3.35	3.40	1.80
5	COLORADO SPRG, CO	719-598-4321	25	28.5	1.14	2.16	3.48	1.65
6	CALDWELL, NJ	973-574-6094	4	26.7	4.68	2.01	3.26	1.55
7	OMAHA, NE	402-593-0865	7	24.5	3.79	2.00	3.23	1.54
8	MINNEAPOLIS, MN	612-347-6744	9	25.5	2.83	1.93	3.11	1.48
9	COLORADO SPRG, CO	719-471-8038	1	20.9	20.90	1.57	2.55	1.21
10	LA CROSSE, WI	608-783-3962	2	18.5	9.25	1.39	2.56	1.07
11	KANSAS CITY, MO	816-626-7287	3	16.8	5.60	1.26	2.05	.97
12	COLORADO SPRG, CO	719-392-3721	2	16.7	8.35	1.25	2.04	.97
13	COLUMBUS, OH	614-228-6725	3	15.2	5.07	1.14	1.86	.88
14	NORCROSS, GA	770-447-5300	4	13.8	3.45	1.04	1.68	.80
15	BENSENVILLE, IL	847-350-8288	6	13.6	2.27	1.02	1.66	.79
16	OMAHA, NE	402-593-0875	3	13.0	4.33	.97	1.59	.75
17	WEST SALEM, WI	608-786-2457	2	12.9	6.45	.97	1.57	.75
18	SEATTLE, WA	206-725-9100	5	12.3	2.44	.92	1.50	.71
19	COLUMBUS, OH	614-692-2529	1	11.8	11.80	.89	1.44	.68
20	ELMHURST, IL	630-833-6300	7	11.8	1.69	.88	1.44	.68
21	ALLIANCE, OH	330-879-3490	2	11.2	5.60	.84	1.37	.65
22	MARION, IL	618-997-5111	5	11.2	2.24	.84	1.37	.65
23	HAWTHORNE, CA	310-727-6300	3	11.0	3.67	.83	1.34	.64
24	PHILA, PA	215-697-6333	7	10.8	1.54	.83	1.32	.63
25	BREA, CA	714-256-8808	3	10.8	3.60	.82	1.32	.63
26	LEXINGTON, KY	606-293-4337	3	10.5	3.50	.79	1.28	.61
27	NORTH DADE, FL	305-624-8787	3	10.4	3.47	.79	1.27	.60
28	CLARK, MI	517-386-7393	4	10.4	2.60	.79	1.27	.60
29	MINNEAPOLIS, MN	612-553-1935	1	9.9	9.90	.79	1.27	.60
30	BERMINGTON, WA	360-476-1994	1	9.9	9.90	.79	1.27	.60
31	LINCOLN, NE	402-465-5231	7	9.9	1.41	.75	1.21	.57
32	YUMA, AZ	520-376-7424	1	9.5	9.50	.71	1.16	.55
33	FRISNO, CA	209-445-5129	6	9.5	1.58	.72	1.16	.55
34	MILWAUKEE, WI	414-358-6608	3	9.5	3.17	.72	1.16	.55
35	COLORADO SPRG, CO	719-556-4797	6	9.4	1.57	.71	1.15	.55
36	STURGIS, SD	605-347-0011	2	9.1	4.55	.68	1.11	.53
37	LA CROSSE, WI	608-783-7980	1	9.0	9.00	.68	1.10	.52
38	MINNEAPOLIS, MN	612-633-2214	2	9.0	4.50	.68	1.10	.52
39	EAGLE BUTTE, SD	605-964-6602	3	8.8	2.93	.67	1.07	.51
40	OMAHA, NE	402-593-8678	3	8.8	2.93	.67	1.07	.51
41	BENSENVILLE, IL	847-860-8076	2	8.8	4.40	.66	1.07	.51
42	RICH DILLS, TX	817-514-9890	5	8.4	1.72	.64	1.04	.49
43	WASHINGTON, DC	202-234-2321	1	8.5	8.50	.64	1.04	.49
44	MINNEAPOLIS, MN	612-557-1400	3	8.4	2.80	.63	1.03	.49
45	PIERRE, SD	605-773-1201	1	8.1	8.10	.61	.98	.46
46	PAWTUCKET, RI	401-724-3100	4	8.1	2.03	.62	.99	.47
47	MINNEAPOLIS, MN	612-634-0104	1	8.1	8.10	.61	.99	.47
48	CONNELLYSV, PA	724-28-3695	5	8.0	1.60	.61	.98	.46
49	OSHEON, WI	920-233-6515	2	8.0	4.00	.60	.98	.46
50	CHARLES CY, IA	515-228-2657	1	7.9	7.90	.59	.96	.46

Total 332 819.4 2.47 61.84 100.00 47.49
Total Outbound 949 1,725.3 1.82 131.00

G/GSA INC
Account Number: 1197987

Invoice Date: 11/17/98
Page Number: 25 OF 28

Longest Call Duration ----- Outbound Long Distance Service -----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	10-11	07:40PM	BROOMFIELD, CO	303-252-1903	605-341-1654	36.4	2.73	2.11
2	10-04	10:12AM	COLORADO SPRG, CO	719-598-4493	605-341-1654	22.0	1.45	1.28
3	10-11	07:07PM	COLORADO SPRG, CO	719-471-8038	605-341-1654	20.9	1.57	1.21
4	10-11	07:28PM	LA CROSSE, WI	608-783-3962	605-341-2953	17.9	1.34	1.04
5	10-04	10:15AM	COLORADO SPRG, CO	719-392-3721	605-341-1654	15.5	1.14	.99
6	10-12	12:39PM	COLORADO SPRG, CO	719-598-4493	605-341-5003	14.9	1.12	.86
7	10-07	11:45AM	OMAHA, NE	402-593-0865	605-342-9195	13.7	1.03	.79
8	10-21	09:25AM	CALDWELL, NJ	973-574-6094	605-343-2953	12.0	.90	.70
9	10-01	10:06AM	COLUMBUS, OH	614-228-6725	605-343-5003	12.0	.90	.70
10	10-13	11:28AM	COLUMBUS, OH	614-692-2529	605-343-2953	11.8	.89	.68
11	10-26	04:48AM	SANBARBARA, CA	805-882-2566	605-341-6477	11.5	.86	.67

Total 11 188.6 14.15 10.93
Total Outbound 949 1,725.3 131.00

G/GSA INC
Account Number: 1197987

Invoice Date: 11/17/98
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Longest Call Duration
---- International Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL	
1	10-19	07:55PM	KOREA, KS	654-470-4384	605-341-5095	26.5	16.43	38.08	
2	10-23	10:06AM	PANAMA, PA	507-283-4453	605-342-0195	13.0	10.40	18.68	
Total						2	39.5	26.83	56.75
Total International						22	69.6	41.46	

G/GSA INC
Account Number: 1197987

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Longest Call Duration
---- Inbound Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	CALLING LOCATION	CALLED FROM	CALLED NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL	
1	10-17	07:44PM	WEST SALEM, WI	608-786-2457	800-456-0558	79.3	6.74	10.71	
2	10-12	06:20PM	COLORADO SPR, CO	719-559-4463	800-456-0558	76.3	6.49	10.30	
3	10-04	03:23PM	LA CROSSE, WI	608-779-4214	800-456-0558	74.9	6.37	10.11	
4	10-02	01:23PM	BUNKERHILL, IN	765-680-5211	800-456-0558	38.7	3.29	5.23	
5	10-23	09:50AM	LA CROSSE, WI	608-785-5874	800-456-0558	30.0	2.55	4.05	
6	10-27	03:40PM	COLORADO SPR, CO	719-554-7121	800-456-0558	29.5	2.51	3.98	
7	10-02	05:15PM	COLORADO SPR, CO	719-557-5043	800-456-0558	27.2	2.31	3.67	
8	10-05	02:54PM	LA CROSSE, WI	608-785-5874	800-456-0558	26.9	2.19	3.43	
9	10-21	08:16PM	WEST SALEM, WI	608-786-2457	800-456-0558	23.8	2.02	3.21	
10	10-28	06:28PM	COLORADO SPR, CO	719-557-5043	800-456-0558	23.3	1.98	3.15	
11	10-26	01:54PM	LA CROSSE, WI	608-791-7715	800-456-0558	20.5	1.76	2.77	
12	10-09	03:26PM	MINDORO, WI	608-857-3368	800-456-0558	20.2	1.72	2.73	
13	9-01	11:18AM	ASHLAND, NE	402-944-9609	800-456-0558	18.2	1.55	2.46	
14	10-26	01:22PM	LA CROSSE, WI	608-779-4214	800-456-0558	12.8	1.09	1.73	
15	10-21	01:07PM	COLORADO SPR, CO	719-554-7121	800-456-0558	10.8	.92	1.46	
16	10-28	11:02AM	LA CROSSE, WI	608-779-4214	800-456-0558	10.8	.92	1.46	
17	10-22	09:45AM	COLORADO SPR, CO	719-554-7121	800-456-0558	10.7	.91	1.45	
Total						17	533.9	45.40	72.08
Total Inbound						124	740.7	63.04	

G/GSA INC
Account Number: 1197987

Invoice Date: 11/17/98
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Longest Call Duration

---- McLeodUSA Access Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	USER	LOCATION CALLED	CALLED NUMBER	ORIG. NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	10-14	07:49PM	DON JIRACEK2	COLORADOSPG, CO	719-471-8038	605-787-0085	46.2	9.70	20.94
2	10-18	08:50AM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-0085	35.6	7.48	16.14
3	10-31	10:27AM	DON JIRACEK2	JAMAICA PL, MA	617-524-4034	605-787-0085	26.0	5.46	11.79
4	10-25	08:29AM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-0085	26.1	5.06	10.93
5	10-13	04:46PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-0085	21.0	4.41	9.52
6	10-15	01:37PM	DON JIRACEK2	COLORADOSPG, CO	719-473-3767	605-787-0085	14.2	2.98	6.44
7	10-25	08:54AM	DON JIRACEK2	JAMAICA PL, MA	617-524-4034	605-787-0085	13.4	2.81	6.07
Total				7			180.5	37.90	81.82
Total McLeodUSA Access				26			220.6	47.60	



**McLeodUSA Management Report
and Account Statement**

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2153210
Invoice Date: 12/14/98
Invoice Period: 11/01-11/30
Page Number: 1 OF 28

McLeodUSA delivers high quality, single source solutions for your telecommunications needs.
We greatly appreciate your business and welcome your comments and suggestions.
Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,211.79
RSVP Discount Earned	.00
Payment Received.....Thank You	-618.11
Previous Balance Due	593.68
Current Month	
Local Charges	250.74
Long Distance Charges	283.88
Enhanced Business Services	.00
Additional Services	35.82
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	30.02
Total Current Charges	600.66
Total Due	1,194.14

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.



G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2153210
Invoice Date: 12/14/98

Amount Due: \$1194.14

Amount Enclosed _____
Payment Due Date 01/04/99

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 21532106 0001194141 0001194141 0104992

G/GSA INC
Account Number: 1197987

Invoice Date: 12/14/98
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Local Service

---- Local Service Detail ----

ITEM DESCRIPTION	RATE	AMOUNT
McLeodUSA Line: 341-1490		
Full Month Charges 12-01-98 - 12-31-98	31.95	31.95
Telephone Line Charge	3.00	3.00
Call Forward Busy	5.50	5.50
Call Forward Combination	15	15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		43.79
Subtotal		
McLeodUSA Line: 341-1654		
Full Month Charges 12-01-98 - 12-31-98	31.95	31.95
Telephone Line Charge	15	15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 341-6477		
Full Month Charges 12-01-98 - 12-31-98	31.95	31.95
Telephone Line Charge	15	15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 342-9195		
Full Month Charges 12-01-98 - 12-31-98	31.95	31.95
Telephone Line Charge	15	15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 343-2953		
Full Month Charges 12-01-98 - 12-31-98	31.95	31.95
Telephone Line Charge	15	15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		40.79
Subtotal		
McLeodUSA Line: 343-5005		
Full Month Charges 12-01-98 - 12-31-98	31.95	31.95
Telephone Line Charge	3.00	3.00
Call Forward Busy	15	15
TAC/PC Communication Impaired Surcharge	7.94	7.94
Federal Access Charge	.75	.75
Enhanced 911 Service		43.79
Subtotal		

Local Service Total - SD

* denotes charges not eligible for RSVF discount

\$250.74

G/GSA INC
Account Number: 1197987

Invoice Date: 12/14/98
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Long Distance Service

---- Long Distance Service Detail ----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1490	1	11-05	07:23PM	BAYONNE, NJ	201 856-1682	O	DD	24.9	1.87
	2	11-16	12:00PM	LINCOLN, SD	605 647-2040	P	DD		1.54
Subtotal									
341-1654	3	11-24	01:13PM	WASHINGTON, DC	202 336-7366	P	DD	.8	.06
	4	11-15	04:31PM	WASHINGTON, DC	202 336-6155	P	DD	.3	.02
	5	11-16	08:21AM	WASHINGTON, DC	202 336-6155	P	DD	.5	.04
	6	11-10	11:27AM	MT HOME, ID	208 828-1117	P	DD	2.8	.21
	7	11-30	01:11PM	SAN ANTONIO, TX	210 925-4707	P	DD	1.5	.11
	8	11-02	11:57AM	HATBORO, PA	215 441-0800	P	DD	1.5	.11
	9	11-03	11:48AM	HATBORO, PA	215 674-1000	P	DD	4.4	.33
	10	11-16	02:29PM	PHILA, PA	215 697-1283	P	DD	6.6	.05
	11	11-30	02:06PM	PHILA, PA	215 697-6329	P	DD	2.5	.19
	12	11-30	02:46PM	PHILA, PA	215 697-6333	P	DD	1.1	.01
	13	11-24	11:59AM	PHILA, PA	215 697-6350	P	DD	1.5	.04
	14	11-24	11:57AM	PHILA, PA	215 697-6351	P	DD	1.4	.03
	15	11-24	11:59AM	PHILA, PA	215 697-6351	P	DD	1.3	.02
	16	11-12	01:31PM	PHILA, PA	215 735-1052	P	DD	2.0	.08
	17	11-19	02:00PM	PHILA, PA	215 737-3192	P	DD	2.9	.22
	18	11-10	10:20AM	DECATUR, IL	217 428-4315	P	DD	2.2	.02
	19	11-23	11:48AM	STUMPER, WA	253 867-4038	P	DD	1.3	.08
	20	11-02	02:58PM	DENVER, CO	303 671-1626	P	DD	2.1	.16
	21	11-12	01:52PM	MIAMI, FL	305 592-9760	P	DD	1.3	.10
	22	11-03	10:32AM	FENTON, MO	314 343-7447	P	DD	1.0	.08
	23	11-02	10:44AM	ST LOUIS, MO	314 553-2000	P	DD	1.6	.12
	24	11-17	03:12PM	ST LOUIS, MO	314 771-1487	P	DD	7	.05
	25	11-20	01:01PM	LEESVILLE, LA	338 431-5236	P	DD	8.8	.44
	26	11-17	02:37PM	CEDAR RAPIDS, IA	319 363-3511	P	DD	7.7	.05
	27	11-30	12:35PM	BELLINGHAM, WA	360 734-1480	P	DD	3.3	.02
	28	11-03	10:41AM	PAWTUCKET, RI	401 722-0900	P	DD	3.3	.02
	29	11-03	11:08AM	PAWTUCKET, RI	401 722-0900	P	DD	3.3	.02
	30	11-02	11:17AM	WARWICK, RI	401 736-1766	P	DD	3.3	.02
	31	11-03	11:04AM	MIDWEST CY, OK	405 736-4204	P	DD	6	.05
	32	11-12	11:54AM	MIDWEST CY, OK	405 739-4204	P	DD	6	.05
	33	11-03	01:12PM	BILLINGS, MT	406 656-9471	P	DD	2.7	.20
	34	11-19	11:30AM	COLEMAN, SD	605 296-6588	P	DD	1.5	.11
	35	11-24	12:50PM	BALTIMORE, MD	410 483-3400	P	DD	1.8	.06
	36	11-16	02:11PM	GLENNHURST, MD	410 762-6483	P	DD	7	.05
	37	11-13	10:06AM	WOODRIDGE, MD	410 486-8383	P	DD	1.1	.08
	38	11-03	11:19AM	GLENSHAW, PA	412 486-8383	P	DD	1.1	.08
	39	11-24	09:52AM	PITTSBURGH, PA	412 688-6104	P	DD	4.2	.32
	40	11-24	10:14AM	PITTSBURGH, PA	412 688-6104	P	DD	1.4	.11
	41	11-03	10:58AM	ELONGMELLOW, MA	415 525-2700	P	DD	1.5	.11
	42	11-25	11:21AM	MILWAUKEE, WI	414 362-7500	P	DD	1.5	.11
	43	11-17	02:07PM	MILWAUKEE, WI	414 362-7500	P	DD	2	.02
	44	11-03	12:44PM	SAN FRAN, CA	415 894-2138	P	DD	1.5	.11
	45	11-04	11:47AM	LAMAR, MO	417 682-3122	P	DD	3.3	.02
	46	11-02	10:18AM	ELYRIA, OH	440 323-1591	P	DD	5.0	.38
	47	11-02	10:28AM	ELYRIA, OH	440 323-1591	P	DD	2.2	.02
	48	11-03	09:50AM	ELYRIA, OH	440 364-8446	P	DD	4.5	.36
	49	11-03	11:19AM	LOUISVILLE, KY	502 587-1291	P	DD	12.1	.91
	50	11-03	11:20AM	LOUISVILLE, KY	502 587-1292	P	DD	8.5	.65
	51	11-13	04:07PM	PORTLAND, OR	503 251-1100	P	DD	7	.05
	52	11-10	11:07AM	COVILLE, WA	509 844-6405	P	DD	2.4	.16
	53	11-18	09:21AM	SPOKANE, WA	509 927-2100	P	DD	7	.05
	54	11-03	01:49PM	UNION CITY, CA	510 441-6569	P	DD	1.1	.08
	55	11-02	09:54AM	CLARK, MI	517 346-7513	P	DD	2.4	.16
	56	11-02	12:09PM	POPLAR BLE, MO	573 785-7174	P	DD	4	.03
	57	11-03	04:04PM	JACKSON, MS	601 936-7569	P	DD	1.6	.12
	58	11-03	12:41PM	DEERVALLEY, AZ	602 756-3423	P	DD	1	.01
	59	11-30	09:16AM	MANCHESTER, NH	603 626-6502	P	DD	2.7	.20
	60	11-06	10:43AM	MANCHESTER, NH	603 626-6506	P	DD	1.7	.13
	61	11-06	10:47AM	MANCHESTER, NH	603 626-6506	P	DD	9	.07
	62	11-12	02:11PM	MANCHESTER, NH	603 626-6506	P	DD	7	.05
	63	11-13	09:30AM	MANCHESTER, NH	603 626-6506	P	DD	6.8	.05
	64	11-17	10:09AM	MANCHESTER, NH	603 626-6506	P	DD	9	.07
	65	11-23	09:26AM	MANCHESTER, NH	603 626-6506	P	DD	4	.03
	66	11-18	01:31PM	WHITEWOOD, SD	605 260-2482	P	DD	1.3	.08
	67	11-19	01:10PM	SHO N FLS, SD	605 336-8400	P	DD	2.3	.17
	68	11-23	01:42PM	ST LOUIS, SD	605 347-0110	P	DD		

0150.46405

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Long Distance Service

- - - Long Distance Service Detail (Continued) - - -

LINE	NO.	DATE	TIME	LOCATION CALLED	SU MBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	69	11 01	11:59PM	STURGIS, SD	605 347-4135	P	DD	.7	.95
	70	11 25	04:05PM	STURGIS, SD	605 347-4135	P	DD	.7	.28
	71	11 30	11:43AM	STURGIS, SD	605 347-5056	P	DD	3.6	27
	72	11 19	12:59PM	EAGLE BUTTE, SD	605 964-0662	P	DD	2.6	2.0
	73	11 30	11:49AM	EAGLE BUTTE, SD	605 964-0662	P	DD	1.7	1.3
	74	11 12	12:03PM	MADISON, WI	608 256-2330	P	DD	.5	.04
	75	11 01	08:30AM	LA CROSSE, WI	608 783-3962	O	DD	19.0	1.43
	76	11 02	10:00AM	BLACKWOOD, NJ	609 380-6900	P	DD	.8	.08
	77	11 10	10:33AM	MINNEAPOLIS, MN	612 347-6744	P	DD	13.6	1.01
	78	11 12	12:01PM	MINNEAPOLIS, MN	612 347-6744	P	DD	.9	.07
	79	11 17	10:06AM	MINNEAPOLIS, MN	612 347-6744	P	DD	.2	.27
	80	11 16	11:47AM	MAPLEVIEW, MN	612 420-6564	P	DD	.8	.06
	81	11 30	02:25PM	OSSEO, MN	612 424-7896	P	DD	6.7	.50
	82	11 10	10:51AM	STILLWATER, MN	612 409-1066	P	DD	.2	.04
	83	11 10	09:04AM	PROCTOR LAKE, MN	612 440-4455	P	DD	.5	.04
	84	11 10	09:32AM	ST PAUL, MN	612 452-8088	P	DD	5.6	.42
	85	11 06	12:22PM	MINNEAPOLIS, MN	612 531-2222	P	DD	7.2	.54
	86	11 02	11:07AM	MINNEAPOLIS, MN	612 539-3939	P	DD	.8	.06
	87	11 13	03:19PM	MINNEAPOLIS, MN	612 559-6657	P	DD	2.0	.15
	88	11 20	10:16AM	ST PAUL, MN	612 771-7532	P	DD	.2	.02
	89	11 23	12:40PM	MINNEAPOLIS, MN	612 880-2880	P	DD	5	.5
	90	11 02	12:16PM	MINNEAPOLIS, MN	612 888-1020	P	DD	2.0	.16
	91	11 02	11:13AM	MINNEAPOLIS, MN	612 931-7768	P	DD	1.6	.13
	92	11 17	09:54AM	MINNEAPOLIS, MN	612 931-7688	P	DD	2.3	.18
	93	11 18	11:12AM	MINNEAPOLIS, MN	612 934-5137	P	DD	2.4	.19
	94	11 04	04:14PM	COLUMBUS, OH	614 226-6375	P	DD	11.2	.86
	95	11 17	01:46PM	NASHVILLE, TN	615 902-0335	P	DD	1.2	.10
	96	11 04	10:05AM	KALAMAZOO, MI	616 345-1132	P	DD	6.5	.47
	97	11 04	01:13PM	MARION, IL	618 994-1017	P	DD	1.0	.08
	98	11 30	10:30PM	MARION, IL	618 997-5131	P	DD	1.5	.11
	99	11 05	03:30PM	CORONADO, CA	619 458-0974	P	DD	.8	.06
	100	11 06	10:34AM	CORONADO, CA	619 458-0974	P	DD	.8	.06
	101	11 25	01:45PM	AZUSA, N. CALIF., CA	626 969-3471	P	DD	1.1	.09
	102	11 30	04:49PM	NAPEVILLE, IL	630 317-7300	P	DD	.2	.02
	103	11 03	12:30PM	ELMHIRST, IL	630 833-0300	P	DD	.9	.07
	104	11 10	09:22AM	ELMHIRST, IL	630 833-0300	P	DD	1.3	.10
	105	11 17	11:31AM	ELMHIRST, IL	630 833-0300	P	DD	3.4	.26
	106	11 18	08:42AM	ELMHIRST, IL	630 833-0300	P	DD	2.9	.22
	107	11 03	08:24PM	ELMHIRST, IL	630 840-6600	P	DD	1.0	.08
	108	11 03	01:17PM	BISMARCK, ND	701 255-3702	P	DD	.7	.05
	109	11 12	09:18AM	EMERALD, ND	701 747-5281	P	DD	1.4	.11
	110	11 30	01:41PM	ARLINGTON, VA	703 696-0919	P	DD	.8	.06
	111	11 23	09:55AM	ALEXANDRIA, VA	703 875-6277	P	DD	1.3	.10
	112	11 25	03:04PM	FULLERTON, CA	714 871-2277	P	DD	.9	.07
	113	11 06	11:00PM	WALTON, MA	715 539-0111	P	DD	3.2	.24
	114	11 25	01:13PM	JAMISTOWN, NY	716 665-2000	P	DD	2.6	.20
	115	11 03	11:58AM	SLUBIC, PA	717 421-1544	P	DD	1.5	.11
	116	11 03	11:56AM	STROUBURG, PA	717 421-1300	P	DD	1.5	.11
	117	11 17	02:34PM	COLORADO SFG, CO	719 566-4838	P	DD	1.6	.12
	118	11 10	11:45AM	COLORADO SFG, CO	719 566-4297	P	DD	.2	.02
	119	11 10	11:37AM	COLORADO SFG, CO	719 566-4797	P	DD	.9	.07
	120	11 10	09:25AM	COLORADO SFG, CO	719 566-4838	P	DD	1.0	.08
	121	11 04	02:11PM	COLORADO SFG, CO	719 566-4297	P	DD	1.0	.08
	122	11 05	03:17PM	COLORADO SFG, CO	719 566-4297	P	DD	.7	.05
	123	11 05	03:48PM	COLORADO SFG, CO	719 566-4297	P	DD	.7	.05
	124	11 06	02:00PM	COLORADO SFG, CO	719 566-4297	P	DD	1.0	.08
	125	11 10	10:48AM	COLORADO SFG, CO	719 566-4297	P	DD	.3	.02
	126	11 12	02:10PM	COLORADO SFG, CO	719 566-4297	P	DD	.8	.06
	127	11 16	03:11PM	COLORADO SFG, CO	719 566-5886	P	DD	.4	.03
	128	11 03	03:10PM	COLORADO SFG, CO	719 566-5886	P	DD	.4	.03
	129	11 17	02:47PM	COLORADO SFG, CO	719 566-5886	P	DD	1.2	.09
	130	11 19	09:20AM	COLORADO SFG, CO	719 566-5886	P	DD	.6	.04
	131	11 16	03:11PM	COLORADO SFG, CO	719 566-7934	P	DD	.6	.04
	132	11 04	09:20AM	MILLERSPT, OH	740 467-2676	P	DD	1.1	.08
	133	11 04	10:38AM	PENDLETON, OR	720 878-3830	P	DD	6.2	.47
	134	11 18	01:48PM	MARIETTA, GA	770 428-1248	P	DD	3.7	.28
	135	11 02	09:49AM	NORCROSS, GA	770 447-5300	P	DD	.5	.04
	136	11 02	01:17PM	NORCROSS, GA	770 447-5300	P	DD	.5	.04
	137	11 02	03:12PM	NORCROSS, GA	770 440-4826	P	DD	.2	.02

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
141-1654	138	11/03	11:32AM	SMYRNA, GA	770 984-3000	P	DD	1.6	12
	139	11/24	09:45AM	CHICAGO, IL	773 744-6800	P	DD	1.9	14
	140	11/17	09:30AM	CHICAGO, IL	773 776-1300	P	DD	2.7	20
	141	11/16	12:43PM	CHICAGO, IL	773 927-0800	P	DD	2.6	20
	142	11/13	10:27AM	BT READING, MA	781 352-3500	P	DD	2.9	27
	143	11/05	12:15PM	WALTHAM, MA	781 891-9496	P	DD	2	02
	144	11/05	12:16PM	WALTHAM, MA	781 891-9496	P	DD	3	02
	145	11/04	10:21AM	FT NOTICEM, KS	785 337-7071	P	DD	2.1	16
	146	11/18	09:09AM	FORT LEE, VA	804 734-0000	P	DD	1.2	09
	147	11/02	01:58PM	HONOLULU, HI	808 440-6860	P	DD	1.7	13
	148	11/25	11:39AM	HONOLULU, HI	808 440-6860	P	DD	3	00
	149	11/03	08:58AM	ASHITON, UT	815 453-2462	P	DD	5.4	41
	150	11/23	10:57AM	KANSAS CITY, MO	816 221-8852	P	DD	2	02
	151	11/23	03:19PM	KANSAS CITY, MO	816 226-6123	P	DD	8	00
	152	11/17	12:25PM	CHARLESTON, SC	843 766-0390	P	DD	1.2	09
	153	11/02	11:16AM	DISPLAINES, IL	847 298-0716	P	DD	1	01
	154	11/02	11:01AM	WHEELING, IL	847 485-6100	P	DD	8	00
	155	11/02	11:02AM	WHEELING, IL	847 485-6100	P	DD	3.0	23
	156	11/02	10:58AM	WHEELING, IL	847 485-6100	P	DD	1.8	14
	157	11/18	12:09PM	WHEELING, IL	847 485-6100	P	DD	6	05
	158	11/02	01:25PM	MARIANNA, FL	850 526-3441	P	DD	2	02
	159	11/02	01:27PM	MARIANNA, FL	850 526-1025	P	DD	2.7	20
	160	11/02	11:05 AM	JACKSON, MS	601 773-7000	P	DD	1.8	07
	161	11/02	09:39AM	HARRISON, AR	870 743-2200	P	DD	1.4	11
	162	11/25	09:26AM	CLARKSON, ON	905 822-0313	P	DD	6	06
	163	11/18	11:00AM	EL PASO, TX	915 773-7400	P	DD	1.9	14
	164	11/10	11:01AM	EL PASO, TX	915 773-7400	P	DD	6	05
	165	11/10	03:13PM	EL PASO, TX	915 773-7400	P	DD	3.0	23
	166	11/12	02:02PM	MUSKOGEE, OK	918 687-5441	P	DD	4.2	47
	167	11/02	10:56AM	WALNUT CRK, CA	925 874-1020	P	DD	1.3	10
	168	11/12	10:40PM	FT COLLINS, CO	970 226-4805	P	DD	4	02
	169	11/13	09:03PM	FT COLLINS, CO	970 226-4805	P	DD	3	03
	170	11/17	06:18PM	FT COLLINS, CO	970 226-4805	P	DD	6	05
Subtotal									25.61
141-6477	171	11/30	02:48AM	PHILIA, PA	215 697-6333	P	DD	1.1	08
	172	11/04	11:43AM	MIAMI, FL	305 885-8677	P	DD	6	05
	173	11/04	12:32PM	MIAMI, FL	305 885-8677	P	DD	6	02
	174	11/03	03:11PM	LOS ANGELES, CA	323 768-6587	P	DD	8	06
	175	11/03	03:12PM	LOS ANGELES, CA	323 768-6587	P	DD	1.0	08
	176	11/11	01:41PM	MIL WAKEE, WI	414 774-1096	P	DD	1.0	08
	177	11/18	10:18PM	SOPRANO, WA	509 825-2666	P	DD	1.5	11
	178	11/20	02:15PM	HAMILTON, OH	513 860-5697	P	DD	1.0	08
	179	11/02	02:15PM	POPLAR BLF, MO	615 785-8020	P	DD	1.8	17
	180	11/03	04:08PM	JACKSON, MS	601 773-7000	P	DD	1	01
	181	11/03	04:01PM	JACKSON, MS	601 936-7669	P	DD	4	03
	182	11/03	04:06PM	JACKSON, MS	601 936-7669	P	DD	4	04
	183	11/03	04:06PM	JACKSON, MS	601 936-7669	P	DD	1	01
	184	11/02	11:18AM	MANCHESTER, NH	603 626-6577	P	DD	1.1	08
	185	11/06	11:40AM	MANCHESTER, NH	603 626-6577	P	DD	9	07
	186	11/10	09:19PM	MANCHESTER, NH	603 626-6577	P	DD	9	07
	187	11/10	11:40PM	MIDDLETON, VT	808 831-6330	P	DD	1.7	13
	188	11/10	02:06PM	MINNEAPOLIS, MN	612 627-9114	P	DD	1.1	08
	189	11/06	11:43AM	COLUMBIA, OH	614 662-1804	P	DD	6	05
	190	11/06	11:54AM	COLUMBIA, OH	614 662-1304	P	DD	5.7	43
	191	11/10	01:56PM	NASHVILLE, TN	615 906-9443	P	DD	1.0	08
	192	11/25	03:22PM	NAPLES, FL	813 931-8113	P	DD	0	00
	193	11/10	11:11PM	AGANA, GU	617 366-1013	P	DD	1.1	08
	194	11/02	11:56AM	FARGO, ND	701 271-3074	P	DD	1.2	09
	195	11/13	10:28AM	LAS VEGAS, NV	702 635-3867	P	DD	9	07
	196	11/02	10:43AM	COLORADO SP, CO	810 546-4538	P	DD	1.1	08
	197	11/16	01:42PM	CHICAGO, IL	773 176-0940	P	DD	2.1	18
	198	11/04	10:37AM	FT NOTICEM, KS	785 337-7071	P	DD	1.1	08
	199	11/06	02:00PM	RICHMOND, VA	804 276-1301	P	DD	9	07
	200	11/02	06:45AM	SAN BARRBARA, CA	805 882-7566	P	DD	2.0	16
	201	11/02	06:44AM	SAN BARRBARA, CA	805 882-7566	P	DD	1.3	10
	202	11/02	10:45AM	SAN BARRBARA, CA	805 882-7566	P	DD	9	07
	203	11/02	10:46AM	SAN BARRBARA, CA	805 882-7566	P	DD	7	07
	204	11/02	11:28AM	SAN BARRBARA, CA	805 882-7566	P	DD	1.4	11
	205	11/02	12:58PM	SAN BARRBARA, CA	805 882-7566	P	DD	7	05

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341-6477	206	11/02	01:26PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	207	11/02	03:10PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.05
	208	11/02	03:11PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	208	11/03	09:55AM	SANBARBARA, CA	805 882-2566	P	DD	1.8	.14
	210	11/03	09:07AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	211	11/03	10:03AM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	212	11/03	12:40PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	213	11/03	02:21PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	214	11/03	02:23PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	215	11/03	04:13PM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	216	11/03	04:20PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	217	11/04	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	218	11/04	10:58AM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	219	11/04	11:00AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	220	11/04	11:01AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	221	11/04	12:10PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	222	11/04	01:16PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	223	11/04	01:17PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	224	11/04	02:30PM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	225	11/04	02:51PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	226	11/05	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	227	11/05	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	1.1	.08
	228	11/05	06:56AM	SANBARBARA, CA	805 882-2566	O	DD	.9	.07
	229	11/05	07:00AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	230	11/05	02:24PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	231	11/05	02:25PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	232	11/05	02:26PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	233	11/05	03:06PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	234	11/05	03:08PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	235	11/05	03:10PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	236	11/05	03:11PM	SANBARBARA, CA	805 882-2566	P	DD	3.0	.23
	237	11/05	03:13PM	SANBARBARA, CA	805 882-2566	P	DD	1.9	.14
	238	11/06	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	239	11/06	10:13AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	240	11/06	11:41AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	241	11/06	12:54PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	242	11/06	02:04PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	243	11/06	02:06PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	244	11/10	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	245	11/10	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	2.0	.15
	246	11/10	10:01AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	247	11/10	10:03AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	248	11/10	11:13AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	249	11/10	01:39PM	SANBARBARA, CA	805 882-2566	P	DD	.1	.01
	250	11/10	01:44PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	251	11/10	02:30PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	252	11/10	02:32PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	253	11/11	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	1.8	.14
	254	11/12	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	255	11/12	06:50AM	SANBARBARA, CA	805 882-2566	P	DD	2.0	.15
	256	11/12	06:53AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	257	11/12	01:19PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	258	11/13	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	3.9	.29
	259	11/13	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	260	11/13	06:54AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	261	11/13	06:57AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	262	11/13	03:30PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	263	11/13	03:32PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	264	11/16	12:47PM	SANBARBARA, CA	805 882-2566	P	DD	4.7	.35
	265	11/16	01:27PM	SANBARBARA, CA	805 882-2566	P	DD	2.7	.20
	266	11/17	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	267	11/17	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	1.1	.08
	268	11/17	06:55AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	269	11/17	06:58AM	SANBARBARA, CA	805 882-2566	O	DD	1.3	.10
	270	11/17	07:53AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	271	11/17	03:11PM	SANBARBARA, CA	805 882-2566	P	DD	1.8	.14
	272	11/17	03:12PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	273	11/17	04:09PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	274	11/18	06:49AM	SANBARBARA, CA	805 882-2566	O	DD	1.1	.08

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	275	11/18	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	2.7	.20
	276	11/18	10:58AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	277	11/18	12:30PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	278	11/19	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	279	11/19	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	280	11/19	06:53AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	281	11/19	06:55AM	SANBARBARA, CA	805 882-2566	O	DD	2.2	.17
	282	11/19	03:10PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	283	11/20	09:50AM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	284	11/20	12:30PM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	285	11/20	03:10PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	286	11/20	03:17PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	287	11/23	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	2.4	.18
	288	11/23	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	289	11/23	10:06AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	290	11/23	10:07AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	291	11/23	10:09AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	292	11/23	02:10PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	293	11/23	02:13PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	294	11/23	02:14PM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	295	11/23	02:16PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	296	11/23	03:41PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	297	11/23	03:42PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	298	11/23	03:43PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	299	11/23	03:45PM	SANBARBARA, CA	805 882-2566	P	DD	3.5	.26
	300	11/24	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	2.2	.17
	301	11/24	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	302	11/24	06:54AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	303	11/24	06:56AM	SANBARBARA, CA	805 882-2566	P	DD	2.1	.16
	304	11/24	12:30PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	305	11/24	02:56PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	306	11/24	03:40PM	SANBARBARA, CA	805 882-2566	P	DD	2.3	.17
	307	11/25	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	308	11/25	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	2.3	.17
	309	11/25	06:55AM	SANBARBARA, CA	805 882-2566	O	DD	.9	.07
	310	11/25	06:57AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	311	11/25	10:04AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	312	11/25	10:09AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	313	11/25	12:51PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	314	11/25	03:13PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	315	11/25	03:14PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	316	11/26	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	.5	.04
	317	11/26	06:54AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	318	11/30	08:59AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	319	11/30	09:01AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	320	11/30	09:03AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	321	11/30	09:04AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	322	11/30	09:06AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	323	11/30	09:08AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	324	11/30	09:09AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	325	11/30	09:10AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	326	11/30	09:12AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	327	11/30	09:13AM	SANBARBARA, CA	805 882-2566	P	DD	9.0	.70
	328	11/30	09:23AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	329	11/30	09:25AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	330	11/30	09:26AM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	331	11/30	11:03AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	332	11/30	12:40PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	333	11/30	01:00PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	334	11/30	01:08PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	335	11/30	01:10PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	336	11/30	02:40PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	337	11/05	07:01AM	SANBARBARA, CA	805 882-2578	O	DD	.6	.05
	338	11/05	07:05AM	SANBARBARA, CA	805 882-2578	O	DD	.7	.05
	339	11/05	01:10PM	SANBARBARA, CA	805 882-2578	O	DD	2.0	.15
	340	11/05	01:20PM	SANBARBARA, CA	805 882-2578	O	DD	.4	.03
	341	11/13	06:55AM	SANBARBARA, CA	805 882-2578	O	DD	.5	.04
	342	11/13	07:02AM	SANBARBARA, CA	805 882-2578	O	DD	.8	.06
	343	11/13	07:05AM	SANBARBARA, CA	805 882-2578	O	DD	2.3	.17

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	344	11/17	06:51AM	SANBARBARA, CA	805 882-2578	O	DD	.8	.06
	345	11/19	06:59AM	SANBARBARA, CA	805 882-2578	O	DD	.9	.07
	346	11/19	02:47PM	SANBARBARA, CA	805 882-2578	P	DD	1.3	.10
	347	11/19	02:49PM	SANBARBARA, CA	805 882-2578	P	DD	.8	.06
	348	11/19	02:49PM	SANBARBARA, CA	805 882-2578	P	DD	1.2	.09
	349	11/19	02:51PM	SANBARBARA, CA	805 882-2578	O	DD	1.2	.09
	350	11/26	06:40AM	SANBARBARA, CA	805 882-2578	O	DD	1.5	.04
	351	11/17	02:01PM	NAPLES, FL	941 643-9206	P	DD	1.0	.08
	352	11/20	02:34PM	GRAND JCT, CO	970 241-5921	P	DD	.8	.06
	353	11/18	10:45AM	GRAND JCT, CO	970 241-5921	P	DD	1.2	.09
	354	11/18	10:45AM	GRAND JCT, CO	970 241-5921	P	DD	.7	.05
	355	11/18	11:45AM	GRAND JCT, CO	970 241-5921	P	DD	1.1	.08
	356	11/18	11:47AM	GRAND JCT, CO	970 241-5921	P	DD	1.1	.08
Subtotal									16.23
342-9195	357	11/10	10:38AM	CLOSTER, NJ	201 767-8029	P	DD	1.3	.10
	358	11/12	12:21PM	CLOSTER, NJ	201 767-8029	P	DD	1.1	.08
	359	11/12	12:00PM	WASHINGTON, DC	202 283-1515	P	DD	1.2	.09
	360	11/04	11:50AM	WASHINGTON, DC	202 730-4539	P	DD	1.0	.08
	361	11/05	01:54PM	LIMESTONE, ME	207 328-1604	P	DD	1.3	.10
	362	11/06	10:31AM	LIMESTONE, ME	207 328-1873	P	DD	.7	.05
	363	11/23	04:07PM	SONORA, CA	209 533-3175	P	DD	1.1	.08
	364	11/19	09:10AM	STOCKTON, CA	209 982-3273	P	DD	1.1	.08
	365	11/19	09:12AM	STOCKTON, CA	209 982-3273	P	DD	.5	.04
	366	11/19	09:14AM	STOCKTON, CA	209 982-3273	P	DD	2.7	.20
	367	11/02	12:29PM	UNIVERSALTY, TX	210 652-6309	P	DD	.8	.06
	368	11/02	01:12PM	UNIVERSALTY, TX	210 652-6309	P	DD	1.0	.08
	369	11/24	12:09PM	PHILA, PA	215 697-3161	P	DD	1.0	.08
	370	11/04	11:05AM	PHILA, PA	215 697-6133	P	DD	1.0	.08
	371	11/05	01:27PM	PHILA, PA	215 697-6133	P	DD	1.0	.08
	372	11/03	11:10AM	PHILA, PA	215 697-6133	P	DD	1.0	.08
	373	11/03	11:15AM	PHILA, PA	215 697-6133	P	DD	3.9	.29
	374	11/03	11:20AM	PHILA, PA	215 697-6133	P	DD	1.7	.13
	375	11/16	01:40PM	PHILA, PA	215 697-6133	P	DD	2.4	.19
	376	11/16	01:40PM	PHILA, PA	215 697-6133	P	DD	1.3	.10
	377	11/17	03:33PM	PHILA, PA	215 697-6133	P	DD	1.2	.09
	378	11/20	09:41AM	PHILA, PA	215 697-6133	P	DD	.7	.05
	379	11/23	04:09PM	PHILA, PA	215 697-6133	P	DD	1.5	.11
	380	11/24	11:51AM	PHILA, PA	215 697-6133	P	DD	1.5	.11
	381	11/19	02:04PM	PEPPERPIKE, OH	216 831-6765	P	DD	.8	.06
	382	11/02	03:37PM	PEPPERPIKE, OH	216 831-6765	P	DD	3.0	.23
	383	11/12	03:39PM	PEPPERPIKE, OH	216 831-6765	P	DD	.9	.07
	384	11/23	01:36PM	DECATER, IL	217 426-5302	P	DD	1.6	.12
	385	11/06	01:06PM	GREENVILLE, NC	252 931-5759	P	DD	1.1	.08
	386	11/18	01:17PM	SUMNER, WA	253 801-2523	P	DD	1.1	.08
	387	11/04	11:19AM	TACOMA, WA	253 801-2523	P	DD	.9	.07
	388	11/05	11:21AM	DENVERHIST, CO	303 287-4036	P	DD	1.1	.08
	389	11/05	11:22AM	DENVERHIST, CO	303 287-4036	P	DD	1.4	.10
	390	11/05	01:26PM	HOMESTEAD, FL	305 224-7055	P	DD	.4	.03
	391	11/18	01:07PM	HOMESTEAD, FL	305 224-7055	P	DD	1.0	.08
	392	11/18	01:15PM	HOMESTEAD, FL	305 224-7055	P	DD	4.5	.36
	393	11/04	12:36PM	MIAMI, FL	305 224-7055	P	DD	.7	.05
	394	11/05	04:26PM	WYOMING, IL	309 695-5779	P	DD	1.7	.13
	395	11/12	12:03PM	ROCKISLAND, IL	309 794-5172	P	DD	1.1	.08
	396	11/13	10:24AM	ST LOUIS, MO	314 775-5187	P	DD	2.8	.21
	397	11/13	10:27AM	ST LOUIS, MO	314 775-5187	P	DD	1.1	.08
	398	11/05	09:33AM	INDIANAPLIS, IN	317 510-4664	P	DD	1.1	.08
	399	11/24	11:53AM	SHREVEPORT, LA	338 426-2629	P	DD	1.1	.08
	400	11/05	01:33PM	LEESVILLE, LA	331 513-2199	P	DD	.8	.06
	401	11/20	09:38AM	CEPAD RPDS, IA	319 364-6452	P	DD	2.1	.16
	402	11/20	11:48AM	CEPAD RPDS, IA	319 364-6452	P	DD	2.1	.16
	403	11/25	11:48AM	KENT, OH	330 675-7467	P	DD	1.9	.14
	404	11/04	10:02AM	YOUNGSTOWN, OH	330 746-3288	P	DD	.8	.06
	405	11/02	12:22AM	WARWICK, RI	401 786-7704	P	DD	2.3	.17
	406	11/02	02:22PM	OMAHA, NE	402 232-3468	P	DD	1.8	.14
	407	11/03	12:35PM	OMAHA, NE	402 232-3468	P	DD	1.8	.14
	408	11/03	12:43PM	OMAHA, NE	402 232-3468	P	DD	1.9	.14
	409	11/03	01:03PM	OMAHA, NE	402 232-3468	P	DD	2.4	.18
	410	11/03	01:34PM	OMAHA, NE	402 232-3468	P	DD	2.9	.22
	411	11/03	03:39PM	OMAHA, NE	402 232-3468	P	DD	2.9	.22

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342-9195	412	11/04	01:40PM	OMAHA, NE	402 232-3468	P	DD	.9	.07
	413	11/05	04:07PM	OMAHA, NE	402 232-3468	P	DD	3.4	.27
	414	11/18	09:49AM	OMAHA, NE	402 592-0508	P	DD	.2	.02
	415	11/18	09:50AM	OMAHA, NE	402 592-0508	P	DD	2.0	.15
	416	11/01	11:07AM	MIDWEST CY, OK	405 716-7423	P	DD	1.0	.08
	417	11/12	11:58AM	MIDWEST CY, OK	405 716-7423	P	DD	1.0	.08
	418	11/11	12:18PM	ORLANDO, FL	407 855-6884	P	DD	4.0	.30
	419	11/18	11:45AM	ORLANDO, FL	407 855-6884	P	DD	1.4	.11
	420	11/11	12:55PM	ORLANDO, FL	407 856-0601	P	DD	3.0	.23
	421	11/20	04:09PM	COU MBR, IA	410 260-6506	P	DD	3.8	.29
	422	11/16	12:55PM	WOODLAWN, MD	410 966-1261	P	DD	2.0	.15
	423	11/02	12:07PM	WOODLAWN, MD	410 966-9310	P	DD	.8	.06
	424	11/17	10:54AM	ELONGMEDIOW, MA	413 525-6886	P	DD	4.2	.32
	425	11/09	12:40PM	MELWAI KEE, WI	414 571-3430	P	DD	.8	.06
	426	11/18	12:22PM	RADCLIFF, KY	602 352-0327	P	DD	.8	.06
	427	11/04	11:52AM	NATICK, MA	508 331-5286	P	DD	1.0	.08
	428	11/10	12:07PM	COLVILLE, WA	509 684-4500	P	DD	.6	.05
	429	11/20	12:18PM	COLVILLE, WA	509 684-4500	P	DD	7.5	.56
	430	11/04	11:20AM	FLO RBUFE, TX	512 961-2394	P	DD	1.1	.08
	431	11/24	11:54AM	FLO RBUFE, TX	512 961-2394	P	DD	1.0	.08
	432	11/11	01:10PM	HAMILTON, OH	513 860-5087	P	DD	1.3	.10
	433	11/04	11:07AM	COOLIDGE, AZ	520 723-0944	P	DD	2.5	.19
	434	11/17	04:01PM	GRASS VLY, CA	530 366-7236	P	DD	2.4	.18
	435	11/05	11:27AM	MARYSVILLE, CA	530 648-8128	P	DD	1.3	.10
	436	11/05	01:01PM	JACKSON, MS	601 311-1569	P	DD	1.7	.13
	437	11/05	09:33AM	MANCHESTER, NH	603 626-6577	P	DD	1.4	.11
	438	11/23	09:44AM	MANCHESTER, NH	603 626-6577	P	DD	1.0	.08
	439	11/30	11:49AM	MANCHESTER, NH	603 626-6577	P	DD	.9	.07
	440	11/30	02:54PM	SIOLX FLS, SD	605 336-2901	P	DD	6.9	.52
	441	11/18	10:39AM	SIOLX FLS, SD	605 336-3636	P	DD	2.1	.16
	442	11/05	09:10AM	SIOLX FLS, SD	605 336-3636	P	DD	.4	.03
	443	11/05	09:10AM	SIOLX FLS, SD	605 336-3636	P	DD	1.2	.09
	444	11/13	01:48PM	SIOLX FLS, SD	605 336-3636	P	DD	.9	.07
	445	11/24	04:04PM	STURGIS, SD	605 347-5971	P	DD	1.1	.08
	446	11/23	09:57AM	BELOIT, WI	608 764-4817	P	DD	.6	.05
	447	11/03	02:40PM	LACROSSE, WI	608 767-4310	P	DD	1.8	.14
	448	11/20	10:47AM	ST PAUL, MN	612 288-0655	P	DD	3.9	.29
	449	11/25	02:27PM	MINNEAPOLIS, MN	612 335-6557	P	DD	.7	.05
	450	11/30	10:28AM	MINNEAPOLIS, MN	612 335-6557	P	DD	1.4	.11
	451	11/02	10:50AM	MAPLEGROVE, MN	612 420-6061	P	DD	1.4	.11
	452	11/13	01:19PM	STILLWATER, MN	612 430-6553	P	DD	1.4	.11
	453	11/05	12:34PM	MINNEAPOLIS, MN	612 559-6657	P	DD	3.0	.23
	454	11/24	09:11AM	MINNEAPOLIS, MN	612 627-1240	P	DD	3.4	.26
	455	11/28	08:18AM	MINNEAPOLIS, MN	612 788-2937	P	DD	2.4	.18
	456	11/16	02:30PM	MINNEAPOLIS, MN	612 865-0564	P	DD	2.1	.16
	457	11/10	03:15PM	MINNEAPOLIS, MN	612 920-2911	P	DD	1.1	.08
	458	11/17	11:40AM	MINNEAPOLIS, MN	612 924-0410	P	DD	1.8	.14
	459	11/18	11:41AM	MINNEAPOLIS, MN	612 933-1069	P	DD	2.8	.21
	460	11/17	11:08AM	MINNEAPOLIS, MN	612 933-1069	P	DD	1.7	.13
	461	11/17	01:12PM	MINNEAPOLIS, MN	612 933-1069	P	DD	3.7	.28
	462	11/11	02:55PM	MINNEAPOLIS, MN	612 933-1069	P	DD	3.7	.28
	463	11/30	04:22PM	MINNEAPOLIS, MN	612 934-0760	P	DD	2.3	.17
	464	11/04	04:38PM	MINNEAPOLIS, MN	612 941-6275	P	DD	1.2	.09
	465	11/04	04:38PM	MINNEAPOLIS, MN	612 941-6275	P	DD	1.2	.09
466	11/13	11:15AM	COUL MBUS, OH	614 602-2751	P	DD	2.3	.17	
467	11/13	11:15AM	COUL MBUS, OH	614 602-2751	P	DD	1.8	.14	
468	11/05	02:05PM	BATEL, OH	616 996-9070	P	DD	1.0	.08	
469	11/19	03:29PM	MARION, IL	618 995-1451	P	DD	2.2	.17	
470	11/24	10:20AM	MARION, IL	618 995-1451	P	DD	1.3	.10	
471	11/02	12:45PM	SAJ DILGO, CA	810 572-1088	P	DD	.8	.06	
472	11/04	04:23PM	AZUSAGI NDR, CA	926 890-9117	P	DD	3.7	.28	
473	11/05	01:10PM	AZUSAGI NDR, CA	926 890-9117	P	DD	2.0	.15	
474	11/17	11:17PM	NAVERVILLE, IL	830 557-3333	P	DD	2.4	.18	
475	11/17	09:20AM	NAVERVILLE, IL	830 557-3333	P	DD	2.4	.18	
476	11/04	01:09PM	ELMH RST, IL	830 840-8774	P	DD	2.0	.15	
477	11/16	08:47AM	ELMH RST, IL	830 840-8774	P	DD	.7	.05	
478	11/07	09:58AM	MILWAUK, CA	850 402-2608	P	DD	2.4	.18	
479	11/25	12:16PM	MT VERN, CA	850 402-2608	P	DD	1.8	.14	
480	11/04	01:08PM	ST PAUL, PA	851 454-7444	P	DD	2.1	.16	

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342-9195	481	11/13	10:03AM	AGANA, GU	671 366-1103	P	DD	5.0	.38
	482	11/10	12:40PM	LAS VEGAS, NV	702 547-8073	P	DD	.8	.06
	483	11/23	08:34AM	LAS VEGAS, NV	702 547-8073	P	DD	1.3	.10
	484	11/24	03:01PM	CHARLOTTE, NC	704 333-1676	P	DD	1.4	.11
	485	11/18	03:59PM	SIOUX CITY, IA	712 255-6434	P	DD	.8	.06
	486	11/24	04:07PM	SIOUX CITY, IA	712 255-6434	P	DD	.9	.07
	487	11/05	03:24PM	BUFFALO, NY	716 875-7232	P	DD	.8	.06
	488	11/03	11:11AM	CARBONDALE, PA	717 282-8414	P	DD	1.8	.08
	489	11/05	10:28AM	CARBONDALE, PA	717 282-8414	P	DD	.8	.06
	490	11/13	09:41AM	CARBONDALE, PA	717 605-7923	P	DD	.8	.06
	491	11/17	09:19AM	MECHANICSBURG, PA	717 675-7551	P	DD	1.2	.09
	492	11/02	11:51AM	DALLAS, PA	719 488-0870	P	DD	1.4	.11
	493	11/04	11:16AM	COLORADOSPG, CO	719 556-4321	P	DD	2.6	.20
	494	11/05	03:44PM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	495	11/05	04:00PM	COLORADOSPG, CO	719 556-4321	P	DD	1.2	.09
	496	11/06	09:11AM	COLORADOSPG, CO	719 556-4321	P	DD	2.6	.20
	497	11/06	09:26AM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	498	11/06	11:42AM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	499	11/06	01:37PM	COLORADOSPG, CO	719 556-4321	P	DD	.7	.05
	500	11/12	08:48AM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	501	11/12	08:51AM	COLORADOSPG, CO	719 556-4321	P	DD	.9	.07
	502	11/12	04:28PM	COLORADOSPG, CO	719 556-4321	P	DD	1.7	.13
	503	11/25	08:53AM	COLORADOSPG, CO	719 556-4321	P	DD	1.5	.11
	504	11/02	04:35PM	COLORADOSPG, CO	719 556-4321	P	DD	1.9	.14
	505	11/03	03:03PM	COLORADOSPG, CO	719 556-4321	P	DD	1.1	.08
	506	11/03	03:36PM	COLORADOSPG, CO	719 556-4321	P	DD	2.2	.17
	507	11/03	03:37PM	COLORADOSPG, CO	719 556-4321	P	DD	.7	.05
	508	11/10	11:45AM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	509	11/10	03:34PM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	510	11/15	10:55AM	COLORADOSPG, CO	719 556-4321	P	DD	1.4	.11
	511	11/17	12:06PM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	512	11/17	04:19PM	COLORADOSPG, CO	719 556-4321	P	DD	1.8	.14
	513	11/18	08:26AM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	514	11/19	02:10PM	COLORADOSPG, CO	719 556-4321	P	DD	.8	.06
	515	11/23	03:24PM	COLORADOSPG, CO	719 556-4321	P	DD	1.2	.09
	516	11/11	01:36PM	COLORADOSPG, CO	719 633-1714	P	DD	2.1	.16
	517	11/16	09:07AM	COLORADOSPG, CO	719 633-1714	P	DD	.8	.06
	518	11/17	10:04AM	COLORADOSPG, CO	719 633-1714	P	DD	.8	.06
	519	11/25	09:25AM	NEILSONVIL, OH	740 753-1552	P	DD	1.5	.11
	520	11/25	05:58PM	NEILSONVIL, OH	740 753-1552	P	DD	1.1	.08
	521	11/02	10:47AM	PORTSMOUTH, VA	757 366-8318	P	DD	1.3	.10
	522	11/30	10:47AM	PENDLETON, CA	760 725-4346	P	DD	.8	.06
	523	11/30	11:17AM	PENDLETON, CA	760 725-4346	P	DD	2.9	.22
	524	11/30	11:19AM	PENDLETON, CA	760 725-4346	P	DD	1.1	.08
	525	11/17	11:35AM	PENDLETON, CA	760 725-4445	P	DD	1.7	.13
	526	11/27	08:38AM	PENDLETON, CA	760 725-4445	P	DD	.9	.07
	527	11/25	10:36AM	CHICAGO, IL	773 441-3603	P	DD	.9	.07
	528	11/12	11:47AM	CLEARFIELD, UT	801 777-7522	P	DD	2.1	.16
	529	11/16	01:52PM	SALT LAKE, UT	801 972-3265	P	DD	.8	.06
	530	11/02	10:09AM	RICHMOND, VA	804 276-5643	P	DD	1.0	.08
	531	11/19	10:56AM	RICHMOND, VA	804 276-5643	P	DD	1.3	.10
	532	11/24	11:56AM	FORT LEE, VA	804 734-0685	P	DD	2.5	.19
	533	11/20	03:17PM	ANARILLO, TX	806 383-7796	P	DD	.8	.06
	534	11/13	10:01AM	HONOLULU, HI	808 440-7026	P	DD	.9	.07
	535	11/10	11:26AM	HONOLULU, HI	808 472-6748	P	DD	1.1	.08
	536	11/30	12:45PM	CENTERLINE, MI	810 574-5483	P	DD	1.5	.11
	537	11/13	10:23AM	KANSASCITY, MO	816 221-3995	P	DD	1.7	.13
	538	11/02	10:56AM	KANSASCITY, MO	816 823-1109	P	DD	.8	.06
	539	11/02	12:14PM	KANSASCITY, MO	816 826-1371	P	DD	.8	.06
	540	11/25	01:41PM	FORT WORTH, TX	817 978-3761	P	DD	3.5	.26
	541	11/05	01:21PM	BURBANK, CA	818 641-4291	P	DD	3.7	.28
	542	11/06	10:42AM	CHARLESTON, SC	843 402-6666	P	DD	.8	.06
	543	11/10	12:57PM	CHARLESTON, SC	843 965-2850	P	DD	1.6	.12
	544	11/20	10:10AM	WOODBRIIDGE, ON	905 851-3426	P	DD	7.2	.54
	545	11/24	12:09PM	WOODBRIIDGE, ON	905 851-3426	P	DD	1.1	.08
	546	11/05	01:52PM	ELMEDFRAJ, AK	907 552-3008	P	DD	1.1	.08
	547	11/19	09:17AM	ELMEDFRAJ, AK	907 552-3008	P	DD	1.3	.10
	548	11/20	09:42AM	ELMEDFRAJ, AK	907 552-3008	P	DD	.9	.07
	549	11/06	11:24AM	S BERNARD, CA	909 382-3520	P	DD	1.9	.14

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9195	550	11/23	10:26AM	ELMSFORD, NY	914 347-2079	P	DD	.8	.06
	551	11/23	11:26AM	BROKEN ARROW, OK	918 251-9521	P	DD	.6	.05
	552	11/23	11:28AM	BROKEN ARROW, OK	918 251-9521	P	DD	1.4	.11
	553	11/04	03:06PM	MUSKOGEE, OK	918 682-9636	P	DD	.3	.02
	554	11/04	03:10PM	MUSKOGEE, OK	918 682-9636	P	DD	2.3	.17
	555	11/12	10:15AM	MUSKOGEE, OK	918 682-9636	P	DD	1.6	.12
	556	11/24	10:40AM	MUSKOGEE, OK	918 682-9636	P	DD	.4	.03
	557	11/24	03:38PM	MUSKOGEE, OK	918 682-9636	P	DD	1.6	.12
	558	11/12	09:42AM	SHEBOING, WI	920 467-8573	P	DD	1.4	.11
	559	11/12	10:05AM	SHEBOING, WI	920 467-8573	P	DD	.9	.07
	560	11/11	02:38PM	JEFFERSON, WI	920 674-4213	P	DD	2.0	.15
	561	11/12	11:52AM	JEFFERSON, WI	920 674-4213	P	DD	.8	.06
	562	11/10	12:11AM	DAYTON, OH	941 766-8910	P	DD	1.0	.08
	563	11/17	10:17AM	NAPLES, FL	941 643-9206	P	DD	1.0	.08
	564	11/25	10:55AM	NAPLES, FL	941 643-9206	P	DD	.9	.07
	565	11/11	02:01PM	FLAM, DERID, FL	954 733-8668	P	DD	3.1	.23
Subtotal	343-2951						DD	5.7	.43
	566	11/03	08:45AM	CLOSTER, NJ	201 767-0660	P	DD	3.0	.24
	567	11/03	09:01AM	CLOSTER, NJ	201 767-0660	P	DD	.8	.06
	568	11/24	03:16PM	WASHINGTON, DC	202 333-0155	P	DD	1.8	.14
	569	11/30	08:26AM	WASHINGTON, DC	202 333-0155	P	DD	1.0	.08
	570	11/25	04:01PM	SCONORA, CA	209 832-8671	P	DD	3.1	.23
	571	11/19	08:58AM	STOCKTON, CA	209 982-1383	P	DD	1.0	.08
	572	11/05	10:35AM	MEDIC ALCTR, TX	210 617-5153	P	DD	.6	.05
	573	11/03	07:41PM	HATBORO, PA	215 441-0800	P	DD	1.1	.08
	574	11/03	01:13PM	HATBORO, PA	215 441-0800	P	DD	.4	.03
	575	11/24	03:33PM	PHILA, PA	215 624-4000	P	DD	.8	.06
	576	11/30	08:26AM	PHILA, PA	215 624-4000	P	DD	.4	.03
	577	11/30	02:06PM	PHILA, PA	215 624-4000	P	DD	.8	.06
	578	11/30	12:55PM	PHILA, PA	215 627-1174	P	DD	.7	.05
	579	11/06	1:00PM	PHILA, PA	215 737-3192	P	DD	.8	.06
	580	11/17	09:06AM	PHILA, PA	215 737-3192	P	DD	.8	.06
	581	11/17	09:06AM	PHILA, PA	215 737-3192	P	DD	.8	.06
	582	11/12	12:09PM	L ANCHORNE, PA	215 924-1521	P	DD	2.9	.22
	583	11/17	09:47AM	DECAT, IL	217 428-4315	P	DD	1.0	.08
	584	11/17	09:50AM	DECAT, IL	217 428-4315	P	DD	5.2	.39
	585	11/30	02:25PM	BUFF, FALLS, MN	218 276-2253	P	DD	1.5	.11
	586	11/06	11:54AM	MICHIGAN, IN	219 879-8000	P	DD	1.4	.11
	587	11/04	11:45AM	MICHIGAN, IN	219 879-8000	P	DD	1.3	.10
	588	11/04	11:06AM	JACOMA, WA	253 967-2151	P	DD	1.5	.11
	589	11/06	01:07PM	BERWYN, MD	301 563-4004	P	DD	1.4	.11
	590	11/06	01:25PM	BERWYN, MD	301 563-4004	P	DD	1.3	.10
	591	11/30	03:19PM	ST LOUIS, MO	314 776-1487	P	DD	1.5	.11
	592	11/12	02:04PM	LA PLATA, MD	301 870-9135	P	DD	.4	.03
	593	11/16	09:40AM	LA PLATA, MD	301 870-9135	P	DD	1.1	.08
	594	11/05	07:53PM	LAKENWOOD, CO	303 252-3003	P	DD	2.9	.22
	595	11/13	10:19AM	BROOMFIELD, CO	303 252-3003	P	DD	1.4	.11
	596	11/13	09:32AM	DENVER, CO	303 252-3003	P	DD	2.9	.22
	597	11/18	12:33PM	HOMESTEAD, FL	305 724-7004	P	DD	1.0	.08
	598	11/06	10:09AM	MIAMI, FL	305 818-6420	P	DD	2.0	.15
	599	11/04	12:19PM	WYOMING, WY	307 665-2311	P	DD	3.6	.27
	600	11/17	10:36AM	WYOMING, WY	307 665-2311	P	DD	1.4	.11
	601	11/12	12:02PM	ROCKISLAND, IL	309 566-5661	P	DD	3.7	.28
	602	11/10	01:36PM	COMPTON, CA	310 537-7000	P	DD	1.3	.10
	603	11/05	03:31PM	DESBORO, MA	508 563-0800	P	DD	3.9	.29
	604	11/16	09:25AM	ST LOUIS, MO	314 776-1487	P	DD	1.9	.14
	605	11/16	12:39PM	ST LOUIS, MO	314 776-1487	P	DD	.7	.05
	606	11/16	10:02PM	ST LOUIS, MO	314 776-1487	P	DD	2.4	.18
	607	11/19	09:31AM	ST LOUIS, MO	314 776-1487	P	DD	4.4	.33
	608	11/10	11:20AM	CEDAR RAPIDS, IA	319 364-1592	P	DD	1.1	.08

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343-2953	618	11 17	12:31PM	ORLANDO, FL	407 855-6161	P	DD	2.5	-19
	619	11 18	09:19AM	ORLANDO, FL	407 855-6161	P	DD	5.2	-39
	620	11 30	01:04PM	ORLANDO, FL	407 855-6161	P	DD	2	02
	621	11 17	08:41AM	GLENBURNIE, MD	410 762-6483	P	DD	1.9	-14
622	11 12	01:06PM	WOODLAWN, MD	410 965-9500	P	DD	8	-06	
623	11 12	01:07PM	WOODLAWN, MD	410 965-9511	P	DD	8	-06	
624	11 16	09:42AM	WOODLAWN, MD	410 965-9511	P	DD	7	-05	
625	11 16	09:48AM	WOODLAWN, MD	410 965-9520	P	DD	2	-02	
626	11 16	09:49AM	WOODLAWN, MD	410 966-9310	P	DD	2	02	
627	11 02	02:27PM	ELONGMEADOW, MA	413 525-2700	P	DD	3.7	-28	
628	11 03	01:07PM	ELONGMEADOW, MA	413 525-2700	P	DD	6	-20	
629	11 17	10:18AM	ELONGMEADOW, MA	413 525-2700	P	DD	7	05	
630	11 17	01:00PM	ELONGMEADOW, MA	413 525-2700	P	DD	2.0	-15	
631	11 30	02:27PM	MILWAUKEE, WI	414 354-3080	P	DD	2.3	-17	
632	11 05	12:11PM	MILWAUKEE, WI	414 355-3066	P	DD	8	-06	
633	11 05	02:40PM	MILWAUKEE, WI	414 355-3066	P	DD	4.3	-32	
634	11 13	04:04PM	MILWAUKEE, WI	414 774-1052	P	DD	8	-06	
635	11 19	02:37PM	MILWAUKEE, WI	414 774-1052	P	DD	3	02	
636	11 24	01:04PM	MILWAUKEE, WI	414 774-1052	P	DD	3	02	
637	11 30	02:36PM	MILWAUKEE, WI	414 774-1052	P	DD	1.6	-12	
638	11 03	12:41PM	SAN FRAN, CA	415 894-2136	P	DD	1.1	-08	
639	11 03	11:32AM	SAN FRAN, CA	415 894-2136	P	DD	4	-05	
640	11 10	10:32AM	LAMAR, MO	417 682-3322	P	DD	9.4	-71	
641	11 13	03:16PM	LAMAR, MO	417 682-3322	P	DD	2.1	-16	
642	11 13	12:43PM	LIMA, OH	419 228-2242	P	DD	3.6	-27	
643	11 30	10:25AM	LIMA, OH	419 228-2242	P	DD	11.3	-85	
644	11 30	01:45PM	LIMA, OH	419 228-2242	P	DD	6.3	-47	
645	11 30	03:07PM	RENTON, WA	425 251-0240	P	DD	4.6	-35	
646	11 13	04:06PM	PORTLAND, OR	503 251-1100	P	DD	8	-06	
647	11 13	04:08PM	PORTLAND, OR	503 251-1100	P	DD	2.5	-19	
648	11 05	12:31PM	NATICK, MA	508 233-6234	P	DD	7	05	
649	11 12	03:15PM	NATICK, MA	508 233-6234	P	DD	8	-06	
650	11 03	10:54AM	COLUMBIA, WA	509 684-4505	P	DD	2.3	-17	
651	11 03	10:55AM	COLUMBIA, WA	509 684-4505	P	DD	2	09	
652	11 06	10:06AM	SHANDON, OH	513 738-5731	P	DD	9	-07	
653	11 13	01:40PM	SHANDON, OH	513 738-5731	P	DD	2	-26	
654	11 18	12:37PM	SHANDON, OH	513 738-5731	P	DD	5	-04	
655	11 03	12:27PM	CINCINNATI, OH	513 983-1100	P	DD	5	-04	
656	11 02	09:43AM	CLARE, MI	517 386-7393	P	DD	4.6	-35	
657	11 16	01:37PM	CLARE, MI	517 386-7393	P	DD	4	-03	
658	11 12	09:16AM	GRASS VLY, CA	530 268-7238	P	DD	1.3	-10	
659	11 05	11:22AM	MARYSVILLE, CA	530 268-7238	P	DD	3	-03	
660	11 03	01:41PM	DEER VALLEY, AZ	602 754-3423	P	DD	7	05	
661	11 02	01:18PM	TEMPE, AZ	602 968-6231	P	DD	1.9	-14	
662	11 05	08:57AM	MANCHESTER, NH	603 626-6066	P	DD	2	02	
663	11 05	09:09AM	MANCHESTER, NH	603 626-6066	P	DD	2	-02	
664	11 05	09:21AM	MANCHESTER, NH	603 626-6066	P	DD	7	05	
665	11 19	02:15PM	MANCHESTER, NH	603 626-6066	P	DD	3	-06	
666	11 30	12:03PM	MANCHESTER, NH	603 626-6066	P	DD	1.9	-14	
667	11 06	02:40PM	ONIDA, SD	605 258-2627	P	DD	4.7	-33	
668	11 05	01:11PM	SIOL X FLS, SD	605 336-8500	P	DD	6.3	-47	
669	11 19	11:34AM	SIOL X FLS, SD	605 336-8500	P	DD	4	-03	
670	11 24	09:43AM	SIOL X FLS, SD	605 336-8500	P	DD	2.7	-20	
671	11 03	04:13PM	SIOL X FLS, SD	605 336-8500	P	DD	3	03	
672	11 05	09:15AM	SIOL X FLS, SD	605 336-8500	P	DD	1.4	-11	
673	11 23	01:46PM	STURGIS, SD	605 347-5010	P	DD	1.3	-10	
674	11 16	09:58AM	STURGIS, SD	605 347-5010	P	DD	5.0	-38	
675	11 19	03:44PM	STURGIS, SD	605 347-5010	P	DD	3	03	
676	11 19	04:33PM	STURGIS, SD	605 347-5010	P	DD	3	03	
677	11 16	09:41AM	SIOL X FLS, SD	605 347-5010	P	DD	3	03	
678	11 20	02:04PM	HOTSPRINGS, SD	605 664-2996	P	DD	8	-06	
679	11 19	12:47PM	EAGLE BUTTE, SD	605 964-6602	P	DD	1.8	-14	
680	11 20	08:52AM	EAGLE BUTTE, SD	605 964-6602	P	DD	7	05	
681	11 23	09:52AM	BELOIT, WI	608 364-8410	P	DD	1	-04	
682	11 23	10:27AM	BELOIT, WI	608 364-8410	P	DD	1	-04	
683	11 23	12:31PM	BELOIT, WI	608 364-8410	P	DD	5	-04	
684	11 21	11:42AM	LA CROSSE, WI	608 778-4214	O	DD	1	-01	
685	11 21	11:44AM	LA CROSSE, WI	608 783-3962	O	DD	1	-01	
686	11 01	06:36PM	LA CROSSE, WI	608 783-3962	O	DD	14.1	1.66	

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343-2953	687	11 11	04:31PM	LA CROSSE, WI	608 783-7950	P	DD	8.6	-65
	688	11 05	06:23PM	WEST SALIM, WI	608 786-2457	O	DD	4.9	-37
689	11 21	11:44AM	WEST SALIM, WI	608 786-2457	O	DD	10.3	-79	
690	11 21	12:11PM	WEST SALIM, WI	608 786-2457	O	DD	3	-02	
691	11 03	11:46AM	READING, PA	610 678-5421	P	DD	1.1	-08	
692	11 23	12:34PM	ST PAUL, MN	612 208-6713	P	DD	4.1	-31	
693	11 24	01:49PM	MINNEAPOLIS, MN	612 333-5300	P	DD	1.2	-09	
694	11 20	10:13AM	MINNEAPOLIS, MN	612 333-5300	P	DD	3.1	-23	
695	11 18	11:08AM	MINNEAPOLIS, MN	612 338-5308	P	DD	1.2	-09	
696	11 17	09:59AM	MINNEAPOLIS, MN	612 347-6744	P	DD	3.5	-26	
697	11 30	01:42PM	MINNEAPOLIS, MN	612 347-6744	P	DD	1.2	-09	
698	11 15	05:54PM	MINNEAPOLIS, MN	612 377-6100	P	DD	9	-07	
699	11 02	09:08AM	MAPLE GROVE, MN	612 420-6061	P	DD	5	-04	
700	11 02	09:09AM	MAPLE GROVE, MN	612 420-6061	P	DD	6	-05	
701	11 10	11:26AM	ANOKA, MN	612 421-6691	P	DD	7	05	
702	11 30	11:48AM	OSSEO, MN	612 425-9293	P	DD	1.4	-11	
703	11 02	09:27AM	ST PAUL, MN	612 452-0889	P	DD	1.3	-10	
704	11 24	01:19PM	MINNEAPOLIS, MN	612 506-6626	P	DD	1	-04	
705	11 10	10:46AM	MINNEAPOLIS, MN	612 506-6654	P	DD	4	-03	
706	11 10	10:49AM	MINNEAPOLIS, MN	612 506-6654	P	DD	1.5	-11	
707	11 10	12:40PM	MINNEAPOLIS, MN	612 506-6654	P	DD	5	-04	
708	11 13	03:20PM	MINNEAPOLIS, MN	612 506-6654	P	DD	5.5	-41	
709	11 23	02:00PM	MINNEAPOLIS, MN	612 627-1235	P	DD	8	-06	
710	11 24	08:55AM	MINNEAPOLIS, MN	612 627-1235	P	DD	3.4	-26	
711	11 02	01:23PM	ST PAUL, MN	612 684-6011	P	DD	6	-05	
712	11 16	02:42PM	MINNEAPOLIS, MN	612 788-2210	P	DD	4	-03	
713	11 16	02:45PM	MINNEAPOLIS, MN	612 788-2210	P	DD	14.3	1.07	
714	11 24	09:26AM	MINNEAPOLIS, MN	612 835-5818	P	DD	6	-05	
715	11 24	10:34AM	MINNEAPOLIS, MN	612 835-5818	P	DD	6	-05	
716	11 24	01:01PM	MINNEAPOLIS, MN	612 835-5818	P	DD	7	05	
717	11 25	09:47AM	MINNEAPOLIS, MN	612 835-5818	P	DD	2.4	-18	
718	11 10	03:32PM	MINNEAPOLIS, MN	612 871-7277	P	DD	2.6	-20	
719	11 18	11:02AM	MINNEAPOLIS, MN	612 886-0020	P	DD	9	-07	
720	11 30	02:25PM	MINNEAPOLIS, MN	612 886-0021	P	DD	2.0	-15	
721	11 17	02:28PM	MINNEAPOLIS, MN	612 895-5955	P	DD	6.5	-49	
722	11 16	02:46PM	MINNEAPOLIS, MN	612 924-0057	P	DD	5	-04	
723	11 17	12:20PM	MINNEAPOLIS, MN	612 924-0057	P	DD	8	-06	
724	11 02	10:23AM	MINNEAPOLIS, MN	612 933-2224	P	DD	6	-05	
725	11 17	01:50PM	MINNEAPOLIS, MN	612 933-2224	P	DD	5.7	-43	
726	11 20	09:11AM	MINNEAPOLIS, MN	612 933-2224	P	DD	1.5	-11	
727	11 20	10:17AM	MINNEAPOLIS, MN	612 933-2224	P	DD	4.8	-36	
728	11 04	11:44AM	MINNEAPOLIS, MN	612 933-2224	P	DD	8	-06	
729	11 06	11:57AM	MINNEAPOLIS, MN	612 933-2224	P	DD	1.1	-08	
730	11 02	11:34AM	MINNEAPOLIS, MN	612 933-2224	P	DD	1.5	-11	
731	11 04	08:28AM	MINNEAPOLIS, MN	612 933-2224	P	DD	2.8	-21	
732	11 17	04:00PM	MINNEAPOLIS, MN	612 933-2224	P	DD	1.5	-11	
733	11 30	01:01PM	MINNEAPOLIS, MN	612 934-0104	P	DD	3.9	-29	
734	11 25	01:32PM	MINNEAPOLIS, MN	612 941-2435	P	DD	4	-03	
735	11 04	01:09PM	MINNEAPOLIS, MN	612 941-7697	P	DD	2.1	-16	
736	11 04	02:21PM	COLUMBUS, OH	614 228-6525	P	DD	4.3	-32	
737	11 13	01:48PM	COLUMBUS, OH	614 228-6525	P	DD	2.1	-16	
738	11 30	09:21AM	NASHVILLE, TN	615 741-6874	P	DD	4.5	-34	
739	11 10	11:32AM	NASHVILLE, TN	615 833-4860	P	DD	6.6	-50	
740	11 03	08:24PM	KALAMAZOO, MI	616 345-1132	P	DD	1	-01	
741	11 04	10:04AM	KALAMAZOO, MI	616 345-1132	P	DD	5	-04	
742	11 14	03:22PM	GRAND RAPIDS, MI	616 456-7711	P	DD	1.8	-08	
743	11 03	11:27AM	ZELEND, MI	616 772-1808	P	DD	1.9	-19	
744	11 10	12:26PM	BELLEVIEW, IL	618 253-0162	P	DD	1.0	-06	
745	11 02	09:51AM	RANCHO BEND, CA	619 431-1799	P	DD	5.6	-42	
746	11 23	02:09PM	LA JOLLA, CA	619 532-2385	P	DD	4	-03	
747	11 04	09:59AM	AZUSA, CALIF. NDR, CA	626 969 4471	P	DD	1.6	-12	
748	11 17	10:21AM	AZUSA, CALIF. NDR, CA	626 969 4471	P	DD	6.5	-49	
749	11 24	12:40PM	AZUSA, CALIF. NDR, CA	626 969 4471	P	DD	7.7	-58	
750	11 02	05:21PM	NAPERVILLE, IL	630 157-7300	P	DD	7.8	-59	
751	11 23	10:45AM	ELMHURST, IL	630 834-0600	P	DD	7.8	-59	
752	11 03	04:29PM	ELMHURST, IL	630 834-0600	P	DD	2.1	-16	
753	11 23	09:56AM	ELMHURST, IL	630 834-0600	P	DD	7	-05	
754	11 03	12:57PM	MT VERNON, CA	636 948-5776	P	DD	12	-05	
755	11 13	01:16PM	ST PAUL, MN	615 454-4744	P	DD	3.1	-24	

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Long Distance Service

--- Long Distance Service Detail (Continued) ---

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	756	11 24	0342PM	ST PAUL, MN	651 646-9423	P	DD	3.4	.26
	757	11 16	1142AM	FARGO, ND	701 237-6525	P	DD	7.4	.57
	758	11 18	0844AM	FARGO, ND	701 237-6525	P	DD	1.3	.10
	759	11 23	1003AM	SANTA ROSA, CA	707 586-0230	P	DD	1.2	.09
760	11 24	0143PM	JAMISTOWN, NY	716 665-2000	P	DD	5.6	.42	
761	11 03	0314PM	BUFFALO, NY	716 897-4309	P	DD	1.1	.08	
762	11 03	1207PM	TROY, PA	717 287-2151	P	DD	3.1	.23	
763	11 03	1214PM	ST THOMAS, PA	717 369-1118	P	DD	1.8	.14	
764	11 03	1211PM	DALLAS, PA	717 675-5731	P	DD	2.5	.19	
765	11 03	0310PM	COLORADO SPRG, CO	719 556-4318	P	DD	1.1	.01	
766	11 25	0830AM	COLORADO SPRG, CO	719 556-4713	P	DD	2	.02	
767	11 16	0926AM	COLORADO SPRG, CO	719 556-4797	P	DD	1	.01	
768	11 16	1221PM	COLORADO SPRG, CO	719 556-4797	P	DD	1	.01	
769	11 23	1122AM	COLORADO SPRG, CO	719 556-4797	P	DD	5	.04	
770	11 02	1011AM	COLORADO SPRG, CO	719 556-4886	P	DD	5	.04	
771	11 02	0227PM	COLORADO SPRG, CO	719 556-4886	P	DD	2.0	.15	
772	11 02	0240PM	COLORADO SPRG, CO	719 556-4886	P	DD	5	.04	
773	11 02	0248PM	COLORADO SPRG, CO	719 556-4886	P	DD	5	.04	
774	11 12	0909AM	COLORADO SPRG, CO	719 556-4886	P	DD	3.7	.28	
775	11 04	0206PM	COLORADO SPRG, CO	719 556-6127	P	DD	4	.05	
776	11 04	0232PM	COLORADO SPRG, CO	719 556-6127	P	DD	2.2	.17	
777	11 05	0340PM	COLORADO SPRG, CO	719 556-6127	P	DD	11.0	.83	
778	11 06	0913AM	COLORADO SPRG, CO	719 556-6127	P	DD	2	.02	
779	11 06	0941AM	COLORADO SPRG, CO	719 556-6127	P	DD	4	.03	
780	11 16	0921AM	COLORADO SPRG, CO	719 556-6127	P	DD	1	.01	
781	11 16	0925AM	COLORADO SPRG, CO	719 556-6127	P	DD	1	.01	
782	11 16	1208PM	COLORADO SPRG, CO	719 556-6127	P	DD	1	.01	
783	11 16	1220PM	COLORADO SPRG, CO	719 556-6127	P	DD	4	.03	
784	11 17	0138PM	COLORADO SPRG, CO	719 556-6127	P	DD	1	.01	
785	11 25	0826AM	COLORADO SPRG, CO	719 556-6127	P	DD	5	.04	
786	11 25	0828AM	COLORADO SPRG, CO	719 556-6127	P	DD	1.9	.14	
787	11 30	1229PM	COLORADO SPRG, CO	719 556-6127	P	DD	6	.05	
788	11 02	1125AM	COLORADO SPRG, CO	719 556-6238	P	DD	5	.04	
789	11 02	0230PM	COLORADO SPRG, CO	719 556-6238	P	DD	5	.04	
790	11 17	1012AM	COLORADO SPRG, CO	719 556-7492	P	DD	1.2	.09	
791	11 23	1125AM	COLORADO SPRG, CO	719 556-7492	P	DD	9	.07	
792	11 23	0320PM	COLORADO SPRG, CO	719 556-7492	P	DD	1.2	.09	
793	11 05	0316PM	COLORADO SPRG, CO	719 556-7934	P	DD	3	.02	
794	11 06	0159PM	COLORADO SPRG, CO	719 556-7934	P	DD	3.8	.29	
795	11 16	1222PM	COLORADO SPRG, CO	719 556-7934	P	DD	3	.02	
796	11 02	0233PM	COLORADO SPRG, CO	719 556-7938	P	DD	7	.05	
797	11 03	0317PM	COLORADO SPRG, CO	719 556-7938	P	DD	7	.05	
798	11 16	1222PM	COLORADO SPRG, CO	719 556-9181	P	DD	5	.04	
799	11 17	0139PM	COLORADO SPRG, CO	719 556-9181	P	DD	5	.04	
800	11 25	0829AM	COLORADO SPRG, CO	719 556-9181	P	DD	2.8	.21	
801	11 30	1108AM	COLORADO SPRG, CO	719 556-9181	P	DD	1.4	.11	
802	11 02	1004AM	COLORADO SPRG, CO	719 633-1712	P	DD	2.6	.20	
803	11 06	1132AM	COLORADO SPRG, CO	719 633-1712	P	DD	2.6	.20	
804	11 17	0121PM	COLORADO SPRG, CO	719 633-1712	P	DD	2	.02	
805	11 17	0300PM	MILLERSPT, OH	740 467-2676	P	DD	1	.01	
806	11 13	0433PM	MILLERSPT, OH	740 467-2676	P	DD	1	.01	
807	11 13	0433PM	MILLERSPT, OH	740 467-2676	P	DD	1.5	.11	
808	11 16	0820AM	MILLERSPT, OH	740 467-2676	P	DD	1.4	.11	
809	11 25	1128AM	MILLERSPT, OH	740 467-2676	P	DD	3.4	.27	
810	11 02	1041AM	PORTSMOUTH, VA	757 396-8449	P	DD	3.6	.28	
811	11 30	1050AM	PENDLETON, CA	760 725-8130	P	DD	5	.04	
812	11 30	1047AM	PENDLETON, CA	760 725-8130	P	DD	5	.04	
813	11 16	0105PM	NORCROSS, GA	770 447-5300	P	DD	5.1	.38	
814	11 23	0320PM	CHICAGO, IL	773 254-0600	P	DD	2.4	.18	
815	11 12	1230PM	BURLINGTON, MA	801 236-2366	P	DD	3.8	.29	
816	11 10	1109AM	BURLINGTON, MA	801 236-3000	P	DD	9	.07	
817	11 18	1058AM	BURLINGTON, MA	801 236-3000	P	DD	7	.05	
818	11 02	1144AM	SALT LAKE UT	801 972-1181	P	DD	4.1	.31	
819	11 16	0912AM	SALT LAKE UT	801 972-1181	P	DD	3.6	.27	
820	11 06	0943AM	CHARLESTON, SC	803 766-0390	P	DD	4	.05	
821	11 10	0330PM	RICHMOND, VA	804 279-4552	P	DD	6	.05	
822	11 02	0934AM	FORT LEE, VA	804 734-8753	P	DD	2.3	.17	
823	11 19	1034AM	SANTAMARIA, CA	805 614-2973	P	DD	5	.04	
824	11 30	0913AM	SANBARBARA, CA	805 862-2388	P	DID	1.7	.13	

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--- Long Distance Service Detail (Continued) ---

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	825	11 05	01:54PM	CRANE, IN	817 854-2426	P	DD	2	.02
	826	11 05	11:52AM	ASHTON, IL	815 431-2462	P	DD	7	.05
	827	11 13	02:25PM	SPRING GROVE, IL	815 475-7033	P	DD	2	.02
	828	11 25	02:01PM	LEANS MOUNT, MO	816 924-9675	P	DD	4	.03
	829	11 12	11:37AM	KANSAS CITY, MO	816 821-1807	P	DD	4	.03
	830	11 12	02:56PM	KANSAS CITY, MO	816 821-1807	P	DD	6	.04
	831	11 02	12:08PM	KANSAS CITY, MO	816 926-1371	P	DD	1	.01
	832	11 02	08:47AM	KANSAS CITY, MO	816 926-5123	P	DD	9	.07
	833	11 02	10:46AM	KANSAS CITY, MO	816 926-5123	P	DD	7	.05
	834	11 16	12:08PM	KANSAS CITY, MO	816 926-5123	P	DD	1.0	.08
	835	11 23	02:13PM	KANSAS CITY, MO	816 926-5123	P	DD	1	.01
	836	11 15	08:30AM	FORT WORTH, TX	817 978-8576	P	DD	6	.04
	837	11 15	09:27AM	FORT WORTH, TX	817 978-8576	P	DD	6	.05
	838	11 17	10:34AM	BI RHANK, CA	818 843-4000	P	DD	2.8	.21
	839	11 16	03:50PM	BI RHANK, CA	818 843-4000	P	DD	1	.08
	840	11 27	08:40AM	BI RHANK, CA	818 843-4000	P	DD	4	.05
	841	11 11	10:07AM	CHARLESTON, SC	843 766-0390	P	DD	1	.01
	842	11 25	01:59PM	CHARLESTON, SC	843 766-0390	P	DD	1.2	.09
	843	11 30	12:12PM	CHARLESTON, SC	843 903-5155	P	DD	8	.06
	844	11 24	09:04AM	DISPLAIN, IL	847 268-0750	P	DD	5.8	.44
	845	11 24	01:34PM	DISPLAIN, IL	847 268-0750	P	DD	2	.17
	846	11 25	12:36PM	DISPLAIN, IL	847 268-0750	P	DD	2.1	.16
	847	11 17	02:08PM	FRANKLIN, IL	847 678-8000	P	DD	5.1	.38
	848	11 18	01:02PM	FRANKLIN, IL	847 678-8000	P	DD	4	.30
	849	11 23	01:20PM	FRANKLIN, IL	847 678-8000	P	DD	3.2	.24
850	11 10	09:05AM	DISPLAIN, IL	847 803-8000	P	DD	2.8	.21	
851	11 02	01:54PM	MARIANA, FL	840 718-1025	P	DD	13.3	1.00	
852	11 03	01:25PM	MARIANA, FL	840 718-1025	P	DD	4.1	.31	
853	11 03	03:07PM	MARIANA, FL	840 718-1025	P	DD	4	.35	
854	11 27	02:44PM	HARRISBURG, AR	840 741-2700	P	DD	4	.31	
855	11 30	11:51AM	MEMPHIS, TN	901 174-6761	P	DD	2.7	.20	
856	11 03	11:58AM	SHERIDAN, ON	908 967-5300	P	DD	3	.04	
857	11 16	12:57PM	WOODBRIDGE, ON	908 831-2826	P	DD	3.9	.31	
858	11 25	01:23PM	SOMERVILLE, NJ	908 252-3089	P	DD	5	.04	
859	11 03	11:15AM	CORONA, CA	909 171-0885	P	DD	2.8	.29	
860	11 03	03:07PM	CORONA, CA	909 171-0885	P	DD	3	.02	
861	11 13	01:05PM	OVERLAND PARK, KS	913 381-2338	P	DD	1.1	.08	
862	11 19	02:10PM	ELMSFORD, NY	914 347-4641	P	DD	4	.05	
863	11 27	10:58AM	ELMSFORD, NY	914 347-4641	P	DD	1.8	.14	
864	11 13	10:28AM	EL PASO, TX	915 771-5400	P	DD	2.9	.22	
865	11 25	11:20AM	MIKOGUE, OK	918 687-5441	P	DD	2.7	.25	
866	11 25	01:41PM	MIKOGUE, OK	918 687-5441	P	DD	18	.18	
867	11 25	03:54PM	MIKOGUE, OK	918 687-5441	P	DD	6.9	.65	
868	11 17	12:25PM	WASHINGTON, NC	919 675-6660	P	DD	1.7	.13	
869	11 05	01:04PM	GREEN BAY, WI	920 408-8100	P	DD	4	.36	
870	11 06	09:06AM	GREEN BAY, WI	920 408-8100	P	DD	1.0	.08	
871	11 02	02:55PM	NAPLES, FL	941 643-9208	P	DD	3	.27	
872	11 04	08:21AM	NAPLES, FL	941 643-9208	P	DD	1.9	.14	
873	11 04	09:34AM	NAPLES, FL	941 643-9208	P	DD	3.5	.26	
874	11 06	10:10PM	NAPLES, FL	941 643-9208	P	DD	5	.42	
875	11 12	08:28AM	NAPLES, FL	941 643-9208	P	DD	3.5	.26	
876	11 10	12:58PM	NAPLES, FL	941 643-9208	P	DD	2.5	.19	
877	11 25	02:04PM	SAND BEACH, CA	949 490-0700	P	DD	13.8	1.06	
878	11 17	01:24PM	FLANDERS, IL	954 733-8605	P	DD	3	.23	
Subtotal	143-5005	879					DD	1.0	52.71
343-5005	880	11 23	01:12PM	PHILA, PA	214 577-5192	P	DD	1.0	.04
	881	11 23	02:00PM	TEMPLE, TX	282 774-7860	P	DD	5	.04
	882	11 17	02:00PM	GOLDEN, CO	303 438-4444	P	DD	1.0	.04
	883	11 04	12:01PM	NOIX FLS, SD	605 336-3451	P	DD	1	.09
	885	11 10	10:36AM	PIERRE, SD	605 367-2201	P	DD	3	.02
	886	11 24	12:44PM	MUNSTADT, MN	612 500-2626	P	DD	1.0	.07
	888	11 12	12:35PM	NEW MUSIC, MN	612 807-0124	P	DD	4	.06
	886	11 04	02:18PM	COLUMBIA, OH	614 228-6272	P	DD	2.3	.17
	889	11 25	09:00AM	MARSH, IL	618 243-1415	P	DD	2.6	.20
	884	11 02	11:14AM	ELMHURST, IL	708 854-0300	P	DD	5	.03
	889	11 12	02:08PM	KNOXSVILLE, MO	860 887-5413	P	DD	1	.01
	890	11 16	10:06AM	COLORADO, CO	719 598-0027	P	DD	4	.03
	891	11 16	09:50AM	COLORADO, CO	719 598-0027	P	DD	7	.01
892	11 13	11:47AM	FORT WORTH, TX	817 978-8576	P	DD	1.36	2.37	
Subtotal									

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Long Distance Service

--- Long Distance Service Detail (Continued) ---

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
TOTAL CALLS									892
									1,669.0
									127.02

Outbound Long Distance Total (Before Applicable RSVP Discount) **6127.02**

Period Codes:

D = Day, E = Evening, N = Night/Weekend, P = Peak, O = Off Peak

Call Type Codes:

DDD = Direct Dial

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Long Distance Service

--- International Service Detail ---

LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
Subtotal									3.1
341-1490	1	11-01	07:12PM	KOREA, KS	826-544704384	S	IDD	.5	.31
Subtotal									1.3
341-6477	2	11-04	10:23AM	KOREA, KS	827-9146075	E	IDD	1.3	.81
	3	11-04	12:30PM	KOREA, KS	827-9146075	E	IDD	1.1	.68
	4	11-02	03:00PM	GERMANY, GE	496-716097603	D	IDD	.9	.30
Subtotal									1.79
342-5035	5	11-04	02:08PM	PANAMA, PA	507-2843603	D	IDD	3.0	2.40
	6	11-17	01:45PM	PANAMA, PA	507-2843603	D	IDD	.8	.64
	7	11-19	12:20PM	PANAMA, PA	507-2843606	D	IDD	.6	.48
	8	11-19	12:21PM	PANAMA, PA	507-2843606	D	IDD	.6	.48
	9	11-19	12:25PM	PANAMA, PA	507-2843606	D	IDD	.5	.40
	10	11-19	12:27PM	PANAMA, PA	507-2843606	D	IDD	.6	.48
	11	11-04	02:07PM	PANAMA, PA	507-2843607	D	IDD	.5	.40
	12	11-19	12:32PM	PANAMA, PA	507-2846651	D	IDD	.5	.40
	13	11-19	12:40PM	PANAMA, PA	507-2846651	D	IDD	.8	.64
	14	11-19	12:18PM	PANAMA, PA	507-2846606	D	IDD	.5	.40
	15	11-03	11:17AM	JAPAN, JP	812-5537786	E	IDD	1.1	.83
	16	11-02	11:44AM	JAPAN, JP	8142-5537786	E	IDD	.8	.31
	17	11-13	08:56AM	JAPAN, JP	8142-5537786	E	IDD	1.0	.39
	18	11-17	01:53PM	JAPAN, JP	8142-5537786	E	IDD	.8	.31
	19	11-18	11:56AM	JAPAN, JP	8142-5537786	E	IDD	.8	.31
	20	11-20	08:48AM	JAPAN, JP	8142-5537786	E	IDD	2.3	.90
	21	11-20	08:44AM	KOREA, KS	826-544704603	E	IDD	.5	.31
	22	11-03	09:32AM	JAPAN, JP	816117344795	E	IDD	.8	.31
	23	11-03	12:32PM	JAPAN, JP	816117344795	E	IDD	1.5	.59
	24	11-04	10:26AM	JAPAN, JP	816117344795	E	IDD	2.2	.86
	25	11-04	10:48AM	JAPAN, JP	816117344795	E	IDD	2.4	.94
	26	11-06	12:20PM	JAPAN, JP	816117344795	E	IDD	.9	.35
	27	11-10	02:23PM	JAPAN, JP	816117344795	S	IDD	1.7	.66
	28	11-16	09:10AM	JAPAN, JP	816117344795	E	IDD	1.2	.47
	29	11-16	09:15AM	JAPAN, JP	816117344795	E	IDD	2.0	.78
	30	11-17	12:05PM	JAPAN, JP	816117344795	E	IDD	.8	.31
	31	11-19	10:51AM	JAPAN, JP	816117344795	E	IDD	2.1	.82
	32	11-20	08:20AM	JAPAN, JP	816117344795	E	IDD	.9	.35
	33	11-06	12:53PM	JAPAN, JP	816117344729	E	IDD	1.2	.47
	34	11-02	01:44PM	JAPAN, JP	816117450959	E	IDD	.8	.31
	35	11-05	09:10AM	TURKEY, TU	902324895786	S	IDD	1.4	1.26
Subtotal									10.16
343-5003	36	11-21	11:33AM	KOREA, KS	826-544705142	E	IDD	2.7	1.87
Subtotal									1.67
343-5005	37	11-01	06:37PM	KOREA, KS	826-544704384	S	IDD	.5	.31
	38	11-01	06:38PM	KOREA, KS	826-544704384	S	IDD	.5	.31
	39	11-01	06:43PM	KOREA, KS	826-544704384	S	IDD	.5	.31
	40	11-01	06:53PM	KOREA, KS	826-544704384	S	IDD	.5	.31
	41	11-01	07:48PM	KOREA, KS	826-544704384	S	IDD	.5	.31
Subtotal									1.55
TOTAL CALLS									44.6
									23.48

International Long Distance Total

623.48

Period Codes:

S = Standard, D = Discount, E = Economy

Call Type Codes:

IDD = International Direct Dial

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Long Distance Service

--- Toll Free Service Detail ---

LINE	NO	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558	1	11/23	04:40PM	NEW HAVEN, CT	203 782-9327	P	18	4.7	.40
	2	11/12	08:29AM	BIRMINGHAM, AL	205 326-6876	P	18	4.4	.03
	3	11/05	09:37AM	MEDICALCTR, TX	210 617-5300	P	18	4.4	.03
	4	11/05	09:39AM	MEDICALCTR, TX	210 617-5300	P	18	2.2	.19
	5	11/05	11:46AM	MEDICALCTR, TX	210 617-5300	P	18	7.7	.06
	6	11/12	12:40PM	MARTINEZ, TX	219 666-6601	P	18	13.2	.02
	7	11/18	01:09PM	PHILA, PA	215 697-3674	P	18	1.2	.02
	8	11/16	12:18PM	PERHAM, MN	218 346-2049	P	18	4.4	.03
	9	11/16	01:48PM	PERHAM, MN	218 346-2049	P	18	4.3	.37
	10	11/09	11:56AM	BATONROUGE, LA	225 293-9449	P	18	1.3	.01
	11	11/23	02:24PM	TEMPLE, TX	254 776-4811	P	18	1.9	.16
	12	11/23	03:08PM	TEMPLE, TX	254 776-4811	P	18	2.3	.20
	13	11/12	05:16PM	BROOMFIELD, CO	303 451-5213	O	18	1.0	.04
	14	11/14	05:48AM	BROOMFIELD, CO	303 451-5213	O	18	1.0	.09
	15	11/14	10:49AM	BROOMFIELD, CO	303 451-5213	O	18	4.4	.03
	16	11/14	04:08PM	BROOMFIELD, CO	303 451-5213	O	18	2.6	.03
	17	11/15	08:29AM	BROOMFIELD, CO	303 451-5213	O	18	3.4	.29
	18	11/17	06:38PM	DENVER, CO	303 620-8753	O	18	1.3	.11
	19	11/16	01:22PM	OKLA CITY, OK	405 672-8463	P	18	1.1	.01
	20	11/16	06:25AM	WOODLAWN, MD	410 957-8222	P	18	5.5	.04
	21	11/16	10:00AM	WOODLAWN, MD	410 957-8225	P	18	4.6	.39
	22	11/17	06:58AM	GLENBURNIE, MD	410 766-2215	P	18	2.8	.07
	23	11/03	12:36PM	GLENDALE, PA	412 466-8383	P	18	1.8	.24
	24	11/10	02:41PM	MILWAUKEE, WI	414 734-1052	P	18	3.1	.24
	25	11/12	01:57PM	PORTLAND, OR	503 281-3669	P	18	1.5	.04
	26	11/13	07:41AM	NATICK, MA	508 235-6254	O	18	1.4	.12
	27	11/05	08:30AM	SHANDON, OH	513 736-5731	P	18	8.3	.71
	28	11/06	11:42AM	SHANDON, OH	513 736-5731	P	18	8.5	.72
	29	11/11	02:35PM	SHANDON, OH	513 736-5731	P	18	7.4	.67
	30	11/12	09:51AM	SHANDON, OH	513 736-5731	P	18	4.4	.03
	31	11/12	10:31AM	SHANDON, OH	513 736-5731	P	18	4.6	.39
	32	11/18	12:38PM	SHANDON, OH	513 736-5731	P	18	22.2	1.89
	33	11/10	03:00PM	SHANDON, OH	513 736-5731	P	18	2.2	.19
	34	11/24	12:33PM	SHANDON, OH	513 736-5731	P	18	2.7	.22
	35	11/02	11:56AM	POPULAR BLVD, MO	573 785-0020	P	18	3.7	.31
	36	11/02	09:05AM	MANCHESTER, NH	603 624-4366	P	18	1.6	.05
	37	11/02	10:04AM	MANCHESTER, NH	603 624-4366	P	18	1.0	.09
	38	11/02	11:45AM	MANCHESTER, NH	603 624-4366	P	18	1.9	.08
	39	11/06	05:38AM	MANCHESTER, NH	603 624-4366	O	18	3.3	.03
	40	11/12	08:31AM	MANCHESTER, NH	603 624-4366	O	18	2.2	.02
	41	11/13	01:15PM	MANCHESTER, NH	603 624-4366	P	18	1.3	.11
	42	11/17	09:52AM	MANCHESTER, NH	603 624-4366	P	18	1.9	.08
	43	11/21	08:05AM	MANCHESTER, NH	603 624-4366	P	18	1.5	.05
	44	11/24	08:26AM	MANCHESTER, NH	603 624-4366	P	18	1.8	.07
	45	11/24	11:18AM	MANCHESTER, NH	603 624-4366	P	18	1.5	.04
	46	11/24	02:05PM	MANCHESTER, NH	603 624-4366	P	18	1.8	.05
	47	11/30	05:31AM	MANCHESTER, NH	603 624-4366	O	18	1.1	.01
	48	11/30	07:31AM	MANCHESTER, NH	603 624-4366	O	18	1.8	.07
	49	11/30	09:47AM	MANCHESTER, NH	603 624-4366	P	18	1.7	.07
	50	11/05	11:20AM	RAPID CITY, SD	605 343-2953	P	18	1.1	.01
	51	11/01	08:45PM	RAPID CITY, SD	605 921-3666	O	18	1.0	.09
	52	11/21	11:36AM	RAPID CITY, SD	605 921-3666	P	18	17.4	1.48
	53	11/12	12:46PM	MADISON, WI	608 258-9749	P	18	5.5	.47
	54	11/06	12:39PM	LACROSSE, WI	608 779-4214	P	18	21.8	1.85
	55	11/11	11:40AM	LACROSSE, WI	608 779-4214	P	18	1.2	.14
	56	11/13	11:25AM	LACROSSE, WI	608 779-4214	P	18	10.1	.86
	57	11/10	10:13PM	LACROSSE, WI	608 779-4214	P	18	25.3	2.15
	58	11/26	09:15AM	LACROSSE, WI	608 783-5862	P	18	16.4	1.45
	59	11/16	08:11PM	LACROSSE, WI	608 783-5424	P	18	23.1	1.96
	60	11/17	06:41PM	LACROSSE, WI	608 783-5424	P	18	18.1	1.54
	61	11/06	05:13PM	WEST SALEM, WI	608 786-2457	P	18	2.54	.9
	62	11/11	05:15PM	WEST SALEM, WI	608 786-2457	O	18	2.2	.02
	63	11/20	09:48AM	LACROSSE, WI	608 787-5874	P	18	26.2	1.72
	64	11/08	04:51PM	LACROSSE, WI	608 791-7715	P	18	1.2	.11
	65	11/09	05:46PM	LACROSSE, WI	608 791-7715	P	18	12.4	1.05
	66	11/26	07:38PM	MINNEAPOLIS, MN	612 339-1368	P	18	49.5	4.21
	67	11/02	09:15AM	MINNEAPOLIS, MN	612 339-1368	P	18	3.8	.03
	68	11/30	01:46PM	MINNEAPOLIS, MN	612 339-1226	P	18	6.1	.52

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Long Distance Service

--- Toll Free Service Detail (Continued) ---

LINE	NO	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558	69	11/10	12:40PM	COLUMBUS, OH	614 682-5131	P	18	14.0	1.19
	70	11/16	11:24AM	NASHVILLE, TN	615 244-1530	P	18	1.3	.03
	71	11/16	11:24AM	NASHVILLE, TN	615 244-1530	P	18	2.2	.02
	72	11/06	09:25AM	MILTON, MA	617 666-0136	P	18	3.2	.27
	73	11/04	12:51PM	MARION, IL	618 967-5311	P	18	2.7	.23
	74	11/19	02:40PM	MARION, IL	618 967-5311	P	18	2.7	.23
	75	11/23	07:46AM	MARION, IL	618 967-5311	O	18	3.3	.03
	76	11/23	08:21AM	MARION, IL	618 967-5311	P	18	3.4	.29
	77	11/30	01:15PM	MARION, IL	618 967-5311	P	18	1.3	.11
	78	11/03	10:31AM	KNOXNOSTER, MO	660 563-6150	P	18	1.0	.09
	79	11/12	12:18PM	KNOXNOSTER, MO	660 563-6150	P	18	1.0	.09
	80	11/12	02:40PM	KNOXNOSTER, MO	660 563-6150	P	18	1.5	.13
	81	11/12	09:08AM	LAMARCO, ND	701 544-8786	P	18	1.0	.09
	82	11/03	09:54AM	LAS VEGAS, NV	702 652-9991	P	18	1.4	.12
	83	11/06	02:21PM	LAS VEGAS, NV	702 652-9991	P	18	6.7	.57
	84	11/06	03:10PM	LAS VEGAS, NV	702 652-9991	P	18	1.0	.09
	85	11/24	05:40AM	ROME, GA	706 232-3601	O	18	1.0	.09
	86	11/16	04:48AM	BUFALO, NY	716 835-3471	O	18	1.3	.11
	87	11/16	06:50AM	WILKESBARR, PA	717 824-4117	O	18	3.6	.31
	88	11/02	10:55AM	COLORADO, CO	719 534-7321	P	18	4.1	.35
	89	11/02	01:58PM	COLORADO, CO	719 534-7321	P	18	5.1	.43
	90	11/06	08:02AM	COLORADO, CO	719 534-7321	P	18	4.0	.34
	91	11/09	10:32AM	COLORADO, CO	719 534-7321	P	18	1.3	.11
	92	11/10	10:03AM	COLORADO, CO	719 534-7321	P	18	8.2	.70
	93	11/10	10:46AM	COLORADO, CO	719 534-7321	P	18	2.2	.19
	94	11/16	02:50PM	COLORADO, CO	719 534-7321	P	18	5.2	.44
	95	11/17	03:07PM	COLORADO, CO	719 534-7321	P	18	2.1	.18
	96	11/10	02:13PM	COLORADO, CO	719 534-7321	P	18	9.9	.08
	97	11/13	07:11PM	COLORADO, CO	719 507-5053	O	18	2.9	.22
	98	11/13	08:41PM	COLORADO, CO	719 507-5053	O	18	3.5	.30
	99	11/12	12:08PM	HONOLULU, HI	808 440-9999	P	18	2.6	.22
	100	11/02	10:03AM	STATE COLLEGE, PA	814 865-6050	O	18	1.3	.10
	101	11/06	06:11AM	KANSAS CITY, MO	816 356-6136	P	18	2.3	.20
	102	11/12	11:42AM	KANSAS CITY, MO	816 412-8090	P	18	1.9	.14
	103	11/23	01:43PM	KANSAS CITY, MO	816 412-8090	P	18	6.1	.51
	104	11/11	08:02AM	FORT WORTH, TX	817 578-8736	P	18	9.4	.80
	105	11/13	11:54AM	FORT WORTH, TX	817 578-8736	P	18	6.7	.55
	106	11/05	11:51AM	GREENVILLE, SC	864 379-0338	P	18	9.8	.82
	107	11/24	04:15PM	TULSA, OK	918 932-3761	P	18	2.2	.02
	108	11/18	01:30PM	DE RIHAM, NE	402 343-9212	P	18	1.5	.04
	109	11/10	01:56PM	DAYTON, OH	937 294-3690	P	18	5.5	.46
	110	11/02	03:13PM	NAPLES, FL	941 643-9212	P	18	1.6	.14
	111	11/09	11:52AM	NAPLES, FL	941 643-9212	P	18	4.3	.37
	112	11/24	03:06PM	NAPLES, FL	941 643-9212	P	18	2.9	.25
	113	11/25	11:47AM	NAPLES, FL	941 643-9212	P	18	1.7	.14
	114	11/17	12:16PM	GARDLAND, TX	972 494-0858	P	18	43.23	3.73

Subtotal 507.6 43.23

TOTAL CALLS 114 507.6 43.23

Monthly Toll Free Service Charge

Monthly Toll Free Service Charge

Monthly Toll Free Service Charge

Monthly Toll Free Service Charge

Monthly Toll Free Service Charge

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*** McLeodUSA Access Service Detail ***

USER	NO	DATE	TIME	ORIG NO	LOCATION CALLED	CALLED NO	PRD	TYPE	MIN	AMOUNT
DON JIRACKI	1	11 11	07:35PM	605 787-9085	BROOMFIELD, CO	303 252-1903	O	AC	24.9	5.23
	2	11 12	12:11PM	605 787-9085	BROOMFIELD, CO	303 252-1903	P	AC	.6	.13
	3	11 12	04:22PM	605 787-9085	BROOMFIELD, CO	303 252-1903	O	AC	9.6	2.06
	4	11 13	08:21PM	605 787-9085	BROOMFIELD, CO	303 252-1903	O	AC	2.3	.48
	5	11 20	12:02PM	605 787-9085	BROOMFIELD, CO	303 252-1903	P	AC	3.1	.45
	6	11 20	06:02PM	605 787-9085	BROOMFIELD, CO	303 252-1903	O	AC	.7	.15
	7	11 21	09:00AM	605 787-9085	BROOMFIELD, CO	303 252-1903	O	AC	15.9	3.34
	8	11 13	03:09PM	605 787-9085	ARVADA, CO	303 429-9611	P	AC	.6	.13
	9	11 13	06:33PM	605 787-9085	ARVADA, CO	303 429-9611	O	AC	.7	.15
	10	11 13	11:33PM	605 787-9085	ARVADA, CO	303 429-9611	O	PC	.2	.04
	11	11 13	11:34PM	605 787-9085	ARVADA, CO	303 429-9611	O	PC	1.7	.36
	12	11 30	07:46PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	26.4	5.54
	13	11 10	01:57PM	605 787-9085	STURGIS, SD	605 348-5878	P	AC	2.8	.59
	14	11 14	01:16AM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.5	.11
	15	11 14	01:27AM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	12.2	2.56
	16	11 14	04:15PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.1	.02
	17	11 14	05:25PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.1	.02
	18	11 14	04:33PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.4	.08
	19	11 14	07:06PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.4	.08
	20	11 14	08:28PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.4	.08
	21	11 14	06:02PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.4	.08
	22	11 14	06:16PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.4	.08
	23	11 14	06:36PM	605 787-9085	STURGIS, SD	605 348-5878	O	AC	.4	.08
	24	11 16	10:08PM	605 787-9085	LA CROSSE, WI	608 783-5424	O	AC	1.0	.21
	25	11 30	10:26PM	605 787-9085	LA CROSSE, WI	608 783-5424	O	AC	9.4	1.97
	26	11 17	06:20PM	605 787-9085	LA CROSSE, WI	608 783-5424	O	AC	.2	.04
	27	11 17	06:31PM	605 787-9085	LA CROSSE, WI	608 783-5424	O	AC	2.5	.53
	28	11 22	07:50PM	605 787-9085	WEST SALEM, MA	617 524-4034	O	AC	19.8	4.16
	29	11 07	03:43PM	605 787-9085	JAMAICA PL, MA	617 524-4034	O	AC	.4	.08
	30	11 08	03:06PM	605 787-9085	JAMAICA PL, MA	617 524-4034	O	AC	.5	.11
	31	11 08	11:17PM	605 787-9085	JAMAICA PL, MA	617 524-4034	O	AC	.4	.08
	32	11 09	11:50AM	605 787-9085	JAMAICA PL, MA	617 524-4034	P	AC	.4	.08
	33	11 09	12:41PM	605 787-9085	JAMAICA PL, MA	617 524-4034	P	AC	.4	.08
	34	11 20	12:09PM	605 787-9085	JAMAICA PL, MA	617 524-4034	P	AC	9.9	2.08
	35	11 26	11:43AM	605 787-9085	JAMAICA PL, MA	617 524-4034	P	AC	.4	.08
	36	11 01	08:55AM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	16.8	3.53
	37	11 08	08:53AM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	2.0	.42
	38	11 08	09:17AM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	22.1	4.44
	39	11 17	04:36PM	605 787-9085	COLLOROSPO, CO	719 302-3721	P	AC	14.8	3.11
	40	11 18	03:53PM	605 787-9085	COLLOROSPO, CO	719 302-3721	P	AC	14.2	2.98
	41	11 20	03:59PM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	1.5	.32
	42	11 21	03:16PM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	1.3	.27
	43	11 24	07:57PM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	16.2	3.40
	44	11 26	08:53AM	605 787-9085	COLLOROSPO, CO	719 302-3721	P	AC	17.6	3.70
	45	11 26	07:25PM	605 787-9085	COLLOROSPO, CO	719 302-3721	P	AC	14.7	3.09
	46	11 29	09:15AM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	34.0	7.14
	47	11 29	10:27AM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	1.2	.25
	48	11 14	10:36AM	605 787-9085	COLLOROSPO, CO	719 302-3721	O	AC	9.6	2.02
	49	11 09	08:30PM	605 787-9085	COLLOROSPO, CO	719 408-4403	O	AC	33.4	7.01
	50	11 10	07:54PM	605 787-9085	COLLOROSPO, CO	719 408-4403	O	AC	36.0	7.56
	51	11 12	04:40PM	605 787-9085	COLLOROSPO, CO	719 408-4403	P	AC	.1	.02
	52	11 12	05:12PM	605 787-9085	COLLOROSPO, CO	719 408-4403	P	AC	8.4	1.74
	53	11 14	12:49PM	605 787-9085	COLLOROSPO, CO	719 408-4403	O	AC	.2	.04
	54	11 14	03:37PM	605 787-9085	COLLOROSPO, CO	719 408-4403	O	AC	.1	.02
	55	11 26	09:13AM	605 787-9085	COLLOROSPO, CO	719 408-4403	O	AC	19.5	4.10
	56	11 05	10:44PM	605 787-9085	ATHENS, OH	740 502-2024	O	AC	3.0	.63
Subtotal										90.15
TOTAL CALLS										429.3 90.15

McLeodUSA Access Service Total (Before Applicable RSVP Discount)

\$90.15

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Long Distance Service

*** McLeodUSA Access Service Detail (Continued) ***

USER	NO	DATE	TIME	ORIG NO	LOCATION CALLED	CALLED NO	PRD	TYPE	MIN	AMOUNT
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Period Codes

D = Day, E = Evening, N = Night Weekend, P = Peak, O = Off Peak

Call Type Codes

AC = Access Card, PC = Access Card from payphone

This Month's Long Distance Summary

Outbound Long Distance Total	6127.02
International Total	\$23.48
Toll Free Long Distance Total	\$43.23
McLeodUSA Access Service Total	\$90.15
Total Long Distance	\$283.88

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Additional Services

--- Additional Services Detail ---

TYPE	BILLED NUMBER	DATE	TIME	ORIG NUMBER	LOCATION CALLED CHARGE DESC	CALLED NUMBER	PERIOD	MIN	AMOUNT
DIRECTORY ASSISTANCE									
Interstate									
	605-341-1654	10-26	07:08 PM	605-341-1654	DIR ASST,AR	501-555-1212	F	1.0	.85
	605-341-1654	11-17	09:40 AM	605-341-1654	DIR ASST,NH	603-555-1212	F	1.0	.85
	605-341-1654	11-25	09:57 AM	605-341-1654	DIR ASST,TX	956-555-1212	F	1.0	.85
	605-341-2953	11-01	11:01 AM	605-341-2953	DIR ASST,IL	847-555-1212	F	1.0	.85
	605-341-2953	11-03	11:57 AM	605-341-2953	DIR ASST,ON	905-555-1212	F	1.0	.85
	605-341-2953	11-05	12:18 PM	605-341-2953	DIR ASST,MA	781-555-1212	F	1.0	.85
	605-341-2953	11-05	12:18 PM	605-341-2953	DIR ASST,MA	781-555-1212	F	1.0	.85
	605-341-2953	11-13	03:17 PM	605-341-2953	DIR ASST,MN	612-555-1212	F	1.0	.85
	605-341-2953	11-17	10:08 AM	605-341-2953	DIR ASST,TX	214-555-1212	F	1.0	.85
Subtotal									7.65

ITEM DESCRIPTION	AMOUNT
Primary Interexchange Carrier Charge	16.50
6 Lines @ \$2.75 each	16.50
Subtotal	11.07
Universal Service Fund	11.07
Long Distance Charges of 283.88 @ .039	11.07
Subtotal	.60
Payphone Surcharge	.60
2 Calls @ \$.30 each	.60
Subtotal	.60
Additional Services Total	\$35.82

Period Codes F = Flat Rate

Other Charges

--- Other Charges Summary ---

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers	Waived	
Longest Call Duration	Waived	
Other Charges Total		\$.00

Taxes

--- Taxes Summary ---

ITEM DESCRIPTION	AMOUNT
Federal Tax	16.64
State Tax SD	8.92
Local Tax SD	4.46
Taxes Total	\$30.02

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Credits

--- Credits Summary ---

ITEM DESCRIPTION	AMOUNT
Credits Total	\$.00

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Executive Summary

Call Distribution Summary By McLeodUSA Number

Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG DURATION	GROSS CHARGES	% OF TOTAL
605-341-1490	2	25.8	12.90	1.94	1.55
605-341-1454	168	337.8	2.01	25.61	20.24
605-341-6477	186	214.0	1.15	16.23	12.82
605-342-9195	209	365.8	1.75	28.21	21.92
605-343-2953	313	695.0	2.22	61.64	49.55
605-343-5005	14	30.6	2.19	2.32	1.83
TOTAL OUTBOUND	892	1,669.0	1.87	127.02	100.00

Call Distribution Summary By McLeodUSA Toll Free Number

Percentages Based on Total Number of Minutes

TOLL FREE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG DURATION	GROSS CHARGES	% OF TOTAL
800-456-0558	114	507.6	4.45	43.23	100.00
TOTAL TOLL FREE	114	507.6	4.45	43.23	100.00

Call Distribution Summary By Call Type

Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG DURATION	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE						
INTERSTATE	861	1,601.7	1.86	121.94	95.97	60.43
INTRALATA	31	67.3	2.17	5.08	4.03	2.54
LONG DISTANCE TOTAL	892	1,669.0	1.87	127.02	100.00	62.97
INBOUND TOLL FREE SERVICE						
INTERSTATE	111	489.1	4.41	41.65	96.36	18.45
INTRASTATE	3	18.5	6.17	1.58	3.65	.70
TOLL FREE TOTAL	114	507.6	4.45	43.23	100.00	19.15
ACCESS SERVICE						
INTERSTATE	53	426.2	8.04	89.50	99.28	16.08
INTRASTATE	3	3.1	1.03	.65	.72	.12
ACCESS SERVICE TOTAL	56	429.3	7.67	90.15	100.00	16.20
INTERNATIONAL SERVICE						
INTERNATIONAL	41	44.6	1.09	23.48	100.00	1.68
INTERNATIONAL TOTAL	41	44.6	1.09	23.48	100.00	1.68
TOTAL	1,103	2,650.5	2.40	283.88		100.00

Access Service Summary

ACCESS USER	TOTAL CALLS	TOTAL MINUTES	AVG DURATION	GROSS CHARGES	NET CHARGES	FED TAX	OTHER TAX	% GROSS CHARGES	% TOTAL MINUTES
DON JIRACEK2	56	429.3	7.7	90.15	90.15	2.70	.03	100.00	100.00
TOTAL	56	429.3	7.7	90.15	90.15	2.70	.03	100.00	100.00

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Top 50 Most Frequently Called Numbers

--- Outbound Long Distance Service ---

Sorted by Total Number of Minutes

Percentages Based on Total Number of Minutes

All McLeodUSA Lines

RANK	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG DUR	GROSS CHARGES	% OF TOP 50	% OF ALL
1	SANBARBARA, CA	805-882-2566	137	162.1	1.18	12.29	19.29	9.71
2	COLORADO SPRING, CO	719-556-6127	21	28.7	1.37	2.16	3.62	1.72
3	BAYONNE, NJ	201-886-1882	1	24.9	24.90	1.87	2.96	1.49
4	MARIANNA, FL	850-718-1025	4	24.7	6.18	1.86	2.94	1.48
5	WEST SALEM, WI	608-766-2457	3	23.5	7.83	1.76	2.80	1.41
6	MINNEAPOLIS, MN	612-747-0744	5	21.9	4.38	1.64	2.61	1.31
7	NAUVEAU, FL	941-643-0208	6	21.9	3.65	1.64	2.61	1.31
8	LIMA, OH	410-228-2242	3	21.2	7.07	1.59	2.52	1.27
9	COLUMBUS, OH	614-228-6525	4	19.9	4.98	1.49	2.37	1.19
10	FORT WORTH, TX	817-978-8176	3	19.2	6.40	1.45	2.29	1.15
11	LA CROSSE, WI	608-783-3962	2	19.1	9.55	1.44	2.27	1.14
12	MUSKOGEE, OK	918-687-5441	4	19.0	4.75	1.43	2.26	1.14
13	MINNEAPOLIS, MN	612-835-5818	4	18.0	4.50	1.35	2.14	1.08
14	AZUSA, CA	626-969-3471	4	16.9	4.23	1.27	2.01	1.01
15	OMAHA, NE	402-332-3488	8	16.6	2.08	1.25	1.98	1.00
16	COLORADO SPRING, CO	719-556-4538	14	15.9	1.14	1.20	1.89	.95
17	CHIVILLE, WA	509-684-4505	3	15.6	5.20	1.17	1.86	.94
18	PHILA, PA	608-783-5424	1	14.7	1.47	1.12	1.75	.88
19	LA CROSSE, WI	305-224-7055	3	13.9	4.43	1.05	1.64	.83
20	HOMESTEAD, FL	408-800-0700	1	13.8	13.80	1.04	1.64	.83
21	SADLERVILLE, OH	605-347-0935	4	13.6	3.40	1.03	1.62	.82
22	STURGIS, SD	605-882-2478	14	13.5	.96	1.02	1.61	.81
23	SANBARBARA, CA	805-882-2478	5	13.2	2.64	1.00	1.57	.79
24	EDMUNDOW, MA	413-225-2700	3	13.0	4.33	.98	1.55	.78
25	LAWAR, MO	417-482-3322	10	12.9	1.29	.98	1.54	.77
26	COLORADO SPRING, CO	719-556-4321	3	12.3	4.10	.92	1.44	.74
27	FRANKLIN, IL	847-478-8600	3	12.1	6.05	.91	1.44	.73
28	CHIVILLE, WA	509-684-4500	2	12.1	2.02	.93	1.44	.73
29	ELMHURST, IL	630-833-0100	6	12.0	4.00	.90	1.43	.72
30	MINNEAPOLIS, MN	612-833-2234	3	12.0	4.00	.90	1.43	.72
31	MINNEAPOLIS, MN	612-833-7768	5	10.7	2.14	.60	1.27	.64
32	ST LOUIS, MO	605-336-8500	4	10.4	2.60	.74	1.24	.62
33	ST LOUIS, MO	605-336-8500	5	10.2	2.04	.76	1.21	.61
34	MUSKOGEE, OK	918-687-5036	5	10.2	2.04	.76	1.21	.61
35	DISPLAINTS, IL	847-298-0250	3	10.1	3.37	.77	1.20	.61
36	ST LOUIS, MO	314-775-5187	2	9.9	4.95	.74	1.18	.59
37	MANCHESTER, NH	603-826-6506	11	9.8	.89	.75	1.17	.59
38	PENDLETON, CA	760-725-8130	2	9.8	4.90	.74	1.17	.59
39	CLOSTER, NJ	201-767-0660	2	9.1	4.55	.69	1.08	.55
40	HATBORO, PA	215-441-6800	3	9.0	3.00	.68	1.07	.54
41	FARGO, ND	701-237-6525	2	8.9	4.45	.67	1.06	.53
42	WOODBRIDGE, ON	905-851-3426	2	8.8	4.40	1.15	1.05	.53
43	CEDAR RAPIDS, IA	319-363-3111	1	8.8	8.80	.66	1.05	.53
44	LA CROSSE, WI	608-783-7950	1	8.6	8.60	.65	1.02	.52
45	JAMESTOWN, NY	716-665-2000	2	8.2	4.10	.62	.98	.49
46	ST LOUIS, MO	314-775-1487	5	8.0	1.60	.60	.95	.48
47	NAPERVILLE, IL	630-357-7300	2	8.0	4.00	.61	.95	.48
48	ORLANDO, FL	407-855-6161	3	7.9	2.63	.60	.94	.47
49	MINNEAPOLIS, MN	612-556-6654	4	7.9	1.98	.59	.94	.47
50	SUNBURY, PA	717-286-4544	1	7.9	7.90	.59	.94	.47
51	COLORADO SPRING, CO	719-556-4321	4	7.7	1.93	.59	.92	.46

Total			355	840.0	2.37	63.86	100.00	50.33
Total Outbound			892	1,669.0	1.87	127.02		

G/GSA INC
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Longest Call Duration

--- Outbound Long Distance Service ---

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	11-05	07:23PM	BAYONNE, NJ	201-858-1682	605-341-1490	24.9	1.87	1.49
2	11-01	08:30AM	LA CROSSE, WI	608-785-3962	605-341-1654	19.0	1.43	1.14
3	11-21	11:44AM	WEST SALEM, WI	608-786-2457	605-343-2953	18.3	1.37	1.19
4	11-13	11:47AM	FORT WORTH, TX	817-976-8376	605-343-5005	18.1	1.36	1.08
5	11-24	09:26AM	MINNEAPOLIS, MN	612-835-5818	605-343-2953	14.3	1.07	.86
6	11-01	06:36PM	LA CROSSE, WI	608-783-5424	605-343-2953	14.1	1.06	.85
7	11-25	02:03PM	SADLERCKVLY, CA	949-450-9700	605-343-2953	13.8	1.04	.83
8	11-10	10:35AM	MINNEAPOLIS, MN	612-347-6744	605-341-1654	13.6	1.02	.82
9	11-02	01:54PM	MARIANNA, FL	850-718-1625	605-343-2953	13.3	1.00	.80
10	11-10	11:07AM	COLUMBIA, WA	509-684-4605	605-341-1654	12.1	.91	.73
11	11-30	10:25AM	LIMA, OH	419-228-2242	605-343-2953	11.3	.85	.68
12	11-04	01:41PM	COLUMBUS, OH	614-228-6525	605-341-1654	11.2	.84	.67
13	11-06	09:13AM	COLORADO SPRING, CO	719-556-6127	605-343-2953	11.0	.83	.66
Total						195.0	14.65	11.68
Total Outbound						892	1,669.0	127.02

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Longest Call Duration

--- Inbound Long Distance Service ---

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	CALLING LOCATION	CALLED FROM	CALLED NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	11-26	07:38PM	MINDORO, WI	608-857-1568	800-456-0558	49.5	4.21	9.75
2	11-06	05:13PM	WEST SALEM, WI	608-786-2457	800-456-0558	29.9	2.54	5.89
3	11-19	10:11PM	LA CROSSE, WI	608-779-4214	800-456-0558	25.3	2.15	4.98
4	11-16	08:11PM	LA CROSSE, WI	608-783-5424	800-456-0558	23.1	1.96	4.35
5	11-18	12:38PM	SHANDON, OH	613-738-0751	800-456-0558	22.2	1.89	4.37
6	11-06	12:39PM	LA CROSSE, WI	608-779-4214	800-456-0558	21.8	1.85	4.30
7	11-20	09:48AM	LA CROSSE, WI	608-783-5424	800-456-0558	20.2	1.72	3.98
8	11-17	06:41PM	LA CROSSE, WI	608-785-5424	800-456-0558	18.1	1.54	3.57
9	11-21	11:36AM	RAPID CITY, SD	605-921-1866	800-456-0558	17.4	1.48	3.43
10	11-11	11:40AM	LA CROSSE, WI	608-779-4214	800-456-0558	14.6	1.22	2.84
11	11-10	12:44PM	COLUMBUS, OH	614-602-1131	800-456-0558	14.0	1.19	2.74
12	11-18	01:09PM	PHILA, PA	215-697-4674	800-456-0558	13.2	1.12	2.60
13	11-09	01:40PM	LA CROSSE, WI	608-791-7714	800-456-0558	12.4	1.05	2.44
14	11-13	11:25AM	LA CROSSE, WI	608-779-4214	800-456-0558	10.1	.86	1.99
Total						14	291.6	24.78
Total Inbound						114	507.6	43.23

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Longest Call Duration
---- McLeodUSA Access Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	USER	LOCATION CALLED	CALLED NUMBER	ORIG. NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	11-10	07:54PM	DON JIRACEK2	COLORDOSPG, CO	719-598-4493	605-787-0085	36.0	7.56	8.39
2	11-29	09:15AM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	34.0	7.14	7.92
3	11-09	08:30PM	DON JIRACEK2	COLORDOSPG, CO	719-598-4493	605-787-0085	33.4	7.01	7.78
4	11-30	07:46PM	DON JIRACEK2	NEVADA, MO	417-667-6442	605-787-0085	26.4	5.54	6.15
5	11-11	07:39PM	DON JIRACEK2	BROOMFIELD, CO	303-252-1903	605-787-0085	24.9	5.23	5.80
6	11-08	09:17AM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	22.1	4.64	5.15
7	11-22	07:59PM	DON JIRACEK2	WEST SALEM, WI	608-786-2457	605-787-0085	19.8	4.16	4.61
8	11-26	09:13AM	DON JIRACEK2	COLORDOSPG, CO	719-598-4493	605-787-0085	19.5	4.10	4.54
9	11-26	08:51AM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	17.6	3.70	4.10
10	11-01	08:55AM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	16.8	3.53	3.91
11	11-24	07:37PM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	16.2	3.40	3.77
12	11-21	09:00AM	DON JIRACEK2	BROOMFIELD, CO	303-252-1903	605-787-0085	15.9	3.34	3.70
13	11-17	04:36PM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	14.8	3.11	3.45
14	11-26	01:29PM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	14.7	3.09	3.42
15	11-18	03:51PM	DON JIRACEK2	COLORDOSPG, CO	719-392-3721	605-787-0085	14.2	2.98	3.31
16	11-14	04:15PM	DON JIRACEK2	RAPID CITY, SD	605-346-5878	303-451-5213	12.2	2.56	2.84
Total				16			338.5	71.09	78.85
Total McLeodUSA Access				56			429.3	90.15	



McLeodUSA Management Report and Account Statement

G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2291930
Invoice Date: 01/19/99
Invoice Period: 12/01-12/31
Page Number: 1 OF 29

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,194.14
RSVP Discount Earned	.00
Payment Received.....Thank You	.00
Previous Balance Due	1,194.14
Current Month	
Local Charges	250.74
Long Distance Charges	251.30
Enhanced Business Services	.00
Additional Services	33.30
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	29.39
Total Current Charges	564.73
Total Due	1,758.87

YOUR ACCOUNT IS PAST DUE. McLeodUSA MUST RECEIVE PAYMENT IN FULL ON OR BEFORE 01/29/99. OR YOUR SERVICE MAY BE INTERRUPTED.

It is your responsibility for payment of any delinquent balance and any charges incurred to disconnect and/or reconnect service, including attorney fees, collection fees and unbilled charges. Reconnection fees are \$50.00 per line for up to two lines, and \$25.00 for each additional line. Please call 1-800-593-1177 if you have any questions.

*** Your service cannot be interrupted for failure to pay information service charges. ***

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.



G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523

Account Number: 1197987
Invoice Number: 2291930
Invoice Date: 01/19/99

Amount Due: \$1758.87

Amount Enclosed _____
Payment Due Date 01/29/99

McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

☐ Please mark this box and note any changes
in name or address on the face of this document.

11979879 22919302 0001758879 0001758879 0208991

G/GSA INC
Account Number: 1197987

Invoice Date: 01/19/99
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Local Service

--- Local Service Detail ---

ITEM DESCRIPTION	RATE	AMOUNT
McLeodUSA Line: 341-1490		
Full Month Charges 01/01/99 - 01/31/99		
Telephone Line Charge	31.95	31.95
Call Forward Busy	3.00	3.00
Call Forward Combination	5.50	5.50
TACP Communication Impaired Surcharge	15	15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		63.79
McLeodUSA Line: 341-1654		
Full Month Charges 01/01/99 - 01/31/99		
Telephone Line Charge	31.95	31.95
TACP Communication Impaired Surcharge	15	15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		60.79
McLeodUSA Line: 341-6477		
Full Month Charges 01/01/99 - 01/31/99		
Telephone Line Charge	31.95	31.95
TACP Communication Impaired Surcharge	15	15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		60.79
McLeodUSA Line: 342-9195		
Full Month Charges 01/01/99 - 01/31/99		
Telephone Line Charge	31.95	31.95
TACP Communication Impaired Surcharge	15	15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		60.79
McLeodUSA Line: 343-2953		
Full Month Charges 01/01/99 - 01/31/99		
Telephone Line Charge	31.95	31.95
TACP Communication Impaired Surcharge	15	15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		60.79
McLeodUSA Line: 340-5005		
Full Month Charges 01/01/99 - 01/31/99		
Telephone Line Charge	31.95	31.95
Call Forward Busy	3.00	3.00
TACP Communication Impaired Surcharge	15	15
Federal Access Charge	7.94	7.94
Enhanced 911 Service	.75	.75
Subtotal		63.79

\$250.74

Local Service Total - \$D

* denotes charges not eligible for RSVP discount

G/GSA INC
Account Number: 1197987

Invoice Date: 01/19/99
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Long Distance Service

--- Long Distance Service Detail ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1490	1	12-02	02:25PM	MINNEAPOLIS, MN	612 935-5130	P	DD	2.3	.17
Subtotal									.17
341-1654	2	12-14	09:15AM	STOCKTON, CA	209 982-3380	P	DD	.2	.02
	3	12-14	09:17AM	STOCKTON, CA	209 982-3380	P	DD	.3	.02
	4	12-08	02:00PM	FRANK, TX	210 657-3604	P	DD	3.0	.23
	5	12-21	10:32AM	SANANTONIO, TX	210 016-1927	P	DD	.5	.04
	6	12-11	02:20PM	SANANTONIO, TX	210 925-4707	P	DD	1.5	.11
	7	12-07	01:18PM	PHILA, PA	215 697-3468	P	DD	.6	.04
	8	12-01	08:25AM	PHILA, PA	215 737-5192	P	DD	1.1	.08
	9	12-02	09:02AM	PHILA, PA	215 737-7960	P	DD	.7	.05
	10	12-02	09:28AM	MATTOON, IL	217 234-5466	P	DD	2.4	.18
	11	12-03	12:05PM	EFFINGHAM, IL	217 342-3601	P	DD	3.2	.24
	12	12-04	01:19PM	SU. MNER, WA	253 863-4085	P	DD	2.9	.22
	13	12-04	10:38AM	DEVENTER, CO	303 387-7441	P	DD	2.7	.20
	14	12-22	11:18AM	MIAMI, FL	305 822-3721	P	DD	2.8	.21
	15	12-04	09:56AM	DETROIT, MI	313 593-1881	P	DD	.6	.05
	16	12-03	02:47PM	DETROIT, MI	313 593-5930	P	DD	1.9	.14
	17	12-03	02:42PM	DETROIT, MI	313 593-0000	P	DD	1.5	.11
	18	12-04	11:07AM	IOWA CITY, IA	319 386-5315	P	DD	.4	.03
	19	12-04	10:18AM	MILWAUKEE, WI	414 774-1052	P	DD	.8	.06
	20	12-16	10:08AM	MILWAUKEE, WI	414 774-1052	P	DD	.6	.05
	21	12-23	11:31AM	MILWAUKEE, WI	414 774-1052	P	DD	3.3	.25
	22	12-28	08:50AM	MILWAUKEE, WI	414 774-1052	P	DD	.7	.05
	23	12-21	12:41PM	TOOELE, UT	435 833-3372	P	DD	.7	.05
	24	12-18	09:52AM	TOOELE, UT	435 833-3468	P	DD	.1	.01
	25	11-09	10:55AM	ELYRIA, OH	440 365-8446	P	DD	1.3	.10
	26	12-03	01:47PM	CANNON, FL, MN	507 263-4071	P	DD	1.4	.11
	27	12-09	09:43AM	NATICK, MA	508 233-254	P	DD	8.4	.63
	28	12-09	10:27AM	NATICK, MA	508 233-254	P	DD	.1	.01
	29	12-02	10:30AM	GRASS VLY, CA	530 268-7238	P	DD	.8	.06
	30	12-17	01:40PM	GRASS VLY, CA	530 268-7238	P	DD	.3	.02
	31	12-17	02:01PM	GRASS VLY, CA	530 268-7238	P	DD	.7	.05
	32	12-18	10:35AM	GRASS VLY, CA	530 268-7238	P	DD	.8	.06
	33	12-30	11:08AM	GRASS VLY, CA	530 268-7238	P	DD	1.2	.09
	34	12-09	10:10AM	FT. LEE, ARDWD, MO	573 596-0924	P	DD	.7	.05
	35	12-04	01:37PM	FITZPATRICK, NH	603 585-6810	P	DD	1.1	.08
	36	12-02	02:30PM	MANCHESTER, NH	603 626-6506	P	DD	.8	.06
	37	12-04	12:10PM	MANCHESTER, NH	603 626-6506	P	DD	.3	.02
	38	12-04	01:12PM	MANCHESTER, NH	603 626-6506	P	DD	.7	.05
	39	12-15	09:55AM	MANCHESTER, NH	603 626-6506	P	DD	.5	.04
	40	12-16	09:15AM	MANCHESTER, NH	603 626-6506	P	DD	.8	.06
	41	12-18	09:32AM	MANCHESTER, NH	603 626-6506	P	DD	.6	.05
	42	12-03	03:35PM	SILOX, FL, SD	605 336-8500	P	DD	3.3	.25
	43	12-07	09:35AM	SILOX, FL, SD	605 336-8500	P	DD	.1	.01
	44	11-10	10:10AM	SILOX, FL, SD	605 361-0811	P	DD	.5	.04
	45	12-02	09:14AM	LEMMON, SD	605 374-5962	P	DD	.8	.06
	46	12-02	09:13AM	HOWARD, SD	605 772-5381	P	DD	1.2	.09
	47	12-21	09:17AM	FAUGEL, BUTTE, SD	605 904-4567	P	DD	3.3	.26
	48	12-07	11:02AM	MADISON, WI	608 258-2330	P	DD	.2	.02
	49	12-09	11:58AM	MADISON, WI	608 258-2330	P	DD	.4	.1
	50	12-21	12:03PM	MADISON, WI	608 258-2330	P	DD	.1	.01
	51	12-23	12:05PM	MADISON, WI	608 258-2330	P	DD	.5	.04
	52	12-08	01:55PM	ELK RIVER, MN	612 241-4170	P	DD	1.2	.09
	53	12-08	01:57PM	ELK RIVER, MN	612 241-4170	P	DD	2.5	.19
	54	12-09	02:43PM	MONTICELLO, MN	612 295-5119	P	DD	2.5	.19
	55	12-22	02:11PM	MONTICELLO, MN	612 295-5119	P	DD	.4	.35
	56	12-04	08:49AM	MINNEAPOLIS, MN	612 333-5300	P	DD	.9	.07
	57	12-09	10:28AM	MINNEAPOLIS, MN	612 336-1280	P	DD	3.2	.24
	58	11-09	12:01PM	MINNEAPOLIS, MN	612 347-6744	P	DD	.5	.04
	59	12-07	10:28AM	MINNEAPOLIS, MN	612 347-6744	P	DD	.3	.02
	60	12-16	02:29PM	MINNEAPOLIS, MN	612 347-6744	P	DD	5.6	.42
	61	12-16	10:25AM	STILLWATER, MN	612 430-1066	P	DD	2.8	.21
	62	12-17	02:50PM	STILLWATER, MN	612 430-1066	P	DD	.6	.05
	63	12-18	10:18AM	ST. PAUL, MN	612 444-5744	P	DD	.3	.02
	64	12-23	12:33PM	ENFIELD, MN	612 878-5895	P	DD	2.2	.17
	65	12-23	01:19PM	ENFIELD, MN	612 878-5895	P	DD	.5	.04
	66	12-08	12:25PM	MINNEAPOLIS, MN	612 881-1280	P	DD	1.3	.10
	67	12-22	01:24PM	MINNEAPOLIS, MN	612 935-5117	P	DD	.8	.06
	68	12-23	10:32AM	MINNEAPOLIS, MN	612 935-5117	P	DD	1.4	.11

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	69	12 02	10:38AM	COLUMBUS, OH	614 228-6525	P	DD	5.7	.43
	70	12 30	11:39AM	COLUMBUS, OH	614 692-2889	P	DD	.6	.11
	71	12 29	03:40PM	CORONADO, CA	619 545-4357	P	DD	1.4	.05
	72	12 23	12:40PM	ELBURG, IL	630 365-2539	P	DD	.6	.02
73	12 31	09:19AM		BARTLETT, IL	630 830-0090	P	DD	.3	.02
74	12 15	11:05AM		ELMHURST, IL	630 833-4030	P	DD	1.1	.08
75	12 15	11:14AM		ELMHURST, IL	630 833-4030	P	DD	.4	.08
76	12 18	12:54PM		ST PAUL, MN	651 454-5744	P	DD	1.6	.12
77	12 22	11:08AM		ST PAUL, MN	651 454-5744	P	DD	3.9	.29
78	12 04	02:05PM		FARGO, ND	701 237-6525	P	DD	1.1	.08
79	12 14	01:28PM		WEST FARGO, ND	701 281-1734	P	DD	.2	.02
80	12 29	01:03PM		WEST FARGO, ND	701 281-1863	P	DD	1.8	.14
81	12 16	08:29AM		MINOT AFB, ND	701 723-4184	P	DD	.9	.07
82	12 22	10:03AM		EMERADO, ND	701 747-3035	P	DD	.4	.03
83	12 26	10:55AM		EMERADO, ND	701 747-5270	P	DD	1.4	.11
84	12 30	11:24AM		EMERADO, ND	701 747-5270	P	DD	.4	.03
85	12 30	04:21PM		EMERADO, ND	702 788-4662	P	DD	.6	.05
86	12 14	03:28PM		RENO, NV	703 767-5346	P	DD	.9	.07
87	12 08	10:34AM		ARLINGTON, VA	703 543-2277	P	DD	2.7	.20
88	12 10	01:49PM		MAYWOOD, IL	708 343-2277	P	DD	7.7	.56
89	12 17	02:08PM		MAYWOOD, IL	708 343-2277	P	DD	.6	.05
90	12 08	08:58AM		MT POCOSNO, PA	717 895-6439	P	DD	1.0	.08
91	12 09	10:50AM		QUEENS, NY	718 352-8525	P	DD	.6	.06
92	12 03	10:57AM		COLORADO SPRG, CO	719 556-4886	P	DD	.8	.07
93	12 15	10:29AM		COLORADO SPRG, CO	719 556-6238	P	DD	.4	.05
94	12 16	10:02AM		COLORADO SPRG, CO	719 556-6238	P	DD	.9	.07
95	12 02	02:46PM		COLORADO SPRG, CO	719 556-7586	P	DD	.3	.02
96	12 23	10:36AM		COLORADO SPRG, CO	719 556-7586	P	DD	1.1	.08
97	12 21	03:37PM		COLORADO SPRG, CO	719 556-9381	P	DD	.9	.07
98	12 03	02:04PM		COLORADO SPRG, CO	719 556-9382	P	DD	1.5	.11
99	12 31	10:52AM		COLORADO SPRG, CO	719 556-9382	P	DD	.4	.03
100	12 29	01:21PM		CHAMBLEE, GA	770 458-8233	P	DD	.9	.07
101	12 21	12:47PM		CHICAGO, IL	773 254-0600	P	DD	.9	.07
102	12 22	11:00AM		CHICAGO, IL	773 254-0600	P	DD	3.6	.27
103	12 18	10:05AM		CHICAGO, IL	773 254-1303	P	DD	1.1	.08
104	12 04	08:41AM		CHICAGO, IL	773 254-1303	P	DD	2.7	.20
105	12 16	01:29PM		CHICAGO, IL	773 254-1303	P	DD	1.4	.11
106	12 15	09:33AM		CHICAGO, IL	773 254-1303	P	DD	.8	.06
107	12 23	09:36AM		CHICAGO, IL	773 254-1303	P	DD	.4	.03
108	12 23	09:42AM		CHICAGO, IL	773 254-1303	P	DD	.9	.07
109	12 26	09:40AM		CHICAGO, IL	773 254-1303	P	DD	2.5	.19
110	13 07	02:50PM		CHICAGO, IL	773 254-1303	P	DD	1.2	.09
111	12 22	01:38PM		CHICAGO, IL	773 254-1303	P	DD	3.3	.25
112	12 02	01:38PM		CHICAGO, IL	773 254-1303	P	DD	.4	.03
113	12 02	02:27PM		CHICAGO, IL	773 254-1303	P	DD	1.3	.10
114	12 16	10:04AM		CHICAGO, IL	773 254-1303	P	DD	2.2	.17
115	12 04	11:10AM		CHICAGO, IL	773 254-1303	P	DD	.8	.06
116	12 03	02:40PM		CHICAGO, IL	773 254-1303	P	DD	.5	.04
117	12 02	09:48AM		CHICAGO, IL	773 254-1303	P	DD	2.9	.22
118	12 30	02:05PM		CHICAGO, IL	773 254-1303	P	DD	.6	.05
119	12 18	10:36AM		CHICAGO, IL	773 254-1303	P	DD	1.0	.08
120	12 02	09:05AM		CHICAGO, IL	773 254-1303	P	DD	.6	.05
121	12 04	12:28PM		CHICAGO, IL	773 254-1303	P	DD	.4	.03
122	11 09	02:54PM		CHICAGO, IL	773 254-1303	P	DD	.6	.05
123	12 30	08:14AM		CHICAGO, IL	773 254-1303	P	DD	.4	.03
124	12 10	02:54PM		CHICAGO, IL	773 254-1303	P	DD	1.7	.13
125	12 04	02:54PM		CHICAGO, IL	773 254-1303	P	DD	.4	.03
126	12 07	10:44AM		CHICAGO, IL	773 254-1303	P	DD	1.1	.08
127	12 09	02:52PM		CHICAGO, IL	773 254-1303	P	DD	.5	.04
128	12 22	12:04PM		CHICAGO, IL	773 254-1303	P	DD	1.6	.12
129	12 22	02:08PM		CHICAGO, IL	773 254-1303	P	DD	15.7	1.2
Subtotal									
341-6477	130	12 14	11:42AM	WASHINGTON, DC	202 338-4702	P	DD	1.1	.08
	131	12 04	10:24AM	SAN ANTONIO, TX	210 357-4480	P	DD	1.1	.08
	132	12 31	02:10PM	LITTLETON, CO	303 688-4555	P	DD	1.1	.08
	133	12 18	11:08AM	MONTEBELLO, CA	333 727-0803	P	DD	1.0	.08
	134	12 18	12:54PM	MONTEBELLO, CA	333 727-0803	P	DD	1.1	.08
	135	12 03	01:51PM	MILWAUKEE, WI	414 774-1059	P	DD	1.1	.08
	136	12 04	10:18AM	MILWAUKEE, WI	414 774-1059	P	DD	1.1	.08

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	137	12 22	03:28PM	MILWAUKEE, WI	414 774-1059	P	DD	1.1	.08
	138	12 18	09:56AM	TOOELE, UT	435 833-3468	P	DD	.3	.02
	139	12 18	09:58AM	TOOELE, UT	435 833-3468	P	DD	.7	.05
	140	12 28	02:14PM	RADCLIFF, KY	502 352-0266	P	DD	1.4	.11
	141	12 17	02:14PM	RADCLIFF, KY	502 352-0267	P	DD	.9	.07
	142	12 07	02:30PM	SANTA FE, NM	505 744-1821	P	DD	1.1	.08
	143	12 23	12:03PM	SPOKANE, WA	509 927-2696	P	DD	1.0	.08
	144	12 04	01:41PM	FITZPATRICK, WA	509 927-2696	P	DD	1.0	.08
	145	12 15	11:08AM	MANCHESTER, NH	603 626-6577	P	DD	1.0	.08
	146	12 21	10:24AM	MANCHESTER, NH	603 626-6577	P	DD	.9	.07
	147	12 21	12:16PM	MANCHESTER, NH	603 626-6577	P	DD	.9	.07
	148	12 29	11:08AM	MANCHESTER, NH	603 626-6577	P	DD	.9	.07
	149	12 07	09:38AM	SHOUX FLA, ND	603 626-6577	P	DD	1.5	.11
	150	12 18	09:28AM	MINNEAPOLIS, MN	612 370-0446	P	DD	1.1	.08
	151	12 09	10:18AM	MINNEAPOLIS, MN	612 381-3191	P	DD	1.0	.08
	152	12 18	12:55PM	ST PAUL, MN	651 454-7444	P	DD	1.1	.08
	153	12 01	09:16AM	LAS VEGAS, NV	702 652-5367	P	DD	1.4	.11
	154	12 03	04:10PM	ROCHESTER, NY	716 326-3749	P	DD	.8	.06
	155	12 07	02:41PM	ROCHESTER, NY	716 326-3749	P	DD	.8	.06
	156	12 01	02:01PM	BI FALLS, NY	716 805-7090	P	DD	1.1	.08
	157	11 09	11:41AM	COLORADO SPRG, CO	719 556-4538	P	DD	1.1	.08
	158	11 09	02:30PM	COLORADO SPRG, CO	719 556-4538	P	DD	1.1	.08
	159	12 15	10:11AM	COLORADO SPRG, CO	719 556-4538	P	DD	1.2	.09
	160	12 15	01:48PM	COLORADO SPRG, CO	719 556-4538	P	DD	1.1	.08
	161	12 18	10:44AM	CHICAGO, IL	773 254-1303	P	DD	.7	.05
	162	12 18	10:14AM	CHICAGO, IL	773 254-1303	P	DD	.7	.05
	163	12 18	10:15AM	CHICAGO, IL	773 254-1303	P	DD	1.1	.08
	164	11 09	11:11AM	SANBARBARA, CA	805 882-2566	P	DD	1.9	.14
	165	11 09	12:21PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	166	11 09	01:21PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	167	11 09	02:22PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	168	11 09	03:10PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	169	12 01	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	170	12 01	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	171	12 01	06:58AM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	172	12 01	06:58AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	173	12 04	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	174	12 04	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	2.0	.15
	175	12 04	12:05PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	176	12 04	01:52PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	177	12 07	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	178	12 07	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	179	12 07	06:54AM	SANBARBARA, CA	805 882-2566	P	DD	2.2	.17
	180	12 07	06:57AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	181	12 07	06:58AM	SANBARBARA, CA	805 882-2566	P	DD	2.0	.15
	182	12 08	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	183	12 08	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	184	12 08	10:18AM	SANBARBARA, CA	805 882-2566	P	DD	2.5	.19
	185	12 08	12:09PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	186	12 08	12:12PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	187	12 08	01:51PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	188	12 09	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	189	12 09	06:52AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	190	12 09	10:29AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	191	12 09	10:29AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	192	12 09	02:30PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	193	12 10	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	3.6	.27
	194	12 11	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	195	12 11	06:58AM	SANBARBARA, CA	805 882-2566	P	DD	2.3	.17
	196	12 11	12:21PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	197	12 11	12:23PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	198	12 11	12:25PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	199	12 11	02:24PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	200	13 14	08:49AM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	201	12 14	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	1.7	.13
	202	12 14	09:08AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	203	12 14	09:10AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	204	12 14	09:12AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.04
	205	12 14	09:22AM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	206	12/14	11:30AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	207	12/14	12:09PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	208	12/14	01:07PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	209	12/14	02:09PM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	210	12/14	02:57PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	211	12/14	03:21PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	212	12/15	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	3.0	.23
	213	12/15	06:41AM	SANBARBARA, CA	805 882-2566	P	DD	2.9	.22
	214	12/15	10:14AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	215	12/15	11:29AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	216	12/15	12:45PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	217	12/15	12:40PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.06
	218	12/15	01:16PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	219	12/15	01:56PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	220	12/15	01:57PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	221	12/15	02:26PM	SANBARBARA, CA	805 882-2566	P	DD	2.5	.19
	222	12/15	04:10PM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	223	12/16	06:49AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	224	12/16	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	1.6	.12
	225	12/16	06:56AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	226	12/16	06:58AM	SANBARBARA, CA	805 882-2566	P	DD	1.3	.10
	227	12/16	09:20AM	SANBARBARA, CA	805 882-2566	P	DD	.1	.08
	228	12/16	09:40AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	229	12/16	10:39AM	SANBARBARA, CA	805 882-2566	P	DD	.1	.08
	230	12/16	12:15PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	231	12/16	12:17PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	232	12/16	12:18PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	233	12/16	12:20PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.10
	234	12/16	12:21PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	235	12/16	02:51PM	SANBARBARA, CA	805 882-2566	P	DD	2.0	.15
	236	12/16	03:34PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	237	12/17	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	238	12/17	02:19PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	239	12/17	02:21PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	240	12/17	02:23PM	SANBARBARA, CA	805 882-2566	P	DD	.2	.02
	241	12/17	02:25PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	242	12/17	02:27PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	243	12/17	03:34PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	244	12/17	04:12PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	245	12/17	04:13PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	246	12/17	04:15PM	SANBARBARA, CA	805 882-2566	P	DD	2.7	.20
	247	12/18	06:52AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	248	12/18	06:52AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	249	12/18	09:15AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	250	12/18	09:16AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	251	12/18	09:19AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	252	12/18	10:41AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	253	12/18	12:26PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	254	12/18	12:27PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	255	12/18	12:57PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	256	12/18	01:34PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	257	12/18	01:36PM	SANBARBARA, CA	805 882-2566	P	DD	1.9	.14
	258	12/21	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	1.7	.12
	259	12/21	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	260	12/21	06:55AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	261	12/21	07:03AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	262	12/21	12:09PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	263	12/21	12:05PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	264	12/21	12:58PM	SANBARBARA, CA	805 882-2566	P	DD	2.2	.17
	265	12/21	02:59PM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	266	12/22	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	267	12/22	12:17PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	268	12/22	01:14PM	SANBARBARA, CA	805 882-2566	P	DD	2.5	.19
	269	12/23	06:52AM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	270	12/23	12:28PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	271	12/23	02:36PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	272	12/23	02:38PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	275	12/23	02:48PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	276	12/23	03:21PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	277	12/23	03:27PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	278	12/24	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	279	12/24	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	2.1	.16
	280	12/24	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	281	12/24	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	282	12/25	06:54AM	SANBARBARA, CA	805 882-2566	O	DD	1.0	.08
	283	12/28	06:49AM	SANBARBARA, CA	805 882-2566	O	DD	.6	.05
	284	12/28	11:17AM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	285	12/28	01:42PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	286	12/28	02:18PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	287	12/28	02:19PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	288	12/29	10:54AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	289	12/29	12:08PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	290	12/29	01:27PM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	291	12/29	02:21PM	SANBARBARA, CA	805 882-2566	P	DD	.3	.02
	292	12/29	02:29PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	293	12/29	02:38PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	294	12/29	03:38PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	295	12/30	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	296	12/30	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	297	12/30	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	1.8	.14
	298	12/30	09:34AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	299	12/30	10:32AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	300	12/30	10:37AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	301	12/30	10:58AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	302	12/30	10:40AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	303	12/30	12:18PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	304	12/30	01:41PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	305	12/30	01:44PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	306	12/30	01:43PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	307	12/30	01:44PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	308	12/30	01:48PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	309	12/30	01:50PM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	310	12/30	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	2.1	.16
	311	12/01	06:51AM	SANBARBARA, CA	805 882-2578	O	DD	.4	.03
	312	12/01	07:00AM	SANBARBARA, CA	805 882-2578	O	DD	1.0	.08
	313	12/01	09:10AM	SANBARBARA, CA	805 882-2578	O	DD	.9	.07
	314	12/01	09:11AM	SANBARBARA, CA	805 882-2578	O	DD	.8	.06
	315	12/01	10:11AM	SANBARBARA, CA	805 882-2578	O	DD	.9	.07
	316	12/01	10:14AM	SANBARBARA, CA	805 882-2578	O	DD	1.0	.08
	317	12/01	10:16AM	SANBARBARA, CA	805 882-2578	O	DD	1.4	.11
	318	12/01	12:16PM	SANBARBARA, CA	805 882-2578	O	DD	.2	.02
	319	12/01	01:46PM	SANBARBARA, CA	805 882-2578	O	DD	.9	.07
	320	12/01	03:11PM	SANBARBARA, CA	805 882-2578	O	DD	.7	.05
	321	12/02	06:49AM	SANBARBARA, CA	805 882-2578	O	DD	4.6	.30
	322	12/02	09:51AM	SANBARBARA, CA	805 882-2578	P	DD	.4	.03
	323	12/02	09:53AM	SANBARBARA, CA	805 882-2578	P	DD	2.1	.16
	324	12/02	11:01AM	SANBARBARA, CA	805 882-2578	P	DD	.2	.02
	325	12/02	01:06PM	SANBARBARA, CA	805 882-2578	P	DD	1.1	.08
	326	12/03	06:49AM	SANBARBARA, CA	805 882-2578	O	DD	2.3	.17
	327	12/03	03:04PM	SANBARBARA, CA	805 882-2578	P	DD	1.0	.08
	328	12/07	07:01AM	SANBARBARA, CA	805 882-2578	O	DD	.5	.04
	329	12/07	07:05AM	SANBARBARA, CA	805 882-2578	O	DD	1.6	.12
	330	12/08	06:48AM	SANBARBARA, CA	805 882-2578	O	DD	.8	.06
	331	12/09	06:49AM	SANBARBARA, CA	805 882-2578	O	DD	.5	.04
	332	12/15	06:49AM	SANBARBARA, CA	805 882-2578	O	DD	.7	.05
	333	12/16	07:00AM	SANBARBARA, CA	805 882-2578	O	DD	.4	.03
	334	12/16	07:01AM	SANBARBARA, CA	805 882-2578	O	DD	3.6	.27
	335	12/18	06:50AM	SANBARBARA, CA	805 882-2578	O	DD	.7	.05
	336	12/23	06:49AM	SANBARBARA, CA	805 882-2578	O	DD	.9	.07
	337	12/23	06:50AM	SANBARBARA, CA	805 882-2578	O	DD	.6	.05
	338	12/21	11:36AM	JOLIET, IL	916 826-8912	P	DD	1.0	.08
	339	12/09	02:26PM	MCKENZIE, TX	901 978-1156	P	DD	1.2	.09
	340	12/07	03:06PM	MI SKEGILL, OK	918 690-4031	P	DD	1.0	.08
Subtotal									17.59
342-9951	341	12/22	04:26PM	WASHINGTON, DC	202 204-5466	P	DD	.9	.12
	342	12/09	09:55AM	WASHINGTON, DC	202 405-7363	P	DD	.8	.09

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342-0195	343	12 23	12:22PM	WASHINGTON, DC	202 305-7363	P	DD	1.0	.08
	344	12 23	12:23PM	WASHINGTON, DC	202 305-7363	P	DD	1.1	.08
	345	12 28	10:57AM	WASHINGTON, DC	202 874-5625	P	DD	7.0	.06
	346	12 28	12:00PM	LIMESTONE, ME	207 328-1699	P	DD	1.0	.06
	347	12 28	12:00PM	FRESNO, CA	209 454-5273	P	DD	1.0	.06
	348	12 28	03:06PM	FRESNO, CA	209 454-5273	P	DD	1.0	.06
	349	12 28	03:17PM	FRESNO, CA	209 454-5273	P	DD	5.8	.44
	350	12 23	10:55AM	STOCKTON, CA	209 982-3273	P	DD	4.0	.30
	351	12 14	09:55AM	SANANTONIO, TX	210 536-2097	P	DD	1.0	.06
	352	12 08	11:54AM	UNIVERSALCV, TX	210 652-6309	P	DD	1.0	.06
	353	12 30	03:23PM	SANANTONIO, TX	210 616-3040	P	DD	3.2	.24
	354	12 15	10:15AM	SANANTONIO, TX	210 616-3040	P	DD	1.0	.06
	355	12 21	10:43AM	SANANTONIO, TX	210 616-3040	P	DD	1.0	.06
	356	12 29	01:08PM	SANANTONIO, TX	210 616-3040	P	DD	2.2	.17
	357	12 29	01:11PM	SANANTONIO, TX	210 616-3040	P	DD	1.0	.06
	358	12 18	12:34PM	SANANTONIO, TX	210 625-5241	P	DD	1.0	.06
	359	12 29	01:01PM	SANANTONIO, TX	210 625-5241	P	DD	1.0	.06
	360	12 08	10:42AM	PHILA, PA	215 607-4199	P	DD	4.0	.30
	361	12 08	09:56AM	PHILA, PA	215 607-3333	P	DD	2.2	.17
	362	12 08	10:08AM	PHILA, PA	215 607-3333	P	DD	1.0	.06
	363	12 04	10:07AM	PHILA, PA	215 607-4247	P	DD	1.0	.06
	364	12 01	02:52PM	PHILA, PA	215 607-4247	P	DD	1.2	.09
	365	12 03	09:42AM	PHILA, PA	215 607-4585	P	DD	1.0	.06
	366	11 09	11:05AM	PHILA, PA	215 607-4585	P	DD	1.0	.06
	367	12 01	02:51PM	PHILA, PA	215 607-4585	P	DD	2.6	.20
	368	12 11	03:14PM	PHILA, PA	215 607-4585	P	DD	1.0	.06
	369	12 23	02:42PM	PHILA, PA	215 607-4585	P	DD	1.6	.12
	370	12 29	10:48AM	PHILA, PA	215 607-4585	P	DD	1.0	.06
	371	12 01	02:48PM	PHILA, PA	215 607-4585	P	DD	1.2	.09
	372	12 03	09:44AM	PHILA, PA	215 737-7255	P	DD	1.0	.06
	373	12 02	09:11AM	PHILA, PA	215 737-7255	P	DD	1.0	.06
	374	12 04	11:09AM	PHILA, PA	215 737-7255	P	DD	1.5	.11
	375	12 04	01:09PM	PHILA, PA	215 737-7255	P	DD	2.2	.17
	376	12 23	12:11PM	ELKHART, IN	219 285-3844	P	DD	3.0	.24
	377	12 04	02:47PM	DENVER, CO	303 281-0546	P	DD	1.0	.06
	378	12 04	02:47PM	DENVER, CO	303 281-0546	P	DD	1.0	.06
	379	12 23	11:30AM	DENVER, CO	303 281-0546	P	DD	2.0	.15
	380	12 16	08:48AM	ERIE, CO	304 726-5264	P	DD	1.0	.06
	381	12 15	10:17AM	RIDGELEY, WV	304 726-5264	P	DD	1.0	.06
	382	12 22	04:24PM	RIDGELEY, WV	304 726-5264	P	DD	1.0	.06
	383	12 23	02:47PM	ROCKFORD, IL	815 782-4015	P	DD	1.0	.06
	384	12 11	08:40AM	CHICAGO, IL	312 943-0906	P	DD	1.0	.06
	385	12 11	11:11AM	CHICAGO, IL	312 943-0906	P	DD	1.0	.06
	386	12 23	10:15AM	INDIANAPOLIS, IN	317 542-7166	P	DD	1.3	.10
	387	12 23	10:29AM	INDIANAPOLIS, IN	317 542-7166	P	DD	1.0	.06
	388	12 02	09:14AM	SHREVEPORT, LA	518 456-2629	P	DD	1.7	.13
	389	12 07	03:41PM	SHREVEPORT, LA	518 456-2629	P	DD	1.2	.09
	390	11 09	09:58AM	LEESVILLE, LA	518 531-2199	P	DD	1.0	.06
	391	12 11	08:42AM	AKRON, OH	330 596-7520	P	DD	1.7	.13
	392	12 29	01:09PM	POULSBRO, WA	360 476-8843	P	DD	1.0	.06
	393	12 28	01:41PM	BREMERTON, WA	401 722-0912	P	DD	1.0	.06
	394	12 16	03:22PM	PAWTUCKET, RI	401 722-0912	P	DD	1.0	.06
	395	12 16	03:24PM	PAWTUCKET, RI	401 722-0912	P	DD	1.0	.06
	396	12 16	03:27PM	PAWTUCKET, RI	401 722-0912	P	DD	1.0	.06
	397	11 06	11:21AM	OMAHA, NE	402 232-3468	P	DD	2.0	.15
	398	12 15	12:40PM	OMAHA, NE	402 232-3468	P	DD	2.0	.15
	399	12 03	03:52PM	OMAHA, NE	402 232-3468	P	DD	1.0	.06
	400	12 03	08:20AM	LINCOLN, NE	402 466-4575	P	DD	1.0	.06
	401	12 29	12:44PM	OMAHA, NE	402 697-0238	P	DD	3.1	.25
	402	12 03	04:27PM	COLUMBIA, MD	410 290-6506	P	DD	1.3	.10
	403	12 01	02:13PM	ELK RIDGE, MD	410 712-4096	P	DD	1.0	.06
	404	11 09	02:13PM	MILWAUKEE, WI	414 776-1059	P	DD	1.0	.06
	405	12 15	01:57PM	MILWAUKEE, WI	414 776-1059	P	DD	1.0	.06
	406	11 09	02:02PM	WEBB CITY, MO	417 675-8001	P	DD	1.0	.06
	407	12 28	03:25PM	LIMA, OH	419 222-5010	P	DD	2.6	.20
	408	12 29	11:26AM	LIMA, OH	419 222-5010	P	DD	1.0	.06
	409	12 01	03:39AM	JACKSONVILLE, AR	501 982-5691	P	DD	1.0	.06
	410	12 01	10:41AM	JACKSONVILLE, AR	501 982-5691	P	DD	1.0	.06
	411	12 29	12:23PM	JACKSONVILLE, AR	501 982-5691	P	DD	1.0	.06

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342-0195	412	12 17	04:25PM	BEAVERTON, OR	503 626-5588	P	DD	.9	.07
	413	11 08	11:07AM	FLOUBERT, TX	512 961-2594	P	DD	.9	.07
	414	12 23	10:54AM	HAMILTON, OH	513 860-5607	P	DD	.8	.06
	415	12 30	09:46AM	HAMILTON, OH	513 860-5607	P	DD	1.7	.13
	416	12 04	02:15PM	HAMILTON, OH	513 860-5607	P	DD	.8	.06
	417	12 16	01:10PM	CENTRAL, NY	516 234-8772	P	DD	1.2	.09
	418	12 07	01:45PM	CLARE, MI	517 366-3500	P	DD	1.4	.11
	419	12 08	12:28PM	CLARE, MI	517 366-3500	P	DD	.8	.06
	420	12 17	04:10PM	WHITTIER, CA	562 903-3946	P	DD	1.5	.11
	421	12 18	12:49PM	WHITTIER, CA	562 903-3946	P	DD	1.7	.13
	422	12 28	02:23PM	WHITTIER, CA	562 903-3946	P	DD	.8	.06
	423	12 11	02:46PM	TEMPE, AZ	602 820-5132	P	DD	2.0	.15
	424	12 31	01:17PM	TEMPE, AZ	602 820-5132	P	DD	1.3	.10
	425	12 17	02:23PM	MANCHESTER, NH	603 626-6577	P	DD	.9	.07
	426	12 22	10:47AM	MANCHESTER, NH	603 626-6577	P	DD	.9	.07
	427	12 15	10:14AM	ABERDEEN, SD	605 256-7669	P	DD	1.2	.09
	428	12 03	03:48PM	SIOL X FLX, SD	605 330-2981	P	DD	2.6	.20
	429	12 09	02:52PM	SIOL X FLX, SD	605 330-2981	P	DD	.7	.05
	430	12 21	12:08PM	SIOL X FLX, SD	605 336-0824	P	DD	.7	.05
	431	12 21	01:23PM	SIOL X FLX, SD	605 336-0824	P	DD	1.9	.14
	432	12 16	10:20AM	SIOL X FLX, SD	605 336-0824	P	DD	2.0	.15
	433	12 15	08:54AM	SIOL X FLX, SD	605 336-3636	P	DD	1.4	.11
	434	12 21	10:33AM	SIOL X FLX, SD	605 336-3636	P	DD	.9	.07
	435	12 23	11:11AM	SIOL X FLX, SD	605 336-3636	P	DD	1.6	.12
	436	12 04	11:38AM	SIOL X FLX, SD	605 336-0909	P	DD	2.2	.17
	437	12 01	03:21PM	SITUS, SD	605 347-5071	P	DD	.7	.05
	438	12 01	01:08PM	PIERRE, SD	605 773-3609	P	DD	1.9	.14
	439	12 02	08:58AM	PIERRE, SD	605 773-3609	P	DD	.8	.06
	440	12 01	11:21AM	PIERRE, SD	605 773-3609	P	DD	.8	.06
	441	12 04	09:02AM	PIERRE, SD	605 773-3609	P	DD	.9	.07
	442	12 22	10:22AM	PINE RIDGE, SD	605 867-1095	P	DD	.7	.05
	443	12 29	12:14PM	MADISON, WI	608 258-2129	P	DD	.8	.06
	444	12 29	12:16PM	MADISON, WI	608 258-2129	P	DD	1.3	.10
	445	12 29	02:47PM	MADISON, WI	608 258-2129	P	DD	1.4	.11
	446	12 30	02:44PM	MADISON, WI	608 258-2129	P	DD	1.4	.11
	447	12 23	10:10AM	MIDDLETON, WI	608 831-6530	P	DD	.8	.06
	448	12 23	10:28AM	MIDDLETON, WI	608 831-6530	P	DD	.8	.06
	449	12 01	02:08PM	MINNEAPOLIS, MN	612 335-6975	P	DD	6.0	.48
	450	12 10	03:33PM	MINNEAPOLIS, MN	612 340-2603	P	DD	.8	.06
	451	12 18	08:26AM	MINNEAPOLIS, MN	612 375-0446	P	DD	3.5	.26
	452	12 18	07:29PM	MINNEAPOLIS, MN	612 425-1476	P	DD	2.1	.16
	453	12 02	09:27AM	ST PAUL, MN	612 452-5804	P	DD	2.1	.16
	454	12 24	11:40AM	MINNEAPOLIS, MN	612 513-2142	P	DD	5.2	.39
	455	12 04	12:40PM	MINNEAPOLIS, MN	612 540-4206	P	DD	3.4	.27
	456	12 04	02:01PM	MINNEAPOLIS, MN	612 546-4206	P	DD	.9	.07
	457	12 14	01:18PM	MINNEAPOLIS, MN	612 546-4206	P	DD	.8	.06
	458	12 04	10:03AM	MINNEAPOLIS, MN	612 546-4206	P	DD	.8	.06
	459	11 09	01:59PM	COLUMBUS, OH	614 892-1402	P	DD	2.1	.16
	460	12 30	08:05AM	COLUMBUS, OH	614 892-1402	P	DD	.8	.06
	461	12 08	10:06AM	COLUMBUS, OH	614 892-2908	P	DD	1.2	.09
	462	12 22	11:09AM	GRAND RAPIDS, MI	616 532-3745	P	DD	1.4	.11
	463	12 22	02:03PM	GRAND RAPIDS, MI	616 532-3745	P	DD	3.6	.27
	464	12 08	12:18PM	SAN DIEGO, CA	619 532-1088	P	DD	.8	.06
	465	12 30	03:45PM	SAN DIEGO, CA	619 532-1088	P	DD	.8	.06
	466	12 28	01:40PM	SAN DIEGO, CA	619 532-1088	P	DD	.8	.06
	467	12 01	03:58PM	CYNBILDPAN, CA	626 336-5007	P	DD	4.3	.32
	468	12 21	04:32PM	NAPERVILLE, IL	630 357-3145	P	DD	.9	.07
	469	12 15	12:57PM	NAPERVILLE, IL	630 357-3145	P	DD	3.3	.23
	470	12 23	11:13AM	AURORA, IL	630 906-0161	P	DD	3.1	.23
	471	11 09	09:05AM	ST PAUL, MN	651 452-8044	P	DD	2.1	.16
	472	12 11	02:46PM	ST PAUL, MN	651 452-8044	P	DD	2.1	.16
	473	12 16	11:52AM	AGANA, GU	671 336-3314	P	DD	1.1	.08
	474	12 16	11:55AM	AGANA, GU	671 336-3314	P	DD	1.1	.08
	475	12 17	04:13PM	AGANA, GU	671 336-3314	P	DD	.7	.06
	476	12 17	10:36AM	MINOT, ND	701 248-7272	P	DD	.8	.06
	477	12 23	03:01PM	EMERALD, ND	701 747-4215	P	DD	.7	.05
	478	12 28	10:22AM	EMERALD, ND	701 747-4215	P	DD	1.8	.14
	479	12 28	10:40AM	EMERALD, ND	701 747-4215	P	DD	1.8	.14
	480	12 28	12:10PM	EMERALD, ND	701 747-4215	P	DD	1.7	.13

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-0195	481	12 29	12:32PM	EMERADO, ND	701 747-4215	P	DD	1.3	-10
	482	12 29	04:18PM	EMERADO, ND	701 747-4215	P	DD	1.4	-11
	483	12 29	04:12PM	EMERADO, ND	701 747-4215	P	DD	2.3	-17
	484	12 29	12:56PM	EMERADO, ND	701 747-5281	P	DD	1.5	-11
485	11 09	09:40AM		LAS VEGAS, NV	702 632-3367	P	DD	1.4	-11
486	12 04	10:09AM		RENO, NV	702 786-4589	P	DD	1.0	-08
487	12 17	04:21PM		ARLINGTON, VA	703 767-5411	P	DD	1.5	-11
488	12 10	03:41PM		ARLINGTON, VA	703 767-5411	P	DD	1.0	-08
489	12 10	12:15PM		MATWOOD, IL	708 343-7369	P	DD	7	-05
490	12 10	01:51PM		MATWOOD, IL	708 343-7369	P	DD	1.1	-08
491	12 01	03:08PM		WALSLEY, WI	715 358-8744	P	DD	1.3	-10
492	12 10	02:40PM		BUFFALO, NY	716 895-2969	P	DD	7	-28
493	12 16	03:20PM		BUFFALO, NY	717 675-7551	P	DD	1.4	-11
494	12 08	12:01PM		DALLAS, PA	717 675-7551	P	DD	1.0	-08
495	12 08	03:11PM		DALLAS, PA	717 675-7551	P	DD	1.0	-08
496	11 09	12:25PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
497	11 09	12:59PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
498	12 01	03:24PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
499	12 02	12:03PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
500	12 02	02:29PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.5	-11
501	12 03	03:14PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
502	12 07	02:11PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
503	12 08	01:56PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.3	-10
504	12 08	03:36PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
505	12 09	11:41AM		COLORADO SPRG, CO	719 586-4321	P	DD	7	-05
506	12 17	01:07PM		COLORADO SPRG, CO	719 586-4321	P	DD	7	-05
507	12 17	03:15PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
508	12 17	04:37PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
509	12 18	12:45PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
510	12 21	09:14AM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
511	12 21	10:35AM		COLORADO SPRG, CO	719 586-4321	P	DD	1.2	-09
512	12 21	11:27AM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
513	12 28	09:50AM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
514	12 04	01:24PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
515	12 16	03:50PM		COLORADO SPRG, CO	719 586-4321	P	DD	1.0	-08
516	12 17	11:58AM		COLORADO SPRG, CO	719 586-4321	P	DD	2.0	-15
517	12 02	12:12PM		CONNECTICUT, CT	203 426-3693	P	DD	1.0	-08
518	12 08	10:05AM		VIRGINIA, VA	717 443-1424	P	DD	1.5	-11
519	12 10	12:32PM		VIRGINIA, VA	717 443-1424	P	DD	1.0	-08
520	12 29	09:56AM		VIRGINIA, VA	717 443-1424	P	DD	6.0	-45
521	12 29	11:02AM		VIRGINIA, VA	717 443-1424	P	DD	1.6	-12
522	12 29	11:06AM		VIRGINIA, VA	717 443-1424	P	DD	8.7	-06
523	12 30	03:38PM		PENDLETON, CO	760 725-4447	P	DD	1.0	-08
524	12 17	11:16AM		CHICAGO, IL	773 481-3693	P	DD	4.3	-32
525	12 02	02:42PM		REVERE, MA	781 853-4226	P	DD	2.1	-16
526	12 02	03:13PM		REVERE, MA	781 853-4226	P	DD	1.0	-08
527	12 02	03:36PM		REVERE, MA	781 853-4226	P	DD	2.3	-17
528	12 16	01:13PM		LANCASTER, SC	803 226-1584	P	DD	1.2	-09
529	12 30	12:32PM		LANCASTER, SC	803 226-1584	P	DD	1.0	-08
530	12 01	02:52PM		RICHMOND, VA	804 279-5017	P	DD	1.1	-08
531	12 07	03:11PM		RICHMOND, VA	804 279-5017	P	DD	1.1	-08
532	11 09	11:51PM		RICHMOND, VA	804 279-5017	P	DD	1.1	-08
533	12 22	04:29PM		RICHMOND, VA	804 279-5017	P	DD	1.0	-08
534	11 09	11:08AM		RICHMOND, VA	804 279-5017	P	DD	1.0	-08
535	12 08	12:08PM		RICHMOND, VA	804 279-5017	P	DD	1.0	-08
536	12 30	03:37PM		RICHMOND, VA	804 279-5017	P	DD	1.1	-08
537	12 24	08:06AM		RICHMOND, VA	804 279-5017	P	DD	1.0	-08
538	12 02	09:09AM		RICHMOND, VA	804 279-5017	P	DD	1.1	-08
539	12 04	02:01PM		SAN ANTONIO, TX	817 542-4963	P	DD	1.0	-08
540	11 09	09:15AM		AMARILLO, TX	806 383-7796	P	DD	1.0	-08
541	12 04	09:15AM		AMARILLO, TX	806 383-7796	P	DD	1.0	-08
542	12 01	02:54PM		HONOLULU, HI	808 449-7026	P	DD	2.3	-17
543	12 01	02:24PM		HONOLULU, HI	808 449-7026	P	DD	2.3	-17
544	12 04	09:50AM		HONOLULU, HI	808 449-7026	P	DD	1.0	-08
545	12 14	11:25AM		HONOLULU, HI	808 449-7026	P	DD	1.0	-08
546	12 22	01:40PM		HONOLULU, HI	808 449-7026	P	DD	1.0	-08
547	12 29	10:42AM		HONOLULU, HI	808 471-4963	P	DD	1.1	-08
548	12 07	03:09PM		HONOLULU, HI	808 471-4963	P	DD	1.1	-08
549	12 07	03:09PM		HONOLULU, HI	808 471-4963	P	DD	1.1	-08

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-0195	550	12 22	04:27PM	HONOLULU, HI	808 471-4865	P	DD	1.1	-08
	551	12 01	01:52PM	FLINT, MI	810 767-5084	P	DD	1.0	-08
	552	12 29	03:44PM	CRANF, IN	812 854-3465	P	DD	1.1	-08
	553	12 16	11:57AM	WARREN, PA	814 723-5150	P	DD	1.4	-11
554	12 07	03:01PM	KANSAS CITY, MO	816 823-3109	P	DD	1.1	-08	
555	12 08	10:06AM	KANSAS CITY, MO	816 823-3109	P	DD	1.6	-12	
556	12 10	12:30PM	KANSAS CITY, MO	816 823-3109	P	DD	1.5	-11	
557	12 23	01:40PM	KANSAS CITY, MO	816 823-3109	P	DD	1.5	-11	
558	12 08	11:58AM	KANSAS CITY, MO	816 823-3109	P	DD	1.5	-11	
559	12 08	10:02AM	KANSAS CITY, MO	816 926-3678	P	DD	1.1	-08	
560	12 08	12:10PM	KANSAS CITY, MO	816 926-3678	P	DD	1.0	-08	
561	12 09	09:19AM	KANSAS CITY, MO	816 926-3678	P	DD	1.2	-09	
562	12 10	12:28PM	KANSAS CITY, MO	816 926-3678	P	DD	1.4	-11	
563	12 23	01:17AM	MANSFIELD, TX	817 477-4728	P	DD	1.5	-11	
564	12 07	02:58PM	FORT WORTH, TX	817 978-6661	P	DD	1.5	-11	
565	12 07	03:09PM	FORT WORTH, TX	817 978-6672	P	DD	1.1	-08	
566	12 08	11:58AM	SANFORD, NC	818 834-7197	P	DD	2.1	-16	
567	12 21	11:21AM	SANFORD, NC	818 834-7197	P	DD	1.1	-08	
568	12 09	11:54AM	CHARLESTON, SC	843 764-7444	P	DD	1.1	-08	
569	12 21	02:30PM	LIBERTY, IL	847 362-3773	P	DD	1.0	-08	
570	12 30	10:46AM	LIBERTY, IL	847 362-3773	P	DD	1.0	-08	
571	12 29	11:37AM	PALATINE, IL	847 523-2440	P	DD	1.4	-11	
572	12 11	01:31PM	WHEELING, IL	847 608-6061	P	DD	1.4	-11	
573	12 15	02:00PM	ALGONQUIN, IL	847 854-7557	P	DD	1.0	-08	
574	12 08	11:27AM	PENNSACOLA, FL	850 452-5756	P	DD	2.3	-17	
575	12 09	11:53AM	PENNSACOLA, FL	850 452-5756	P	DD	1.0	-08	
576	12 09	02:49PM	PENNSACOLA, FL	850 452-5756	P	DD	1.0	-08	
577	12 14	09:42AM	PENNSACOLA, FL	850 452-5756	P	DD	1.0	-08	
578	12 29	01:01PM	PENNSACOLA, FL	850 452-5756	P	DD	7.6	-56	
579	12 30	02:53PM	MILLINGTON, TN	901 874-8566	P	DD	1.0	-08	
580	12 14	02:06PM	JACKSONVILLE, FL	904 292-1323	P	DD	1.0	-08	
581	12 08	11:29AM	JACKSONVILLE, FL	904 542-1111	P	DD	1.0	-08	
582	12 30	03:20PM	OLD TOWN, FL	904 542-1111	P	DD	1.0	-08	
583	12 22	04:31PM	JACKSONVILLE, FL	904 542-1113	P	DD	1.0	-08	
584	12 08	11:24AM	ELMERDALE, AK	907 552-3908	P	DD	1.0	-08	
585	12 30	03:10PM	ELMERDALE, AK	907 552-3908	P	DD	1.0	-08	
586	12 07	03:00PM	PETERSBURG, AK	907 772-5800	P	DD	1.0	-08	
587	12 21	10:37AM	SOMERVILLE, NJ	908 474-1520	P	DD	1.6	-12	
588	11 09	04:10PM	SOMERVILLE, NJ	908 474-1520	P	DD	1.0	-08	
589	12 01	08:08AM	BRUNSWICK, GA	912 767-3132	P	DD	1.0	-08	
590	12 04	10:06AM	ST MARYS, GA	912 673-2131	P	DD	1.0	-08	
591	12 02	09:13AM	HINDSVILLE, GA	912 767-2900	P	DD	3.0	-23	
592	11 09	11:09AM	OVERLAND PARK, KS	913 330-6206	P	DD	1.0	-08	
593	12 17	03:18PM	OVERLAND PARK, KS	913 330-6206	P	DD	1.0	-08	
594	12 08	09:24AM	ELMSFORD, NY	914 447-2029	P	DD	1.3	-10	
595	12 07	03:03PM	HIGHLD FL, NY	914 938-4405	P	DD	1.0	-08	
596	12 08	11:11AM	ABILENE, TX	915 696-3676	P	DD	1.0	-08	
597	12 08	11:11AM	ABILENE, TX	915 696-3676	P	DD	1.0	-08	
598	12 29	01:16PM	ABILENE, TX	915 696-3676	P	DD	1.0	-08	
599	12 16	02:09PM	TELUS, OK	918 682-4752	P	DD	1.0	-08	
600	12 01	01:22PM	MUSKOGEE, OK	918 682-5036	P	DD	1.0	-08	
601	12 16	03:16PM	MUSKOGEE, OK	918 682-5036	P	DD	1.3	-10	
602	12 16	03:25PM	MUSKOGEE, OK	918 682-5036	P	DD	1.0	-08	
603	11 08	12:58PM	MUSKOGEE, OK	918 682-5036	P	DD	1.0	-08	
604	12 22	01:11PM	DAYTON, OH	917 257-3185	P	DD	1.0	-08	
605	12 08	04:17PM	WICHITA FALLS, TX	940 576-1784	P	DD	1.6	-12	
606	12 09	08:59AM	WICHITA FALLS, TX	940 576-1784	P	DD	1.1	-01	
607	12 09	10:10AM	WICHITA FALLS, TX	940 576-1784	P	DD	1.0	-08	
608	12 28	12:19PM	LAREDO, TX	956 998-0986	P	DD	1.0	-08	
609	11 09	01:15PM	FT COLLINS, CO	970 226-5576	P	DD	1.0	-08	
610	12 08	09:51AM	FT COLLINS, CO	970 226-5576	P	DD	1.0	-08	
611	12 10	12:11PM	GARLAND, TX	972 271-6831	P	DD	1.4	-14	
Subtotal									31.43
343-2953	612	12 29	12:26PM	WASHINGTON, DC	202 480-5887	P	DD	1.0	-08
	613	12 28	11:57AM	BRANFORD, CT	203 381-0990	P	DD	1.0	-08
	614	12 01	01:51PM	BRANFORD, CT	203 381-0990	P	DD	4.6	-35
	615	12 28	12:08PM	LIMESTONE, ME	207 326-1685	P	DD	9	-07
	616	12 30	08:27AM	LIMESTONE, ME	207 326-1685	P	DD	8.4	-64
	617	12 31	09:29AM	LIMESTONE, ME	207 326-1685	P	DD	1.1	-08

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343-2953	618	12 23	10:48AM	STOCKTON, CA	209 982-3415	P	DD	3.6	.27
619	12 21	08:45AM	SAN ANTONIO, TX	210 546-6256	P	DD	6	.05	.05
620	12 21	08:51AM	SAN ANTONIO, TX	210 546-6298	P	DD	6	.05	.05
621	12 14	09:41AM	SAN ANTONIO, TX	210 546-6298	P	DD	11.2	.06	.84
622	12 28	12:40PM	SAN ANTONIO, TX	210 546-6298	P	DD	2.8	.04	.21
623	12 04	09:52AM	PHILA, PA	215 697-4917	P	DD	6	.05	.05
624	12 04	09:53AM	PHILA, PA	215 697-4917	P	DD	6	.05	.05
625	12 08	10:20AM	PHILA, PA	215 697-4917	P	DD	7	.05	.05
626	12 01	02:44PM	PHILA, PA	215 697-4925	P	DD	7	.05	.05
627	12 08	10:16AM	PHILA, PA	215 697-3333	P	DD	7	.05	.05
628	12 02	09:07AM	PHILA, PA	215 737-7660	P	DD	1.3	.02	.02
629	12 04	09:55AM	PHILA, PA	215 737-7660	P	DD	7	.05	.05
630	12 08	12:35PM	PHILA, PA	215 737-7660	P	DD	2.2	.03	.17
631	12 03	10:12PM	EFFINGHAM, IL	217 342-3901	P	DD	6.5	.07	.04
632	12 04	01:13PM	EFFINGHAM, IL	217 342-3901	P	DD	13.8	1.04	.09
633	12 09	11:53AM	ELKHART, IN	219 290-8844	P	DD	1.2	.09	.13
634	12 14	03:11PM	MICHIGAN, IN	219 879-8868	P	DD	5.5	.04	.01
635	12 08	11:50AM	DENVER, CO	303 289-5741	P	DD	1.7	.09	.13
636	12 21	09:37AM	ALBUQUERQUE, NM	505 266-4111	P	DD	1.1	.01	.01
637	12 21	11:36AM	DENVER, CO	303 399-1585	P	DD	3.1	.23	.04
638	12 08	11:27AM	DENVER, CO	303 399-1585	P	DD	3.1	.23	.04
639	12 04	08:32AM	DETROIT, MI	313 591-1881	P	DD	6	.05	.05
640	12 03	02:41PM	DETROIT, MI	313 591-1881	P	DD	9	.07	.07
641	12 03	02:44PM	DETROIT, MI	313 591-1881	P	DD	2.6	.20	.06
642	12 11	02:21PM	ST LOUIS, MO	314 652-6703	P	DD	8	.06	.06
643	12 11	02:22PM	SAPPHIRE, MO	314 652-6703	P	DD	8	.06	.06
644	12 11	02:18PM	RIVERVIEW, MO	314 652-6703	P	DD	1.8	.14	.14
645	12 01	10:20AM	SHREVEPORT, LA	337 486-6461	P	DD	6	.05	.05
646	12 14	03:25PM	WOOSTER, OH	330 266-6461	P	DD	2.6	.20	.06
647	12 04	12:34PM	OMAHA, NE	402 336-1871	P	DD	3.1	.23	.04
648	12 17	12:02PM	MIDWEST, NY, OH	402 336-1871	P	DD	2.6	.20	.06
649	12 07	10:31AM	ORLANDO, FL	407 855-6161	P	DD	9	.07	.07
650	12 09	10:10AM	COLUMBIA, MD	410 296-5730	P	DD	5	.04	.04
651	12 09	11:11AM	COLUMBIA, MD	410 296-5730	P	DD	4.7	.35	.04
652	12 08	10:36AM	WOODLAWN, MD	410 965-9111	P	DD	1.2	.09	.09
653	12 14	09:40AM	WOODLAWN, MD	410 965-9111	P	DD	7	.05	.05
654	12 02	10:02PM	MILWAUKEE, WI	414 774-1052	P	DD	5	.04	.04
655	12 01	03:17PM	MILWAUKEE, WI	414 774-1052	P	DD	5	.04	.04
656	12 08	11:50AM	MILWAUKEE, WI	414 774-1052	P	DD	5	.04	.04
657	12 21	10:48AM	MILWAUKEE, WI	414 774-1052	P	DD	5	.04	.04
658	12 28	08:52AM	MILWAUKEE, WI	414 774-1052	P	DD	6	.05	.05
659	12 29	08:49AM	MILWAUKEE, WI	414 774-1052	P	DD	6	.05	.05
660	12 28	08:49AM	MILWAUKEE, WI	414 774-1052	P	DD	6	.05	.05
661	12 21	08:20AM	TORONTO, ON	416 296-8937	P	DD	6	.05	.05
662	12 29	12:17PM	SACKS, ONT, AR	513 982-7538	P	DD	7	.07	.07
663	12 21	11:52AM	LOUISVILLE, KY	502 625-7533	P	DD	7	.07	.07
664	12 03	08:51AM	CANNON FLS, MN	507 261-4073	P	DD	2.3	.17	.17
665	12 14	10:11AM	SAUTICA, MN	508 231-5154	P	DD	7	.05	.05
666	12 17	04:12PM	SPOKANE, WA	509 926-6277	P	DD	4.1	.31	.22
667	12 18	12:35PM	SPOKANE, WA	509 926-6277	P	DD	2.9	.22	.22
668	12 09	11:55AM	FLORENCE, TX	512 936-3877	P	DD	5	.04	.04
669	12 07	10:25AM	ROSLYN, NY	516 625-3663	P	DD	9	.07	.07
670	12 07	02:08PM	GREAT NECK, NY	516 774-0100	P	DD	9	.07	.07
671	12 07	09:56AM	CLARE, MI	517 386-7393	P	DD	9.3	.70	.20
672	12 22	12:50PM	YUMA, AZ	520 376-7424	P	DD	2.7	.27	.27
673	12 17	02:00PM	WHITTIER, CA	562 903-1929	P	DD	7	.05	.05
674	12 17	03:07PM	WHITTIER, CA	562 903-1929	P	DD	1	.01	.01
675	12 15	10:36AM	WHITTIER, CA	562 903-1929	P	DD	3	.02	.02
676	12 18	11:47AM	WHITTIER, CA	562 903-1929	P	DD	3	.02	.02
677	12 09	09:48AM	FTLENAWDD, MO	562 903-1929	P	DD	5.6	.42	.42
678	12 04	12:28PM	FTTAWILLIM, NH	603 585-6810	P	DD	1.5	.11	.11
679	12 14	09:18AM	MANCHESTER, NH	603 585-6810	P	DD	2	.02	.02
680	12 03	12:24PM	SOMERSWITH, NH	603 692-5174	P	DD	6	.05	.05
681	12 23	03:18PM	ABERDEEN, SD	605 226-7574	P	DD	9	.07	.07
682	12 22	03:12PM	SIOL X FLS, SD	605 336-8500	P	DD	3.0	.23	.23
683	12 02	03:03PM	SIOL X FLS, SD	605 336-8500	P	DD	1	.08	.08
684	12 03	03:03PM	SIOL X FLS, SD	605 336-8500	P	DD	8	.06	.06
685	12 21	11:28AM	SIOL X FLS, SD	605 336-8500	P	DD	3	.02	.02
686	12 02	09:36AM	SIOL X FLS, SD	605 336-8500	P	DD	1.1	.08	.08

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343-2953	687	12 15	04:08PM	STURGIS, SD	605 347-2536	P	DD	5.4	.41
	688	12 15	04:15PM	STURGIS, SD	605 347-2536	P	DD	1.7	.13
	689	12 04	01:45PM	STURGIS, SD	605 347-4156	P	DD	3.2	.24
	690	12 04	01:45PM	STURGIS, SD	605 347-4156	P	DD	7	.05
	691	12 07	09:15AM	STURGIS, SD	605 347-4156	P	DD	7	.05
	692	12 07	11:41AM	STURGIS, SD	605 347-4156	P	DD	3.5	.24
	693	12 08	12:14PM	STURGIS, SD	605 347-4156	P	DD	7.4	.56
	694	12 15	04:04PM	STURGIS, SD	605 347-4156	P	DD	3.7	.28
	695	12 04	02:18PM	LENNEX, SD	605 744-5204	P	DD	1.1	.08
	696	12 18	01:56PM	CHAMBERLAN, SD	605 744-5204	P	DD	2.0	.15
	697	12 21	09:09AM	CHAMBERLAN, SD	605 744-5204	P	DD	6.8	.51
	698	12 21	09:09AM	LACROSBETTELSD	605 744-5204	P	DD	2.0	.15
	699	12 08	12:31PM	MADISON, WI	608 258-2330	P	DD	4	.03
	700	12 29	02:24PM	MADISON, WI	608 258-2330	P	DD	5	.04
	701	12 16	08:28AM	LACROSSE, WI	608 783-5626	P	DD	2	.02
	702	12 12	08:59PM	LACROSSE, WI	608 783-5626	P	DD	1	.01
	703	12 12	08:49PM	LACROSSE, WI	608 783-5626	P	DD	8.3	.62
	704	12 11	02:15PM	LACROSSE, WI	608 783-5626	P	DD	3	.03
	705	12 23	09:15AM	LACROSSE, WI	608 783-5626	P	DD	2.6	.20
	706	12 23	02:11PM	LACROSSE, WI	608 783-5626	P	DD	3.5	.26
	707	12 04	01:27PM	WHESTER, PA	610 701-6340	P	DD	1.1	.08
	708	12 01	10:22AM	MINNEAPOLIS, MN	612 333-5300	P	DD	5	.04
	709	12 01	01:49PM	MINNEAPOLIS, MN	612 333-5300	P	DD	2	.02
	710	12 07	03:29PM	MINNEAPOLIS, MN	612 333-5300	P	DD	2	.02
	711	12 07	03:40PM	MINNEAPOLIS, MN	612 333-5300	P	DD	2.4	.18
	712	12 07	03:40PM	MINNEAPOLIS, MN	612 333-5300	P	DD	3	.02
	713	12 08	12:32PM	MINNEAPOLIS, MN	612 333-5300	P	DD	1.1	.08
	714	12 08	02:03PM	MINNEAPOLIS, MN	612 333-5300	P	DD	6.4	.53
	715	12 09	08:55AM	MINNEAPOLIS, MN	612 333-5300	P	DD	6	.05
	716	12 15	13:08AM	MINNEAPOLIS, MN	612 333-5300	P	DD	2	.02
	717	12 21	13:03PM	MINNEAPOLIS, MN	612 333-5300	P	DD	5	.04
	718	12 21	12:42PM	MINNEAPOLIS, MN	612 333-5300	P	DD	8.8	.66
	719	12 29	11:00AM	MINNEAPOLIS, MN	612 333-5300	P	DD	3.9	.29
	720	12 31	09:08AM	MINNEAPOLIS, MN	612 333-5300	P	DD	3.9	.29
	721	12 04	01:57PM	MAPLEWOOD, MN	612 420-6564	P	DD	7	.05
	722	12 04	01:57PM	MAPLEWOOD, MN	612 420-6564	P	DD	2.5	.19
	723	11 09	12:47PM	ANOKA, MN	612 425-8261	P	DD	1.7	.13
	724	12 01	03:26PM	OSHTOS, MN	612 425-8261	P	DD	3	.02
	725	12 18	10:52AM	STILLWATER, MN	612 425-8261	P	DD	1.7	.13
	726	11 09	09:15AM	MINNEAPOLIS, MN	612 425-8261	P	DD	3	.02
	727	12 04	03:12PM	MINNEAPOLIS, MN	612 425-8261	P	DD	6.6	.50
	728	12 30	11:37AM	ST PAUL, MN	612 772-7067	P	DD	3	.02
	729	12 02	03:09PM	MINNEAPOLIS, MN	612 851-9000	P	DD	1.0	.08
	730	12 22	01:17AM	MINNEAPOLIS, MN	612 851-9000	P	DD	9	.07
	731	12 22	01:25PM	MINNEAPOLIS, MN	612 851-9000	P	DD	6.5	.49
	732	12 30	01:19PM	MINNEAPOLIS, MN	612 851-9000	P	DD	1.7	.13
	733	12 01	03:12PM	MINNEAPOLIS, MN	612 851-9000	P	DD	3	.02
	734	12 02	08:58AM	MINNEAPOLIS, MN	612 851-9000	P	DD	6.5	.49
	735	12 03	01:08PM	MINNEAPOLIS, MN	612 851-9000	P	DD	1.7	.13
	736	12 17	03:25PM	MINNEAPOLIS, MN	612 851-9000	P	DD	6	.05
	737	12 17	03:25PM	MINNEAPOLIS, MN	612 851-9000	P	DD	5	.04
	738	12 23	12:25PM	MINNEAPOLIS, MN	612 920-1411	P	DD	3.2	.24
	739	12 08	08:42AM	MINNEAPOLIS, MN	612 920-1411	P	DD	11	.82
	740	12 27	08:05AM	MINNEAPOLIS, MN	612 920-1411	P	DD	7	.05
	741	12 29	01:07PM	MINNEAPOLIS, MN	612 920-1411	P	DD	2	.02
	742	12 29	01:04PM	MINNEAPOLIS, MN	612 920-1411	P	DD	2	.02
	743	11 09	12:07PM	COLUMBI, OH	614 692-2840	P	DD	6.6	.51
	744	12 30	11:42AM	COLUMBI, OH	614 692-2840	P	DD	3	.02
	745	12 30	11:39AM	COLUMBI, OH	614 692-2840	P	DD	3	.02
	746	11 09	11:46AM	NASHVILLE, TN	615 831-4101	P	DD	8	.06
	747	12 02	03:15PM	KALAMAZOO, MI	616 344-1132	P	DD	1.7	.13
	748	12 29	10:33AM	GRAND RAPIDS, MI	616 831-1390	P	DD	2.2	.16
	749	12 21	11:59AM	GRAND RAPIDS, MI	616 831-1390	P	DD	5	.04
	750	12 17	03:01PM	DEL MAR, CA	626 301-9600	P	DD	1	.01
	751	12 07	03:28PM	MORROVIA, CA	626 301-9600	P	DD	5.2	.39
	752	12 02	03:13PM	MORROVIA, CA	626 301-9600	P	DD	3.7	.28
	753	12 07	03:42PM	MORROVIA, CA	626 301-9600	P	DD	1.6	.12
	754	12 23	12:40PM	EL MHI RST, IL	630 878-2227	P	DD	2	.02
	755	11 09	11:27AM	EL MHI RST, IL	630 878-2227	P	DD	2	.02

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343-2953	756	11 09	11:27AM	ELMHURST, IL	630 833-0300	P	DD	5.7	.43
	757	12 01	10:05AM	ELMHURST, IL	630 833-0300		DD	1.0	.08
	758	12 16	03:19PM	ELMHURST, IL	630 833-0300		DD	1.5	.11
	759	12 23	12:27PM	ELMHURST, IL	630 833-0300		DD	7	.05
760	12 02	02:47PM	ELMHURST, IL	630 834-6600		DD	2.0	.15	
761	12 08	11:10AM	ELMHURST, IL	630 834-6600		DD	1.8	.14	
762	12 10	11:21AM	ELMHURST, IL	630 834-6600		DD	7	.05	
763	12 16	02:45PM	ELMHURST, IL	630 834-6600		DD	2.1	.16	
764	12 09	08:17AM	FARGO, ND	701 237-6525		P	DD	4	.05
765	12 16	09:01AM	MINOT AFB, ND	701 721-4184		P	DD	6	.25
766	12 01	01:50PM	EMERADO, ND	701 747-3035		P	DD	5.6	.27
767	12 17	01:51PM	EMERADO, ND	701 747-3035		P	DD	5	.06
768	12 28	09:16AM	EMERADO, ND	701 747-5281		P	DD	4.9	.37
769	12 14	10:48AM	EMERADO, ND	701 747-5279		P	DD	5	.06
770	12 18	12:27PM	EMERADO, ND	701 747-5281		P	DD	4	.03
771	12 29	12:01PM	EMERADO, ND	701 747-5281		P	DD	4	.03
772	12 23	02:40PM	EMERADO, ND	701 747-5281		P	DD	1.3	.10
773	12 15	01:34PM	RENO, NV	702 788-4662		P	DD	5	.04
774	12 31	02:09PM	ARLINGTON, VA	703 607-2716		P	DD	1.9	.12
775	12 09	03:02PM	ARLINGTON, VA	703 767-5346		P	DD	1.4	.10
776	12 10	01:45PM	ARLINGTON, VA	703 767-5346		P	DD	1.8	.14
777	12 11	12:53PM	ARLINGTON, VA	703 767-5346		P	DD	5	.04
778	12 14	02:21PM	ARLINGTON, VA	703 767-5346		P	DD	1.1	.08
779	12 15	08:58AM	ARLINGTON, VA	703 767-5346		P	DD	1.6	.12
780	12 10	02:17PM	MAYWOOD, IL	708 343-2277		P	DD	2.9	.22
781	12 10	02:22PM	MAYWOOD, IL	708 343-2277		P	DD	4	.05
782	12 17	04:05PM	MAYWOOD, IL	708 343-2277		P	DD	4	.03
783	12 17	04:12PM	MAYWOOD, IL	708 343-2277		P	DD	1	.01
784	12 10	01:49PM	MAYWOOD, IL	708 343-2277		P	DD	2.3	.17
785	12 08	08:30AM	BREA, CA	714 256-4800		P	DD	1	.01
786	12 02	02:45PM	COLORADOSPG, CO	719 556-4538		P	DD	2	.02
787	12 01	01:20PM	COLORADOSPG, CO	719 556-4713		P	DD	4	.04
788	12 23	02:33PM	COLORADOSPG, CO	719 556-4713		P	DD	6.4	.46
789	12 30	03:37PM	COLORADOSPG, CO	719 556-4713		P	DD	6	.05
790	12 01	02:31PM	COLORADOSPG, CO	719 556-4797		P	DD	1	.01
791	12 03	02:40PM	COLORADOSPG, CO	719 556-4797		P	DD	1.0	.08
792	12 03	01:47PM	COLORADOSPG, CO	719 556-4797		P	DD	6	.06
793	12 17	02:03PM	COLORADOSPG, CO	719 556-4797		P	DD	7	.05
794	12 17	01:47PM	COLORADOSPG, CO	719 556-4797		P	DD	9	.07
795	12 18	11:38AM	COLORADOSPG, CO	719 556-4797		P	DD	4	.03
796	12 01	01:21PM	COLORADOSPG, CO	719 556-6127		P	DD	10.9	.82
797	12 21	09:22AM	COLORADOSPG, CO	719 556-6127		P	DD	5	.04
798	12 23	01:01PM	COLORADOSPG, CO	719 556-6127		P	DD	2	.02
799	12 21	01:20PM	COLORADOSPG, CO	719 556-6127		P	DD	2	.02
800	12 30	02:35PM	COLORADOSPG, CO	719 556-6127		P	DD	5	.02
801	12 15	03:08PM	COLORADOSPG, CO	719 556-6238		P	DD	6	.05
802	12 30	02:36PM	COLORADOSPG, CO	719 556-6238		P	DD	1	.01
803	12 02	08:43AM	COLORADOSPG, CO	719 556-7395		P	DD	1.0	.08
804	12 03	04:01PM	COLORADOSPG, CO	719 556-7402		P	DD	1.0	.08
805	12 10	01:51AM	COLORADOSPG, CO	719 556-7402		P	DD	4	.03
806	12 01	01:19PM	COLORADOSPG, CO	719 556-9381		P	DD	4	.03
807	12 01	04:03PM	COLORADOSPG, CO	719 556-9381		P	DD	1.9	.14
808	12 04	10:37AM	COLORADOSPG, CO	719 556-9381		P	DD	4	.03
809	12 23	12:57PM	COLORADOSPG, CO	719 556-9381		P	DD	2	.02
810	12 30	02:36PM	COLORADOSPG, CO	719 556-9381		P	DD	5	.04
811	12 08	03:07PM	COLORADOSPG, CO	719 556-9382		P	DD	2	.02
812	12 31	10:34AM	COLORADOSPG, CO	719 556-9382		P	DD	21.5	.16
813	12 07	10:48AM	COLORADOSPG, CO	719 556-9382		P	DD	5	.04
814	12 08	01:08PM	CONNELLYSV, PA	724 628-3693		P	DD	2	.02
815	12 04	10:04PM	MILLERSPT, OH	740 467-2676		P	DD	2.6	.20
816	12 29	10:21AM	VIRGINIBCH, VA	757 443-4775		P	DD	5.8	.44
817	12 30	09:16AM	VIRGINIBCH, VA	757 443-4775		P	DD	1	.01
818	12 30	09:26AM	VIRGINIBCH, VA	757 443-4775		P	DD	3	.23
819	12 18	02:41PM	MARIETTA, GA	770 428-1248		P	DD	2.0	.15
820	12 18	02:51PM	MARIETTA, GA	770 428-1248		P	DD	2	.03
821	12 21	10:30AM	MARIETTA, GA	770 428-1248		P	DD	5.6	.42
822	12 10	11:51AM	CHICAGO, IL	773 545-8317		P	DD	3	.23
823	12 04	02:46PM	CHICAGO, IL	773 527-6800		P	DD	3	.23
824	12 18	10:14AM	HANOVER, MA	781 826-1878		P	DD	5.0	.38

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	825	12 04	09:49AM	VIRGENNIS, VT	802 877-1213		P	DD	.1
	826	12 04	08:02AM	RICHMOND, VA	804 279-2845		P	DD	.6
	827	12 24	08:03AM	RICHMOND, VA	804 279-2848		P	DD	.5
	828	12 02	09:08AM	RICHMOND, VA	804 279-2848		P	DD	.5
829	12 11	01:52PM	SANRAMBARA, CA	805 842-6600		P	DD	6	.08
	830	12 02	12:47PM	HONOLULU, HI	808 440-6660		P	DD	.9
	831	12 14	09:29AM	HONOLULU, HI	808 440-6660		P	DD	.1
	832	12 09	01:28PM	HONOLULU, HI	808 440-6660		P	DD	1.7
833	12 02	01:48PM	FLINT, MI	810 767-2050		P	DD	6.5	.49
834	11 09	08:21AM	CRANE, IN	812 854-2422		P	DD	2.7	.18
835	11 09	09:11AM	CRANE, IN	812 854-2422		P	DD	1.0	.08
836	12 16	11:46AM	WARREN, PA	814 731-5150		P	DD	2.4	.20
837	12 23	01:06PM	KANSAS CITY, MO	816 833-1252		P	DD	6	.06
838	12 12	10:25AM	MANFIELD, TX	817 477-4118		P	DD	7.1	.53
839	12 08	10:31AM	BURBANK, CA	818 843-4000		P	DD	3.0	.23
840	12 16	03:42PM	BURBANK, CA	818 843-4000		P	DD	1.4	.11
841	12 03	04:07PM	BURBANK, CA	818 846-1800		P	DD	3.4	.26
842	12 10	09:26AM	DISPLAINIS, IL	847 299-8025		P	DD	.7	.05
843	12 10	01:51PM	DISPLAINIS, IL	847 299-8025		P	DD	2.4	.20
844	12 14	02:50PM	DISPLAINIS, IL	847 299-8025		P	DD	1.3	.10
845	12 02	09:37AM	SKOKIE, IL	847 647-2000		P	DD	2.3	.17
846	12 21	10:50AM	ALGONQUIN, IL	847 944-7778		P	DD	1.0	.08
847	12 03	07:37PM	HARTFORD, CT	860 726-7000		P	DD	.1	.01
848	12 03	08:30AM	HARRISON, AR	870 743-2200		P	DD	6.8	.51
849	12 03	11:51AM	HARRISON, AR	870 743-2200		P	DD	.4	.03
850	12 03	02:33PM	HARRISON, AR	870 743-2200		P	DD	1.6	.12
851	12 29	01:50PM	WOODBURGH, ON	905 851-2826		P	DD	.2	.03
852	12 21	08:13AM	SOMERVILLE, NJ	908 252-3137		P	DD	.2	.02
853	12 21	10:25AM	SOMERVILLE, NJ	908 252-3137		P	DD	2.2	.17
854	12 02	08:42AM	SOMERVILLE, NJ	908 426-8400		P	DD	.7	.05
855	12 17	02:08PM	BRUNSWICK, GA	912 267-2303		P	DD	.7	.05
856	12 17	02:09PM	BRUNSWICK, GA	912 267-2886		P	DD	.6	.05
857	12 21	08:06AM	BRUNSWICK, GA	912 267-2886		P	DD	.6	.06
858	12 01	02:45PM	HINSELVILLE, GA	912 767-2433		P	DD	.2	.02
859	12 01	02:46PM	HINSELVILLE, GA	912 767-2445		P	DD	.7	.05
860	12 03	06:15AM	OVERLAND PARK, KS	913 383-2182		P	DD	.3	.02
861	12 15	10:37AM	OVERLAND PARK, KS	913 383-2188		P	DD	.8	.06
862	11 09	02:59PM	ELMSFORD, NY	914 447-4643		P	DD	.9	.07
863	12 02	09:43AM	ELMSFORD, NY	914 447-4643		P	DD	1.7	.13
864	12 02	01:47PM	ELMSFORD, NY	914 447-4643		P	DD	3.0	.23
865	12 30	09:10AM	ELMSFORD, NY	914 447-4643		P	DD	.3	.02
866	12 29	03:00PM	SHERBOURNE, WI	920 407-4621		P	DD	1.7	.13
867	12 22	12:57PM	DAYTON, OH	937 257-4946		P	DD	9.8	.74
868	12 03	09:32AM	WICHITA FALLS, TX	840 676-2804		P	DD	.8	.06
869	12 09	09:32AM	WICHITA FALLS, TX	840 676-2804		P	DD	.3	.02
870	12 09	09:33AM	WICHITA FALLS, TX	840 676-2804		P	DD	.2	.02
871	11 09	11:37AM	NAPLES, FL	941 643-9208		P	DD	.2	.15
872	12 10	11:37AM	NAPLES, FL	941 643-9208		P	DD	6.2	.47
873	12 23	12:21PM	NAPLES, FL	941 643-9208		P	DD	1.6	.12
874	12 10	01:27AM	NAPLES, FL	941 643-9208		P	DD	2	.15
875	12 11	10:29AM	FT LAUDERDALE, FL	954 735-8665		P	DD	2.2	.17
876	12 22	11:50AM	WHIPPANY, NJ	973 815-9700		P	DD	.4	.03
Subtotal									39.34
343-5005	878	12 04	12:21PM	GRASS VALY, CA	530 268-7238		P	DD	.7
	879	12 23	11:00AM	MADISON, WI	608 258-7180		P	DD	.6
	880	12 23	12:47PM	FELURBY, IL	815 865-1822		P	DD	.7
	881	12 01	01:58PM	MAYWOOD, IL	708 343-2277		P	DD	.2
882	12 02	02:59PM	PLACENTIA, CA	714 961-8084		P	DD	1.8	.16
883	12 17	03:00PM	BROOKLYN, NY	718 826-3878		P	DD	.2	.02
884	12 02	02:13PM	COLORADOSPG, CO	719 556-4797		P	DD	6.9	.52
885	12 07	10:35AM	COLORADOSPG, CO	719 556-4797		P	DD	1.3	.09
886	12 02	02:23PM	CONNELLY, PA	724 628-3693		P	DD	2.1	.16
Subtotal									1.66

TOTAL CALLS 886 1,391.9 105.36

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Period Codes:

D = Day; E = Evening; N = Night Weekend; P = Peak; O = Off Peak

Call Type Codes:

DD = Direct Dial

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--- International Service Detail ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1490	1	12-01	08:19AM	ITALY, IT	300434668551	S	IDD	1.2	.65
Subtotal								1.4	1.08
341-6477	2	12-07	09:35AM	MEXICO, MX	8233327307	S	IDD	1.2	.74
	3	12-08	12:25PM	KOREA, KS	82270146075	E	IDD	1.1	.43
	4	12-07	09:22AM	JAPAN, JP	816117344705	E	IDD	.9	.35
	5	12-08	12:01PM	JAPAN, JP	816117344705	E	IDD	.9	.35
Subtotal								4.2	2.60
342-9195	6	12-07	10:19AM	MEXICO, MX	8233327307	S	IDD	1.4	.55
	7	12-07	10:01AM	JAPAN, JP	81425537786	E	IDD	2.1	.82
	8	12-08	10:59AM	JAPAN, JP	81425537786	E	IDD	.5	.27
	9	12-09	04:16PM	ITALY, IT	300434667467	D	IDD	2.3	1.13
	10	12-09	04:18PM	ITALY, IT	300434667467	D	IDD	.9	.49
	11	12-09	04:25PM	ITALY, IT	300434668206	D	IDD	1.5	.59
	12	12-07	03:15PM	JAPAN, JP	816117344705	S	IDD	.9	.35
	13	12-08	09:38AM	JAPAN, JP	816117344705	E	IDD	.9	.35
Subtotal								5.5	2.97
343-2953	14	12-09	04:05PM	ITALY, IT	30043466855	D	IDD	22.4	13.89
Subtotal								22.4	13.89
343-5005	15	12-06	09:20PM	KOREA, KS	826544704384	D	IDD		
Subtotal									
TOTAL CALLS									43.9
									24.93

International Long Distance Total

924.93

Period Codes:

S = Standard; D = Discount; E = Economy

Call Type Codes:

IDD = International Direct Dial

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Long Distance Service

--- Toll Free Service Detail ---

LINE	NO	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558	1	12 18	11:27AM	SANANTONIO, TX	210 227-5536	P	18	1	.01
	2	12 08	10:45AM	PHILA, PA	215 697-2468	P	18	4	.77
	3	12 01	10:23AM	PERHAM, MN	218 346-2049	P	18	2	.19
	4	12 01	10:45AM	PERHAM, MN	218 346-2049	P	18	3	.26
	5	12 09	08:47AM	PERHAM, MN	218 346-2049	P	18	1	.13
	6	12 09	10:00AM	PERHAM, MN	218 346-2049	P	18	1	.14
	7	12 07	09:08AM	FERGUS FLS, MN	218 736-7569	P	18	3	.03
	8	12 01	01:45PM	DETROIT, MI	218 846-5562	P	18	8	.07
	9	12 04	02:11PM	DETROIT, MI	218 846-5562	P	18	1	.11
	10	12 01	10:47AM	LITTLETON, CO	303 773-1843	P	18	3	.50
	11	12 01	12:25PM	SHRIVERPORT, LA	518 741-1072	P	18	1	.16
	12	12 15	02:18PM	BREMERTON, WA	360 476-3994	P	18	6	.52
	13	12 16	03:31PM	LINCOLN, NE	402 466-5469	P	18	17	1.50
	14	12 09	03:41PM	MILWAUKEE, WI	414 774-1052	P	18	3	.31
	15	12 09	12:31PM	HALLS LAKE, WI	425 672-6749	P	18	4	.03
	16	12 09	11:28AM	NATICK, MA	508 233-6254	P	18	3	.26
	17	12 04	01:56PM	NATICK, MA	508 233-6254	P	18	1	.09
	18	12 04	11:13AM	SHANDON, OH	513 738-5731	P	18	4	.26
	19	12 04	02:08PM	SHANDON, OH	513 738-5731	P	18	9	.08
	20	12 03	08:09AM	MANCHESTER, NH	603 624-4366	P	18	1	.15
	21	12 04	11:12AM	MANCHESTER, NH	603 624-4366	P	18	2	.19
	22	12 04	12:14PM	MANCHESTER, NH	603 624-4366	P	18	1	.09
	23	12 04	01:00PM	MANCHESTER, NH	603 624-4366	P	18	9	.08
	24	12 14	08:22AM	MANCHESTER, NH	603 624-4366	P	18	4	.03
	25	12 15	09:53AM	MANCHESTER, NH	603 624-4366	P	18	1	.09
	26	12 15	10:28AM	MANCHESTER, NH	603 624-4366	P	18	1	.14
	27	12 16	07:36AM	MANCHESTER, NH	603 624-4366	O	18	1	.07
	28	12 16	11:13AM	MANCHESTER, NH	603 624-4366	O	18	1	.01
	29	12 18	09:44AM	MANCHESTER, NH	603 624-4366	P	18	3	.03
	30	12 18	08:12AM	MANCHESTER, NH	603 624-4366	P	18	5	.04
	31	12 18	10:05AM	MANCHESTER, NH	603 624-4366	P	18	7	.06
	32	12 01	06:12PM	LACROSSE, WI	608 779-4214	O	18	2	.03
	33	12 16	07:50AM	LACROSSE, WI	608 783-3962	O	18	11	.96
	34	12 16	08:29AM	LACROSSE, WI	608 783-3962	P	18	13	1.14
	35	12 04	11:21AM	LACROSSE, WI	608 783-3962	P	18	4	.41
	36	12 08	03:38PM	MINNEAPOLIS, MN	612 330-1226	P	18	3	.32
	37	12 10	03:03PM	MINNEAPOLIS, MN	612 330-1226	P	18	5	.04
	38	12 14	09:25AM	MINNEAPOLIS, MN	612 330-1226	P	18	3	.03
	39	12 15	03:03PM	MINNEAPOLIS, MN	612 330-1226	P	18	7	.06
	40	12 16	02:18PM	MINNEAPOLIS, MN	612 330-1226	P	18	2	.18
	41	12 18	01:50PM	MINNEAPOLIS, MN	612 330-1226	P	18	2	.18
	42	12 02	10:21AM	MINNEAPOLIS, MN	612 926-1776	P	18	1	.15
	43	12 02	08:26AM	MINNEAPOLIS, MN	612 926-1776	P	18	1	.15
	44	12 02	03:29PM	MINNEAPOLIS, MN	612 935-6678	P	18	2	.17
	45	12 07	09:18AM	MINNEAPOLIS, MN	612 935-6678	P	18	1	.01
	46	12 08	09:15AM	GLEN ELLYN, IL	630 942-2000	P	18	2	.17
	47	12 02	08:17AM	EMERALDO, ND	701 594-8536	P	18	2	.07
	48	12 11	09:05AM	EMERALDO, ND	701 594-8536	P	18	8	.07
	49	12 11	12:40PM	EMERALDO, ND	701 594-8536	P	18	2	.23
	50	12 14	09:05AM	EMERALDO, ND	701 594-8536	P	18	2	.20
	51	12 17	08:01AM	EMERALDO, ND	701 594-8536	P	18	1	.14
	52	12 16	09:09AM	MINOT, ND	701 839-4858	P	18	2	.23
	53	12 15	10:12AM	MINOT, ND	701 852-3196	P	18	1	.14
	54	12 16	08:07AM	MINOT, ND	701 852-3196	P	18	2	.12
	55	12 14	03:54PM	RENO, NV	702 123-8849	P	18	6	.03
	56	12 14	04:03PM	RENO, NV	702 123-8849	P	18	3	.28
	57	12 15	04:10PM	RENO, NV	702 123-8849	P	18	3	.03
	58	12 08	10:07AM	LAS VEGAS, NV	702 933-1921	P	18	1	.01
	59	12 18	09:05AM	LAS VEGAS, NV	702 946-8000	P	18	8	.07
	60	12 08	01:40PM	ALEXANDRIA, VA	703 360-5129	P	18	3	.03
	61	12 15	07:09AM	ALEXANDRIA, VA	703 360-5129	O	18	4	.05
	62	12 01	11:59AM	FIS CHILICU, VA	716 338-6402	P	18	5	.04
	63	12 09	09:40AM	ROCHESTER, NY	716 512-0042	P	18	5	.03
	64	12 10	08:58AM	ROCHESTER, NY	716 512-0042	P	18	5	.46
	65	12 09	10:58AM	QUEEN, NY	718 352-6515	P	18	9	.79
	66	12 01	02:40PM	COLORADO SPR, CO	719 554-7321	P	18	7	.06
	67	12 02	06:51AM	COLORADO SPR, CO	719 554-7321	O	18	1	.07
	68	12 02	11:04AM	COLORADO SPR, CO	719 554-7321	P	18	11	.97

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Long Distance Service

--- Toll Free Service Detail (Continued) ---

LINE	NO	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
800 456-0558	69	12 03	12:41PM	COLORADO SPR, CO	719 554-7321	P	18	8	.73
	70	12 04	09:28AM	COLORADO SPR, CO	719 554-7321	P	18	1	.12
	71	12 04	02:34PM	COLORADO SPR, CO	719 554-7321	P	18	3	.31
	72	12 07	12:10PM	COLORADO SPR, CO	719 554-7321	P	18	19	1.65
	73	12 10	06:58AM	COLORADO SPR, CO	719 554-7321	O	18	2	.06
	74	12 10	09:44AM	COLORADO SPR, CO	719 554-7321	P	18	5	.45
	75	12 10	02:32PM	COLORADO SPR, CO	719 554-7321	P	18	12	1.06
	76	12 15	01:10PM	COLORADO SPR, CO	719 554-7321	P	18	11	1.01
	77	12 17	09:32AM	COLORADO SPR, CO	719 554-7321	P	18	30	2.58
	78	12 17	01:54PM	COLORADO SPR, CO	719 554-7321	P	18	5	.50
	79	12 17	02:51PM	COLORADO SPR, CO	719 554-7321	P	18	1	.10
	80	12 17	02:58PM	COLORADO SPR, CO	719 554-7321	P	18	3	.30
	81	12 14	07:15PM	COLORADO SPR, CO	719 554-7321	O	18	8	.07
	82	12 14	07:10PM	COLORADO SPR, CO	719 554-7321	O	18	6	.58
	83	12 15	06:09PM	COLORADO SPR, CO	719 554-7321	O	18	4	.03
	84	12 15	11:06AM	PETERSBURG, VA	804 732-6178	P	18	9	.08
	85	12 08	07:09AM	KIEFER, OK	808 322-3803	O	18	4	.03
	86	12 09	02:55PM	WICHITA FALLS, TX	840 676-9850	P	18	3	.27
	87	12 01	12:43PM	IRVING, CA	949 261-2885	P	18	3	.03
	88	12 04	02:30PM	WILMINGTON, MA	878 657-0100	P	18	1	.01
Subtotal									24.32
TOTAL CALLS									25.32
Monthly Toll Free Service Charge									Waived

Toll Free Long Distance Total (Before Applicable RSVP Discount)

624.32

Period Codes:

D = Day, E = Evening, N = Night, W = Weekend, P = Peak, O = Off Peak

Call Type Codes:

18 = Toll Free P8 = Toll Free from Payphone

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Long Distance Service

--- McLeodUSA Access Service Detail ---

USER	NO	DATE	TIME	ORIG NO	LOCATION CALLED	CALLED NO	PRD	TYPE	MIN	AMOUNT
DON JIRACEK	1	12 00	07:45PM	605 787-0085	BROOMFIELD, CO	303 252-1903	O	AC	10.8	2.27
	2	12 03	04:06PM	605 787-0085	DIR ASST, OK	405 555-1212	P	AC	1.0	.85
	3	12 03	04:08PM	605 787-0085	MIDWEST CT, OK	405 717-1675	P	AC	1.1	.23
	4	12 28	08:33PM	605 787-0085	MIDWEST CT, OK	405 719-0889	O	AC	13.1	2.75
	5	12 28	08:47PM	605 787-0085	TAUNTON, MA	508 880-5879	O	AC	12.6	2.65
	6	12 16	01:01PM	605 787-0085	STU RGIS, SD	605 147-0923	P	AC	6.9	1.45
	7	12 16	01:23PM	605 787-0085	STU RGIS, SD	605 147-0923	P	AC	5.1	1.07
	8	12 17	06:18PM	605 787-0085	STU RGIS, SD	605 147-0923	O	AC	.3	.06
	9	12 19	12:16PM	605 787-0085	STU RGIS, SD	605 147-0923	O	AC	2.3	.48
	10	12 21	09:37PM	605 787-0085	STU RGIS, SD	605 147-0923	O	AC	10.5	2.21
	11	12 21	01:07PM	719 597-5053	RAPID CITY, SD	605 188-0703	P	AC	5.1	1.07
	12	12 21	10:37PM	719 597-5053	RAPID CITY, SD	605 188-0703	O	AC	1.3	.27
	13	12 21	08:38PM	605 787-0085	LA CROSSE, WI	608 779-4214	O	AC	21.7	4.56
	14	12 05	09:00PM	605 787-0085	LA CROSSE, WI	608 781-1962	O	AC	58.5	12.29
	15	12 21	09:01PM	605 787-0085	LA CROSSE, WI	608 781-1962	O	AC	.8	.17
	16	12 02	09:24PM	605 787-0085	LA CROSSE, WI	608 781-6656	O	AC	.3	.06
	17	12 21	08:20PM	605 787-0085	LA CROSSE, WI	608 787-5874	O	AC	6.8	1.43
	18	12 27	09:23PM	605 787-0085	LA CROSSE, WI	608 787-5874	O	AC	6.8	1.43
	19	12 05	12:05PM	605 787-0085	JAMAICA PL, MA	617 524-4034	O	AC	15.2	3.19
	20	12 18	11:25AM	605 787-0085	JAMAICA PL, MA	617 524-4034	P	AC	9.7	2.04
	21	12 21	10:35PM	605 787-0085	JAMAICA PL, MA	617 524-4034	O	AC	.5	.11
	22	12 25	12:40PM	719 597-5053	JAMAICA PL, MA	617 524-4034	P	AC	15.6	3.28
	23	12 04	07:27PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	19.7	4.14
	24	12 06	09:17AM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	19.3	4.05
	25	12 13	09:06AM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	35.2	7.39
	26	12 20	09:11AM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	28.4	6.01
	27	12 20	08:40PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	7.2	1.51
	28	12 22	11:48AM	605 787-0085	COLORADO SPRG, CO	719 192-3721	P	AC	1.4	.29
	29	12 27	05:46PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	7.7	1.62
	30	12 01	04:05PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	11.8	2.48
	31	12 05	11:27AM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	28.3	5.94
	32	12 12	01:37PM	217 235-2541	COLORADO SPRG, CO	719 192-3721	O	AC	2.7	.57
	33	12 27	05:00PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	.8	.17
	34	12 05	11:23AM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	.4	.08
	35	12 12	01:17PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	16.5	3.47
	36	12 13	12:06PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	20.3	4.26
	37	12 14	08:57PM	605 787-0085	COLORADO SPRG, CO	719 192-3721	O	AC	1.7	.34
	38	12 05	12:21PM	605 787-0085	STOUGHTON, MA	781 297-7737	O	AC	.2	.04
	39	12 18	11:33AM	605 787-0085	STOUGHTON, MA	781 297-7737	P	AC	.2	.04
	40	12 28	09:00PM	605 787-0085	STOUGHTON, MA	781 297-7737	O	AC	41.2	8.45
	41	12 30	08:01PM	605 787-0085	DIR ASST, SC	803 555-1212	O	AC	1.0	.85
	42	12 30	08:03PM	605 787-0085	DIR ASST, SC	803 555-1212	O	AC	1.0	.85
Subtotal										96.69
TOTAL CALLS										451.2

McLeodUSA Access Service Total (Before Applicable RSVP Discount)

696.69

Period Codes:

D = Day, E = Evening, N = Night Weekend, P = Peak, O = Off Peak

Call Type Codes:

AC = Access Card, PC = Access Card from payphone

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Long Distance Service

--- McLeodUSA Access Service Detail (Continued) ---

USER	NO	DATE	TIME	ORIG NO	LOCATION CALLED	CALLED NO	PRD	TYPE	MIN	AMOUNT
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This Month's Long Distance Summary

Outbound Long Distance Total	\$105.36
International Total	\$24.93
Toll Free Long Distance Total	\$24.32
McLeodUSA Access Service Total	\$96.69
Total Long Distance	\$251.30

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Additional Services

---- Additional Services Detail ----

TYPE	BILLED NUMBER	DATE	TIME	ORIG NUMBER	LOCATION CALLED CHARGE DESC	CALLED NUMBER	PERIOD	MIN	AMOUNT
DIRECTORY ASSISTANCE									
Local									
	605-341-1654	10-08	08:30 AM	605-341-1654	DIR ASST.SD	411	F	1.0	.00
	605-341-1654	10-08	09:34 AM	605-341-1654	DIR ASST.SD	411	F	1.0	.40
	605-341-1654	10-09	01:28 PM	605-341-1654	DIR ASST.SD	411	F	1.0	.40
	605-341-1654	10-13	11:28 AM	605-341-1654	DIR ASST.SD	411	F	1.0	.40
	605-341-1654	10-21	10:01 AM	605-341-1654	DIR ASST.SD	411	F	1.0	.00
	605-341-2953	11-20	11:09 AM	605-341-2953	DIR ASST.SD	411	F	1.0	.40
	605-341-2953	11-27	09:49 AM	605-341-2953	DIR ASST.SD	411	F	1.0	2.00
Subtotal									
DIRECTORY ASSISTANCE									
Interstate									
	605-341-2953	11-09	11:48 AM	605-341-2953	DIR ASST.TN	615-555-1212	F	1.0	.85
	605-341-2953	12-17	03:30 PM	605-341-2953	DIR ASST.NY	718-555-1212	F	1.0	.85
	605-341-2953	12-17	03:44 PM	605-341-2953	DIR ASST.NY	718-555-1212	F	1.0	.85
	605-341-2953	12-30	02:02 PM	605-341-2953	DIR ASST.TN	931-555-1212	F	1.0	.85
	605-341-2953	12-30	02:03 PM	605-341-2953	DIR ASST.TN	901-555-1212	F	1.0	4.25
Subtotal									
Class Feature									
	Call Return	11-23	10:56 AM	605-341-1654	LASTCALLRT	816-221-8532	F	1.0	.75
Subtotal									
ITEM DESCRIPTION									AMOUNT
Primary Interchange Carrier Charge									16.50
6 Lines @ \$2.75 each									16.50
Subtotal									9.80
Universal Service Fund									9.80
Long Distance Charges of 251.30 @ .039									9.80
Subtotal									9.80
Additional Services Total									\$33.30

Period Codes: F = Flat Rated

Other Charges

---- Other Charges Summary ----

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers		Naived
Longest Call Duration		Naived
Other Charges Total		\$.00

Taxes

---- Taxes Summary ----

ITEM DESCRIPTION	AMOUNT
Federal Tax	15.64
State Tax SD	9.17
Local Tax SD	4.58
Taxes Total	\$29.39

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Credits

---- Credits Summary ----

ITEM DESCRIPTION	AMOUNT
Credits Total	\$.00

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Executive Summary

Call Distribution Summary By McLeodUSA Number Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1490	1	2.3	2.30	.17	.16
605-341-1454	128	200.1	1.56	15.17	14.38
605-341-4477	211	232.1	1.10	17.59	16.68
605-342-9195	271	416.5	1.54	31.43	29.92
605-343-2923	245	510.8	1.96	39.34	37.27
605-343-5005	10	22.1	2.21	1.66	1.59
TOTAL OUTBOUND	886	1,391.9	1.57	105.36	100.00

Call Distribution Summary By McLeodUSA Toll Free Number Percentages Based on Total Number of Minutes

TOLL FREE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
800-456-0558	88	285.8	3.25	24.32	100.00
TOTAL TOLL FREE	88	285.8	3.25	24.32	100.00

Call Distribution Summary By Call Type Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE	845	1,311.2	1.55	99.28	94.20	60.35
INTERSTATE	41	80.7	1.97	6.08	5.80	3.71
INTRA-STATE	886	1,391.9	1.57	105.36	100.00	64.06
LONG DISTANCE TOTAL						
INBOUND TOLL FREE SERVICE	88	285.8	3.25	24.32	100.00	13.15
INTERSTATE	88	285.8	3.25	24.32	100.00	13.15
TOLL FREE TOTAL						
ACCESS SERVICE	37	426.1	11.52	91.42	94.44	19.61
INTERSTATE	5	25.1	5.02	5.27	5.56	1.16
INTRASTATE	42	451.2	10.74	96.69	100.00	20.77
ACCESS SERVICE TOTAL						
INTERNATIONAL SERVICE	15	43.9	2.93	24.93	100.00	2.02
INTERNATIONAL	15	43.9	2.93	24.93	100.00	2.02
INTERNATIONAL TOTAL						
TOTAL	1,031	2,172.8	2.11	251.30		100.00

Access Service Summary

ACCESS USER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	NET CHARGES	FED. TAX	OTHER TAX	% GROSS CHARGES	% TOTAL MINUTES
DON JRACEK2	42	451.2	10.7	96.69	96.69	2.93	.32	100.00	100.00
TOTAL	42	451.2	10.7	96.69	96.69	2.93	.32	100.00	100.00

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Top 50 Most Frequently Called Numbers

--- Outbound Long Distance Service ---

Sorted by Total Number of Minutes Percentages Based on Total Number of Minutes All McLeodUSA Lines

RANK	LOCATION CALLED	CALLID NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF TOP 50	% OF ALL
1	SANBARRABA, CA	805-882-2566	167	163.2	1.11	12.36	23.71	11.73
2	SANBARRABA, CA	805-882-2578	27	31.0	1.15	2.36	4.50	2.23
3	MINNEAPOLIS, MN	612-347-6744	13	25.4	1.95	1.92	3.63	1.83
4	EFFINGHAM, IL	217-342-3901	3	23.3	7.77	1.75	3.39	1.67
5	LA CROSSE, WI	608-787-5874	3	19.2	6.40	2.79	2.79	1.38
6	MAYWOOD, IL	708-343-2277	7	17.1	2.44	1.29	2.48	1.23
7	VIRGINIA, VA	757-443-4628	3	16.3	5.43	1.22	2.37	1.17
8	COLORADO, CO	710-556-4321	16	15.2	.95	1.16	2.21	1.09
9	STURGIS, SD	605-347-0619	3	14.6	4.87	1.10	2.12	1.05
10	MILLINGTON, TN	901-874-8400	1	14.2	14.20	1.07	2.04	1.02
11	ELMSFORD, NY	914-347-0643	6	13.3	2.22	1.01	1.93	.94
12	COLORADO, CO	710-556-6127	5	12.7	2.54	.96	1.85	.91
13	MINNEAPOLIS, MN	612-888-2911	5	12.5	2.50	.95	1.82	.90
14	NAPLES, FL	941-643-9208	4	11.9	2.98	.90	1.73	.86
15	SANANTONIO, TX	210-516-6298	2	11.8	5.90	.89	1.71	.85
16	MADISON, WI	608-738-2130	7	11.3	1.61	.86	1.64	.81
17	COLORADO, CO	710-556-4787	7	11.1	1.59	.84	1.61	.80
18	HONGKULU, HI	808-440-7026	5	11.0	2.20	.82	1.60	.79
19	OMAHA, NE	402-232-3468	2	10.8	5.40	.81	1.57	.78
20	ELMHURST, IL	630-833-0300	7	10.3	1.47	.78	1.50	.74
21	EMERADO, ND	701-747-4215	7	10.1	1.44	.77	1.47	.73
22	EMERADO, ND	701-747-3035	3	9.6	3.27	.74	1.42	.70
23	VIRGINIA, VA	757-443-4775	3	9.8	3.27	.74	1.42	.70
24	DAYTON, OH	937-257-4046	1	9.8	9.80	.74	1.42	.70
25	CLARK, MI	617-386-7503	1	9.3	9.30	.70	1.35	.67
26	NATICK, MA	508-233-6254	3	9.2	3.07	.69	1.34	.66
27	MILWAUKEE, WI	414-774-1052	9	8.9	.99	.69	1.29	.64
28	HARRISON, AR	870-743-2200	3	8.8	2.93	.66	1.28	.63
29	COLORADO, CO	710-556-9381	4	8.2	1.37	.61	1.19	.59
30	HONGKULU, HI	808-440-6860	3	8.0	2.67	.61	1.16	.58
31	MILLINGTON, TN	901-874-8566	1	7.4	7.40	.57	1.10	.55
32	LIMESTONE, ME	207-328-1685	3	7.4	2.47	.56	1.08	.53
33	SMITH FLS, SD	605-330-8181	3	7.3	3.45	.55	1.06	.52
34	PHILA, PA	215-697-6333	5	7.3	1.46	.56	1.06	.52
35	LIMESTONE, ME	207-328-1699	1	7.2	7.20	.54	1.05	.52
36	COLUMBUS, OH	614-603-2889	2	7.2	3.60	.55	1.05	.52
37	STURGIS, SD	605-347-2536	2	7.1	3.55	.54	1.03	.51
38	MONTICELLO, MN	612-285-5119	2	7.1	3.55	.54	1.03	.51
39	COLORADO, CO	710-556-4538	6	7.1	3.69	.53	1.03	.51
40	COLORADO, CO	710-556-4713	3	7.1	2.37	.54	1.03	.51
41	MANSFIELD, TX	817-477-4118	1	7.1	7.10	.53	1.03	.51
42	SPokane, WA	509-266-2677	2	7.0	3.50	.53	1.02	.50
43	PENSACOLA, FL	850-452-5756	5	7.0	1.40	.52	1.02	.50
44	EAGLEBRIETT, SD	605-904-6602	1	6.8	6.80	.51	.99	.49
45	LIMA, OH	619-222-9010	6	6.8	3.40	.51	.99	.49
46	ARLINGTON, VA	703-767-5346	6	6.8	1.13	.52	.99	.49
47	WHITTIER, CA	562-903-0929	3	6.4	4.49	.49	.96	.47
48	ST. PAUL, MN	612-774-7007	1	6.4	6.40	.50	.96	.47
49	MARIETTA, GA	770-428-1248	3	6.6	2.20	.49	.96	.47
50	FLINT, MI	810-767-2090	1	6.5	6.50	.49	.94	.47
Total			366	685.3	1.88	51.99	100.00	49.45
Total Outbound			886	1,391.9	1.57	105.36		

G/GSA INC
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Longest Call Duration

---- Outbound Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	12-30	02:05PM	MILLINGTON, TN	901-874-8090	605-341-1654	14.2	1.07	1.02
2	12-04	01:19PM	EFFINGHAM, IL	217-342-3901	605-343-2953	13.8	1.04	.99
3	12-14	09:41AM	SAN ANTONIO, TX	210-536-6298	605-343-2953	11.2	.84	.81
4	12-21	09:22AM	COLORADO SPRING, CO	719-536-6127	605-343-2953	10.9	.82	.78
Total						50.1	3.77	3.60
Total Outbound						886	1,391.9	105.36

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Longest Call Duration

---- International Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	12-06	09:20PM	KOREA, KS	654-470-4384	605-341-8005	22.4	13.89	51.03
Total				1		22.4	13.89	51.03
Total International				15		43.9	24.93	

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Longest Call Duration
---- Inbound Long Distance Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	CALLING LOCATION	CALLED FROM	CALLED NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	12 17	09:32AM	COLORADOSPG, CO	719-554-7321	800-456-0558	30.3	2.58	10.60
2	12 07	12:39PM	COLORADOSPG, CO	719-554-7321	800-456-0558	19.4	1.65	6.79
3	12 16	03:31PM	LINCOLN, NE	402-466-5469	800-456-0558	17.7	1.50	6.19
4	12 04	11:21AM	LA CROSSE, WI	608-783-3674	800-456-0558	13.4	1.14	4.69
5	12 10	02:12PM	COLORADOSPG, CO	719-554-7321	800-456-0558	12.5	1.06	4.37
6	12 15	01:16PM	COLORADOSPG, CO	719-554-7321	800-456-0558	11.9	1.01	4.16
7	12 02	11:04AM	COLORADOSPG, CO	719-554-7321	800-456-0558	11.4	.97	3.99
8	12 16	08:29AM	LA CROSSE, WI	608-783-3662	800-456-0558	11.3	.96	3.95
Total						127.9	10.87	44.75
Total Inbound						88	24.32	

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Longest Call Duration
---- McLeodUSA Access Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	USER	LOCATION CALLED	CALLED NUMBER	ORIG NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	12 05	09:00PM	DON JIRACEK2	LA CROSSE, WI	608-783-3662	605-787-0085	58.5	12.29	12.97
2	12 28	09:00PM	DON JIRACEK2	STOUGHTON, MA	781-267-7757	605-787-0085	41.2	8.65	9.13
3	12 13	09:06AM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	35.2	7.39	7.80
4	12 20	09:11AM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	28.4	6.01	6.34
5	12 05	11:27AM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	28.3	5.96	6.27
6	12 21	08:38PM	DON JIRACEK2	LA CROSSE, WI	608-783-3662	605-787-0085	21.7	4.56	4.81
7	12 13	12:00PM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	20.3	4.26	4.50
8	12 04	07:27PM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	19.7	4.16	4.37
9	12 12	09:17PM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	19.3	4.05	4.18
10	12 06	09:17AM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	16.5	3.47	3.64
11	12 25	12:40PM	DON JIRACEK2	JAMAICA PL, MA	617-524-4034	716-497-5033	15.6	3.28	3.66
12	12 06	12:05PM	DON JIRACEK2	JAMAICA PL, MA	617-524-4034	605-787-0085	15.2	3.19	3.37
13	12 28	08:33PM	DON JIRACEK2	MIDWEST CY, OK	405-716-0809	605-787-0085	13.1	2.75	2.90
14	12 28	08:47PM	DON JIRACEK2	TAUNTON, MA	508-880-5876	605-787-0085	12.6	2.65	2.79
15	12 01	04:05PM	DON JIRACEK2	COLORADOSPG, CO	719-552-1721	605-787-0085	11.8	2.48	2.62
16	12 09	07:45PM	DON JIRACEK2	BROOKFIELD, CO	303-252-1403	605-787-0085	10.8	2.27	2.39
17	12 21	09:37PM	DON JIRACEK2	STURGIS, SD	605-347-0925	605-787-0085	10.5	2.21	2.33
Total							378.9	79.59	83.98
Total McLeodUSA Access							42	451.2	96.69

**McLeodUSA****McLeodUSA Management Report
and Account Statement**G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523Account Number: 1197987
Invoice Number: 2417486
Invoice Date: 02/16/99
Invoice Period: 01/01-01/31
Page Number: 1 OF 22

McLeodUSA delivers high quality, single source solutions for your telecommunications needs. We greatly appreciate your business and welcome your comments and suggestions. Our 24-Hour Customer Service number is 1-800-593-1177.

Balance From Last Statement	1,758.87
RSVP Discount Earned	.00
Payment Received.....Thank You	-1,194.14
Previous Balance Due	564.73
Current Month	
Local Charges	250.74
Long Distance Charges	228.65
Enhanced Business Services	.00
Additional Services	30.52
Other Charges	.00
Credits	.00
Late Payment Charges	.00
Taxes	27.95
Total Current Charges	537.86
Total Due	1,102.59

YOUR ACCOUNT IS PAST DUE. PAYMENT ON THE FULL BALANCE MUST BE MADE IMMEDIATELY TO CONTINUE RECEIVING OUR SERVICES. CONTACT OUR CREDIT DEPARTMENT AT 1-800-593-1177 TO MAKE ARRANGEMENTS FOR PAYMENT.

PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT.**McLeodUSA**G/GSA INC
4509 S I-90 SERV RD
RAPID CITY, SD 57701 9523Account Number: 1197987
Invoice Number: 2417486
Invoice Date: 02/16/99**Amount Due: \$1102.59**Amount Enclosed _____
Payment Due Date 03/08/99☐ Please mark this box and note any changes
in name or address on the face of this document.McLeodUSA
P.O. BOX 3253
Cedar Rapids, IA 52406-3253

11979879 24174864 0001102599 0001102599 03089999

G/GSA INC
Account Number: 1197987

Invoice Date: 02/16/99
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Local Service

----- Local Service Detail -----

ITEM DESCRIPTION	RATE	AMOUNT
McLeodUSA Line: 341-1490	31.95	31.95
Full Month Charges 02/01/99 - 02/28/99	31.95	3.00
Telephone Line Charge	3.00	
Call Forward Busy	5.50	.15
Call Forward Combination	.15	
TACTIP Communication Impaired Surcharge	7.94	.75
Federal Access Charge	.75	
Enhanced 911 Service		63.79
Subtotal		31.95
McLeodUSA Line: 341-1654	31.95	31.95
Full Month Charges 02/01/99 - 02/28/99	31.95	.15
Telephone Line Charge	.15	
TACTIP Communication Impaired Surcharge	7.94	.75
Federal Access Charge	.75	
Enhanced 911 Service		40.79
Subtotal		31.95
McLeodUSA Line: 341-6477	31.95	31.95
Full Month Charges 02/01/99 - 02/28/99	31.95	.15
Telephone Line Charge	.15	
TACTIP Communication Impaired Surcharge	7.94	.75
Federal Access Charge	.75	
Enhanced 911 Service		40.79
Subtotal		31.95
McLeodUSA Line: 342-9195	31.95	31.95
Full Month Charges 02/01/99 - 02/28/99	31.95	.15
Telephone Line Charge	.15	
TACTIP Communication Impaired Surcharge	7.94	.75
Federal Access Charge	.75	
Enhanced 911 Service		40.79
Subtotal		31.95
McLeodUSA Line: 343-2953	31.95	31.95
Full Month Charges 02/01/99 - 02/28/99	31.95	.15
Telephone Line Charge	.15	
TACTIP Communication Impaired Surcharge	7.94	.75
Federal Access Charge	.75	
Enhanced 911 Service		40.79
Subtotal		31.95
McLeodUSA Line: 343-5005	31.95	31.95
Full Month Charges 02/01/99 - 02/28/99	31.95	3.00
Telephone Line Charge	3.00	
Call Forward Busy	.15	
TACTIP Communication Impaired Surcharge	7.94	.75
Federal Access Charge	.75	
Enhanced 911 Service		63.79
Subtotal		6250.74

Local Service Total - SD

* denotes charges not eligible for RSPV discount

G/GSA INC
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Long Distance Service

----- Long Distance Service Detail -----

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT	
341-1490	1	01/22	09:12AM	GAITHERSBG, MD	301 445-6868	P	DD	14.4	1.08	
Subtotal	341-1654	2	01/05	01:15PM	JERSEYCTY, NJ	201 444-3000	P	DD	2.2	1.08
		3	01/26	09:30AM	WASHINGTON, DC	202 385-7280	P	DD	2.2	.17
		4	01/13	04:00PM	UNIVERSALTY, TX	210 624-4707	P	DD	.6	.05
		5	01/25	03:40PM	SANANTONIO, TX	210 624-4707	P	DD	3.4	.26
		6	01/27	09:16AM	SANANTONIO, TX	210 624-4707	P	DD	.7	.05
		7	01/29	10:05AM	NEW YORK, NY	212 337-6071	P	DD	.7	.05
		8	01/25	08:31AM	PHILA, PA	215 697-6352	P	DD	3.4	.26
		9	01/07	02:37PM	PHILA, PA	215 737-3447	P	DD	.6	.05
		10	01/07	10:24AM	PHILA, PA	215 737-3192	P	DD	.9	.07
		11	01/08	12:54PM	DECATUR, IL	217 428-4315	P	DD	2.1	.16
		12	01/11	12:42PM	DECATUR, IL	217 428-4315	P	DD	3.2	.24
		13	01/12	09:17AM	DECATUR, IL	217 428-4315	P	DD	3.4	.26
		14	01/05	09:18AM	COMMERCIAL, MI	248 360-7400	P	DD	13.1	.98
		15	01/26	02:12PM	FORT HOOD, TX	254 287-5676	P	DD	.7	.05
		16	01/20	03:13PM	FREDERICK, MD	301 619-2327	P	DD	.5	.04
		17	01/11	10:36AM	DOVER, DE	302 677-5225	P	DD	.7	.05
		18	01/07	09:56AM	LAKENWOOD, CO	303 236-8000	P	DD	.5	.04
		19	01/29	01:09PM	POLISBO, WA	360 336-8427	P	DD	.9	.15
		20	01/14	01:42PM	BRIMERTON, WA	360 475-8845	P	DD	1.0	.08
		21	01/14	03:52PM	PAWTUCKET, RI	401 722-0000	P	DD	.9	.07
		22	01/27	12:40PM	OMAHA, NE	402 331-0660	P	DD	2.8	.21
		23	01/27	09:12AM	OKLA CITY, OK	405 425-8689	P	DD	.5	.04
		24	01/29	10:48AM	MENOMONIE, WI	414 250-7362	P	DD	1.3	.10
		25	01/29	11:06AM	MENOMONIE, WI	414 250-7362	P	DD	.3	.02
		26	01/19	03:00PM	KENOSHA, WI	414 856-7905	P	DD	1.8	.14
		27	01/20	09:17AM	KENOSHA, WI	414 856-7905	P	DD	8.2	.62
		28	01/29	11:11AM	MILWAUKEE, WI	414 774-1052	P	DD	.5	.04
		29	01/21	10:52AM	EVERETT, WA	425 304-4006	P	DD	.7	.05
		30	01/21	01:05PM	EVERETT, WA	425 304-4006	P	DD	.7	.05
		31	01/21	01:27PM	LOUISVILLE, KY	502 494-6111	P	DD	1.5	.11
		32	01/27	02:07PM	NATICK, MA	508 233-6254	P	DD	.8	.06
		33	01/07	08:17AM	SPOKANE, WA	509 334-4125	P	DD	1.6	.14
		34	01/08	09:36AM	COLUMBIA, WA	509 633-6932	P	DD	1.8	.14
		35	01/22	08:52AM	CINCINNATI, OH	513 983-1100	P	DD	.2	.02
		36	01/04	10:37AM	WILLIAMS, AZ	520 633-2605	P	DD	.5	.04
		37	01/29	01:24PM	MOHAVE VLY, AZ	520 768-1771	P	DD	5.1	.38
		38	01/05	09:28AM	MOHAVE VLY, AZ	520 768-1771	P	DD	.7	.07
		39	01/11	11:27AM	FTLEINARDW, MO	581 445-0924	P	DD	1.2	.09
		40	01/19	12:01PM	LAWTON, OK	580 442-0200	P	DD	1.1	.08
		41	01/21	02:57PM	LAWTON, OK	580 442-0301	P	DD	16.0	1.20
		42	01/21	02:41PM	LAWTON, OK	580 442-0301	P	DD	9.1	.68
		43	01/21	02:49PM	SPEARFISH, SD	605 842-2999	P	DD	2.7	.20
		44	01/21	04:20PM	MINDORO, WI	608 857-3368	O	DD	33.7	2.53
		45	01/03	11:33AM	BLAUGKNOWD, NJ	609 574-0900	P	DD	2.7	.20
		46	01/22	04:00PM	LINFIELD, PA	610 495-5251	P	DD	.7	.05
		47	01/29	10:33AM	OSSEO, MN	612 424-7896	P	DD	.4	.03
		48	01/05	09:17AM	SOUDERVILLE, MN	612 434-8771	P	DD	3.2	.24
		49	01/28	11:02AM	STILLWATER, MN	612 436-1066	P	DD	1.8	.14
		50	01/05	12:20PM	WAYZATA, MN	612 476-7929	P	DD	1.1	.08
		51	01/25	03:22PM	ENFIELD, MN	612 476-5845	P	DD	1.1	.08
		52	01/26	02:16PM	MINNEAPOLIS, MN	612 924-0657	P	DD	1.1	.08
		53	01/07	12:04PM	MINNEAPOLIS, MN	612 933-7568	P	DD	.7	.05
		54	01/26	12:47PM	COLUMBUS, OH	614 228-6525	P	DD	8.6	.65
		55	01/20	11:48AM	COLUMBUS, OH	614 228-6525	P	DD	1.2	.09
		56	01/20	11:50AM	COLUMBUS, OH	614 694-6200	P	DD	.5	.04
		57	01/21	03:40PM	COLUMBUS, OH	614 694-6277	P	DD	4.9	.36
		58	01/20	03:16PM	ZEELAND, MI	616 772-1500	P	DD	5.1	.38
		59	01/11	12:46PM	MARION, IL	618 997-5311	P	DD	2.5	.19
		60	01/19	01:11PM	MARION, IL	618 997-5311	P	DD	1.7	.13
		61	01/19	02:35PM	MARION, IL	618 997-5311	P	DD	.4	.03
		62	01/19	03:08PM	MARION, IL	618 997-5311	P	DD	.8	.06
		63	01/19	03:11PM	MARION, IL	618 997-5311	P	DD	.9	.07
		64	01/21	01:29PM	SAN DIEGO, CA	619 432-2554	P	DD	3.3	.25
		65	01/13	02:20PM	NAPRIYVILLE, IL	619 347-3153	P	DD	.7	.05
		66	01/13	02:20PM	ST PAUL, MN	651 439-1066	P	DD	.7	.05
		67	01/28	02:45PM	ST PAUL, MN	651 702-9666	P	DD	.7	.05
		68	01/21	01:41PM	ST PAUL, MN	651 702-9666	P	DD	.7	.05

G/GSA INC
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Long Distance Service

--- Long Distance Service Detail (Continued) ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-1654	69	01/08	11:14AM	FARGO, ND	701 237-6525	P	DD	2.3	.02
	70	01/06	02:08PM	FARGO, ND	701 239-9941	P	DD	2.9	.22
	71	01/05	01:24PM	EMERADO, ND	701 747-5270	P	DD	3.0	.23
	72	01/29	12:40PM	EMERADO, ND	701 747-5270	P	DD	1.9	.14
73	01/05	01:37PM	WESTMINSTR, CA	714 891-3369	P	DD	DD	1.0	.08
	74	01/08	10:55AM	MECHANCSBG, PA	717 605-2227	P	DD	1.0	.08
	75	01/29	11:43AM	MECHANCSBG, PA	717 605-3019	P	DD	1.8	.06
	76	01/21	11:06AM	COLORADOSPG, CO	719 556-4838	P	DD	2.7	.20
77	01/06	10:18AM	COLORADOSPG, CO	719 556-7895	P	DD	2.7	.20	
	78	01/21	10:00AM	COLORADOSPG, CO	719 556-7492	P	DD	2.2	.17
	79	01/26	10:07AM	COLORADOSPG, CO	719 556-7492	P	DD	1.8	.06
	80	01/29	09:23AM	COLORADOSPG, CO	719 556-7586	P	DD	2.0	.15
81	01/07	01:44PM	NEWBENSWCK, NJ	732 524-5957	P	DD	2.5	.17	
	82	01/05	10:20AM	NEWBENSWCK, NJ	732 524-5957	P	DD	1.5	.04
	83	01/05	11:22AM	NORFOLK, VA	757 443-7760	P	DD	2.3	.17
	84	01/25	12:01PM	VIRGINIBCH, VA	757 443-4775	P	DD	1.4	.03
85	01/07	11:08AM	VIRGINIBCH, VA	757 443-4790	P	DD	2.2	.17	
	86	01/20	01:08PM	MARIETTA, GA	770 427-6441	P	DD	1.2	.02
	87	01/20	09:55AM	SALT LAKE, UT	801 524-3162	P	DD	4.5	.34
	88	01/08	09:55AM	SALT LAKE, UT	801 524-3675	P	DD	1.5	.04
89	01/07	10:04PM	RICHMOND, VA	804 276-3130	P	DD	1.2	.03	
	90	01/08	12:47PM	RICHMOND, VA	804 276-4852	P	DD	1.2	.03
	91	01/25	11:09AM	RICHMOND, VA	804 276-4988	P	DD	5.7	.43
	92	01/08	12:49PM	RICHMOND, VA	804 276-4988	P	DD	4.4	.33
93	01/15	09:41AM	SANBARBARA, CA	805 882-2588	P	DD	2.6	.20	
	94	01/21	06:40PM	SANBARBARA, CA	805 882-2588	P	DD	2.6	.20
	95	01/25	10:26AM	SANBARBARA, CA	805 882-2588	P	DD	2.5	.19
	96	01/08	02:12PM	HONOLULU, HI	808 474-2597	P	DD	2.4	.18
97	01/12	12:38PM	WASHINGTON, MI	810 672-1400	P	DD	2.4	.18	
	98	01/12	11:47AM	WASHINGTON, MI	810 672-1400	P	DD	2.4	.18
	99	01/15	10:53AM	JOHNETT, IL	815 736-4609	P	DD	1.0	.08
	100	01/26	02:21PM	KANSASCITY, MO	816 823-1292	P	DD	1.0	.08
101	01/26	02:24PM	KANSASCITY, MO	816 823-1292	P	DD	1.0	.08	
	102	01/27	12:53PM	KANSASCITY, MO	816 823-1292	P	DD	1.3	.02
	103	01/21	02:59PM	BURBANK, CA	818 556-2582	P	DD	1.0	.08
	104	01/08	12:41PM	SKOKIE, IL	847 566-7800	P	DD	7.1	.53
105	01/27	08:12AM	HARRISBURG, AR	870 743-2200	P	DD	1.1	.05	
	106	01/11	10:27AM	MEMPHIS, TN	901 373-6371	P	DD	1.5	.05
	107	01/07	02:03PM	MEMPHIS, TN	901 396-6646	P	DD	10.0	.75
	108	01/11	11:41AM	MEMPHIS, TN	901 396-6646	P	DD	7.9	.59
109	01/07	09:01AM	MILLINGTON, TN	901 874-4474	P	DD	1.8	.14	
	110	01/12	12:44PM	MILLINGTON, TN	901 874-4474	P	DD	1.8	.14
	111	01/08	10:46AM	MILLINGTON, NJ	908 608-6060	P	DD	2.2	.17
	112	01/29	12:44PM	OVERLANDPK, KS	913 383-2338	P	DD	1.8	.14
113	01/07	09:14AM	OVERLANDPK, KS	913 383-2338	P	DD	2.2	.17	
	114	01/22	11:01AM	BROWNSVT, VT	566 541-3111	P	DD	2.2	.17
Subtotal									
341-6477	115	01/20	02:24PM	WASHINGTON, DC	202 336-4702	P	DD	2.3	.02
	116	01/20	02:27PM	WASHINGTON, DC	202 336-4702	P	DD	1.2	.09
	117	01/12	01:32PM	RADCLIFF, KY	502 521-0327	P	DD	1.0	.08
	118	01/13	11:46AM	CINCINNATI, OH	513 121-6339	P	DD	1.0	.08
119	01/08	10:59AM	HAMILTON, OH	513 860-5607	P	DD	1.0	.08	
	120	01/04	11:52AM	MANCHESTER, NH	603 626-6577	P	DD	1.0	.08
	121	01/08	03:29PM	MANCHESTER, NH	603 626-6577	P	DD	1.0	.08
	122	01/08	03:31PM	MANCHESTER, NH	603 626-6577	P	DD	1.0	.08
123	01/11	12:34PM	MANCHESTER, NH	603 626-6577	P	DD	1.0	.08	
	124	01/15	11:04AM	JANESVILLE, WI	608 754-6011	P	DD	1.5	.11
	125	01/12	12:37PM	JANESVILLE, WI	608 754-6011	P	DD	1.5	.11
	126	01/04	01:47PM	MIDDLETON, WI	608 831-6330	P	DD	1.5	.11
127	01/04	03:59PM	MIDDLETON, WI	608 831-6330	P	DD	1.5	.11	
	128	01/13	11:17AM	ST PAUL, MN	612 452-3804	P	DD	1.0	.08
	129	01/12	01:16PM	ROCHESTER, NY	716 328-3749	P	DD	1.0	.08
	130	01/01	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18
131	01/04	09:12AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08	
	132	01/04	10:27AM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18
	133	01/04	10:29AM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18
	134	01/04	10:32AM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18
135	01/04	12:46PM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18	
	136	01/04	12:46PM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18
	137	01/04	12:46PM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18
	138	01/04	12:46PM	SANBARBARA, CA	805 882-2566	P	DD	2.4	.18

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	137	01/04	12:51PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	138	01/04	01:31PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	139	01/04	01:57PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	140	01/04	02:27PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	141	01/04	01:06PM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	142	01/04	01:08PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	143	01/05	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	144	01/05	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	145	01/05	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	146	01/05	10:01AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	147	01/05	11:56AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	148	01/05	12:04PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	149	01/05	12:06PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	150	01/05	01:22PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	151	01/05	01:23PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	152	01/05	02:35PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	153	01/06	06:49AM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	154	01/06	02:00PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	155	01/06	02:02PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	156	01/06	02:17PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	157	01/07	06:50AM	SANBARBARA, CA	805 882-2566	P	DD	1.4	.11
	158	01/07	01:58PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	159	01/07	02:02PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	160	01/08	09:55AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	161	01/08	09:59AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	162	01/08	10:01AM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	163	01/08	10:04AM	SANBARBARA, CA	805 882-2566	P	DD	.7	.05
	164	01/08	10:05AM	SANBARBARA, CA	805 882-2566	P	DD	2.2	.17
	165	01/08	10:11AM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	166	01/08	11:09AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	167	01/08	11:12AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	168	01/08	11:13AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	169	01/08	02:38PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	170	01/08	02:59PM	SANBARBARA, CA	805 882-2566	P	DD	.4	.03
	171	01/11	09:37AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	172	01/11	09:38AM	SANBARBARA, CA	805 882-2566	P	DD	1.5	.11
	173	01/11	12:20PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	174	01/11	12:22PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	175	01/11	01:29PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	176	01/11	02:48PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	177	01/11	04:57PM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	178	01/11	01:59PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	179	01/12	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	1.2	.09
	180	01/12	06:51AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	181	01/12	06:54AM	SANBARBARA, CA	805 882-2566	O	DD	1.3	.09
	182	01/12	06:51AM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	183	01/12	11:49AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	184	01/12	11:51AM	SANBARBARA, CA	805 882-2566	P	DD	.9	.07
	185	01/12	11:53AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	186	01/12	02:03PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	187	01/12	02:04PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	188	01/13	06:48AM	SANBARBARA, CA	805 882-2566	O	DD	.4	.03
	189	01/13	06:50AM	SANBARBARA, CA	805 882-2566	O	DD	.7	.05
	190	01/13	11:20AM	SANBARBARA, CA	805 882-2566	P	DD	1.8	.14
	191	01/13	11:56AM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	192	01/13	03:24PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	193	01/13	03:24PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	194	01/13	03:26PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	195	01/13	03:46PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	196	01/13	03:48PM	SANBARBARA, CA	805 882-2566	P	DD	3.4	.26
	197	01/14	06:49AM	SANBARBARA, CA	805 882-2566	O	DD	1.2	.09
	198	01/14	06:52AM	SANBARBARA, CA	805 882-2566	O	DD	1.3	.10
	199	01/14	06:55AM	SANBARBARA, CA	805 882-2566	O	DD	.8	.06
	200	01/14	12:41PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	201	01/14	12:48PM	SANBARBARA, CA	805 882-2566	P	DD	.5	.04
	202	01/14	01:07PM	SANBARBARA, CA	805 882-2566	P	DD	3.1	.23
	203	01/14	01:11PM	SANBARBARA, CA	805 882-2566	P	DD	.6	.05
	204	01/14	01:15PM	SANBARBARA, CA	805 882-2566	P	DD	4.0	.30
	205	01/14	04:32PM	SANBARBARA, CA	805 882-2566	P	DD	.8	.06
	206	01/14		SANBARBARA, CA	805 882-2566	P	DD	.8	.06

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
341-6477	206	01/14	04:33PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	207	01/15	06:04AM	SANBARBARA, CA	805 882-2566	O	DD	1.5	.11
	208	01/15	09:57AM	SANBARBARA, CA	805 882-2566	P	DD	2.8	.08
	209	01/15	11:52AM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	210	01/15	12:30PM	SANBARBARA, CA	805 882-2566	P	DD	1.1	.08
	211	01/20	02:30PM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	212	01/20	02:41PM	SANBARBARA, CA	805 882-2566	P	DD	5.8	.44
	213	01/20	02:43PM	SANBARBARA, CA	805 882-2566	P	DD	6	.41
	214	01/20	03:03PM	SANBARBARA, CA	805 882-2566	P	DD	5.5	.41
	215	01/20	03:05PM	SANBARBARA, CA	805 882-2566	P	DD	1.6	.12
	216	01/20	03:11PM	SANBARBARA, CA	805 882-2566	P	DD	7	.05
	217	01/21	01:35PM	SANBARBARA, CA	805 882-2566	P	DD	5	.04
	218	01/21	01:37PM	SANBARBARA, CA	805 882-2566	P	DD	2.6	.20
	219	01/21	01:38PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	220	01/21	02:24PM	SANBARBARA, CA	805 882-2566	P	DD	3	.02
	221	01/22	04:11PM	SANBARBARA, CA	805 882-2566	P	DD	5	.04
	222	01/22	04:13PM	SANBARBARA, CA	805 882-2566	P	DD	5.4	.41
	223	01/22	04:14PM	SANBARBARA, CA	805 882-2566	P	DD	2.8	.21
	224	01/22	04:15PM	SANBARBARA, CA	805 882-2566	O	DD	2	.03
	225	01/25	06:48AM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	226	01/25	06:53AM	SANBARBARA, CA	805 882-2566	P	DD	5	.04
	227	01/25	09:13AM	SANBARBARA, CA	805 882-2566	P	DD	9	.07
	228	01/25	09:14AM	SANBARBARA, CA	805 882-2566	P	DD	8	.06
	229	01/25	09:16AM	SANBARBARA, CA	805 882-2566	P	DD	9	.07
	230	01/25	10:48AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	231	01/25	10:49AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	232	01/25	10:55AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	233	01/25	10:57AM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	234	01/25	11:06AM	SANBARBARA, CA	805 882-2566	P	DD	8	.06
	235	01/25	11:34AM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	236	01/25	12:23PM	SANBARBARA, CA	805 882-2566	P	DD	3.1	.23
	237	01/25	12:45PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	238	01/25	12:46PM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	239	01/25	12:50PM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	240	01/25	02:10PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	241	01/25	02:11PM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	242	01/25	02:15PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	243	01/25	02:16PM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	244	01/25	02:17PM	SANBARBARA, CA	805 882-2566	P	DD	4	.03
	245	01/25	02:19PM	SANBARBARA, CA	805 882-2566	P	DD	9	.07
	246	01/25	02:20PM	SANBARBARA, CA	805 882-2566	P	DD	1.0	.08
	247	01/25	02:44PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	248	01/25	04:17PM	SANBARBARA, CA	805 882-2566	P	DD	5	.04
	249	01/25	04:24PM	SANBARBARA, CA	805 882-2566	P	DD	17.3	1.30
	250	01/27	08:44AM	SANBARBARA, CA	805 882-2566	O	DD	1	.01
	251	01/28	06:47AM	SANBARBARA, CA	805 882-2566	P	DD	8	.06
	252	01/28	01:38PM	SANBARBARA, CA	805 882-2566	P	DD	6.3	.47
	253	01/28	01:52PM	SANBARBARA, CA	805 882-2566	P	DD	4.1	.31
	254	01/28	01:53PM	SANBARBARA, CA	805 882-2566	P	DD	1.2	.09
	255	01/29	12:33PM	SANBARBARA, CA	805 882-2566	P	DD	9	.07
	256	01/29	01:45PM	SANBARBARA, CA	805 882-2566	P	DD	1.7	.13
	257	01/29	08:40AM	JOHNS, IL	815 726-8912	P	DD	8	.06
	258	01/05	12:28PM	VALDOSTA, GA	912 257-5180	P	DD	1.1	.08
	259	01/25	12:15PM	MUSKOGEE, OK	918 682-8938	P	DD	1.1	.08
	260	01/12	11:06AM	NAPLES, FL	941 643-9206	P	DD	1.0	.08
	261	01/29	02:23PM	NAPLES, FL	941 643-9206	P	DD	15.58	1.08
Subtotal									
342-0195	262	01/25	07:52AM	WASHINGTON, DC	202 367-4727	O	DD	1.0	.08
	263	01/25	11:41AM	WASHINGTON, DC	202 365-7363	P	DD	1.3	.10
	264	01/25	04:39PM	WASHINGTON, DC	202 876-7365	P	DD	8	.06
	265	01/29	02:05PM	WASHINGTON, DC	202 874-2000	P	DD	1.8	.14
	266	01/14	11:56AM	WASHINGTON, DC	202 874-2200	P	DD	1.1	.08
	267	01/21	12:07PM	WASHINGTON, DC	202 874-2200	P	DD	1.3	.10
	268	01/29	02:05PM	WASHINGTON, DC	202 874-2200	P	DD	1.1	.08
	269	01/24	11:47AM	WASHINGTON, DC	202 874-2200	P	DD	1.1	.08
	270	01/21	11:40AM	WASHINGTON, DC	202 874-2200	P	DD	1.1	.08
	271	01/21	04:31PM	BIRMINGHAM, AL	205 365-7363	P	DD	1.3	.10
	272	01/06	10:51AM	ATLANTA, GA	210 652-6309	P	DD	1.0	.08
	273	01/15	12:37PM	UNIVERSITY, TX	210 652-6309	P	DD	1.0	.08

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-0195	274	01/13	12:30PM	UNIVERSALCY, TX	210 652-6309	P	DD	.8	.06
	275	01/27	12:44PM	LACKLAND, TX	210 671-8063	P	DD	1.5	.11
	276	01/27	12:48PM	LACKLAND, TX	210 671-8063	P	DD	1.5	.11
	277	01/06	10:39AM	SANANTONIO, TX	210 925-3241	P	DD	.8	.06
	278	01/06	10:33AM	SANANTONIO, TX	210 925-3241	P	DD	1.0	.08
	279	01/13	11:54AM	SANANTONIO, TX	210 925-3241	P	DD	1.0	.08
	280	01/26	09:04AM	SANANTONIO, TX	210 925-6555	P	DD	.8	.06
	281	01/27	09:08AM	SANANTONIO, TX	210 925-6555	P	DD	2.2	.17
	282	01/27	11:03AM	SANANTONIO, TX	210 925-6555	P	DD	1.5	.11
	283	01/25	08:37AM	PHILA, PA	215 607-4096	P	DD	1.1	.08
	284	01/07	02:42PM	PHILA, PA	215 607-4247	P	DD	1.1	.08
	285	01/08	12:50PM	PHILA, PA	215 607-4247	P	DD	.9	.07
	286	01/05	04:03PM	PHILA, PA	215 607-6333	P	DD	1.0	.08
	287	01/06	10:19AM	PHILA, PA	215 607-6333	P	DD	1.1	.08
	288	01/07	02:44PM	PHILA, PA	215 607-6333	P	DD	2.8	.21
	289	01/25	08:08AM	PHILA, PA	215 607-6333	P	DD	1.2	.09
	290	01/27	09:14AM	PHILA, PA	215 607-6333	P	DD	1.0	.08
	291	01/27	11:41AM	PHILA, PA	215 607-6333	P	DD	1.0	.08
	292	01/29	10:53AM	PHILA, PA	215 607-6333	P	DD	1.0	.08
	293	01/29	10:55AM	PHILA, PA	215 607-6333	P	DD	2.1	.16
	294	01/29	11:01AM	PHILA, PA	215 607-6609	P	DD	1.1	.08
	295	01/27	11:44AM	PHILA, PA	215 737-2593	P	DD	1.1	.08
	296	01/28	09:01AM	PHILA, PA	215 737-5604	P	DD	3.2	.24
	297	01/27	09:00AM	PHILA, PA	215 737-7426	P	DD	1.1	.08
	298	01/08	12:13PM	PHILA, PA	215 737-8130	P	DD	1.4	.11
	299	01/11	01:34PM	DECATUR, IL	312 428-5302	P	DD	1.0	.08
	300	01/26	11:18AM	FORT HOOD, TX	254 285-5344	P	DD	1.0	.08
	301	01/05	04:03PM	BETHESDA, MD	301 227-1847	P	DD	1.1	.08
	302	01/14	03:07PM	INDIANHEAD, MD	301 744-6567	P	DD	1.1	.08
	303	01/26	11:40AM	DOVER, DE	302 677-3364	P	DD	.8	.06
	304	01/08	12:38PM	LAKEWOOD, CO	303 252-2127	P	DD	1.2	.09
	305	01/21	02:37PM	IRIE, CO	303 826-4444	P	DD	.8	.06
	306	01/21	01:59PM	ST LOUIS, MO	314 266-3481	P	DD	1.6	.12
	307	01/22	10:53AM	DAYTON, OH	318 324-5465	P	DD	1.6	.12
	308	01/25	08:02AM	BREMERTON, WA	360 476-2931	P	DD	1.1	.08
	309	01/12	11:57AM	OMAHA, NE	402 233-5468	P	DD	2.1	.16
	310	01/29	09:31AM	OMAHA, NE	402 592-0508	P	DD	4.7	.35
	311	01/27	09:18AM	OKLA CITY, OK	405 425-8661	P	DD	1.1	.08
	312	01/08	11:02AM	BALTIMORE, MD	410 727-2538	P	DD	2	.17
	313	01/05	02:23PM	RACINE, WI	414 544-6665	P	DD	.8	.06
	314	01/28	02:17PM	RADCLIFF, KY	502 352-0266	P	DD	2.2	.17
	315	01/25	07:44AM	FORT KNOX, KY	602 624-8860	P	DD	3	.23
	316	01/06	09:40AM	LOUISVILLE, KY	502 625-7314	P	DD	4.3	.32
	317	01/07	01:59PM	NATICK, MA	608 231-3286	P	DD	.8	.06
	318	01/15	01:34PM	NATICK, MA	608 231-5286	P	DD	2.8	.21
	319	01/15	01:34PM	COLEE DAM, WA	608 631-0175	P	DD	.9	.07
	320	01/26	04:01PM	COLEE DAM, WA	608 631-0175	P	DD	.8	.06
	321	01/26	04:27PM	COLEE DAM, WA	608 631-0175	P	DD	.8	.06
	322	01/27	08:56AM	COLEE DAM, WA	608 631-0175	P	DD	.8	.06
	323	01/11	11:41AM	CINCINNATI, OH	513 321-6391	P	DD	1.3	.10
	324	01/28	02:21PM	CENTRAINT, NY	516 248-8772	P	DD	2.4	.17
	325	01/01	10:45AM	HICKSVILLE, NY	516 934-0011	P	DD	1.3	.10
	326	01/04	04:15PM	MORRISTOWN, NJ	908 766-1776	P	DD	1.3	.10
	327	01/12	03:08PM	LEXINGTON, VA	540 463-2058	P	DD	1.2	.09
	328	01/27	11:22AM	LAWTON, OK	580 442-6960	P	DD	.8	.06
329	01/27	11:25AM	LAWTON, OK	580 442-6960	P	DD	.8	.06	
330	01/04	09:59AM	MANCHESTER, NH	603 626-6777	P	DD	.8	.06	
331	01/21	08:28AM	MANCHESTER, NH	603 626-6777	P	DD	2.9	.22	
332	01/14	02:40PM	SIOUX FALLS, SD	605 330-2081	P	DD	1.7	.13	
333	01/15	01:41PM	SIOUX FALLS, SD	605 330-2081	P	DD	.8	.06	
334	01/15	01:41PM	SIOUX FALLS, SD	605 330-2081	P	DD	.8	.06	
335	01/21	02:27PM	SIOUX FALLS, SD	605 330-2081	P	DD	2.6	.20	
336	01/14	02:40PM	JANESVILLE, WI	608 756-2772	P	DD	1.2	.09	
337	01/06	11:16AM	MIDDLETON, WI	608 831-8513	P	DD	.8	.06	
338	01/20	11:57AM	BLACKSBURG, NJ	908 330-2929	P	DD	.8	.06	
339	01/20	11:46AM	BLACKSBURG, NJ	907 377-4839	P	DD	1.7	.13	
340	01/28	03:29PM	MINNEAPOLIS, MN	612 381-1351	P	DD	.8	.06	
341	01/08	11:41AM	ST PAUL, MN	612 381-1351	P	DD	1.1	.08	
342	01/08	12:27PM	ST PAUL, MN	612 381-1351	P	DD	.9	.07	

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LINE	NO	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9195	343	01/15	02:37PM	ENFIELD, MN	612 878-5889	P	DD	.7	.05
	344	01/26	02:48PM	ENFIELD, MN	612 878-5889	P	DD	.7	.05
	345	01/22	12:01PM	MINNEAPOLIS, MN	612 888-1971	P	DD	1.4	.11
	346	01/25	01:56PM	MINNEAPOLIS, MN	612 934-4760	P	DD	1.1	.08
	347	01/06	10:44AM	COLL MBUS, OH	614 692-1402	P	DD	.8	.06
	348	01/13	12:27PM	COLL MBUS, OH	614 692-1402	P	DD	.8	.06
	349	01/25	11:00AM	COLL MBUS, OH	614 692-4672	P	DD	2.2	.17
	350	01/14	01:00PM	COLL MBUS, OH	614 693-4924	P	DD	1.2	.09
	351	01/20	03:17PM	COLL MBUS, OH	614 693-0736	P	DD	4.3	.32
	352	01/06	10:08AM	COLL MBUS, OH	614 693-1558	P	DD	1.3	.10
	353	01/25	08:09AM	NASHVILLE, TN	615 741-0684	P	DD	1.2	.09
	354	01/08	01:50PM	NASHVILLE, TN	615 833-5790	P	DD	3.1	.23
	355	01/11	01:01PM	ZEELAND, MI	616 772-0321	P	DD	.8	.06
	356	01/06	11:11AM	SAN DIEGO, CA	619 532-1088	P	DD	.8	.06
	357	01/13	01:10PM	SAN DIEGO, CA	619 532-1088	P	DD	.8	.06
	358	01/08	02:23PM	SAN DIEGO, CA	619 532-2347	P	DD	5.1	.38
	359	01/13	01:09PM	SAN DIEGO, CA	619 532-2347	P	DD	.8	.06
	360	01/06	10:31AM	NAPERVILLE, IL	630 357-3353	P	DD	.8	.06
	361	01/08	12:47PM	NAPERVILLE, IL	630 357-3353	P	DD	.8	.06
	362	01/12	01:02PM	MT VIEW, CA	650 940-7880	P	DD	1.1	.08
	363	01/08	01:04PM	MT VIEW, CA	650 940-7880	P	DD	3.8	.29
	364	01/12	10:31AM	AGASA, GU	671 366-1103	P	DD	1.5	.11
	365	01/19	12:08PM	FARGO, ND	701 235-3974	P	DD	2.4	.18
	366	01/29	06:52AM	BISMARCK, ND	701 250-4326	P	DD	.9	.07
	367	01/05	10:45AM	EMERADO, ND	701 747-4215	P	DD	.9	.07
	368	01/05	12:35PM	EMERADO, ND	701 747-4215	P	DD	.9	.07
	369	01/06	11:30AM	ARLINGTON, VA	703 767-5411	P	DD	.8	.06
	370	01/13	01:05PM	ARLINGTON, VA	703 767-5411	P	DD	.8	.06
	371	01/13	01:07PM	ARLINGTON, VA	703 767-5411	P	DD	.8	.06
	372	01/06	11:02AM	TRIANGLE, VA	703 784-5826	P	DD	.8	.06
	373	01/22	10:48AM	ROCHESTER, NY	716 328-3749	P	DD	1.4	.11
	374	01/28	02:13PM	ROCHESTER, NY	716 328-3749	P	DD	1.6	.12
	375	01/06	11:05AM	DALLAS, PA	717 675-7551	P	DD	.8	.06
	376	01/13	12:15PM	DALLAS, PA	717 675-7551	P	DD	.8	.06
	377	01/13	01:18PM	DALLAS, PA	717 675-7551	P	DD	3.1	.23
	378	01/06	12:02PM	HARRISBURG, PA	717 770-5689	P	DD	5.7	.43
	379	01/08	12:27PM	HARRISBURG, PA	717 770-5689	P	DD	1.2	.09
	380	01/08	01:00PM	HARRISBURG, PA	717 770-5689	P	DD	.8	.06
	381	01/13	08:24AM	COLORADO SPRG, CO	719 556-4321	P	DD	2.4	.18
	382	01/14	06:57AM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	383	01/27	10:17AM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	384	01/27	10:59AM	COLORADO SPRG, CO	719 556-4321	P	DD	1.9	.14
	385	01/27	11:59AM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	386	01/28	12:11PM	COLORADO SPRG, CO	719 556-4321	P	DD	.8	.06
	387	01/22	02:01PM	COLORADO SPRG, CO	719 556-4538	P	DD	.8	.06
	388	01/25	12:01PM	COLORADO SPRG, CO	719 556-4538	P	DD	2.1	.16
	389	01/26	02:18PM	COLORADO SPRG, CO	719 556-4538	P	DD	.8	.06
	390	01/27	10:01AM	COLORADO SPRG, CO	719 556-4538	P	DD	1.4	.11
	391	01/27	01:45PM	COLORADO SPRG, CO	719 556-4538	P	DD	.8	.06
	392	01/29	10:46AM	EATONTOWN, NJ	732 532-1928	P	DD	1.2	.09
	393	01/14	01:04PM	FREEDHOLD, NJ	732 866-1196	P	DD	1.2	.09
	394	01/25	11:13AM	NORFOLK, VA	757 435-7954	P	DD	1.4	.11
	395	01/28	02:25PM	GREAT BDRG, VA	757 436-3088	P	DD	1.5	.11
	396	01/25	08:35AM	NORFOLK, VA	757 444-4417	P	DD	.8	.06
	397	01/06	11:12AM	PENDELTON, CA	760 725-8445	P	DD	.5	.04
	398	01/06	11:13AM	PENDELTON, CA	760 725-8445	P	DD	1.0	.07
	399	01/13	01:02PM	PENDELTON, CA	760 725-8445	P	DD	.9	.07
	400	01/25	08:06AM	TWENTYNIPMS, CA	760 830-5104	P	DD	1.2	.09
	401	01/28	04:38PM	TWENTYNIPMS, CA	760 830-5104	P	DD	.8	.06
	402	01/25	08:05AM	TWENTYNIPMS, CA	760 830-5104	P	DD	2.4	.18
	403	01/20	02:47PM	MARIETTA, GA	770 218-6164	P	DD	2.5	.19
	404	01/25	08:52AM	CHICAGO, IL	773 477-8673	P	DD	1.3	.10
	405	01/26	08:31AM	CHICAGO, IL	773 481-3603	P	DD	11.5	.86
	406	01/26	10:28AM	CHICAGO, IL	773 481-3603	P	DD	1.5	.11
	407	01/11	10:51AM	HANOVER, MA	781 826-2045	P	DD	3.0	.23
	408	01/27	12:43AM	HAIT LAKE, IL	804 765-2339	P	DD	1.0	.08
	409	01/25	07:57AM	RICHMOND, VA	804 279-6415	P	DD	1.3	.10
	410	01/06	11:07AM	RICHMOND, VA	804 279-6415	P	DD	.8	.06
	411	01/13	12:58PM	RICHMOND, VA	804 279-6415	P	DD	.8	.06

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LINE	NO.	DATE	TIME	LOCATION CALLED	SU NUMBER	PERIOD	TYPE	MIN	AMOUNT
342-9195	412	01/14	03:09PM	RICHMOND, VA	804 279-6415	P	DD	5.4	.42
	413	01/29	10:40AM	RICHMOND, VA	804 279-6415	P	DD	1.1	.08
	414	01/08	12:15PM	RICHMOND, VA	804 279-6008	P	DD	1.2	.09
	415	01/25	11:11AM	RICHMOND, VA	804 279-6008	P	DD	1.2	.09
	416	01/14	03:06PM	RICHMOND, VA	804 279-6010	P	DD	1.1	.08
	417	01/11	12:19PM	SAN CARLOS, CA	806 252-6963	P	DD	2.4	.18
	418	01/29	10:44AM	AMARILLO, TX	806 383-7796	P	DD	.8	.06
	419	01/06	11:20AM	HONOLULU, HI	808 472-1086	P	DD	4.7	.36
	420	01/14	03:01PM	CENTERLINE, MI	810 574-5483	P	DD	1.1	.08
	421	01/22	10:55AM	WASHINGTON, MI	810 677-1495	P	DD	1.4	.11
	422	01/15	10:58AM	CROSWELL, MI	810 678-4410	P	DD	2.5	.19
	423	01/10	03:53PM	ASHTON, IL	815 453-2196	P	DD	.5	.04
	424	01/19	03:56PM	ASHTON, IL	815 453-2196	P	DD	1.4	.11
	425	01/14	11:27AM	KANSASCITY, MO	816 823-3109	P	DD	1.7	.13
	426	01/14	01:50PM	KANSASCITY, MO	816 823-3109	P	DD	29.6	2.22
	427	01/27	08:59AM	KANSASCITY, MO	816 823-3109	P	DD	1.0	.08
	428	01/27	12:19PM	KANSASCITY, MO	816 823-3109	P	DD	.4	.34
	429	01/27	01:50PM	KANSASCITY, MO	816 823-3109	P	DD	.4	.35
	430	01/14	11:57AM	KANSASCITY, MO	816 826-3678	P	DD	.32	.25
	431	01/25	08:16AM	KANSASCITY, MO	816 826-3678	P	DD	2.8	.21
	432	01/26	04:31PM	KANSASCITY, MO	816 826-3678	P	DD	1.2	.09
	433	01/27	09:16AM	KANSASCITY, MO	816 826-3678	P	DD	1.1	.08
	434	01/28	11:54AM	KANSASCITY, MO	816 826-3678	P	DD	1.0	.08
	435	01/25	08:00AM	FORT WORTH, TX	817 978-3761	P	DD	1.1	.08
	436	01/27	11:46AM	FORT WORTH, TX	817 978-3761	P	DD	1.2	.09
	437	01/07	02:41PM	FORT WORTH, TX	817 978-3761	P	DD	1.2	.09
	438	01/28	11:42AM	FORT WORTH, TX	817 978-3761	P	DD	1.0	.08
	439	01/08	11:45AM	SPRINGFIELD, MO	816 834-7157	P	DD	2.5	.19
	440	01/28	11:44AM	CHARLESTON, SC	843 764-4138	P	DD	1.2	.09
	441	01/22	11:34AM	LIBERTYVILLE, IL	847 247-2929	P	DD	1.5	.11
	442	01/12	08:11AM	LIBERTYVILLE, IL	847 247-2929	P	DD	3.2	.24
	443	01/13	02:10PM	PALATINE, IL	847 523-2440	P	DD	.9	.07
	444	01/13	03:19PM	PALATINE, IL	847 523-2440	P	DD	.9	.07
	445	01/13	04:03PM	PALATINE, IL	847 523-2440	P	DD	.9	.07
	446	01/14	08:29AM	PALATINE, IL	847 523-2440	P	DD	.9	.07
	447	01/14	03:16PM	PALATINE, IL	847 523-2440	P	DD	.9	.07
	448	01/13	03:10PM	PALATINE, IL	847 523-2440	P	DD	.9	.07
	449	01/05	01:48PM	NEW LONDON, CT	860 442-0356	P	DD	1.4	.11
	450	01/12	03:12PM	NEW LONDON, CT	860 442-0356	P	DD	4.4	.33
	451	01/12	03:10PM	NEW LONDON, CT	860 442-0356	P	DD	1.2	.09
	452	01/22	10:50AM	DEEP RIVER, CT	860 526-4078	P	DD	1.0	.08
	453	01/26	10:36AM	HARRISON, AR	870 741-1908	P	DD	.8	.06
	454	01/26	10:36AM	HARRISON, AR	870 741-1908	P	DD	2.0	.15
	455	01/26	04:37PM	HARRISON, AR	870 741-1908	P	DD	1.4	.11
	456	01/28	10:36AM	HARRISON, AR	870 741-1908	P	DD	.8	.06
	457	01/07	06:16PM	MILLINGTON, TN	901 874-8566	P	DD	1.4	.11
	458	01/11	09:20AM	MILLINGTON, TN	901 874-8566	P	DD	1.5	.11
	459	01/14	09:22AM	TEXARKANA, TX	903 334-3442	P	DD	.5	.04
	460	01/14	09:23AM	TEXARKANA, TX	903 334-3442	P	DD	5.9	.44
	461	01/06	10:47AM	ELMEDFAR, AK	907 552-3608	P	DD	.8	.06
	462	01/13	12:10PM	ELMEDFAR, AK	907 552-3608	P	DD	.8	.06
	463	01/14	02:58PM	BRUNSWICK, GA	912 267-3132	P	DD	1.1	.08
	464	01/25	07:56AM	ST MARYS, GA	912 675-2111	P	DD	1.0	.08
	465	01/26	12:20PM	OVERLANDPK, KS	913 344-3731	P	DD	1.5	.11
	466	01/14	01:15PM	OVERLANDPK, KS	913 640-3644	P	DD	1.0	.08
	467	01/22	11:17AM	PT CHESTER, NY	914 937-4712	P	DD	3.3	.25
	468	01/06	10:41PM	ARLINGTON, VA	915 696-3616	P	DD	1.0	.08
	469	01/13	11:04AM	MUSKOGEE, OK	918 682-5936	P	DD	2.7	.20
	470	01/26	11:50AM	MUSKOGEE, OK	918 682-5936	P	DD	1.1	.08
	471	01/15	12:27PM	DAYTON, OH	937 434-6770	P	DD	.7	.07
	472	01/16	04:24PM	WICHITA FALLS, TX	940 784-7847	P	DD	.8	.06
	473	01/13	12:22PM	WICHITA FALLS, TX	940 784-7847	P	DD	.8	.06
	474	01/12	03:17PM	PATERSON, NJ	973 669-0757	P	DD	1.3	.10
	475	01/05	01:20PM	ORLANDO, NJ	973 669-0757	P	DD	.8	.06
	476	01/11	01:28PM	HYDSON, MA	978 562-6752	P	DD	.3	.02
	477	01/11	03:30PM	HYDSON, MA	978 562-6752	P	DD	.2	.02
	478	01/11	03:30PM	HYDSON, MA	978 562-6753	P	DD	3.1	.23

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343-2953	479	01/04	09:35AM	WASHINGTON, DC	202 305-3887	P	DD	2.4	.18
	480	01/13	01:52PM	WASHINGTON, DC	202 305-3887	P	DD	.7	.05
	481	01/14	02:00PM	WASHINGTON, DC	202 305-3887	P	DD	.6	.05
	482	01/27	09:09AM	WASHINGTON, DC	202 305-7280	P	DD	2.0	.15
	483	01/06	02:29PM	WASHINGTON, DC	202 331-9155	P	DD	3.1	.23
	484	01/27	11:03AM	WASHINGTON, DC	202 927-8689	P	DD	.5	.04
	485	01/06	11:41AM	STOCKTON, CA	209 982-3273	P	DD	.1	.01
	486	01/06	11:42AM	STOCKTON, CA	209 982-3415	P	DD	1.6	.12
	487	01/14	01:32PM	LACKLAND, TX	210 671-1730	P	DD	.6	.05
	488	01/27	01:32PM	LACKLAND, TX	210 671-1730	P	DD	1.3	.10
	489	01/27	01:48PM	LACKLAND, TX	210 671-1732	P	DD	4.4	.33
	490	01/27	01:53PM	LACKLAND, TX	210 671-1746	P	DD	2.4	.18
	491	01/25	03:48PM	SAN ANTONIO, TX	210 925-4240	P	DD	.5	.04
	492	01/06	10:17AM	SAN ANTONIO, TX	210 925-4707	P	DD	1.2	.09
	493	01/26	08:21AM	SAN ANTONIO, TX	210 925-4707	P	DD	1.3	.10
	494	01/26	02:10PM	SAN ANTONIO, TX	210 925-4707	P	DD	.9	.07
	495	01/29	02:45PM	NEW YORK, NY	212 337-6073	P	DD	2.1	.16
	496	01/19	11:52AM	NEW YORK, NY	212 654-8236	P	DD	.2	.01
	497	01/20	09:30AM	NEW YORK, NY	212 654-8236	P	DD	.8	.06
	498	01/20	01:07PM	NEW YORK, NY	212 654-8236	P	DD	.5	.04
	499	01/06	09:53AM	MONTABELLO, CA	213 720-1336	P	DD	4.1	.31
	500	01/28	03:18PM	PHILA, PA	215 586-2769	P	DD	.8	.06
	501	01/11	12:55PM	PHILA, PA	215 624-4800	P	DD	1.5	.11
	502	01/13	12:16PM	PHILA, PA	215 624-4800	P	DD	4.2	.32
	503	01/29	09:51AM	PHILA, PA	215 624-4800	P	DD	1.5	.11
	504	01/29	10:50AM	PHILA, PA	215 697-4003	P	DD	1.1	.08
	505	01/06	10:16AM	PHILA, PA	215 697-4297	P	DD	.3	.02
	506	01/08	09:00AM	PHILA, PA	215 737-2435	P	DD	.5	.04
	507	01/08	08:21AM	PHILA, PA	215 737-2447	P	DD	.4	.03
	508	01/08	09:00AM	PHILA, PA	215 737-2447	P	DD	.1	.01
	509	01/07	10:30AM	PHILA, PA	215 737-3192	P	DD	2.5	.19
	510	01/25	08:38AM	PHILA, PA	215 737-5824	P	DD	.8	.06
	511	01/27	09:05AM	PHILA, PA	215 737-5824	P	DD	.9	.07
	512	01/27	11:54AM	PHILA, PA	215 737-5824	P	DD	1.6	.12
	513	01/29	02:21PM	MATTOON, IL	217 234-7488	P	DD	.4	.03
	514	01/29	03:11PM	MATTOON, IL	217 234-7488	P	DD	1.2	.09
	515	01/04	01:39PM	COMMERCIAL, MI	248 366-7400	P	DD	3.2	.24
	516	01/01	09:53AM	GAITHERSBG, MD	301 545-6668	P	DD	3.2	.24
	517	01/21	01:21PM	GAITHERSBG, MD	301 545-6668	P	DD	5.4	.41
	518	01/22	08:36AM	GAITHERSBG, MD	301 545-6668	P	DD	8.1	.61
	519	01/11	10:37PM	DOVER, DE	302 677-5042	P	DD	.6	.05
	520	01/25	03:06PM	DOVER, DE	302 677-5042	P	DD	.4	.03
	521	01/26	11:43AM	DOVER, DE	302 677-5042	P	DD	10.4	.78
	522	01/07	09:57AM	DENVERHIST, CO	303 286-7135	P	DD	4.0	.30
	523	01/08	11:14AM	DENVERHIST, CO	303 286-7135	P	DD	5.8	.44
	524	01/26	01:34PM	MIAMI, FL	305 822-3721	P	DD	1.3	.10
	525	01/22	09:21AM	DAVENPORT, IA	319 324-5459	P	DD	1.8	.14
	526	01/08	12:07PM	CEDAR RAPIDS, IA	319 364-1192	P	DD	4.8	.36
	527	01/28	02:07PM	CEDAR RAPIDS, IA	319 364-1192	P	DD	.9	.07
	528	01/07	10:52AM	PAWTUCKET, RI	401 722-0900	P	DD	2.5	.19
	529	01/15	08:24AM	PAWTUCKET, RI	401 722-0900	P	DD	1.4	.11
	530	01/08	02:27PM	OMAHA, NE	402 331-0660	P	DD	.3	.02
	531	01/08	10:58AM	OMAHA, NE	402 338-3873	P	DD	1.5	.11
	532	01/08	12:34PM	EDMONTON, AB	403 430-9153	P	DD	.5	.07
	533	01/12	12:40PM	COLLEGE DAM, WA	509 633-9332	P	DD	.8	.06
	534	01/06	03:14PM	LIMA, OH	419 228-2242	P	DD	6.8	.51
	535	01/04	02:32PM	LIMA, OH	419 228-4441	P	DD	1.1	.08
	536	01/04	02:52PM	LIMA, OH	419 228-4441	P	DD	1.3	.10
	537	01/21	11:10AM	EVERETT, WA	425 304-4006	P	DD	.6	.05
	538	01/22	09:20AM	EVERETT, WA	425 304-4006	P	DD	.4	.03
	539	01/06	08:24AM	LOUISVILLE, KY	502 625-7533	P	DD	2.6	.20
	540	01/11	09:25AM	LOUISVILLE, KY	502 625-7533	P	DD	.4	.03
	541	01/12	01:42PM	LOUISVILLE, KY	502 625-7533	P	DD	.7	.05
	542	01/12	09:02AM	LOUISVILLE, KY	502 625-7533	P	DD	1.8	.14
	543	01/27	02:23PM	LOUISVILLE, KY	502 894-6111	P	DD	.5	.04
	544	01/06	11:40AM	NATICK, MA	508 235-6254	P	DD	.5	.04
	545	01/15	01:30PM	COLLEGE DAM, WA	509 633-9332	P	DD	2.0	.15
	546	01/26	04:09PM	COLLEGE DAM, WA	509 633-9332	P	DD	.5	.04
	547	01/27	09:03AM	COLLEGE DAM, WA	509 633-9332	P	DD	.6	.05

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LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-2953	548	01/04	01:44PM	CINCINNATI, OH	513 983-1100	P	DD	.9	.07
	549	01/05	11:04AM	CINCINNATI, OH	513 983-1100	P	DD	.7	.05
	550	01/04	04:01PM	MOHAWY VLY, AZ	520 568-1771	P	DD	2.1	.16
	551	01/07	12:34PM	MOHAWY VLY, AZ	520 568-1771	P	DD	2.3	.17
	552	01/05	12:33PM	GRASS VLY, CA	530 268-7236	P	DD	1.2	.09
	553	01/25	01:03PM	GRASS VLY, CA	530 268-7236	P	DD	.6	.05
	554	01/12	09:18AM	FRISCO, TX	469 454-5120	P	DD	5.6	.42
	555	01/14	11:41AM	WHITTIER, CA	562 903-1929	P	DD	2.5	.19
	556	01/06	09:11AM	WHITTIER, CA	562 903-1929	P	DD	1.1	.08
	557	01/20	09:55AM	WHITTIER, MO	575 606-0624	P	DD	1.2	.09
	558	01/27	10:35AM	LAWTON, OK	580 442-0143	P	DD	.3	.04
	559	01/25	02:01PM	LAWTON, OK	580 442-0143	P	DD	33.0	2.48
	560	01/22	02:00PM	LAWTON, OK	580 442-0143	P	DD	11.6	.87
	561	01/25	09:57AM	LAWTON, OK	580 442-0143	P	DD	4.1	.31
	562	01/20	02:14PM	WALL, SD	605 776-2155	P	DD	1.6	.15
	563	01/06	03:40PM	STURGIS, SD	605 347-5666	P	DD	4.1	.31
	564	01/12	12:42PM	LINCOLN, SD	605 347-2040	P	DD	.7	.05
	565	01/26	09:15AM	CLISTER, SD	605 673-4448	P	DD	.6	.05
	566	01/27	08:41AM	CLISTER, SD	605 673-4448	P	DD	.7	.05
	567	01/27	08:57AM	CLISTER, SD	605 673-4448	P	DD	.7	.05
	568	01/19	10:14AM	PIERRE, SD	605 774-3877	P	DD	4.7	.35
	569	01/25	02:19PM	EAGLE BUTTE, SD	605 964-6602	P	DD	2.8	.21
	570	01/27	02:03PM	MADISON, WI	608 783-7530	P	DD	21.2	1.59
	571	01/03	03:22PM	LACROSSE, WI	608 783-7530	P	DD	.7	.05
	572	01/21	03:57PM	LACROSSE, WI	608 783-7530	P	DD	3.3	.25
	573	01/20	12:02PM	BLAIR, WY	609 374-0900	P	DD	.8	.06
	574	01/21	10:24AM	BLAIR, WY	609 374-0900	P	DD	.3	.02
	575	01/20	01:25PM	BALCONYWAY, PA	610 964-8690	P	DD	.6	.05
	576	01/27	09:00AM	MINNEAPOLIS, MN	612 347-6744	P	DD	.5	.04
	577	01/27	02:07PM	MINNEAPOLIS, MN	612 347-6744	P	DD	.3	.02
	578	01/28	02:10PM	MINNEAPOLIS, MN	612 347-6744	P	DD	18.3	1.37
	579	01/28	02:44PM	MINNEAPOLIS, MN	612 347-6744	P	DD	1.3	.10
	580	01/29	10:15AM	MINNEAPOLIS, MN	612 347-6744	P	DD	1.6	.12
	581	01/08	11:02AM	MINNEAPOLIS, MN	612 371-0100	P	DD	.7	.05
	582	01/26	09:56AM	MINNEAPOLIS, MN	612 371-0100	P	DD	.7	.05
	583	01/08	11:11AM	MAPLE GROVE, MN	612 420-6644	P	DD	.7	.05
	584	01/08	03:27PM	MAPLE GROVE, MN	612 420-6644	P	DD	.7	.05
	585	01/11	08:04AM	MAPLE GROVE, MN	612 420-6644	P	DD	.7	.05
	586	01/27	12:42PM	SODERVELL, MN	612 434-8773	P	DD	.7	.05
	587	01/26	09:05AM	WAYZATA, MN	612 476-7929	P	DD	.7	.05
	588	01/12	12:19PM	MINNEAPOLIS, MN	612 991-0600	P	DD	3.7	.28
	589	01/28	09:18AM	MINNEAPOLIS, MN	612 667-8031	P	DD	3.5	.26
	590	01/28	03:41PM	MINNEAPOLIS, MN	612 786-8603	P	DD	.6	.05
	591	01/15	02:23PM	ENFIELD, MN	612 878-5885	P	DD	1.2	.09
	592	01/26	01:44PM	ENFIELD, MN	612 878-5885	P	DD	.6	.05
	593	01/27	08:32AM	ENFIELD, MN	612 878-5885	P	DD	1.0	.08
	594	01/27	02:24PM	MINNEAPOLIS, MN	612 888-1020	P	DD	2.0	.15
	595	01/06	03:03PM	MINNEAPOLIS, MN	612 888-2911	P	DD	.6	.05
	596	01/13	10:45AM	MINNEAPOLIS, MN	612 920-1411	P	DD	.8	.06
	597	01/29	02:14PM	MINNEAPOLIS, MN	612 933-7768	P	DD	1.3	.10
	598	01/29	02:14PM	MINNEAPOLIS, MN	612 933-7768	P	DD	1.0	.08
	599	01/29	02:14PM	MINNEAPOLIS, MN	612 933-7768	P	DD	1.3	.10
	600	01/29	03:26PM	MINNEAPOLIS, MN	612 933-7768	P	DD	.6	.05
	601	01/08	01:25PM	MINNEAPOLIS, MN	612 934-0104	P	DD	1.8	.14
	602	01/08	03:05PM	MINNEAPOLIS, MN	612 934-0104	P	DD	2.9	.22
	603	01/25	09:44AM	MINNEAPOLIS, MN	612 944-0104	P	DD	.6	.05
	604	01/22	09:44AM	COLUMBI, OH	614 692-1706	P	DD	.6	.05
	605	01/21	03:00PM	COLUMBI, OH	614 692-1706	P	DD	.6	.05
	606	01/22	03:00PM	COLUMBI, OH	614 692-1706	P	DD	1.0	.08
	607	01/08	01:40PM	NASHVILLE, TN	615 833-4860	P	DD	2.4	.20
	608	01/08	01:40PM	NASHVILLE, TN	615 833-4860	P	DD	1.2	.09
	609	01/07	11:58AM	KALAMAZOO, MI	616 345-1137	P	DD	2.8	.22
	610	01/08	11:25AM	KALAMAZOO, MI	616 345-1137	P	DD	8.1	.61
	611	01/29	11:37AM	KALAMAZOO, MI	616 345-1137	P	DD	1.0	.08
	612	01/05	11:17AM	GRAND RAPIDS, MI	616 451-2628	P	DD	1.3	.10
	613	01/11	01:04PM	MARION, IL	618 997-4311	P	DD	1.9	.19
	614	01/19	02:58PM	MARION, IL	618 997-4311	P	DD	1.7	.17
	615	01/21	02:00PM	MARION, IL	618 997-4311	P	DD	1.9	.19
	616	01/21	02:00PM	MARION, IL	618 997-4311	P	DD	1.3	.13

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343-2953	617	01/08	09:46AM	SAN DIEGO, CA	619 532-2802	P	DD	3.1	.23
	618	01/08	10:03AM	AZUSA, NDR, CA	626 969-3471	P	DD	5.2	.42
	619	01/09	12:45PM	ELMHURST, IL	630 833-0300	P	DD	7.7	.65
	620	01/08	01:00PM	MT VIEW, CA	650 940-7878	P	DD	1.9	.16
	621	01/15	10:48AM	ST PAUL, MN	651 281-4771	P	DD	1.0	.08
	622	01/05	12:30PM	ST PAUL, MN	651 454-5744	P	DD	9.3	.70
	623	01/08	02:31PM	ST PAUL, MN	651 454-5744	P	DD	1.8	.16
	624	01/11	12:40PM	ST PAUL, MN	651 454-5744	P	DD	2.4	.18
	625	01/13	10:26AM	ST PAUL, MN	651 454-5744	P	DD	1.8	.14
	626	01/22	08:52AM	ST PAUL, MN	651 702-9606	P	DD	1.5	.10
	627	01/26	04:13PM	ST PAUL, MN	651 730-7770	P	DD	.7	.05
	628	01/06	09:04AM	FARGO, ND	701 237-6525	P	DD	3.5	.26
	629	01/08	11:20AM	FARGO, ND	701 237-6525	P	DD	3.5	.26
	630	01/27	12:18PM	BISMARCK, ND	701 250-4242	P	DD	3.5	.41
	631	01/29	01:57PM	BISMARCK, ND	701 250-4242	P	DD	3.3	.32
	632	01/29	11:01AM	EMERADO, ND	701 747-3279	P	DD	3.0	.20
	633	01/26	12:51PM	EMERADO, ND	701 747-3281	P	DD	6.6	.50
	634	01/21	01:04PM	ARLINGTON, VA	703 312-2700	P	DD	1.0	.08
	635	01/29	10:43AM	SHELBY, NC	704 481-1150	P	DD	1.1	.08
	636	01/04	08:12AM	BREA, CA	714 256-4000	P	DD	.6	.05
	637	01/14	02:51PM	BUFFALO, NY	716 874-1516	P	DD	1.1	.08
	638	01/29	10:52AM	PITTSBURG, PA	717 430-4855	P	DD	10.0	.75
	639	01/29	08:10AM	MECHANICSBLG, PA	717 605-4855	P	DD	6.0	.45
	640	01/29	11:48AM	MECHANICSBLG, PA	717 605-4855	P	DD	4.6	.35
	641	01/06	11:38AM	HARRISBURG, PA	717 770-4079	P	DD	.4	.05
	642	01/06	11:44AM	HARRISBURG, PA	717 770-4079	P	DD	.2	.02
	643	01/06	11:45AM	HARRISBURG, PA	717 770-4079	P	DD	.3	.02
	644	01/14	10:06AM	COLORADOSPG, CO	719 556-4205	P	DD	4.4	.33
	645	01/11	12:04PM	COLORADOSPG, CO	719 556-4707	P	DD	.9	.05
	646	01/12	10:29AM	COLORADOSPG, CO	719 556-4707	P	DD	.6	.06
	647	01/13	08:12AM	COLORADOSPG, CO	719 556-4707	P	DD	15.5	1.16
	648	01/20	11:34AM	COLORADOSPG, CO	719 556-4707	P	DD	10.7	.80
	649	01/25	09:20AM	COLORADOSPG, CO	719 556-4707	P	DD	.6	.05
	650	01/26	11:33AM	COLORADOSPG, CO	719 556-4707	P	DD	.4	.05
	651	01/27	09:29AM	COLORADOSPG, CO	719 556-4707	P	DD	.6	.05
	652	01/12	11:53AM	COLORADOSPG, CO	719 556-6127	P	DD	2.1	.10
	653	01/13	01:41PM	COLORADOSPG, CO	719 556-6127	P	DD	5.5	.44
	654	01/13	03:13PM	COLORADOSPG, CO	719 556-6127	P	DD	.1	.01
	655	01/14	09:33AM	COLORADOSPG, CO	719 556-6127	P	DD	.8	.06
	656	01/08	02:25PM	COLORADOSPG, CO	719 556-7894	P	DD	.8	.06
	657	01/20	12:10PM	COLORADOSPG, CO	719 556-7894	P	DD	.7	.05
	658	01/21	08:53AM	COLORADOSPG, CO	719 556-7894	P	DD	.6	.05
	659	01/26	12:51PM	COLORADOSPG, CO	719 556-7894	P	DD	.7	.05
	660	01/27	08:33AM	COLORADOSPG, CO	719 556-7894	P	DD	.6	.05
	661	01/04	01:59PM	COLORADOSPG, CO	719 556-8211	P	DD	2.7	.20
	662	01/05	11:43AM	COLORADOSPG, CO	719 556-8211	P	DD	1.0	.08
	663	01/05	12:11PM	COLORADOSPG, CO	719 633-1712	P	DD	2.0	.10
	664	01/07	10:34AM	COLORADOSPG, CO	719 633-1712	P	DD	1.9	.08
	665	01/08	11:48AM	CONNELLSVILLE, PA	724 628-3693	P	DD	.8	.06
	666	01/07	10:25AM	CONNELLSVILLE, PA	724 628-3693	P	DD	.2	.02
	667	01/28	04:01PM	CONNELLSVILLE, PA	724 628-3693	P	DD	.7	.05
	668	01/07	10:23AM	CONNELLSVILLE, PA	724 628-3693	P	DD	.2	.02
	669	01/05	11:23AM	FRANKLIN, NJ	732 422-5746	P	DD	.7	.05
	670	01/08	11:51AM	FRANKLIN, NJ	732 422-5746	P	DD	.3	.23
	671	01/29	10:35AM	EATONTOWN, NJ	732 532-1422	P	DD	1.5	.11
	672	01/28	11:17AM	EATONTOWN, NJ	732 532-1550	P	DD	4.4	.35
	673	01/15	01:49PM	ANN ARBOR, MI	734 760-4388	P	DD	.7	.05
	674	01/05	11:49AM	VIRGINIBCH, VA	757 443-4775	P	DD	.4	.03
	675	01/05	11:50AM	VIRGINIBCH, VA	757 443-4776	P	DD	2.6	.15
	676	01/08	08:45AM	VIRGINIBCH, VA	757 443-4776	P	DD	.6	.06
	677	01/08	09:21AM	VIRGINIBCH, VA	757 443-4799	P	DD	2.7	.20
	678	01/25	08:32AM	NORFOLK, VA	757 444-7907	P	DD	4.2	.32
	679	01/08	03:38PM	OCEANVIEW, CA	760 434-1093	P	DD	1.1	.08
	680	01/11	11:49AM	ESCONDIDO, CA	760 747-7761	P	DD	2.1	.16
	681	01/12	01:56PM	ESCONDIDO, CA	760 747-7761	P	DD	2.6	.16
	682	01/25	03:17PM	TWENTYNFLMS, CA	760 830-5125	P	DD	4.6	.35
	683	01/26	09:35AM	TWENTYNFLMS, CA	760 830-5125	P	DD	.7	.05
	684	01/28	02:52PM	TWENTYNFLMS, CA	760 830-5125	P	DD	1.2	.11
	685	01/20	02:44PM	MARLETTA, GA	770 427-0441	P	DD	.5	.04

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343-2953	686	01/11	11:53AM	NORCROSS, GA	770 448-5210	P	DD	2.7	.20
	687	01/22	12:37PM	CHICAGO, IL	773 481-7243	P	DD	.4	.03
	688	01/25	12:02PM	CHICAGO, IL	773 481-7243	P	DD	.6	.04
	689	01/12	09:29AM	HANOVER, MA	781 826-3878	P	DD	3.4	.26
	690	01/26	09:54AM	JUNCTION, KS	785 239-0471	P	DD	.6	.05
	691	01/08	09:56AM	SALT LAKE, UT	801 334-3762	P	DD	4.3	.34
	692	01/08	10:18AM	SANBARBARA, CA	805 882-2588	P	DD	7.5	.56
	693	01/13	01:55PM	SANBARBARA, CA	805 882-2588	P	DD	2.6	.20
	694	01/20	02:57PM	SANBARBARA, CA	805 882-2588	P	DD	1.6	.12
	695	01/25	10:13AM	SANBARBARA, CA	805 882-2588	P	DD	5.9	.44
	696	01/25	10:22AM	SANBARBARA, CA	805 882-2588	P	DD	2.3	.17
	697	01/25	11:06AM	SANBARBARA, CA	805 882-2588	P	DD	3.3	.25
	698	01/11	11:56AM	HONOLULU, HI	808 440-6860	P	DD	1.2	.09
	699	01/15	11:20AM	HONOLULU, HI	808 474-2307	P	DD	1.9	.14
	700	01/29	10:16AM	JASPER, IN	812 482-2527	P	DD	2.4	.18
	701	01/20	02:51PM	ASHTON, IL	815 451-2462	P	DD	1.9	.22
	702	01/14	02:41PM	JOLIET, IL	815 726-4090	P	DD	1.5	.11
	703	01/13	10:32AM	KANSASCITY, MO	816 823-1292	P	DD	.7	.05
	704	01/14	11:30AM	KANSASCITY, MO	816 823-1292	P	DD	.9	.07
	705	01/22	12:34PM	KANSASCITY, MO	816 823-1292	P	DD	.6	.05
	706	01/25	08:43AM	KANSASCITY, MO	816 823-1292	P	DD	.4	.05
	707	01/26	02:00PM	KANSASCITY, MO	816 823-1292	P	DD	2.5	.19
	708	01/26	02:40PM	KANSASCITY, MO	816 823-1292	P	DD	3.2	.24
	709	01/26	04:29PM	KANSASCITY, MO	816 823-1292	P	DD	.6	.05
	710	01/27	10:13AM	KANSASCITY, MO	816 823-1292	P	DD	1.4	.11
	711	01/27	11:05AM	KANSASCITY, MO	816 823-1292	P	DD	.7	.05
	712	01/27	11:04AM	KANSASCITY, MO	816 926-1299	P	DD	.6	.05
	713	01/11	09:23AM	KANSASCITY, MO	816 926-5123	P	DD	1.4	.11
	714	01/21	12:12PM	KANSASCITY, MO	816 926-5123	P	DD	1.0	.08
	715	01/20	03:21PM	KELLER, TX	817 431-1521	P	DD	2.5	.19
	716	01/25	11:14AM	FORT WORTH, TX	817 978-5072	P	DD	1.1	.08
	717	01/26	11:58AM	BIRMIK, CA	818 556-2382	P	DD	2.2	.17
	718	01/15	11:57AM	SKOKIE, IL	847 329-8100	P	DD	4.5	.34
	719	01/07	09:58AM	WHEELING, IL	847 808-8000	P	DD	2.2	.17
	720	01/26	10:13AM	HARRISON, AR	870 741-2200	P	DD	.9	.07
	721	01/28	08:05AM	HARRISON, AR	870 741-2200	P	DD	1.9	.14
	722	01/04	02:53PM	MEMPHIS, TN	901 566-0646	P	DD	26.7	2.00
	723	01/07	01:27PM	MEMPHIS, TN	901 566-0646	P	DD	1.1	.08
	724	01/07	02:15PM	MEMPHIS, TN	901 566-0646	P	DD	3.1	.24
	725	01/08	09:35AM	MEMPHIS, TN	901 566-0646	P	DD	.9	.07
	726	01/11	11:23AM	MEMPHIS, TN	901 566-0646	P	DD	1.2	.09
	727	01/06	09:17AM	MILLINGTON, TN	901 474-8400	P	DD	.7	.05
	728	01/06	09:18AM	MILLINGTON, TN	901 474-8400	P	DD	.3	.29
	729	01/06	09:16AM	MILLINGTON, TN	901 474-8400	P	DD	.6	.05
	730	01/11	02:15PM	MILLINGTON, TN	901 474-8400	P	DD	3.8	.29
	731	01/12	08:48AM	MILLINGTON, TN	901 474-8400	P	DD	.6	.05
	732	01/12	08:48AM	MILLINGTON, TN	901 474-8400	P	DD	.8	.06
	733	01/14	09:02AM	MILLINGTON, TN	901 474-8400	P	DD	.6	.05
	734	01/11	08:50AM	MILLINGTON, NJ	908 604-8086	P	DD	6.9	.52
	735	01/12	09:50AM	MILLINGTON, NJ	908 604-8086	P	DD	2.0	.15
	736	01/12	10:46AM	MILLINGTON, NJ	908 604-8086	P	DD	.2	.02
	737	01/29	12:24PM	OVERLAND, KS	913 383-7338	P	DD	.9	.07
	738	01/04	10:12AM	OVERLAND, KS	913 383-7338	P	DD	2.3	.17
	739	01/05	01:00PM	ELMSFORD, NY	914 427-4643	P	DD	2.3	.17
	740	01/05	01:04PM	ELMSFORD, NY	914 427-4643	P	DD	.8	.06
	741	01/25	01:31PM	PT CHESTER, NY	914 637-6600	P	DD	4.6	.35
	742	01/12	12:19PM	GREEN BAY, WI	920 468-2164	P	DD	6.1	.46
	743	01/12	12:19PM	GREEN BAY, WI	920 468-8100	P	DD	1.2	.09
	744	01/08	11:58AM	NEENAH, WI	920 721-2000	P	DD	4.8	.36
	745	01/04	02:26PM	DAYTON, OH	937 233-1111	P	DD	2.3	.17
	746	01/05	12:00PM	DAYTON, OH	937 413-0570	P	DD	3.6	.27
	747	01/07	12:52PM	DAYTON, OH	937 413-0570	P	DD	2.4	.18
	748	01/02	10:28PM	BROWNSVILLE, TX	956 841-3111	P	DD	1.4	.11
	749	01/20	03:34PM	BROWNSVILLE, TX	956 841-3111	P	DD	2.7	.20
	750	01/05	12:40PM	ORANGE, NJ	973 660-1100	P	DD	3.9	.29
	751	01/07	02:37PM	ORANGE, NJ	973 660-1100	P	DD	4.9	.37
Subtotal	752	01/15	02:13PM	LACKLAND, TX	210 671-1730	P	DD	4.7	.35
343-5005									53.77

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Long Distance Service

--- Long Distance Service Detail (Continued) ---

LINE	NO.	DATE	TIME	LOCATION CALLED	NUMBER	PERIOD	TYPE	MIN	AMOUNT
343-5005	754	01/13	09:48AM	STURGIS, SD	605 347-9011	P	DD	.8	.06
	755	01/27	08:39AM	MADISON, WI	608 256-2330	P	DD	1.2	.09
	756	01/19	01:35PM	MARENG, IL	618 997-5311	P	DD	1.8	.14
	757	01/27	12:40PM	ST PAUL, MN	651 631-2150	P	DD	1.6	.12
	758	01/04	02:54PM	COLORADO SPR, CO	719 556-7566	P	DD	.7	.05
	759	01/11	09:46AM	HANOVER, MA	781 826-3878	P	DD	7.0	.53
	760	01/08	10:08AM	SANBARBARA, CA	805 882-2588	P	DD	4.4	.33
	761	01/08	02:11PM	HONOLULU, HI	808 474-2397	P	DD	.8	.06
	762	01/29	10:21AM	JASPER, IN	812 634-5818	P	DD	.8	.06
	763	01/27	11:06AM	KANSASCITY, MO	816 823-1292	P	DD	.5	.04
	764	01/05	09:17AM	OVERLANDPK, KS	913 383-2338	P	DD	.6	.05
	765	01/08	10:37AM	OVERLANDPK, KS	913 383-2338	P	DD	3.0	.23
	766	01/08	10:32AM	LEOMINSTER, MA	978 537-6330	P	DD	2.4	.18
									2.79

Outbound Long Distance Total (Before Applicable RSVP Discount)

\$122.49

Period Codes:

D = Day; E = Evening; N = Night/Weekend; P = Peak; O = Off Peak

Call Type Codes:

DD = Direct Dial

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Long Distance Service

--- Toll Free Service Detail ---

LINE	NO.	DATE	TIME	CALLING LOCATION	NUMBER	PERIOD	TYPE	MIN	AMOUNT
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Monthly Toll Free Service Charge

Waived

Toll Free Long Distance Total (Before Applicable RSVP Discount)

\$.00

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Long Distance Service

---- McLeodUSA Access Service Detail ----

USER	NO	DATE	TIME	ORIG NO	LOCATION CALLED	CALLED NO	PRD	TYPE	MIN	AMOUNT
DON JIRACEK2	1	01/03	11:38AM	605 787-0085	BROOMFIELD, CO	303 252-1903	O	AC	4.5	.95
	2	01/03	11:42AM	605 787-0085	BROOMFIELD, CO	303 252-1903	O	AC	2.4	.50
	3	01/04	12:39PM	605 787-0085	BROOMFIELD, CO	303 252-1903	P	AC	2.6	.55
	4	01/05	02:11PM	605 787-0085	BROOMFIELD, CO	303 252-1903	P	AC	13	.13
	4	01/07	12:30PM	605 787-0085	BROOMFIELD, CO	303 252-1903	P	AC	7.5	1.58
	6	01/19	11:49AM	605 787-0085	BROOMFIELD, CO	303 252-1903	P	AC	.6	.18
	8	01/20	10:16AM	605 787-0085	STURGIS, SD	605 347-2686	P	AC	7	.15
	9	01/20	10:16AM	605 787-0085	STURGIS, SD	605 347-2686	P	AC	.4	.08
	9	01/20	10:16AM	605 787-0085	STURGIS, SD	605 347-2686	P	AC	2.0	.42
	10	01/20	10:18AM	605 787-0085	RAPID CITY, SD	605 787-0085	P	AC	.3	.06
	10	01/20	10:18AM	605 787-0085	RAPID CITY, SD	605 787-0085	P	AC	.3	.06
	11	01/21	11:56AM	605 787-0085	RAPID CITY, SD	605 787-0085	P	AC	8.9	1.87
	12	01/22	03:17PM	605 787-0085	LACROSSE, WI	608 783-5424	O	AC	.4	.08
	13	01/19	09:48PM	605 787-0085	GOODLETSVL, TN	615 899-5611	O	AC	.3	.06
	14	01/18	08:36PM	605 787-0085	GOODLETSVL, TN	615 899-5611	O	AC	.2	.04
	14	01/18	08:36PM	605 787-0085	GOODLETSVL, TN	615 899-5611	O	AC	.9	.19
	16	01/01	09:18AM	605 787-0085	JAMAICA PL, MA	617 524-4034	P	AC	9.6	2.02
	17	01/01	02:28PM	605 787-0085	JAMAICA PL, MA	617 524-4034	P	AC	.4	.08
	18	01/04	11:26AM	605 787-0085	JAMAICA PL, MA	617 524-4034	O	AC	.4	.08
	19	01/06	11:19AM	605 787-0085	JAMAICA PL, MA	617 524-4034	P	AC	10.4	2.18
	20	01/16	10:18AM	605 787-0085	JAMAICA PL, MA	617 524-4034	P	AC	9.6	2.02
	21	01/22	12:48PM	605 787-0085	JAMAICA PL, MA	617 524-4034	O	AC	.4	.08
	22	01/30	10:12AM	605 787-0085	JAMAICA PL, MA	617 524-4034	P	AC	6.3	1.32
	23	01/04	12:10PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.8	.59
	24	01/04	12:15PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	3.9	.82
	24	01/04	04:28PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	5.3	1.11
	26	01/03	07:08PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.7	1.41
	27	01/06	12:55PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	5.3	1.11
	28	01/03	07:08PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.7	1.41
	29	01/05	02:15PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	5.3	1.11
	30	01/18	09:43PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	4	.80
	31	01/03	09:27AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	3.2	.67
	32	01/03	08:56PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.2	1.30
	33	01/04	06:57PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	5.5	1.16
	34	01/05	08:27PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	11.8	2.48
	35	01/05	06:54PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	5.3	1.11
	36	01/08	03:44PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.4	1.36
	37	01/10	09:21AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	13.1	2.75
	38	01/15	07:28PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	27.8	5.84
	39	01/17	10:16AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	12.9	2.71
	40	01/18	08:09PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	14.2	2.98
	41	01/19	11:31AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.8	.59
	42	01/20	08:18AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.0	1.26
	43	01/20	04:36PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.2	.46
	44	01/22	05:27PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	13.2	2.77
	45	01/24	09:16AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	10.2	2.14
	46	01/25	05:29PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	20.3	4.26
	47	01/28	02:45PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	18.0	3.78
	48	01/31	09:34AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	14.4	3.07
	49	01/20	08:38PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	20.1	4.22
	50	01/18	08:34PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	1.9	.37
	51	01/01	01:34PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	10.1	.85
	52	01/01	02:21PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.1	1.28
	53	01/02	07:53PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	1.3	.27
	54	01/06	08:31PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	1.5	.32
	55	01/10	01:57PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.7	.57
	56	01/18	08:40PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.8	1.41
	57	01/19	12:14PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	1.0	.21
	58	01/19	07:36PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	6.3	1.32
	59	01/20	11:41AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	1.7	.36
	60	01/21	08:39PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	.3	.06
	61	01/24	05:55PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	11.2	2.35
	62	01/26	12:07PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.1	.43
	63	01/05	09:36AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	47.6	10.00
	64	01/12	08:32PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	19.0	3.99
	65	01/16	10:30AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.6	.52
	66	01/19	08:28PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.2	.46
	67	01/21	11:56AM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	2.9	.61
	68	01/18	08:42PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC	4.9	1.03
	69	01/19	08:19PM	605 787-0085	COLORADO SPRING, CO	719 365-5164	P	AC		

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Long Distance Service

---- McLeodUSA Access Service Detail (Continued) ----

USER	NO	DATE	TIME	ORIG NO	LOCATION CALLED	CALLED NO	PRD	TYPE	MIN	AMOUNT
DON JIRACEK2	70	01/20	12:40AM	605 787-0085	COLORADO SPRING, CO	719 365-7457	O	AC	6.7	1.41
	71	01/20	01:18PM	605 787-0085	COLORADO SPRING, CO	719 365-7457	P	AC	27.4	5.75
	72	01/24	09:01PM	605 787-0085	RIDGEWAY, SC	803 337-8807	O	AC	28.7	6.03
Subtotal:										106.16
TOTAL CALLS									72	592.5
										106.16

McLeodUSA Access Service Total (Before Applicable RSVP Discount)

\$106.16

Period Codes:
D = Day, E = Evening, N = Night Weekend, P = Peak, O = Off Peak
Call Type Codes:
AC = Access Card, PC = Access Card from payphone

This Month's Long Distance Summary

Outbound Long Distance Total	\$122.49
McLeodUSA Access Service Total	\$106.16
Total Long Distance	\$228.65

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Additional Services

--- Additional Services Detail ---

TYPE	BILLED NUMBER	DATE	TIME	ORIG. NUMBER	LOCATION CALLED CHARGE DESC.	CALLED NUMBER	PERIOD	MIN.	AMOUNT
DIRECTORY ASSISTANCE									
Interstate									
	605-341-1654	01-04	02:25 PM	605-341-1654	DIR ASST.OH	513-555-1212	F	1.0	.85
	605-341-2953	01-05	11:20 AM	605-341-2953	DIR ASST.NY	212-555-1212	F	1.0	.85
	605-341-2953	01-05	11:20 AM	605-341-2953	DIR ASST.NY	212-555-1212	F	1.0	.85
	605-341-2953	01-06	12:35 PM	605-341-2953	DIR ASST.AB	403-555-1212	F	1.0	.85
	605-341-2953	01-27	12:38 PM	605-341-2953	DIR ASST.NE	402-555-1212	F	1.0	.85
	605-341-5005	01-05	11:52 AM	605-341-5005	DIR ASST.IN	219-555-1212	F	1.0	.85
	605-341-5005	01-05	12:36 PM	605-341-5005	DIR ASST.CA	714-555-1212	F	1.0	.85
Subtotal									5.10
ITEM DESCRIPTION									AMOUNT
Primary Interexchange Carrier Charge									16.50
6 Lines @ \$2.75 each									16.50
Subtotal									8.92
Universal Service Fund									8.92
Long Distance Charges of 228.65 @ .039									8.92
Subtotal									630.52
Additional Services Total									

Period Codes: F = Flat Rated

Other Charges

--- Other Charges Summary ---

ITEM DESCRIPTION	RATE	AMOUNT
Top 50 Most Frequently Called Numbers	Waived	
Longest Call Duration	Waived	
Other Charges Total		6.00

Taxes

--- Taxes Summary ---

ITEM DESCRIPTION	AMOUNT
Federal Tax	14.89
State Tax SD	8.71
Local Tax SD	4.35
Taxes Total	27.95

Credits

--- Credits Summary ---

ITEM DESCRIPTION	AMOUNT
Credits Total	6.00

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Executive Summary

Call Distribution Summary By McLeodUSA Number
Percentages Based on Total Number of Minutes

LINE NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DURATION	GROSS CHARGES	% OF TOTAL
605-341-1490	1	14.4	14.40	1.08	.88
605-341-1654	113	292.7	2.59	22.07	18.55
605-341-4677	167	205.0	1.39	15.58	12.44
605-342-9195	217	360.5	1.66	27.20	22.23
605-343-2953	273	712.4	2.61	53.77	43.92
605-343-5005	15	36.9	2.46	2.79	2.28
TOTAL OUTBOUND	766	1,621.9	2.12	122.49	100.00

Call Distribution Summary By Call Type
Percentages Based on Total Number of Minutes

CALL TYPE	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF CALL TYPE	% OF ALL
LONG DISTANCE SERVICE						
INTERSTATE	752	1,588.9	2.11	120.00	97.97	74.79
INTRALATA	14	33.0	2.36	2.49	2.04	1.55
LONG DISTANCE TOTAL	766	1,621.9	2.12	122.49	100.00	76.35
ACCESS SERVICE						
INTERSTATE	71	501.8	7.07	106.01	99.86	23.62
INTRASTATE	1	.7	.70	.15	.14	.03
ACCESS SERVICE TOTAL	72	502.5	6.98	106.16	100.00	23.65
TOTAL	838	2,124.4	2.54	228.65		100.00

Access Service Summary

ACCESS USER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	NET CHARGES	FED. TAX	OTHER TAX	% GROSS CHARGES	% TOTAL MINUTES
DON.BRACEK2	72	502.5	7.0	106.16	106.16	3.19	.01	100.00	100.00
TOTAL	72	502.5	7.0	106.16	106.16	3.19	.01	100.00	100.00

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Top 50 Most Frequently Called Numbers

--- Outbound Long Distance Service ---

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All McLeodUSA Lines

RANK	LOCATION CALLED	CALLED NUMBER	TOTAL CALLS	TOTAL MINUTES	AVG. DUR.	GROSS CHARGES	% OF TOP 50	% OF ALL
1	SANBARBARA, CA	805-882-2566	127	185.6	1.46	14.10	19.55	11.44
2	LAWTON, OK	580-442-0301	4	69.7	17.43	5.23	7.35	4.30
3	MEMPHIS, TN	901-396-9646	7	52.5	7.50	3.93	5.33	3.24
4	KANSAS CITY, MO	816-823-1109	5	41.5	8.30	3.12	4.37	2.56
5	SANBARBARA, CA	805-882-2568	10	40.3	4.03	3.03	4.25	2.49
6	GAITHERSBURG, MD	301-545-6568	5	37.7	7.54	2.84	3.97	2.32
7	MINDORO, WI	608-857-3368	1	33.7	33.70	2.53	3.55	2.08
8	MILLINGTON, TN	901-474-0474	7	31.9	4.56	2.40	3.36	1.97
9	COLLEGE RDOSP, CO	719-556-4797	7	30.0	4.29	2.25	3.16	1.65
10	MADISON, IL	618-997-5111	9	25.8	2.87	1.94	2.72	1.59
11	LA CROSSE, WI	608-783-7880	1	21.2	21.20	1.59	2.23	1.31
12	MINNEAPOLIS, MN	612-347-6744	5	21.0	4.20	1.58	2.21	1.30
13	DECATUR, IL	217-426-4115	3	19.7	6.57	1.48	2.08	1.22
14	KALAMAZOO, MI	616-345-1132	3	16.9	5.63	1.27	1.70	1.04
15	ST PAUL, MN	651-454-5744	4	14.3	3.58	1.08	1.51	.88
16	MINNEAPOLIS, MN	612-344-0104	3	13.8	4.60	1.04	1.45	.85
17	KANSAS CITY, MO	816-823-1292	12	13.8	1.15	1.06	1.45	.85
18	CHICAGO, IL	773-481-3493	2	13.0	6.50	.97	1.37	.80
19	MICHANCSBG, PA	717-605-3019	2	11.3	5.65	.85	1.19	.70
20	PHILIA, PA	215-497-6333	8	11.2	1.40	.86	1.18	.69
21	MILLINGTON, NJ	908-404-8686	4	11.1	2.78	.84	1.17	.68
22	DOVER, DE	302-677-5225	2	10.9	5.45	.82	1.15	.67
23	MOHAVE VLY, AZ	520-768-1771	4	10.4	2.60	.78	1.10	.64
24	HANOVER, MA	781-826-1878	2	10.4	5.20	.79	1.10	.64
25	KANSAS CITY, MO	816-826-3678	5	10.3	2.04	.78	1.09	.64
26	COLUMBUS, OH	614-228-6525	2	10.2	5.10	.77	1.08	.63
27	HARRISON, AR	870-743-2200	3	10.1	3.37	.75	1.07	.62
28	KENOSHA, WI	414-656-7603	3	10.0	3.30	.74	1.05	.61
29	DENVER HIST, CO	303-286-7135	2	9.8	4.90	.74	1.03	.60
30	BISMARCK, ND	701-250-4242	2	9.8	4.90	.73	1.03	.60
31	COMMERCE, MI	248-360-7400	2	8.7	4.35	.92	.64	.55
32	OMAHA, NE	402-331-0660	2	8.1	4.05	.61	.85	.50
33	COLLEGE RDOSP, CO	719-556-4721	6	8.0	1.33	.60	.84	.49
34	ORANGE, NJ	973-669-1100	3	7.9	3.95	.60	.83	.49
35	EMERADO, ND	701-747-5279	3	7.5	2.50	.57	.79	.46
36	FARGO, ND	701-237-6523	3	7.2	2.43	.54	.77	.45
37	PHILIA, PA	215-424-4800	3	7.2	2.40	.54	.76	.44
38	MANCHESTER, NH	603-426-6377	4	7.2	1.20	.55	.76	.44
39	RICHMOND, VA	804-276-5641	3	7.2	2.40	.54	.76	.44
40	LIMA, OH	419-228-2242	1	6.8	6.80	.51	.72	.42
41	BLACKWOOD, NJ	609-374-9900	3	6.8	2.27	.51	.72	.42
42	OVERLANDPKE, KS	913-383-3338	4	6.7	1.68	.47	.67	.41
43	HONOLULU, HI	808-472-1080	1	6.7	6.70	.50	.71	.41
44	LACKLAND, TX	210-671-1780	3	6.6	2.20	.50	.70	.41
45	EMERADO, ND	701-747-5241	1	6.6	6.60	.50	.70	.41
46	TEXARKANA, TX	903-334-3442	2	6.6	3.30	.49	.70	.41
47	WALL, SD	605-279-2135	1	6.5	6.50	.49	.69	.40
48	BROWNSVILLE, TX	936-541-3111	3	6.3	2.10	.46	.66	.39
49	MINNEAPOLIS, MN	612-895-8595	1	6.1	6.10	.46	.64	.38
50	GREEN BAY, WI	920-468-2164	1	6.1	6.10	.46	.64	.38

Total 304 948.8 3.12 71.54 100.00 58.50
Total Outbound 766 1,621.9 2.12 122.49

G/GSA INC
Account Number: 1197987

Invoice Date: 02/16/99
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Longest Call Duration

--- Outbound Long Distance Service ---

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	LOCATION CALLED	CALLED NUMBER	CALLED FROM	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	1/03	11:33AM	MINDORO, WI	608-857-3368	605-341-1054	33.7	2.53	2.08
2	1/22	02:08PM	LAWTON, OK	580-442-0301	605-341-2933	33.0	2.48	2.04
3	1/14	01:56PM	KANSAS CITY, MO	816-823-1109	605-342-0195	29.6	2.22	1.83
4	1/07	01:22PM	MEMPHIS, TN	901-396-9646	605-341-2933	26.7	2.00	1.65
5	1/03	03:22PM	LA CROSSE, WI	608-783-7880	605-341-2933	21.2	1.59	1.31
6	1/28	02:54PM	MINNEAPOLIS, MN	612-347-6744	605-341-2933	16.3	1.37	1.13
7	1/28	06:47AM	SANBARBARA, CA	805-882-2566	605-341-1054	17.3	1.30	1.07
8	1/21	02:41PM	LAWTON, OK	580-442-0301	605-341-2933	16.0	1.20	.99
9	1/20	11:34AM	COLLEGE RDOSP, CO	719-556-4797	605-341-1054	15.5	1.16	.96
10	1/22	09:12AM	GAITHERSBURG, MD	301-545-6568	605-341-1054	15.4	1.08	.89
11	1/12	09:17AM	DECATUR, IL	217-426-4115	605-341-1054	13.1	.98	.81
12	1/25	09:25AM	LAWTON, OK	580-442-0301	605-341-2933	11.6	.87	.72
13	1/26	09:31AM	CHICAGO, IL	773-481-3493	605-342-0195	11.5	.86	.71
14	1/25	09:20AM	COLLEGE RDOSP, CO	719-556-4797	605-341-2933	10.7	.80	.66
15	1/26	11:43AM	DOVER, DE	302-677-5225	605-341-2933	10.4	.78	.64
16	1/13	11:41AM	MEMPHIS, TN	901-396-9646	605-341-1054	10.0	.75	.62
17	1/29	08:10AM	MICHANCSBG, PA	717-605-3019	605-341-2933	10.0	.75	.62

Total 17 303.0 22.72 18.68
Total Outbound 766 1,621.9 122.49

G/GSA INC.
Account Number: 1197987

Invoice Date: 02/16/99
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Longest Call Duration
---- McLeodUSA Access Service ----

Sorted by Total Number of Minutes
Percentages Based on Total Number of Minutes
All Calls Over Ten Minutes

RANK	DATE	TIME	USER	LOCATION CALLED	CALLED NUMBER	ORIG. NUMBER	TOTAL MINUTES	GROSS CHARGES	% OF ALL
1	1/12	08:32PM	DON JIRACEK2	COLORADOSPG, CO	719-598-4493	605-787-9085	47.6	10.00	9.47
2	1/24	09:01PM	DON JIRACEK2	RIDGEWAY, SC	803-337-8807	605-787-9085	28.7	6.03	5.71
3	1/10	09:21AM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	27.8	5.84	5.53
4	1/20	03:18PM	DON JIRACEK2	COLORADOSPG, CO	719-643-7457	605-787-9085	27.4	5.75	5.45
5	1/24	09:16AM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	20.3	4.24	4.04
6	1/31	09:34AM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	20.1	4.22	4.00
7	1/16	10:30AM	DON JIRACEK2	COLORADOSPG, CO	719-598-4493	605-787-9085	19.0	3.99	3.78
8	1/25	05:29PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	18.0	3.78	3.58
9	1/28	02:45PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	16.6	3.07	2.91
10	1/17	10:39AM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	14.2	2.98	2.83
11	1/20	04:36PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	13.2	2.77	2.63
12	1/08	03:44PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	13.1	2.75	2.61
13	1/15	07:28PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	12.9	2.71	2.57
14	1/04	06:57PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	11.8	2.48	2.35
15	1/28	12:07PM	DON JIRACEK2	COLORADOSPG, CO	719-697-5653	605-787-9085	11.2	2.35	2.23
16	1/16	10:18AM	DON JIRACEK2	JAMAICA PL, MA	617-524-4034	605-787-9085	10.4	2.18	2.07
17	1/22	05:27PM	DON JIRACEK2	COLORADOSPG, CO	719-392-3721	605-787-9085	10.2	2.14	2.03
Total				17			320.5	67.30	63.78
Total McLeodUSA Access				72			502.5	106.16	

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External Trouble

McLeodUSA
TROUBLE TICKET PRINT

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Trouble Ticket . . . 438367 Switch Number . 370
Initiator/Group . RRBAUMHO / MBRBUS Date/Time . 9/25/1998 / 16:00:43
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK Phone .
Address Code . . . PH 4509 S I-90 SERVICE RD
RAPID CITY, SD 57701 9523

Priority . . . 1 Current Group . TECHRESP
Status Code . . . C CLOSED ***
Ticket Type . . . LCL LOCAL
Trouble Type . . . AA NO DT
Call Method . . . P PHONE - ANI
Access Method . . . USW US WEST
Recorded Message . NOR NO RECORDING
Primary Access . . MON / 0800 Thru FRI / 1700
Secondary Access . . / Thru /
Specific Date/Tim.
Cause Code . . . ORD NOT ORDERED
Resolution Code . . COM COMPLETED ORDER
Link Ticket . . . Referred To . Vendor Ticket .
Resolve Date/Time . 9/29/1998 15:34:50 Resolve Minutes 714,266
Closed Date/Time . 9/29/1998 15:34:50

PHONE - ANI . . . 6053411490 CoS . 000
Dialed From . . . Acct Code/Tbl . /
Dialed To . . . Date - Time . .

Con. DON JIRACEK 000-000-0000 00000 9/25/1998
don called into report that the main line has no dial tone 9/25/1998
this account upgrade yesterday 9/25/1998
need this line busied out so that calls will go through 9/25/1998
hunt 9/25/1998
currently calls show rna 9/25/1998
319-298-7261 called to 605-341-1490 9/25/1998
rna... 4:00pm 9-25 9/25/1998
lcl and ld 9/25/1998
incoming out going 9/25/1998
constant 9/25/1998
no other changes 9/25/1998
not had prob before 9/25/1998
does not know system or vendor... 9/25/1998
Con. DON JIRACEK 000-000-0000 00000 9/25/1998
highly agitated...ruth7261 9/25/1998
Con. DON JIRACEK 000-000-0000 00000 9/25/1998
Don ci to check status,,he wanted to know why the busy wasn't on yet,,edu him that I will esc this..I will stage this to 9/25/1998
tech,,esc thru db,,,,Brooke2125 9/25/1998
** STAGED ** TO TECHRESP 9/25/1998
Con. DON JIRACEK 000-000-0000 00000 9/25/1998
WRKING TT PER ESC DB...TRAVIS IS ALRDY CALLING THIS IN AND 9/25/1998

EXHIBIT

EXHIBIT

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External Trouble

McLeodUSA
TROUBLE TICKET PRINT

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Trouble Ticket . . . 438367

Switch Number . 370

Initiator/Group . RBBAUMHO / MBRBUS Date/Time . 9/25/1998 / 16:00:43
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK Phone .

PUTTING THE BUSY OUT ON THE LINE.....MATTX6921 9/25/1998
Con. DON JIRACEK 000-000-0000 00000 9/25/1998
ci to usw/Susan rptd no dt on ani 605 341 1490 req busied 9/25/1998
out on line verified ser add and access hrs cb4 dpo..... 9/25/1998
.....ts/tr 2092 9/25/1998
** Vendor Commitment ** for USW on 09/26/1998 at 18:00:.. 9/25/1998
** STATUS CHANGE ** FROM O OPEN *** TO F REFERRED 9/25/1998
Con. DON JIRACEK 000-000-0000 00000 9/25/1998
don called into check status.... 9/25/1998
let him know committ time 9/25/1998
he began swearing at me 9/25/1998
demanded immediate fix and hung up..... 9/25/1998
i was able to let him know that the forwarding is now 9/25/1998
working and is in place...ruth7261 9/25/1998
(we tested forwarding) 9/25/1998
ruth7261 9/25/1998
Con. DON JIRACEK 000-000-0000 00000 9/27/1998
susan called wanting update. she states that someone called 9/27/1998
yesterday to find out how things were, but not sure if uswes 9/27/1998
t showed up. checking with repair...david x6901 9/27/1998
checked with uswest repair and they say commit is for 9-28-9 9/27/1998
8 by 6:00pm...letting cust know...david x6901 9/27/1998
Con. DON JIRACEK 000-000-0000 00000 9/27/1998
Mr Jiracek ci to check status...very angry and wants this re 9/27/1998
solved asap..cld usw for update and was told that they are 9/27/1998
checking status of c/t and would call me back..nikki2242 9/27/1998
Con. DON JIRACEK 000-000-0000 00000 9/27/1998
Kurt from USWest ci and stated that new ct is 9/28/98 ... Fi 9/27/1998
rst thing in the morning - Mike 6645 9/27/1998
Con. DON JIRACEK 000-000-0000 00000 9/27/1998
per above left vn for Nikki - Mike 6645 9/27/1998
Con. DON JIRACEK 000-000-0000 00000 9/27/1998
Attempted to contact cust. to give c/t...no answer..will che 9/27/1998
ck w/customer 9/28 to see if problem has been resolved.... 9/27/1998
Nikki2242 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
don ci very angry; line still doesn't have dt; i have taken 9/28/1998
to jordon to look at; don doesn't want a call back; is 9/28/1998
currently on hold; i will ask jordon for status..... 9/28/1998
.....carolyn x2295 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
Carolyn brought this to my attention. I called usw repair a 9/28/1998
nd sw Judy. She said that they dpo at 8:29 this morning. 9/28/1998
They should be currently working the trouble. 9/28/1998
I let carolyn know. jordan 7251 9/28/1998
jordan said uswest was dispatched at 8:25 and its 9/28/1998
currently working on the problem; don said he is 9/28/1998
planning on filing a complaint, then hung up..... 9/28/1998

0
1
5
0
4
6
4
4
7
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External Trouble

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TROUBLE TICKET PRINT

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Trouble Ticket . . 438367

Switch Number . 370

Initiator/Group . RRBAUMHO / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK

Date/Time . 9/25/1998 / 16:00:43

Phone .

.....carolyn x2285 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
Don ci te this and he said tnt he has dt on the line but the 9/28/1998
800 num comes in 343 5005 along with main ani...nothing is 9/28/1998
come in on the other ani...he is very mad about this,,sloan6 9/28/1998
098 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
received escalated call from don..he wants to know why his l 9/28/1998
ine was w/out dt and why it took so long to repair. i have 9/28/1998
alpha paged lindy to see what us west show as closing notes 9/28/1998
and what was done to reach resolution. don would like a let 9/28/1998
ter from us stating this info...i will see what was done fir 9/28/1998
st.....Amy 7078 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
1245...tt Valerie at usw.. ss that this tt is still open..tr 9/28/1998
ouble was dped out this this am.. tech has yet to put notes 9/28/1998
in tt... tt Amy re this. lindy 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
called us west and tt judy..she sd closing notes were at 1:3 9/28/1998
0 pm today that order was worked.... 9/28/1998
us west had a d order to disco 9/28/1998
605 341 1490 w/ dd of 9/24/98. This is when we ug this line 9/28/1998
and per judy, they disco'd this line at us west before we ug 9/28/1998
it.....Amy 7078 9/28/1998
Con. DON JIRACEK 000-000-0000 00000 9/28/1998
left vm for lindy to please close...Thanks Amy 7078 9/29/1998
Con. DON JIRACEK 000-000-0000 00000 9/29/1998
left vm in tech hotline to close. jorda 7251 9/29/1998
Con. DON JIRACEK 000-000-0000 00000 9/29/1998
per above closing tt...Angelique 7564 9/29/1998
** STATUS CHANGE ** FROM F REFERRED TO C CLOSED ***

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External Trouble

McLeodUSA
TROUBLE TICKET PRINT

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Trouble Ticket . . . 439310

Switch Number . 370

Initiator/Group . MMGOOWD / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK

Date/Time . 9/28/1998 / 12:36:38

Phone . 605-343-1490

Address Code . . . PH 4509 S I-90 SERVICE RD
RAPID CITY, SD 57701 9523

Priority 1
Status Code C
Ticket Type 800
Trouble Type BT
Call Method P
Access Method MCL
Recorded Message NO RECORDING
Primary Access MON
Secondary Access
Specific Date/Time
Cause Code ORI
Resolution Code COR
Link Ticket
Resolve Date/Time 9/30/1998 13:45:24
Closed Date/Time 9/30/1998 13:45:24

Current Group . TECHRESP

CLOSED ***

MCLEOD 800

800 TERMINATING WRONG NUMBER

PHONE - ANI

MCLEOD

NO RECORDING

/ 0800 Thru FRI / 1700

/ Thru /

ORDERED INCORRECTLY

CORRECTED ORDER

Referred To .

Vendor Ticket .

Resolve Minutes

717,051

PHONE - ANI 8004560558
Dialed From
Dialed To

CoS . 000

Acct Code/Tbl .

Date - Time . .

Con. DON JIRACEK
Don ci VERY upset that he his 800 456-0558 is coming in on t
he wrong ani...It is coming in on the 343-5005 and should be
coming in on the 341-1490 it shows this in the sys.The insta
ll date is 9-2-98 the up gr date is 8-28-98 this is a switch
ed 800 and the area of serv is US Canada and the Carribean.
sloans098

605-343-1490 00000

9/28/1998

9/28/1998

9/28/1998

9/28/1998

9/28/1998

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9/28/1998

APR 13, 1999 11:14 AM
550403/HMSTIVE/QPADEV004W
External Trouble

McLeodUSA
TROUBLE TICKET PRINT

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Trouble Ticket . . . 439310

Switch Number . 370

Initiator/Group . MMGOODW / MBRBUS Date/Time . 9/28/1998 / 12:36:38
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK Phone . 605-343-1490

working. I w/ email tonia on this. rose 2174 9/28/1998
Con. DON JIRACEK 605-343-1490 00000 9/28/1998
cld Wiltel-I was on hold for 15 minutes. w/ try later. rose 9/28/1998
2174 9/28/1998
Con. DON JIRACEK 605-343-1490 00000 9/28/1998
cld Wiltel & s/w Sandra. She sd that is pointing to 341-1490 9/28/1998
& she sd it went live at 1900 tonight. This shld be repaire 9/28/1998
d. rose 2174 9/29/1998
Con. DON JIRACEK 605-343-1490 00000 9/29/1998
Lft msg for Sloan to please follow up. Thanks| tlr 9/29/1998
Con. DON JIRACEK 605-343-1490 00000 9/29/1998
Called to talk to don and....I got a RNA so I will try later 9/29/1998
...sloan60980 9/29/1998
Con. DON JIRACEK 605-343-1490 00000 9/29/1998
marcie ci and the 800 number is now ringing in BUT not on li 9/29/1998
ne 1 my test call rang into line3 and line 1 nor line2 were 9/29/1998
not occupied.....don is still quite upset that this has not 9/29/1998
been resolved need to check into this again.....asia6112 9/29/1998
Con. DON JIRACEK 605-343-1490 00000 9/30/1998
checking..line 3 is 605 341 1654..paging tech to please look 9/30/1998
into this as 800 group has corrected pots and now is trouble 9/30/1998
issue if not ringing in on correct ani..... 9/30/1998
paging shelley to please escalate...Amy 7078 9/30/1998
Con. DON JIRACEK 605-343-1490 00000 9/30/1998
126pm, Researching.....C.HICKS 7308 9/30/1998
Con. DON JIRACEK 605-343-1490 00000 9/30/1998
132pm, checked CMS, htng is: 9/30/1998
605-341-1490 > 605-343-5005 > 605-341-1654 9/30/1998
Will need to make test calls, not sure this is an 800 issue 9/30/1998
anymore.....C.HICKS 7308 9/30/1998
Con. DON JIRACEK 605-343-1490 00000 9/30/1998
135pm, Called 800-456-0558, came in on line 2, sec said 9/30/1998
line 1 was busy at that time... 9/30/1998
Call on line 1 dropped off, I called right back and did 9/30/1998
come in on line 1.... 9/30/1998
Talked to Don, told him all ok today, not sure what the 9/30/1998
trbl was yesterday.... 9/30/1998
Made mention of the "thousands of dollars" he's lost in the 9/30/1998
last couple of days becuase of this, said it started on 9/30/1998
Friday (9/25) this ticket was opened 9/28/..... 9/30/1998
I offered to refer him to a cust serv rep to discuss his 9/30/1998
concerns, he said he already has a rep's name and will 9/30/1998
be drafting a letter..... 9/30/1998
Closing ticket.....C.HICKS 7308 9/30/1998
** STATUS CHANGE ** FROM O OPEN *** TO C CLOSED *** 9/30/1998

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External Trouble

McLeodUSA
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Trouble Ticket . . 441760 Switch Number . 999
Initiator/Group . TKVOYEK / MBRBUS Date/Time . 10/01/1998 / 9:40:14
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK Phone . 605-787-9085
Address Code . . PH 4509 S I-90 SERVICE RD
RAPID CITY, SD 57701 9523
Priority 1 Current Group . MBRBUS
Status Code . . . C CLOSED ***
Ticket Type . . . CC CALLING CARD
Trouble Type . . . FU CALLING CARD NOT PROCESSING
Call Method . . . F PHONE - ANI
Access Method . . MCL MCLEOD
Recorded Message . NOR NO RECORDING
Primary Access . . MON / 0800 Thru FRI / 1700
Secondary Access . / Thru /
Specific Date/Tim.
Cause Code . . . ACT ACT
Resolution Code . ACD ADD/CHANGE CANCEL DATES
Link Ticket . . . Vendor Ticket .
Resolve Date/Time . 10/06/1998 10:59:57 Resolve Minutes 712,720
Closed Date/Time . 10/06/1998 10:59:57
PHONE - ANI . . . 8008849914 CoS . 000
Dialed From . . . Acct Code/Tbl .
Dialed To . . . Date - Time .

Con. DON JIRACEK 605-787-9085 00000 10/01/1998
Don's daughter Kristen Jiracek ci to say that callign card w 10/01/1998
as not working. Calling card # 800-884-9914 and access # is 10/01/1998
2750787. When putting in Pin at says the # you have entere 10/01/1998
d is invalid. They are using card from home. Sup checked in 10/01/1998
our system and found that all is set up properly on card. 10/01/1998
Cust recently UG'd on 9-28-98.....Melanie2249 10/01/1998
** STAGED ** TO TECHRESP 10/01/1998
Con. DON JIRACEK 605-787-9085 00000 10/01/1998
Tech response does not handle the actual "card" issues....We 10/01/1998
only handle problems w/the 800# or the actual ld traffic... 10/01/1998
..You will need to have your supervisor check this in CPDI.. 10/01/1998
>Daphnex7236tr 10/01/1998
** STAGED ** TO MBRBUS 10/01/1998
Con. DON JIRACEK 605-787-9085 00000 10/06/1998
I have checked with Sup, all is OK in system. I will delete 10/06/1998
existing card and add a new one. Closing TT.....melanie2249 10/06/1998
** STATUS CHANGE ** FROM O OPEN *** TO C CLOSED *** 10/06/1998

APR 13, 1999 11:14 AM
550403/HMSTIVE/QPADEV004W
External Trouble

McLeodUSA
TROUBLE TICKET PRINT

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Trouble Ticket . . . 445859

Switch Number . 370

Initiator/Group . MBREYNO / MBRBUS Date/Time . 10/07/1998 / 10:07:37
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK Phone . 605-343-5005

Address Code . . . PH 4509 S I-90 SERVICE RD
RAPID CITY, SD 57701 9523

Priority 1 Current Group . TECHRESP

Status Code C CLOSED ***
Ticket Type LCL LOCAL
Trouble Type AA NO DT
Call Method P PHONE - ANI
Access Method UNK Unknown
Recorded Message NOR NO RECORDING
Primary Access MON / 0800 Thru FRI / 1700
Secondary Access Thru
Specific Date/Time
Cause Code NRG NO REASON GIVEN
Resolution Code NTF NO TROUBLE FOUND
Link Ticket Referred To .
Resolve Date/Time . 10/14/1998 8:32:40
Closed Date/Time . 10/14/1998 8:32:40

Vendor Ticket .
Resolve Minutes 710,015

PHONE - ANI 6053411490
Dialed From
Dialed To

CoS . 000
Acct Code/Tbl .
Date - Time . .

Con. DON JIRACEK 605-343-5005 00000 10/07/1998
Don ci to report that 605-341-1490 has no DT. 10/07/1998
Line 605-341-1490 has no DT. 10/07/1998
This started this A.M. 10/07/1998
Contastant problem all morning. 10/07/1998
No severe weather or construction in area. 10/07/1998
No equipment on the line. 10/07/1998
Vender: unknown 10/07/1998
Customer has had this problem in the past, customer is bave 10/07/1998
ry upset and swearing and threatening law suit. 10/07/1998
Edc cost about the cost associated if we dpo. 10/07/1998
Beau/2459 10/07/1998
** STAGED ** TO TECHRESP 10/07/1998
Con. DON JIRACEK 605-343-5005 00000 10/07/1998
Forwarded to sup to have calls going to 605-341-1490 emergen 10/07/1998
cy forwarded to 605-343-5005. Beau/2459 10/07/1998
Con. DON JIRACEK 605-343-5005 00000 10/07/1998
per esc called usw rpr spk to nancy opened no dt ticket uner 10/07/1998
6053411490, out of service commit is 10/9 by 6p. she is busy 10/07/1998
ing the line out so that it will roll to 3435005 the next li 10/07/1998
ne in rollover. lvm for beau to test jenny 6273 10/07/1998
Con. DON JIRACEK 605-343-5005 00000 10/07/1998
CI TO USW AND HAD THEM FORWARD LINE BEFORE I SAW THE ABOVE 10/07/1998

Handwritten notes:
- Handwritten "605-341-1490" and "no DT" in the right margin.
- Handwritten "Beau/2459" in the right margin.

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Trouble Ticket . . . 445859

Switch Number . 370

Initiator/Group . MBREYNO / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK

Date/Time . 10/07/1998 / 10:07:37

Phone . 605-343-5005

NOTES LFT VM FOR JENNY TO SEE WHAT SHE WANTED ME TO DO ABOUT 10/07/1998
THIS.....TS/TR 2092 10/07/1998

Con. DON JIRACEK 605-343-5005 00000 10/07/1998
Called and edc cust that the commit time from usw is 10/9 @ 10/07/1998
1800. Customer request the FCC number edc cust on that info 10/07/1998
. Beau/2459 10/07/1998

Con. DON JIRACEK 605-343-5005 00000 10/07/1998
I spoke w/ Beau on this issue and verified the info with him 10/07/1998
and conferenced in on a call with the cust the cust has bee 10/07/1998
n thoroughly edc on this issue I will contact the AR that or 10/07/1998
iginally ci and spoke w/me on this issue and let her know wh 10/07/1998
at exactly is going onDori 6821 10/07/1998

Con. DON JIRACEK 605-343-5005 00000 10/07/1998
Don has requested to have cfda to his home # 605-787-9085 so 10/07/1998
that he doesn't miss any calls. Put a ring cycle of 4 on the 10/07/1998
e line. Beau/2459 10/07/1998

Con. DON JIRACEK 605-343-5005 00000 10/07/1998
margaret brought this over. called Tazaine/usw repair and 10/07/1998
requested the forward to changed to 787 9085... 10/07/1998
Angelique 7564 10/07/1998

Con. DON JIRACEK 605-343-5005 00000 10/08/1998
sharon ci...ad now when customers call in they get a short r 10/08/1998
ing and then dead air....during test call on the 341 1490 li 10/08/1998
ne i got a busy signal...she also reported this happening on 10/08/1998
the 343 5005 line...i tried calling that line and was able 10/08/1998
to get through...sharon states unable to get calls in and li 10/08/1998
nes aren't rolling....if we cant get it to roll or do a forw 10/08/1998
ard they need the calls to fwd to 341 1654.until they can ge 10/08/1998
t this fixed...happened before per tt 438367...will have thi 10/08/1998
s escalated for better c/t...heather 6168 10/08/1998

Con. DON JIRACEK 605-343-5005 00000 10/08/1998
Paged Shelley in TR.....Craig 7023 10/08/1998

Con. DON JIRACEK 605-343-5005 00000 10/08/1998
@1310 Randy Almaguer brot this to me..cld usw s/w Susan... 10/08/1998
she shows that this was open by Tyler on 10/7 at 12:00 and 10/08/1998
the commit time is tomm by 6pm...I will cll Sharon D 2 C if 10/08/1998
the time can be bettrd....ks/7087 10/08/1998

Con. DON JIRACEK 605-343-5005 00000 10/08/1998
@1730 cld Sharon Davey to have her lk at this TT..she is 10/08/1998
not in at this time..left VM...ks/7087 10/08/1998

Con. DON JIRACEK 605-343-5005 00000 10/09/1998
Sharon ci to ck dd,edu her that it was for no later than 6p 10/09/1998
m today,,Brooke2125 10/09/1998

Con. DON JIRACEK 605-343-5005 00000 10/09/1998
@800 am Sharon Davey left me a vm that it was up for disp 10/09/1998
today and that there wld be nothing else that cld be done... 10/09/1998
..@1520 cld usw for sts...s/w Chris..he shows it is still in 10/09/1998
disp..ks/7087 10/09/1998

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TROUBLE TICKET PRINT

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Trouble Ticket . . 445859

Switch Number . 370

Initiator/Group . MBREYNO / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK

Date/Time . 10/07/1998 / 10:07:37

Phone . 605-343-5005

Con. DON JIRACEK 605-343-5005 00000 10/10/1998
0558am debby usw called in and said that remote test on this 10/10/1998
line was good she said that they were behind on the dispatc 10/10/1998
hes and said that this would dpoed today.....tracy/tr 10/12/1998
** STATUS CHANGE ** FROM O OPEN *** TO F REFERRED 10/10/1998
** Vendor Commitment ** for USW on 10/10/1998 at 17:00: 10/10/1998
Con. DON JIRACEK 605-343-5005 00000 10/10/1998
Terry USW tech ci....line is fine, this is a programming pro- 10/10/1998
blem. no longer no dt. Tech sd cust sd he was to have an p- 10/10/1998
ogrammed to ring into bus 3 times, then transf to res....Now 10/10/1998
when it rings @ bus and he answers gets dead air..... 10/10/1998
I am not sure if this trouble reflects the emergency fdwg we 10/10/1998
added on line.....USW tech sd dt good to dmarc.....ashl 10/10/1998
ey7318tr 10/12/1998
Con. DON JIRACEK 605-343-5005 00000 10/12/1998
cust ci for stat thought usw hadnt been out ed they were the 10/12/1998
re on sat....ed of notes anded her of a few vendors in her ar 10/12/1998
ea that she can call ...as soon as they chk inside lns and 10/12/1998
equip to cb with an update sd she would 10/12/1998
Dawnnaita 7589 10/12/1998
Con. DON JIRACEK 605-343-5005 00000 10/12/1998
Checked status of ticket. Beau/2459 10/13/1998
Con. DON JIRACEK 605-343-5005 00000 10/13/1998
don c/i very IRATE....cust states 1st that calls were to nev 10/13/1998
er be forwarded to him home, 2nd that the phone rings 2 time 10/13/1998
s at bus & if they p/up dead air...i ed cust that if we put 10/13/1998
a hd fwd on the ln to fwd to his home # that's why this woul 10/13/1998
d occur...ck'g w/tech to see if hd fwd taken off or not..... 10/13/1998
nan2061 10/13/1998
Con. DON JIRACEK 605-343-5005 00000 10/13/1998
called tyler in tech and he will have the fwd removed and le 10/13/1998
t me know when it is done...Amy 7078 10/13/1998
Con. DON JIRACEK 605-343-5005 00000 10/13/1998
CI TO USW/SCOTT REQUESTED THAT FWD BE REMOVED OFF MAIN LINE. 10/13/1998
.....TS/TR 2092 10/13/1998
Con. DON JIRACEK 605-343-5005 00000 10/13/1998
Sharon ci to say that whatever we did seems to be working... 10/13/1998
had her clarity & she said all is working fine now.. will vm 10/13/1998
TR to f/u & close...janelle 6892 10/13/1998
Con. DON JIRACEK 605-343-5005 00000 10/13/1998
recvd email from jay and melanie and this line appears to ha 10/13/1998
ve cleared itself or usw did something that we dont know 10/13/1998
about and then we removed the forwarding off the line, there 10/13/1998
was no problem isolated before line cleared/christopherx712 10/13/1998
9techresp 10/13/1998
Con. DON JIRACEK 605-343-5005 00000 10/13/1998
gave other tt 447921 to julie randall in tech/this is still 10/13/1998
open/christopherx7129tech 10/13/1998

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External Trouble

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Trouble Ticket . . 445859

Switch Number . 370

Initiator/Group . MBREYNO / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . DON JIRACEK

Date/Time . 10/07/1998 / 10:07:37

Phone . 605-343-5005

** STATUS CHANGE ** FROM F REFERRED TO C CLOSED ***

10/14/1998

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External Trouble

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Trouble Ticket . . . 447921 Switch Number . 370
Initiator/Group . JDNABER / MBRBUS Date/Time . 10/09/1998 / 19:45:48
Customer Number . 1137987 G/GSA INC
Contact Name . . . KAREN Phone . 605-341-1490
Address Code . . . PH 4509 S I-90 SERVICE RD
RAPID CITY, SD 57701 9523

Priority 2 Current Group . MBRBUS
Status Code C CLOSED ***
Ticket Type LD LONG DISTANCE
Trouble Type OP Caller Defaulted to Operator
Call Method P PHONE - ANI
Access Method USW US WEST
Recorded Message NOR NO RECORDING
Primary Access MON / 0800 Thru FRI / 1700
Secondary Access Thru /
Specific Date/Time
Cause Code ACT ACT
Resolution Code ACD ADD/CHANGE CANCEL DATES
Link Ticket Referred To . Vendor Ticket .
Resolve Date/Time . 19/14/1998 16:46:32 Resolve Minutes 712,979
Closed Date/Time . 10/14/1998 16:46:32

PHONE - ANI 6053411490 CoS . 000
Dialed From Acct Code/Tbl .
Dialed To Date - Time .

Con. KAREN 605-341-1490 00000 10/09/1998
Karen ci. cannot dial out through operator to make 10/09/1998
collect call per McLeod automated operator...says 10/09/1998
other party does not accept calls even when the other 10/09/1998
party does infact accept the call.....Jeffrey ext 7894 10/09/1998
** STAGED ** TO TECHRESP 10/12/1998
Con. KAREN 605-341-1490 00000 10/12/1998
checked on ticket...Jeffrey ext 7894 10/13/1998
Con. KAREN 605-341-1490 00000 10/13/1998
How is cust dialing? 10/13/1998
What happens when they dial? 10/13/1998
Did you test and duplicate trouble? 10/13/1998
What is a failed call ex? 10/13/1998
If our cust can initiate coll call, they only trouble is tha 10/13/1998
t the terminating rec ani does not accept. it points to term 10/13/1998
trouble....Staging back as there is not enough info in this 10/13/1998
ticket to work.....thanks.....ashley7318tr 10/13/1998
** STAGED ** TO MBRBUS 10/13/1998
Con. KAREN 605-341-1490 00000 10/13/1998
Cld cust, Karen not in...ashley7318tr 10/14/1998
Con. KAREN 605-341-1490 00000 10/14/1998
Called back customer....customer says collect calls work 10/14/1998
fine now...closed out...Jeffrey ext 7894 10/14/1998

0150.46.456
APR 13, 1999 11:15 AM
550403/HMSTIVE/QPADEV004W
External Trouble

McLeodUSA
TROUBLE TICKET PRINT

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Trouble Ticket . . 447921

Switch Number . 370

Initiator/Group . JDNABER

/ MBRBUS

Date/Time . 10/09/1998 / 19:45:48

Customer Number . 1,97987

G/GSA INC

Phone . 605-341-1490

Contact Name . . . KAREN

** STATUS CHANGE ** FROM O OPEN *** TO C CLOSED ***

10/14/1998

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External Trouble

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TROUBLE TICKET PRINT

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Trouble Ticket . . . 483573 Switch Number . 370
Initiator/Group . . . TMADDY / MBRBUS Date/Time . 12/01/1998 / 11:04:27
Customer Number . . 1197987 G/GSA INC
Contact Name DON JIRACEK Phone . 605-341-1490
Address Code . . . PH 4509 S I-90 SERVICE RD
RAPID CITY, SD 57701 9523
Priority 2 Current Group . MBRBUS
Status Code . . . C CLOSED ***
Ticket Type . . . LD LONG DISTANCE
Trouble Type . . . AH INTERMITTENT CAN'T CALL OUT
Call Method . . . P PHONE - ANI
Access Method . . . MCL MCLEOD
Recorded Message . . NOR NO RECORDING
Primary Access . . . MON / 0900 Thru FRI / 1700
Secondary Access . . / Thru /
Specific Date/Tim.
Cause Code DBS DATA BASE
Resolution Code . . COM COMPLETED ORDER
Link Ticket Referred To . Vendor Ticket .
Resolve Date/Time . 12/16/1998 12:56:53 Resolve Minutes 698,288
Closed Date/Time . 12/19/1998 15:26:53
PHONE - ANI . . . 6053429195 CoS . 000
Dialed From Acct Code/Tbl . /
Dialed To Date - Time .

Con. DON JIRACEK 605-341-1490 00000 12/01/1998
Don ci to report he is unable to call internationally 12/01/1998
He can call internationally on main ani 605-341-1490, but an 12/01/1998
is 341-1654, 341-6477, 343-2953, 343-5005, and 342-9195 are 12/01/1998
unable to make international calls 12/01/1998
He is trying to fax from 342-9195 to Italy at 011-39-043-466 12/01/1998
-8206 12/01/1998
Did test call to # at 11:07 and got a fax tone 12/01/1998
Cust keeps getting the message that calls are unable to go t 12/01/1998
hrough 12/01/1998
Gave him the dial arounds 1010555 & 1010725 to try 12/01/1998
Maddie2056 12/01/1998
** STAGED ** TO TECHRESP 12/01/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
don ci wondering why this has not been fixed, told him our t 12/02/1998
echs are looking at the problem, he is not very happy that k 12/02/1998
now one has given him a call, asked about dial arounds said 12/02/1998
he gets message , this line is not authorized to make overse 12/02/1998
as calls, said gets same message when dialing directly, will 12/02/1998
let tech person to look at this ticket.....Bret 2284 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
due to customers frustration will look at escalating..... 12/02/1998
.....Bret 2284 12/02/1998

015054.466
- APR. 13, 1999 11:15 AM
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External Trouble

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Trouble Ticket . . 483573

Switch Number . 370

Initiator/Group . TMMADDY / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . . DON JIRACEK

Date/Time . 12/01/1998 / 11:04:27
Phone . 605-341-1490

Con. DON JIRACEK 605-341-1490 00000 12/02/1998
WORKING TT PER ESCDB...DAVID6992TR 12/02/1998
LEFT URGENT VM FOR BRETT TO NOTE TT WITH WHAT RECORDINGS THE 12/02/1998
CUST GETS WHEN USING 1010725 AND 1010555 DIALAROUND ON INTER 12/02/1998
NATIONAL CALLS...DAVID6992TR 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
ALSO NEED CALL EXAMPLE WITH TIME!.....DAVID6992TR 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
TRIED OPEN A TT WITH THE NOC ...BUT UNABLE TO WITHOUT A VALI 12/02/1998
D CALL EXAMPLE AND ABOVE INFORMATION....NO RESPONSE FROM BRE 12/02/1998
TT STAGING TT BACK FOR ABOVE INFO....DAVID6992TR 12/02/1998
** STATUS CHANGE ** FROM O OPEN ** TO R RESEARCHING 12/02/1998
** STAGED ** TO MBRBUS 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
Left message for Don to let us know what message he gets whe 12/02/1998
n using 1010555 and 1010725 dial around also need a test cal 12/02/1998
l example dialed from, dialed to and time, WHEN HE CALLS IN 12/02/1998
PLEASE TAKE THE INFORMATION THEN LET DAVID KNOW IN OUR TECH 12/02/1998
DEPARTMENT.....THANKS BRET 2284 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
marcy ci and she gave a ci example ...she tried to fax at 12 12/02/1998
:49 pm from # 605 342 9195 and she dialed 011 671 366 3242 12/02/1998
and the recording it gave them was " International directory 12/02/1998
dist can not be completed from this # please contact your 12/02/1998
customer service..." she stated that her boss has tried to ma 12/02/1998
ke ci and he is getting the same recording and she did not k 12/02/1998
now the #s only that one of the ci were to guam..meg x7323 v 12/02/1998
m2065 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
Thanks meg will let David know if he needs me to stage over 12/02/1998
to him.....Bret 2284 12/02/1998
** STAGED ** TO TECHRESP 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
OPENED TT#981202021 WITH THE NOC...DAVID6992TR 12/02/1998
** STATUS CHANGE ** FROM R RESEARCHING TO F REFERRED 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/02/1998
Checking status.....maddie2056 12/02/1998
Con. DON JIRACEK 605-341-1490 00000 12/03/1998
DON C/I and wanted to know if this has been fixed yet..e 12/03/1998
d there is a tt open with the noc and that we are researchin 12/03/1998
g the issue....carol7248 12/03/1998
Con. DON JIRACEK 605-341-1490 00000 12/04/1998
called cust and had them dial 00 from lines and the recieved 12/04/1998
mcleod operator....had cust place test call at 0917 from 60 12/04/1998
53411490 to 011496313539155 and call went thru....reported t 12/04/1998
o noc...david6992tr 12/04/1998
Con. DON JIRACEK 605-341-1490 00000 12/04/1998
sent drf to have tar test from demark on lines 605-341-1490 12/04/1998

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External Trouble

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Trouble Ticket . . . 483573

Switch Number . 370

Initiator/Group . TMMADDY / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name DON JIRACEK

Date/Time . 12/01/1998 / 11:04:27
Phone . 605-341-1490

and 341-1654, 341-6477, 343-2953, 343-5005, and 342-9195
to international test lines and give exact time called...an
d also reported any recordings given...please call tech res
p and report before leaving site...thank you...david6992tr
Con. DON JIRACEK 605-341-1490 00000
Chked tt per NOC...cust is piced to 555...Cust will route
to pic for intl calls. Per that, NOC will not see the
Intl. traffic. Informed dave....Kevin 6844

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

Con. DON JIRACEK 605-341-1490 00000
sw kevin for brief explanation of what occurred with this cus
tomer per legal needs more info, sent email to legal to info
rm of situation.....melanie 6844

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

CANCELED DRF!
CALLED WITEL AND ALL LINES HAVE BEEN DISCO'D AT LEC AND NOT
ON OUR ACCT ANY LONGER.....CALLED SALLY AT USW DISPUTE GROU
P AND she is checking into it and will call me back...sent e
de to wilmet to load lines on our acct....david6992tr
called Don and ed him that he had been slammed and I was wor
king with usw to correct....david6992tr

12/04/1998

12/04/1998

12/04/1998

12/04/1998

12/04/1998

Con. DON JIRACEK 605-341-1490 00000
Checking status.....maddie2056
Con. DON JIRACEK 605-341-1490 00000
left mssg w/david to see if we had confirmation from usw tha
t this issue had been resolved.....melanie 6844

12/08/1998

12/08/1998

12/08/1998

12/08/1998

12/08/1998

Con. DON JIRACEK 605-341-1490 00000
Checkin status.....maddie2056
Con. DON JIRACEK 605-341-1490 00000
Checking status.....maddie2056

12/09/1998

12/09/1998

12/14/1998

12/14/1998

Con. DON JIRACEK 605-341-1490 00000
left mssg for don to confirm that problem has been resolved..
....melanie 6844

12/14/1998

12/14/1998

12/16/1998

Con. DON JIRACEK 605-341-1490 00000
Checking status.....maddie2056
Con. DON JIRACEK 605-341-1490 00000
THIS HAS BEEN CORRECTED ...UNABLE TO REACH CUST ...STAGING B

12/16/1998

12/16/1998

12/16/1998

ACK FOR F/U..DA.VID6992TR
** STATUS CHANGE ** FROM F REFERRED TO S RESOLVED (INTERNAL)

12/16/1998

12/16/1998

** STATUS CHANGE ** FROM S RESOLVED (INTERNAL) TO W WAIT FOR
** STAGED ** TO MBRBUS

12/16/1998

12/16/1998

Con. DON JIRACEK 605-341-1490 00000
Calling Don to see if they are able to make international ca
lls now, he was unavailable, spoke to a woman and she didn't
think they were having any trouble making international call
s, left her the cust service # to call in if they had any qu
estions.....maddie2056
** STATUS CHANGE ** FROM W WAIT FOR CUST (EXTRNL) *** TO C C

12/19/1998

12/19/1998

12/19/1998

12/19/1998

12/19/1998

12/19/1998

12/19/1998

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Trouble Ticket . . 523278

Switch Number . 370

Initiator/Group . AJBENNE / MBRBUS
Customer Number . 1197987 G/GSA INC
Contact Name . . . MACIA

Date/Time . 2/02/1999 / 15:32:27

Phone . 605-341-1490

st I was on the line with him to cs.His question did not get
and stated that this was why he left McLeodUSA. This issue w
ill be discussed w/bran mngrt./Brett Ritter. Andrea in cs ed
me on line re that the cus still had their local through Mc
Leod.No chance that cus will return to McLeod. Colleen - BAR

2/05/1999
2/05/1999
2/05/1999
2/05/1999
2/05/1999

- Badlands
Con. MACIA 605-341-1490 00000
faxed signed letter to cancel LD lines only to Theresa Petro
. Cust. still has local w/us. closed dispatch. COLLEEN-BAR-B
ADLANDS 605-341-1490 00000

2/15/1999
2/15/1999
2/15/1999

Con. MACIA 605-341-1490 00000
David Kelly from NOS and Marcy ci to see why still billing
for ld svc...Edc that recd letter to cxld ld svc yesterday
and there will be an order to have taken care of which will
take 7-10 bus days....Eric 7370

2/16/1999
2/16/1999
2/16/1999
2/16/1999

Con. MACIA 605-341-1490 00000
colleen faxed me a letter from customer requesting DG local.
..emailed colleen, ed full to local paperwork needed..teresa
6165

2/18/1999
2/18/1999
2/18/1999
2/18/1999

Con. MACIA 605-341-1490 00000
Local paperwork signed and filled out and willbe pushed thro
ugh implimentation. COLLEEN_ BAR BADLANDS 605-341-1490 00000

2/18/1999
2/18/1999

Con. MACIA 605-341-1490 00000
Colleen ci to say cust wants to go back to usw .. expl that
cust needs to call usw & get n order # along w/ date as bei
ng switched back....mona/7268

2/22/1999
2/22/1999
2/22/1999
2/22/1999

Con. MACIA 605-341-1490 00000
reopened the dispatch since it was resolved as partial and n
ow the customer is a full dg... emailed colleen to resolve a
ccordingly.. mlhosch7294

2/22/1999
2/22/1999
2/22/1999
2/22/1999

Con. MACIA 605-341-1490 00000
CUSTOMER FAXED IN A NOTE SAYING THAT HE WANTED TO TOTALLY DO
WNGRADE FROM US. HE WANTS HIS LD AND LOCAL THROUGH THE SAME
CO. (NOT MCLEOD). INFORMED HIM THAT HE NEEDED TO CAL US WEST
TO GET A N ORDER# DATE OF SWITCH. CS WILL SET UP DNGRD. BUS
T. WILL CALL ME BACK WITH DETAILS OF ORDER . COLLEEN - BAR-CU
DLANDS. 605-341-1490 00000

2/22/1999
2/22/1999
2/22/1999
2/22/1999
2/22/1999

Con. MACIA 605-341-1490 00000
CUST. CALLED BACK IN WITH US WEST N ORDER # - N3053D785. AND
DATE OF SWITCH BACK - 3-1-1999. CLOSED DNGRADE DISPATCH.

2/22/1999
2/22/1999

Con. MACIA 605-341-1490 00000
received loss notification for 605-341-1490, 6477, 1654, 342
-9295, 343-5005, 2953 with due date of 02/23/99 and order nu
mber of N3053D785... mlhosch7294

2/23/1999
2/23/1999
2/23/1999
2/23/1999

Con. MACIA 605-341-1490 00000
staging ticket and paperwork to busmac... no tl within guara
ntee... credit approved... mlhosch7294
** STATUS CHANGE ** FROM O OPEN *** TO S

3/05/1999
3/05/1999
3/05/1999

0150.46.462
APR 13, 1999 11:15 AM
550403/HMSTIVE/QPADEV004W
External Trouble

McLeodUSA
TROUBLE TICKET PRINT

PAGE 3
NAR4011.001

Trouble Ticket . . 523278

Switch Number . 370

Initiator/Group . AJBENNE
Customer Number . 1197987
Contact Name . . . MACIA

/ MBRBUS
G/GSA INC

Date/Time . 2/02/1999 / 15:32:27

Phone . 605-341-1490

** STAGED ** TO BUSMAC

Con. MACIA

605-341-1490 00000

3/05/1999

per Michelle, sent order ot dg loc 1 using
N3053D785....requested dd 3/15..naomi..

3/05/1999

Con. MACIA

605-341-1490 00000

3/05/1999

recvd DG pw.....luie

3/19/1999

Con. MACIA

605-341-1490 00000

3/19/1999

xcl'd cust and ani's in system.....closing tt..luie6013

3/19/1999

** STATUS CHANGE ** FROM S RESOLVED(INTERNAL) TO C

3/19/1999

0150.466.466

NEXT

DOCUMENT (S)

BEST IMAGE

POSSIBLE

File Edit Tools Functions Modes Help

File/Sort Sort Narrative Refresh Top Bottom Customer Mailing AutoPrint

DISPLAY

Customer Number/Name: 1137887 CUGDA-RD Phone Number: 605-341-1493

1:19 AM

Loc ET Constant Narrative

Entered By

1	DO per Michelle, sent order of do loc 1 using	3/05/1999	HIDAA
2	DO requested do 1 loc 1	3/05/1999	HIDAA
3	CL DO is credit approved.mmd	3/05/1999	MDOLLINE
4	CL transfer cl 1 report toll sent on 3/5/99	3/05/1999	TLJART
5	CL end we info show that 851	3/05/1999	TLJART
6	CL Will do with boss 851 b later if needed	3/05/1999	TLJART
7	CL Transfer	3/05/1999	TLJART
8	CL *** REFER TO TT 0523278 RE DO - AJSNEE	2/02/1999	AJSNEE
9	CL *** TT-TYP- DO- GE-NO REASON GIVEN	2/02/1999	AJSNEE
10	CL Closing their per own d put	2/02/1999	ALKOME
11	CL Mrs Jiracek ci to se if we get pay 1 educ not	1/28/1999	DAMITE
12	CL yet but she could cb after 1 pm tomorrow and	1/28/1999	DAMITE
13	CL see if posted yet if not we can get her to v	1/28/1999	DAMITE

Note

This display is Entry Data which is View ONLY. To select a record for further action, you must click on the File/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes, Add (or F8)

EXHIBIT

Mail readPDA

File Edit Tools Functions Modes Help

Filter/Sort Desc Narrative Refresh Tag Bottom Customer Handling PrintPDF

DISPLAY

Customer Number / Name 1197987 Q/GSA INC Phone Number 605-341-1490

1 LG coll again bruno 2133 1/28/1999 DAWHILL

1 CL Made courtesy call re: past due bal- tt Don 1/22/1999 ALKOMER

1 CL and Marci: check#11064 will be sent 1/25/99. 1/22/1999 ALKOMER

1 CL Told her to call back 2/1 to make sure get 1/22/1999 ALKOMER

1 CL has been rec'd.....Annette7920 1/22/1999 ALKOMER

1 RN REMNR: JAN BILL \$1758.87 DUE 01/29/99/BATCH 1/20/1999 ADPAUTD4

1 CG Disconnect Letter Sent 1/16/1999 NCORP

1 LG intl dialing tt was closed on 12/19...so furt 12/30/1998 MAKADER

1 LG her action needed....melanie 6844 12/30/1998 MAKADER

1 BG cust originally ci to see if we recvd pymt 61 12/10/1998 ACWILLI

1 BG 8.11.....881a6112 12/10/1998 ACWILLI

1 CN cust ci and wanted to know why we were still 12/10/1998 ACWILLI

1 CN billing id for the lines and they should be w 12/10/1998 ACWILLI

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filter/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes: Add (or F8).

McLoudRIA

File Edit Tools Functions Modes Help

Filter/Sort Next Previous Refresh Top Bottom Customer Handling Update/Rel Print Help

DISPLAY

Customer Number / Name 1187987 GIGASINC Phone Number 605-341-1490

Line Item Description

1	On tth a diff company...she said son had called	12/10/1998	ACWILLI
1	On is and saw someone on the Stb...i don't see n	12/10/1998	ACWILLI
1	On otes but legal was involved with this for som	12/10/1998	ACWILLI
1	On e reason and she also said there was an order	12/10/1998	ACWILLI
1	On to change the id back but i don't see that ei	12/10/1998	ACWILLI
1	On ther.....she will call next week ..asie6112	12/10/1998	ACWILLI
1	LO rec info from legal that cust has reported th	12/04/1998	NAKADER
1	LO e current isl1 dialing prob to the puc, this	12/04/1998	NAKADER
1	LO is an extremely sensitive issue and the cust	12/04/1998	NAKADER
1	LO is upset that he has not rec a cb regarding	12/04/1998	NAKADER
1	LO the tt. tt was opened w/noe on 12/2....will	12/04/1998	NAKADER
1	LO check with manager to esc...please check tt	12/04/1998	NAKADER
1	LO #463573 for further comments...mejnle6844	12/04/1998	NAKADER

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filter/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes. Add (or F8).

McLennan JUSA

File Edit Window Modes Help

File Sort Data Narrative Refresh Tip Buttons Customer Handling Lookup Set

DISPLAY Contact Narrative/Tracker/Notes/Scan 9/19/98

Customer Number/Name 1197587 QUGSA INC Phone Number 605-341-1490

Line ET Contact Narrative

Entered By

1 CN	don ci and is not able to get through to a	12/03/1998	CABRYAN
1 CN	at 313-593-9000...I tested and got through. H	12/03/1998	CABRYAN
1 CN	e has no other problems with any other id.	12/03/1998	CABRYAN
1 CN	put him through as he was just checking on a	12/03/1998	CABRYAN
1 CN	order...carol7248	12/03/1998	CABRYAN
1 TT	*** REFER TO TT 148773 RE ID - THOASOV	12/01/1998	THOASOV
1 TT	TT TYP: LD- AH-INTERMITTENT CA	12/01/1998	THOASOV
1 MC	female claiming to be mrs jiracek ci to find	11/03/1998	SJKILPA
1 MC	out why cc would not work gave me 6087879085	11/03/1998	SJKILPA
1 MC	would not pull up then gave me 3411490 when i	11/03/1998	SJKILPA
1 MC	discovered it was a busn acct wanted to tran	11/03/1998	SJKILPA
1 MC	sfer her and she said no sever mind ...my hus	11/03/1998	SJKILPA
1 MC	band will cb tomorrow...barb6311	11/03/1998	SJKILPA

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filters/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes, Add (or F5).

01508.46.467

McLoudUSA

File Edit Lock Functions Modes Help

Filters/Sort Prev/Next/Back Search Top Bottom Customer Handling Details/Info

DISPLAY

Customer Number / Name: 1197857 GQSA INC Phone Number: 635-341-1490

Low FI Contact History

1 LG response to cust complaint finished, no furth	10/19/1998	MAKADER
1 LG or action needed...mak 6844	10/19/1998	MAKADER
1 LG rec another written complaint from pac, still	10/13/1998	MAKADER
1 LG working on response.....mak 6844	10/13/1998	MAKADER
1 MC Spoke with Don. He wanted the calling card nu	10/13/1998	DPVUINC
1 MC where Darren 6769	10/13/1998	DPVUINC
1 LG rec call from bath/legal regarding this cust	10/13/1998	MAKADER
1 LG it....this was a sd pac complaint and now the	10/13/1998	MAKADER
1 LG pac is calling and wants this resolved now)))	10/13/1998	MAKADER
1 LG will look into it and see if I can escalate..	10/13/1998	MAKADER
1 LGmelanie 6846	10/13/1998	MAKADER
1 TT *** REFER TO TT 0447921 RE LD - JENABER	10-09-1998	JENABER
1 TT **TT-TYP: LD- OP-Caller Defaulte	10-09-1998	JENABER

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filters/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes: Add (or F7).

McLeodUSA

File Edit Tools Functions Modes Help

Filter/Sort Desc Name/Asc Select Top Bottom Customer Handling Global Net

DISPLAY

Customer Number/Name 1137587 Q/QS/INC Phone Number 605-341-1490

1 LG rec ed pac comp from mr giracek regarding swr 10/08/1998 MAKADER

1 LG prob they have had....dd 10/18/98.will 10/08/1998 MAKADER

1 LG write responsemelanie 6844 10/08/1998 MAKADER

1 MC CC SENT TO CUSTOMER DONNA 10/07/1998 DPHILDEB

1 MC Suzanne ci to ask about her inactive calling 10/07/1998 RFLAU11

1 MC card. Ed the card had been cancelled and ed 10/07/1998 RFLAU11

1 MC her to speak with contact about this issue on 10/07/1998 RFLAU11

1 MC he had been educated yesterday. Could not g 10/07/1998 RFLAU11

1 MC live more info as not a contact....ros 2126 10/07/1998 RFLAU11

1 CN Called Don and explained in detail what steps 10/07/1998 MEREYNO

1 CN have been taken by mrid. Customer is very di 10/07/1998 MEREYNO

1 CN fficult to deal with wants to yell and swear. 10/07/1998 MEREYNO

1 CN I have edc him on what his line one is doing 10/07/1998 MEREYNO

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filter/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes: Add (or F9).

McLennan JSA

File Edit Tools Functions Modes Help

File Open Print Refresh Tip Buttons Custom Handling Lock/Unlock

DISPLAY Contact Narrative/Ticket Notes Scan E 212M

Customer Number / Name: 119797 W/GSA INC Phone Number: 635 341-490

Loc: ET Contact Narrative Date: ---/---/---

Entered By:

1	IN	and be expected to understand. Their should be	10-07-1998	MBREYNO
1	IN	to say more confusingly. They are	10-07-1998	MBREYNO
1	IN	customer accordingly. Beau 3459	10-07-1998	MBREYNO
1	TT	*** REFER TO TT 0445859 RE LCL -	10-07-1998	MBREYNO
1	TT	TT-779: LCL - AA-90 DT	10-07-1998	MBREYNO
1	MT	deleted existing calling card and adding new	10-06-1998	TKVOYER
1	MT	note for Don Jircock. Trouble with card, all	10-06-1998	TKVOYER
1	MT	to be in our system and TK can't work TT.	10-06-1998	TKVOYER
1	MT	note Marie do in our system. Melanie 349	10-06-1998	TKVOYER
1	IN	10/02/98-sent dis to an/er richard in re to	10/02/1998	MTSEDELL
1	IN	pp.mara7542	10/02/1998	MTSEDELL
1	MT	re sent to customer.	10-01-1998	PHILLIPS
1	IN	10/01/98-sent dis to an/er richard bagel in	10/01/1998	MTSEDELL

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filter/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes Add (or F2)

McLeodRPA

File Edit Tools Functions Modes Help

File/Sort Ctrl Name/ Refresh Top Bottom Custom Handling Ctrl/Alt/Tab

DISPLAY Contact/Personnel/Contact/Notes Screen 1/19/98

Customer Number / Name 1197987 GIGSA INC Phone Number 605-341-1490

Use F7 Contact Restriction

Customer	Date	Time	Operator
1 CN re to new loc..mark7542	10/01/1998		MISEDREL
1 CN Talked to AR Richard Hagel and edu him that I	10/01/1998		TKVOYEK
1 CN was going to do a DPO since cust is VERY up	10/01/1998		TKVOYEK
1 CN ex. He says that cust has been a problem sinc	10/01/1998		TKVOYEK
1 CN a day one. Edu him of DPO so that he could w	10/01/1998		TKVOYEK
1 CN ok it asap.....Melanie249	10/01/1998		TKVOYEK
1 TT *** REFER TO TT 044760 RE CC -	10/01/1998		TKVOYEK
1 TT *TT-TYP: CC- FU-CALLING CARD NO	10/01/1998		TKVOYEK
1 CN Both checked in system and card seems to be f	10/01/1998		TKVOYEK
1 CN use. I am going to open TT.....Melanie	10/01/1998		TKVOYEK
1 CN Called Fristine back re card and s/w Bos. He	10/01/1998		TKVOYEK
1 CN is very upset and disgusted with McLeod, has	10/01/1998		TKVOYEK
1 CN had a great deal of problems. Tried to ass	10/01/1998		TKVOYEK

Note

This display is by Entry Date which is View ONLY. To select a record for further action you must click on the Filter/Sort (or F7), and choose a sort method first. To Add a new record from this display, click on Modes, Add (or F8).

0150.46.472

McLeodUSA

File Edit Tools Functions Modes Help

Filter/Sort Data Narrative Refresh Top Bottom Customer Handling Unusual/FBI

DISPLAY

Customer Number (Name) 1197987 GOSIA INC Phone Number 605-341-1490

Log # 27 Operator Narrative

Inferred By

1	CH	st, but he didn't want to talk to me and put	10/01/1998	TKVOYER
1	CH	his wife on line. I told her that I would call	10/01/1998	TKVOYER
1	CH	tact AM right away and do dpo. Don also sd t	10/01/1998	TKVOYER
1	CH	but he wanted name of vp and pres of McLeod	10/01/1998	TKVOYER
1	CH	and also phone and fax #s then got off phone	10/01/1998	TKVOYER
1	CHMelanie2249	10/01/1998	TKVOYER
1	CH	Kristina Jiracek ci to say can't get through	10/01/1998	TKVOYER
1	CH	on calling card. When I test it says you hav	10/01/1998	TKVOYER
1	CH	e entered an invalid #/pin. Told Kristina I	10/01/1998	TKVOYER
1	CH	would check on card and call her back....Male	10/01/1998	TKVOYER
1	CH	nie2249	10/01/1998	TKVOYER
1	AC	S/W Mr Jiracek, he wanted to add 605-787-9085	9/30/1998	CHAREL
1	AC	to his acct, would be a new loc, told him that	9/30/1998	CHAREL

Note

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filter/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes: Add (or F3).

McLeodUSA

File Edit Functions Modes Help

Filters/Sort Edit Narrative Refresh Top Bottom Customer Handling Logout Help

DISPLAY Contact Narrative/Ticket History Screen 9:39 AM

Customer Number/Name 1197987 Q/GS&INC Phone Number 605-341-1490

404 ET CONTACT NARRATIVE ---Data---

Entered By

1 AC we can only verify id, not loc, he understands	9/30/1998	CHBAREL
1 AC - sent dispatch to AD Rich, he has been	9/30/1998	CHBAREL
1 AC working on this acct.Case 7540	9/30/1998	CHBAREL
1 NC S/W Mr Jiracek, he was under the impression	9/30/1998	CHBAREL
1 NC he was getting a calling card, I did not see	9/30/1998	CHBAREL
1 NC use in the system, added a calling card to	9/30/1998	CHBAREL
1 NC his acct, auth code 2750787, int'l orig and	9/30/1998	CHBAREL
1 NC term, usage cap \$200, exp thru Craig to get	9/30/1998	CHBAREL
1 NC this today, S/W Mr Jiracek, he is happy w/	9/30/1998	CHBAREL
1 NC this.....Case 7540	9/30/1998	CHBAREL
1 F: S/W Mr Jiracek, twisted info, is working fine	9/30/1998	CHBAREL
1 F: at this point, also had to change the food	9/30/1998	CHBAREL
1 F: CYCLE is the system, is correct at this point	9/30/1998	CHBAREL

Note: This display is by Entry Date which is View ONLY. To select a record for further action you must click on the Filters/Sort (or F12) and choose a sort method first. To Add a new record from this display, click on Modes, Add (or F5).

0150.46.47

01506.46.475

Microsoft Word 97

File Edit Tools Functions Window Help

Filters/Sort Desc Narrative Details Top Bottom Customer Handling AutoOff Mail

DISPLAY

Customer Number / Name 1197587 GIOSA INC Phone Number 635-341-495

View Entry Data

1	81 received escalated call from Sloan.	9/26/1998	ALHASLE
1	81 don was upset that RGU # is ringing into wrong	9/26/1998	ALHASLE
1	81 g pots...advised i would have Sloan open tt a	9/26/1998	ALHASLE
1	81 ad call him w/ updates. i will escalate that t	9/26/1998	ALHASLE
1	81 ticket.....Amy 7078	9/26/1998	ALHASLE
1	FC CSR Console created ADUFT MAC job in Tracker.	9/27/1998	DMDORAN
1	FC Issues called wanting to put cids on main line	9/27/1998	DMDORAN
1	FC 1490 to ring into home phone 6087879495. smu	9/27/1998	DMDORAN
1	FC ding mac to have that added...David x6901	9/27/1998	DMDORAN
1	TT *** REFER TO TT 0438367 RE LCL- RRBALM60	9/25/1998	RRBALM60
1	TT *** TYP: LCL- AA US DT	9/25/1998	RRBALM60
1	FC CSR Console created ADUFT MAC job in Tracker.	9/24/1998	HJHOTCH
1	UD 1300 conversion with Sloan tested OK and no u	9/24/1998	KXBURREL

Note

This display is by Entry Data which is View ONLY. To select a record for further action you must click on the Filters/Sort (or F13) and choose a sort method first. To Add a new record from this display, click on Modes. Add (or F9).

McLeod/JSA

File Edit Tools Functions Reports Help

Filter/Sort Desc Narrative Delete Top Bottom Customer Handling Cancel Help Print Help

DISPLAY Contact/Telerep/Tracked/Mailers/Scan 9/19/98

Customer Number/Name 1197581 GUSIA PAC Phone Number 605-341-1450

Loc ET CONTACT HERRIT:0

Entered By

1	PC called den to get ok to add cfrs to 605 341 1	9/24/1998	HJHATCH
1	PC 490 ring to 605 787 9085 with ro3..be ad was	9/24/1998	HJHATCH
1	PC to be done today..i will see if can expedite.	9/24/1998	HJHATCH
1	PC ed cost of \$3 per month..beather 6165	9/24/1998	HJHATCH
1	PC ried 9 2 cc. sds to have cfrs added to a ltr	9/24/1998	HJHATCH
1	PC will call customer to verify. beather 6165	9/24/1998	HJHATCH
1	3P WELCOME KIT RUCV UPS: 126002460340756806	9/17/1998	SYSTEM
1	3P WELCOME KIT RUCV UPS: 126002460340756806	9/17/1998	SYSTEM
1	SH UD SCHED FOR 09241998 AT 1:00 PM WITH ALLAN	9/14/1998	EMERILIN
1	SH SPOKE WITH DON RR 6520	9/14/1998	EMERILIN
1	SH called to notes of last mess re 6520	9/11/1998	EMERILIN
1	81 800 456 0558 pending for respsn on 9/7...mb	8/31/1998	MLBRUGG

Notes

This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filter/Sort (or F12) and choose a sort method first. To Add a new record from this display, click on Module Add (or F7).

0150.46.477

Microsoft Windows

File Edit Data Functions Modes Help

Filters/Sort Data Narrative Refresh Top Bottom Customer Handling Query/Print

DISPLAY

Customer Number/Name: 1157287 Q/QSANC Phone Number: 605-341-1490

Entry Date		
1	SM PER STRIKE US ORDER SENT TO USWEST FOR DUE	8/26/1998 BJFORD
1	ON DATE ON WH HOLD.....BL X2311	8/26/1998 BJFORD
1		8/24/1998 KILAMS

Note: This display is by Entry Date which is View ONLY. To select a record for further action, you must click on the Filters/Sort (or F12) and choose a sort method first. To Add a new record from this display, click on Modes, Add (or F3)

00-44-64-551-5

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*A PROFESSIONAL CORPORATION

May 5, 1999

RECEIVED

MAY 11 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Mr. Cameron Hoseck
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Hoseck:

Pursuant to ARSD 20:10-01:25, enclosed herewith and transmitted to you in the above-referenced matter is the original and three copies of GSA, Inc.'s Post-Hearing Brief and attached Certificate of Service.

If you have any questions or concerns, please do not hesitate to contact me at these offices.

Sincerely yours,



Samuel D. Kerr

SDK:lsc

Enclosures

cc: Mr. Neil Fulton (w/enc)
Mr. William Haas (w/enc)
G.S.A., Inc. (w/enc)

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

MAY 06 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota Corporation,)

TC 98-196

Claimant,)

**GSA, INC.'S
POST-HEARING BRIEF**

vs.)

McLEOD USA TELECOMMUNICATION
SERVICES, INC., an Iowa Corporation,)

Respondent.)

Comes now Claimant G.S.A., Inc., above-named, by and through its undersigned counsel of record, who respectfully submits its Post-Hearing Brief.

G.S.A., Inc., hereby incorporates herein (as if set forth *in extenso*) the Transcript of Hearing of the April 15, 1999, hearing before the Public Utilities Commission in Rapid City, South Dakota; all exhibits introduced into evidence at said hearing; and GSA's Trial Brief served and filed by G.S.A., Inc., on April 13, 1999.

1. PROCEDURAL HISTORY

The Public Utilities Commission ("PUC") was first contacted by G.S.A., Inc. ("GSA") on October 8, 1998. GSA requested the PUC's assistance with multiple service problems GSA was having with its telephone communications service provided by McLeod USA ("McLeod"). GSA contacted the PUC a second time on October 13, 1998, again requesting the PUC's assistance in resolving various service problems with McLeod. On December 10, 1998, GSA served and filed a formal complaint against McLeod before the PUC. A hearing was held before the PUC on

004.64.0011

April 15, 1999. (References to the Hearing Transcript will be denoted as "H.T. at ____" with the appropriate page number identified.)

2. UNDISPUTED FACTS

In its Trial Brief dated April 13, 1999, GSA set forth the salient facts to be determined by the PUC. As stated above, GSA incorporates that brief herein and would refer the PUC to that brief for factual background, as well as the Hearing Transcript dated April 15, 1999. For purposes of the PUC's determination of this matter, there are certain undisputed facts which came to light during the April 15, 1999, hearing before the PUC:

1. GSA is a wholesale supply company with primary contact with customers through telephone and facsimile services. (H.T. at 6). Most all of GSA's customers are federal agencies. Id. GSA conducts business at all hours of the day. (H.T. at 12-13). GSA generates increased business in late September 1998 because it is the end of the federal fiscal year. (H.T. at 30-31).
2. GSA entered into a "McLeod USA Service Agreement" with McLeod on August 18, 1998, after McLeod solicited GSA's business through two sales representatives who guaranteed GSA that McLeod would beat the local service rate charged by GSA's local service provider, U.S. West, and would "meet or beat" the long distance rates charged by GSA's long distance service provider, NOS. (H.T. at 9, 14).
3. When McLeod solicited GSA for both local service and long distance service, McLeod did not advise GSA that McLeod was a "reseller" of U.S. West's service. (H.T. at 167). However, when GSA started having service problems, McLeod then identified itself as a reseller of those services and advised GSA that the problems were caused by U.S. West. (H.T. at 38-39).
4. The McLeod USA Service Agreement between GSA and McLeod contained six pages. (H.T. at 14). Don Jiracek, President of GSA, signed Pages 1 and 5 of the McLeod USA Service Agreement on behalf of GSA. (H.T. at 14, 17). Page 1 was signed on August 18, 1998. (H.T. at 15). Page 5 was signed by Don Jiracek on August 21, 1998. (H.T. at 17).

5. Neither GSA nor Don Jiracek were provided with a copy of Page 2 (Telecommunications Service Agreement Terms and Conditions) of the McLeod USA Service Agreement. (H.T. at 16-19, 67; Exhibit 1-I).
6. Neither GSA nor Don Jiracek were provided with a copy of Page 3 (Directory Information) of the McLeod USA Service Agreement. (H.T. at 16-19, 67; Exhibit 1-I).
7. Neither GSA nor Don Jiracek were provided with a copy of Page 4 (Reporting Options Special Order Form) of the McLeod USA Service Agreement. (H.T. at 16-19, 67; Exhibit 1-I).
8. Neither GSA nor Don Jiracek were provided with a copy of Page 6 of the McLeod USA Service Agreement. (H.T. at 16-19, 67; Exhibit 1-I).
9. The McLeod USA Service Agreement does not contain a date which indicates when local and long distance services would be switched to McLeod. (H.T. at 119; Exhibit 1-I).
10. At the time the McLeod USA Service Agreement was signed, Don Jiracek requested that the long distance service transfer not be completed until September 23 or 24, 1998, because of a free month of service GSA earned as a customer of NOS. (H.T. at 20-21, 23, 26, and 141; Exhibit 1-F).
11. In mid-September 1998, GSA learned that McLeod could not "meet or beat" the long distance prices which were provided by NOS, GSA's long distance carrier. (H.T. at 24). At that time, NOS had provided GSA with a current list of long distance rate charges. (H.T. at 24, 45; Exhibit 1-L).
12. After getting written confirmation from NOS on what GSA was being charged for long distance services, GSA sent a facsimile letter to McLeod's Rapid City branch office on September 17, 1998, expressing GSA's concerns that McLeod could not "meet or beat" NOS's long distance rates. (H.T. at 25, 45; Exhibit 1-A).
13. GSA sent a second letter to McLeod's Rapid City branch office on September 21, 1998, advising McLeod that GSA did not want long distance service from McLeod since McLeod could not "meet or beat" NOS's long distance rates. (H.T. at 27; Exhibit 1-B). GSA invited McLeod to proceed with providing local service only in GSA's September 21, 1998, letter to McLeod. (H.T. at 29; Exhibit 1-B).
14. GSA became aware in late September 1998 that McLeod had switched GSA's long distance service from NOS to McLeod in August 1998 despite GSA's desire

to have the long distance service switched in late September 1998. (H.T. at 28-29).

15. As a result of McLeod switching GSA's long distance service in August 1998 rather than September 1998, GSA lost one month of free long distance service through NOS. (H.T. at 29). The one month of free long distance service through NOS is valued at approximately \$1,000.00. (Exhibit 1-M).
16. Beginning on September 24 or 25, 1998, GSA began to experience telephone and facsimile problems. (H.T. at 29-30, 31-32). GSA's local service was switched from U.S. West to McLeod on September 24, 1998. (H.T. at 78). McLeod does not maintain customer contact sheets or other documentation at the local branches of McLeod. (H.T. at 162).
17. GSA was without main line service from September 25, 1998, through September 28, 1998. (H.T. at 112, 156). Without main line service, GSA did not have any toll free service. (H.T. at 177). Failure to have a dial tone is a local telephone service problem. (H.T. at 129).
18. GSA was also unable to receive "1-800" calls from September 28, 1998, through September 30, 1998. (H.T. at 112; Exhibit 1-K). From October 1, 1998, through October 7, 1998, GSA continued to experience telephone service problems. (H.T. at 32, 161-162).
19. GSA also experienced telephone service problems from October 7, 1998, through October 13, 1998. (H.T. at 88-91, 114; Exhibit 1-K). GSA again was without service in early December 1998. (H.T. at 40, 166).
20. GSA suffered damages to its business as a result of the service outages and other service problems. (H.T. at 46-48; Exhibit 1-M). These damages are set forth in Exhibit 1-M. (H.T. at 46-47).
21. McLeod acknowledged that GSA suffered service problems. (Exhibit 1-K). McLeod further acknowledged that GSA's business was impacted by the service problems. (H.T. at 155).
22. McLeod acknowledges that it was responsible for any service problems suffered by GSA. (H.T. at 172-173, 184).

3. JURISDICTION

SDCL § 49-13-1.1 provides that:

Any person claiming to be damaged by any telecommunications company or motor carrier may either make complaint to the commission or may bring suit on his own behalf for recovery of damages in any court of competent jurisdiction in this state, but no person may pursue both remedies at the same time.

The South Dakota legislature clearly intended to provide alternate remedies to any person claiming to be damaged by a telecommunications company. GSA has elected to pursue its claims before this Commission.

Further, SDCL § 49-13-14 specifically provides that:

The commission may determine the extent of any injury or damage which it finds to have been sustained by any person, telecommunications or motor carrier. If the commission determines that any person is entitled to reparation or to an award of damages, the commission shall make an order directing the telecommunications company or motor carrier to pay to such person the sum of money to which he may be entitled, on or before a named day.

(Emphasis added). The statutory scheme set out in SDCL Chapter 49-13 clearly grants the PUC the authority to determine any damages caused by a telecommunications carrier such as McLeod.

In its Pre-Hearing Brief, McLeod asserts that the PUC does not have jurisdiction over interstate service rates because these matters are covered by federal law. (Respondent's Pre-Hearing Brief, Page 3). However, as the evidence clearly shows, GSA is not making a claim against McLeod just over long distance service rates. Rather, GSA's main claim centers on the failure of McLeod to provide proper telephone service at GSA's business in Rapid City. Even GSA admitted that a report of "no dial tone" was the result of a "problem with his local service." (H.T. at 129). The other claims made by GSA were the result of a mistaken disconnect order, programming difficulties with the telephone system, a problem with the call forwarding system,

and a "reset" problem. (H.T. at 83, 89, 91; Exhibit 1-K). Finally, McLeod's own customer contact notes indicate GSA was having problems with his telephone service from "day one." (H.T. at 161). None of these service problems experienced by GSA was in any way associated with long distance rates. Therefore, the PUC does have jurisdiction to award damages to GSA.

4. SERVICE AGREEMENT

The evidence presented during the hearing of this matter clearly shows that GSA advised McLeod that it did not want McLeod to provide long distance service to GSA prior to the date long distance service was to be converted from NOS to McLeod. (H.T. at 24-25, 27, 45). No agreement existed as to long distance services between McLeod and GSA. However, as GSA later learned, McLeod had already switched the long distance service in August 1998.

With respect to local service, McLeod switched that service around September 24, 1998. In its Pre-Hearing Brief, McLeod asserts that it has no liability under its service contact with GSA, which service contract purports to limit its liability for breach and further claims that the tariffs for its services preclude any award of damages. (Respondent's Pre-Hearing Brief, Pages 3-5). However, under existing precedent from South Dakota's Supreme Court, these arguments are without merit. In this case, McLeod may not avoid its liability by claiming that its liability has somehow been limited by the contract signed by GSA and McLeod. Specifically, the provision McLeod relies upon provides that:

McLeod USA shall not be liable to customer for any incidental, indirect, special or consequential damages of any kind including but not limited to any loss of use, loss of business, or loss of profit. Any McLeod USA liability to customer for any damages of any kind under this agreement shall not exceed, in amount, a sum equivalent to the applicable out of service credit under the governing tariff and/or catalog/price list. Remedies under this agreement are exclusive and limited to those expressly described herein.

The South Dakota Supreme Court has held that such contract language constitutes a contract of adhesion and is unenforceable. Rozboom v. Northwestern Bell Telephone Co., 358 N.W. 241 (SD 1984). All communications carriers providing telecommunications service in the state of South Dakota have the same type of "limitation of liability" provisions in their service agreements. Any consumer applying for telecommunications services in this state will be required to sign a contract which provides for the telecommunications carrier's limitation of liability as contained in the contract in this case. In other words, a consumer in South Dakota may not obtain any telecommunications service in South Dakota without first having to sign a contract in which the carrier's liability is limited. By their very nature, these types of contracts constitute contracts of adhesion and therefore are not enforceable. Id. (The same is true of McLeod's claim that their tariffs limits their liability. Id.)

Moreover, even if it could be construed that a contract of adhesion did not exist, McLeod breached that contract by failing to provide adequate telephone communication services to GSA. McLeod even admitted that there were a number of service problems that affected GSA's business. (H.T. at 83, 89, 91, 129, and 161; Exhibit 1-K). Furthermore, McLeod admitted that McLeod would be responsible to GSA for any such service problems---not U.S. West. (H.T. at 172-173, 184).

5. GSA'S DAMAGES CLAIM

During the hearing on April 15, 1999, GSA presented evidence of its damages caused by the various service problems for which McLeod is responsible. (H.T. at 46-48; Exhibit 1-M). These damages are undisputed. McLeod had an opportunity through cross-examination of Don Jiracek, president of GSA, to question the kind and amount of damages asserted by GSA.

However, McLeod did not ask a single question regarding GSA's damages. Therefore, pursuant to SDCL § 43-13-14, the PUC may determine "the extent of injury and damages" from GSA's testimony and exhibits. (H.T. at 46-48, Exhibit 1-M).

In determining damages, the PUC may consider that:

[t]he compensatory damages which may be recovered for failure of a telephone company to perform its duty to furnish telephone facilities and to render proper service are not necessarily limited to the mere monetary loss which the party may have been able to prove as a result of this neglect or failure of the company, but may include such elements as annoyance, inconvenience, and loss of time, and in some cases even mental or physical suffering. There is no distinction between residence and business telephones with regard to the right to recover damages for annoyance, inconvenience, and loss of time naturally resulting from the interruption of the service. However, it has been held that in the absence of proof of any pecuniary loss, the measure of damages is the amount paid for the service for the time during which it is refused, and that in such a case, damages for mere inconvenience and annoyance cannot be recovered.

74 Am.Jur.2d, Telecommunications, § 65. South Dakota has a specific statute applicable to an award of damages in this case. SDCL § 21-3-1 provides that:

[f]or the breach of an obligation arising from contract, the measure of damages, except where otherwise expressly provided by this code, is the amount which will compensate the party aggrieved for all the detriment proximately caused thereby, or which, in the ordinary course of things, would be likely to result therefrom. No damages can be recovered for a breach of contract which are not clearly ascertainable in both their nature and their origin.

GSA is claiming injury and damages to its business as set forth in Exhibit 1-M. To illustrate these damages, for the period of September 25, 1998, through September 30, 1998, GSA suffered damages totaling \$20,784.92. Similarly, and as shown on Exhibit 1-M, for the early part of October 1998, GSA lost approximately \$10,392.50. GSA also lost the free month from NOS in the amount of \$1,083.54. Other damages are identified in Exhibit 1-M. Again, these damages are undisputed.

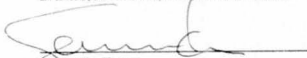
CONCLUSION

GSA suffered damages to its business in late September and early October because of inadequate telecommunications services provided by McLeod. McLeod even admitted that the lack of service problems were so serious that GSA had to request the PUC's assistance. In a subsequent responsive letter to the PUC, McLeod admitted and even apologized for these service problems. (Exhibit 1-K).

Therefore, based on the foregoing facts and authorities, as well as the evidence presented at the time of the trial of this matter, including the arguments made and authorities cited by counsel, GSA respectfully requests judgment in favor of GSA and against McLeod for lost profits as shown in Exhibit 1-M; judgment in favor of GSA and against McLeod awarding GSA full reimbursement for all charges paid to McLeod for local and long-distance services between September 25, 1998, and October 13, 1998; judgment for GSA's attorney's fees, costs and disbursements incurred in bringing this matter to hearing before the Commission; and for such other and further relief as the Commission deems just under the circumstances presented.

Dated this 5th day of May, 1999.

BANKS, JOHNSON, COLBATH & KERR



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Baron R. Banks
Attorneys for Claimant GSA, Inc.

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that he served a copy of the foregoing "GSA Inc.'s Post Hearing Brief" upon the persons herein next designated, on the date below shown, by depositing a copies thereof in the United States mail at Rapid City, South Dakota, first class postage prepaid thereon, in an envelope addressed as follows, to-wit:

Neil Fulton
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160

William Haas
McLeod USA
P.O. Box 3253
Cedar Rapids, IA 52406-3253

which addresses are the last addresses of the above-named persons known to the subscriber.

Dated this 5th day of May, 1999.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr

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P. O. Box 9007
Rapid City, SD 57709-9007
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McLeodUSA[®]

RECEIVED

MAY 25 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

May 25, 1999

FAX Received MAY 24 1999

William Bullard
Executive Secretary
South Dakota Public Utilities Commission
State Capitol, 500 E. Capitol
Pierre, SD 57501-5070

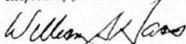
RE: G.S.A., Inc. v. McLeodUSA Telecommunications Services, Inc.; Docket No. TC-98-196

Dear Mr. Bullard:

Please find enclosed for filing an original and three copies of McLeodUSA's initial brief in the above-referenced matter and attached certificate of Service. **McLeodUSA notes that certain typographical errors have been corrected from the facsimile version filed yesterday.** A list of those corrections set forth on the following page demonstrates that all corrections are non-substantive in nature.

I would note that one of those corrections was to correct the date in footnote 1. GSA's brief was received in McLeodUSA's legal department on May 18, 1999, due to GSA's use of an improper mailing address for service. This delay in receiving GSA's brief substantially reduced the amount of time McLeodUSA had to draft and edit its brief from the amount originally provided in the Commission's briefing schedule. McLeodUSA apologizes for not more carefully editing its Initial Brief before filing with the Commission, but submits good cause exists to accept these minor corrections.

Respectfully yours,



William A. Haas
Associate General Counsel

Enclosures

cc Samuel D. Kerr, Esq. (wout/enc)
G. S. A., Inc. (wout/enc.)
Karen Cremer

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<u>Page</u>	<u>Correction</u>
1, flnt 1	May 15 changed to May 18
2	Exhibit 1-H changed to 1-I (twice)
4	Tr. 8-89 changed to Tr. 88-89
	Tr. 93094 changed to Tr. 93-94
5, flnt5	struck the word "swore"
11-12	all caps MCLEODUSA changed to McLeodUSA (several times)
12	struck an errant "," and inserted "or"
16	"forgot" changed to "forget"
18	"ic" changed to "the"
19	Id changed to <u>AmJur 2nd</u>
20, flnt 10	"Jiracek's exhibit" changed to "Exhibit 1-M"
23	Exhibit 1-H changed to 1-I
	struck an errant "from"
24	"or" changed to "for"

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Complainant,

v.

Respondent.

BRIEF OF RESPONDENT

MCLEODUSA TELECOMMUNICATIONS SERVICES, INC.

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I. Procedural History

Complainant G S A, Inc. ("GSA") filed a complaint with the South Dakota Public Utilities Commission ("Commission") on October 8, 1998, which was forwarded to McLeodUSA Telecommunications Services, Inc. ("McLeodUSA") for a response the same day. GSA filed a subsequent complaint letter dated October 13, 1998 with the Commission, which was again forwarded by the Commission to McLeodUSA. McLeodUSA filed a written response to the complaint by letter dated October 15, 1998. A subsequent complaint was filed by GSA on November 2, 1998 which was forwarded to McLeodUSA the same date.

On December 9, 1998, the Commission issued an order finding probable cause and required McLeodUSA to file an answer in writing to the formal complaint. Before the deadline for the answer had expired, GSA filed an amended complaint on December 10, 1998. By order issued December 18, 1998, the Commission permitted the amendment to the complaint and required McLeodUSA to file an answer on or before January 7, 1999.

McLeodUSA filed an Answer on January 7, 1999 denying liability and stating affirmative defenses in response to the Complaint. The Commission held a hearing in this matter in Rapid City, South Dakota on April 15, 1998. GSA filed its post-hearing brief on May 5, 1999.¹ McLeodUSA's brief is filed in accordance with the briefing schedule agreed upon at

¹ McLeodUSA would note that GSA did not serve its brief in accordance with ARSD 20:10-01:22.03 which requires service in accordance with SDCL 15-6-5(b). SDCL 15-6-5(b) requires service at the last known address. Every pleading filed and correspondence issued in this matter by McLeodUSA has shown the same address for McLeodUSA. Counsel for GSA chose to serve its brief using a PO Box used only for billing purposes by McLeodUSA, an address which counsel for GSA was never provided. The end result was that GSA's Initial brief was not received by McLeodUSA's legal department until May 18, 1999, well after the May 5 filing date.

the close of the hearing.

II. Statement of the Case

Mr. Don Jiracek, owner of GSA, signed a written service agreement on August 18, 1998 to subscribe to full service telecommunications services from McLeodUSA, including local, long distance, and calling cards. (Ex. Exhibit 1-I). Because Mr. Jiracek had requested special pricing on certain international destinations, Mr. Jiracek also signed an Addendum to the McLeodUSA Service on August 21, 1998, which Addendum contained the special international pricing requested by Mr. Jiracek. (Exhibit 1-I).

McLeodUSA provides local service by reselling Centrex Plus service purchased from U S West Communications, Inc. ("U S West"). (Tr. 77). At the time GSA entered its agreement for service with McLeodUSA, U S West was in the midst of an employee work stoppage which caused the conversion of GSA's local service to McLeodUSA to be delayed beyond the normal interval. (Tr. 78). However, GSA's long distance service was transferred to McLeodUSA on August 26, 1998, because a completely separate conversion process unaffected by the U S West work stoppage was used to convert GSA's long distance service to McLeodUSA. (Tr. 76-77).

GSA and McLeodUSA agreed that GSA's local service should be converted on September 24, 1998. (Tr. 128). A McLeodUSA technical service representative ("TSR") was present the day GSA's local service was converted and confirmed that the service was working properly. (Tr. 79). On Friday, September 25, 1998, GSA reported a loss of dial tone on its main line at approximately 3:00 p.m. MDT. (Tr. 79). The remaining five lines serving GSA were never reported to be out of service, which meant that GSA could make outgoing and receive

incoming phone calls and facsimile transmissions even while the main line was out of service. (Tr. 81-82). Mr. Jiracek personally confirmed that dial tone was restored to the main line by 11:00 a.m., Monday September 28, 1998. (Tr. 81). A post trouble ticket report from U S West confirmed that the loss of dial tone on the main telephone line was caused by U S West personnel incorrectly working a "disconnect" order out of sequence on the main line. (Tr. 83).

During the telephone call in which he confirmed that GSA had dial tone on its main telephone number, Mr. Jiracek claimed that GSA's 800 service was not terminating on the main line. (Tr. 84). Though Mr. Jiracek claimed that the 800 service was not ringing in on the main line, he did not claim that his 800 service was completely out of service. (Exhibit 5). McLeodUSA verified with the underlying 800 provider that GSA's 800 service was properly configured to terminate on the main line. (Tr. 85). GSA personnel complained the next day that the 800 service was terminating on GSA's third line, a fact which strongly indicated that the Mr. Jiracek's original complaint about the 800 service was mistaken because the 800 calls were properly hunting to GSA's other lines when the main line was busy. (Tr. 86-87). GSA personnel confirmed by phone call that the hunting sequence was working correctly on September 30, 1998.

GSA next reported trouble on October 7, 1998, claiming that the main line was without dial tone. (Tr. 86-87). To prevent GSA from missing incoming phone calls to the main line, McLeodUSA arranged to forward incoming calls to the main line to GSA's second line. (Tr. 87). However, Mr. Jiracek ordered McLeodUSA to forward incoming calls to the main line to his residential telephone service on October 7, 1998, which McLeodUSA did. (Tr. 88). GSA next reported on October 8, 1998 that its main line had dial tone, but that they could not answer

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phone calls incoming on the main line. (Tr. 88). Between GSA's reported loss of dial tone on October 7 until GSA reported that dial tone had been restored the next day, neither U S West nor McLeodUSA did anything to restore dial tone to GSA's main line. (Tr. 88-89). Once GSA authorized McLeodUSA to remove the hard forward to Mr. Jiracek's residential service, GSA could answer incoming calls on the main line. (Tr. 92). Again, during this problem with the main telephone line, GSA's other five lines were functioning properly. (Tr. 90). And even when GSA could not answer incoming calls on its main line, GSA could make outgoing calls from the main line. (Tr. 92).

GSA next reported service trouble on December 1, 1998, claiming that it could not make international faxes. (Tr. 93). However, prior to reporting that trouble to McLeodUSA, GSA had been working with NOS to get GSA's long distance service transferred back to NOS. GSA's inability to make international fax calls could have been attributable to NOS converting those lines to GSA's long distance service with WorldCom (WilTel). (Tr. 93-94, 175). Nothing had been done to GSA's long distance account at McLeodUSA or with WilTel that would have caused GSA's international calls to fail. GSA switched their local service back to U S West on March 19, 1999.

ARGUMENT

ARSD 20:10:01:15:01 states that in a complaint proceeding, the complainant has the burden of going forward with presentation of evidence and the burden of proof as to factual allegations which form the basis of the complaint. In meeting its burden of proof, complainant must provide credible evidence sponsored by a credible witness. The record in this hearing conclusively shows that Mr. Jiracek's testimony contained many inaccuracies. For example, Mr.

Jiracek testified on direct and cross examination that McLeodUSA converted service on September 23 or 24 and that GSA lost dial tone the same day. (Tr. 68). Indeed, Mr. Jiracek challenged McLeodUSA to "look up when you switched service, that's when we lost it" when questioned about it on cross examination. (Tr. 68) In fact, McLeodUSA witness Christine Vorhies had looked it up in McLeodUSA's contact narrative and Mr. Jiracek's recollection was shown to be incorrect. (Tr. 79; Exhibit 5 - contact narrative printout).²

Similarly, Mr. Jiracek testified that GSA was current at all times on its payments to McLeodUSA and that no one from McLeodUSA had ever talked with Mr. Jiracek about GSA being behind on their payments. (Tr. 43-44) In fact, the billing statements issued by McLeodUSA shows that GSA was late making payments in every month but the first month (Exhibit 3) and that a McLeodUSA representative had personally informed Mr. Jiracek that GSA was behind in its payments. (Tr. 95). Thus, the fact that Mr. Jiracek testified to something does not necessarily constitute a basis on which the Commission can reasonably rely in making findings of fact in this proceeding. Mr. Jiracek's recollection was shown to be incorrect on several key factual issues by documents such as billing statements and contact narrative reports.

1. THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION DOES NOT HAVE EXPLICIT STATUTORY AUTHORITY TO AWARD THE TYPES OF DAMAGES SOUGHT BY GSA.

The authority of the Commission is strictly limited to those powers expressly delegated to it by statute; it does not have unlimited discretion. U.S. West Communications v. Public

² McLeodUSA would note that on brief GSA has apparently accepted as a fact that the dial tone outage started on September 25 and lasted until September 28, even though its own witness testified under oath that the outage started September 24th. Thus, GSA does not rely on its witness' testimony.

Utilities Commission, 505 N.W.2d 115, 123 (S.D. 1993), citing Application of Megan, 5 N.W.2d 729 (S.D. 1942). The authority of the Commission to act in any situation is determined by considering if the statutes outlining the powers and duties of the Commission, giving the words of the statute their plain and ordinary meaning, provides for the action in question. *Id.* In short, the Commission cannot award consequential damages without a specific statutory authorization to do so.

No explicit statutory authorization exists for the Commission to award damages for lost profits. The powers and duties of the commission are outlined in SDCL § 49-31-7.1, and no provision is made for awarding damages for lost profits that may follow a disruption of service. Without such a specific authorization, the Commission is without authority to award such damages. *Id.*

The remedies available in a customer complaint to the Commission are addressed in SDCL § 49-13-1.1. That statute provides that any customer with a complaint against a telecommunications carrier may, "either make complaint to the commission or may bring suit on his own behalf for the recovery of damages in any court of competent jurisdiction complaints regarding utility service," but that both remedies cannot be pursued simultaneously. This language indicates that different forums exist for complaints regarding utility service and that those forums provide different remedies. The authorization to award damages is included in the clause on actions in "any court of competent jurisdiction" and is not in the portion of the statute dealing with the Commission. Had the Legislature intended to permit the recovery of damages both before the Commission and in circuit court, the statute would more appropriately say that "damages may be recovered by complaint to the Commission or by suit in any court of

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competent jurisdiction in this state." As written, the statute expressly provides for damages only in circuit court action and is not a sufficiently clear grant of jurisdiction to the Commission to award the damages sought in GSA's complaint.

The conclusion that the Commission lacks authority to award the damages GSA seeks is also supported by the last clause of SDCL § 49-13-1.1, which provides that, "no person may pursue both remedies at the same time." The use of the word "remedies" is crucial because it indicates that distinct remedies are available in the two forums; if similar remedies were to be available before the Commission and in circuit court, the statute would have provided that no party could proceed in both "forums" at the same time. A "remedy" is a form of compensation, while a "forum" is the place where rights are enforced, and these statutory terms must be given their plain and ordinary meaning. SDCL § 2-14-1; City of Sioux Falls v. Ewoldt, 568 N.W.2d 764 (S.D. 1997). Repayment of overcharges and damages are two remedies, while the Commission and state court are two forums. The limitation in SDCL § 49-13-1.1 against pursuing both "remedies" simultaneously, therefore indicates that the available remedy hinges on the choice of forum and supports the conclusion that the Commission cannot award damages.

Lastly, SDCL § 49-13-1 provides only that a customer complaining of overcharges may complain to the Commission for "relief." In the context of the statute, relief is more appropriately read to include only credit for any overcharge or billing for periods of service disruption. Recovery of damages resulting from any interruption in service is not expressly provided for in the statute and is therefore not within the power of the Commission. U.S. West, 505 N.W. 2d. 123.

II. THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION DOES NOT HAVE JURISDICTION OVER INTERSTATE SERVICES.

GSA seeks damages in part related to alleged problems making international calls.

International calls clearly fall within the definition of "interstate communication" set forth in 47 U.S.C. 153 (22). 47 U.S.C. 151 gives exclusive jurisdiction over interstate communications to the Federal Communications Commission ("FCC"). Thus, the international service problems about which GSA complains is exclusively within the province of the FCC. This Commission does not have jurisdiction over the portion of GSA's complaint concerning interstate services of McLeodUSA.

III. THE COMMISSION'S REGULATION AT ARSD 20:10:07:05 EXPRESSLY LIMITS A TELECOMMUNICATIONS COMPANY'S LIABILITY FOR A SERVICE OUTAGE.

SDCL § 49-31-5 empowers the Commission to adopt regulations for handling billing disputes, service interruptions, payment plans and refunds. The Commission adopted regulations that set business standards for telecommunications providers regarding service outages in ARSD 20:10:07:05:

Interruptions and refunds. If the subscriber's service is interrupted for reasons other than the subscriber's negligence or a willful act of the subscriber and the service remains out of order for more than 24 hours after being reported or found to be out of order, the telecommunications company shall make an adjustment or refund to the subscriber. **The refund to the subscriber shall be the pro rata part of the monthly charge for the period of days and for that portion of the service and facilities rendered useless or inoperative by the outage.** The refund may be accomplished by a credit on subsequent bills for telecommunications service.

ARSD 20:10:07:05 (emphasis added).

Properly promulgated administrative rules have the force and effect of law. Feltrop v. South Dakota Dep't of Social Services, 559 N.W.2d 883, 884 (S.D. 1997). Moreover, since the South Dakota legislature expressly gave the Commission authority in SDCL 49-31-5 to adopt substantive regulations governing requirements for service interruptions, the vitality of Commission's regulation is not debatable.

Pursuant to the Commission's own rule, if the Commission finds that GSA experienced a service outage for more than 24 hours, GSA is only entitled to a credit equal to the pro rata part of the monthly charge for the period of days and for that portion of the service and facilities rendered useless or inoperative by the outage. ARSD 20:10-07-05. In this case, GSA did experience a service outage on its main line for more than 24 hours. GSA's main line was out of service for approximately 68 hours between 3 p.m. September 25 until approximately 11 a.m. September 28, 1998 (MDT). (Tr. 86). Thus, based on the Commission's regulation, GSA is entitled to a credit equal to approximately 10% of the local line rate charged to GSA, or a credit of approximately \$4.38 for the outage from September 25 until September 28. (Exhibit 3; 10% local line rate of \$31.95 + related fees)¹.

GSA has not requested a waiver of the Commission regulation limiting the amount of credit a telecommunications provider is obligated to provide in the case of a service outage. Barring waiver, ARSD 20:10:07.05 regulates the amount of compensation GSA is entitled to for service outages that last more than 24 hours. Per the Commission's regulation, GSA is limited

³ 24 hours * 30 days = 720 total hours of possible service in September, divided into 68 hours, the duration of the service outage means that GSA is entitled to a 9.44444% credit for its charges related to its main line.

to the pro rata part of the monthly charge for the period of days and for that portion of the service and facilities rendered useless or inoperative by the outage. Id.

- III. THE WRITTEN AGREEMENT SIGNED BY MR. JIRACEK ON BEHALF OF GSA EXPRESSLY PROHIBITS RECOVERY OF THE TYPES OF DAMAGES SOUGHT BY GSA IN THIS COMPLAINT. THE COMMISSION DOES NOT HAVE AUTHORITY TO REWRITE THE AGREEMENT BETWEEN GSA AND McLEODUSA.

The South Dakota Supreme Court recently affirmed the legal principle that extrinsic evidence is not permitted to interpret a contract which is unambiguous on its face. Harksen v. Peska, 581 N.W.2d 170, 173 (S.D. 1998). Ambiguity exists only where a genuine uncertainty exists on the face of a written contract as to which meaning is correct. Id. The service agreement between McLeodUSA and GSA is explicit and one cannot reasonably argue any ambiguity exists on the face of that agreement.

According to the service agreement, McLeodUSA was authorized to provide local and long distance service to GSA, and McLeodUSA is legally entitled to rely on a written agreement signed by GSA in performing under that agreement.

A. A Valid, Enforceable Contract Existed Between GSA and McLeodUSA

Though GSA focused a great deal of its direct testimony on the issue of whether McLeodUSA had misled GSA on the issue of meeting or beating pricing from its prior interexchange carrier ("IXC"), GSA's post-trial brief is virtually silent on the issue. GSA does argue that McLeodUSA was without authority to switch GSA's long distance service before September 24, 1998. However, answers to both issues are controlled by explicit terms of the agreement that GSA signed.

Mr. Jiracek claimed that McLeodUSA representatives guaranteed that McLeodUSA

would meet or beat the pricing from his current long distance provider, NOS, and that McLeodUSA did not live up to that claim. In fact, McLeodUSA did meet or beat NOS pricing based on what Mr. Jiracek provided to the McLeodUSA representatives. The record shows that GSA provided an NOS bill copy that from which McLeodUSA made its proposed special pricing offer reflected in the addendum. (Tr. 49-50, Exhibit 2). Mr. Jiracek agreed on cross-examination that McLeodUSA met NOS's international pricing for Guam, Italy Germany, South Korea, and the Netherlands contained in the billing statement. (Tr. 56).⁴

Mr. Jiracek testified that McLeodUSA was not authorized to switch GSA's long distance until September 24. (Tr. 23-24). However, the service agreement signed by Mr. Jiracek clearly provides to the contrary:

This further authorizes McLeodUSA to switch our outbound service to McLeodUSA for the telephone numbers listed below. For FS' and MLD, we understand that this authorization changes our long distance carrier.

(Exhibit 1-I, Heading - Letter of Agency, second paragraph, page 1 of 6). Though Mr. Jiracek testified he had made such a request, nothing in the service agreement documentation mentions any request to hold off switching GSA's long distance service until a date certain. Further, per the terms of the service agreement, which Mr. Jiracek had explicitly agreed to be bound by, provided that the service agreement "together with the applicable tariff and/or the current

⁴ McLeodUSA acknowledges that it failed to include special pricing for Panama in its offer to GSA. However, Mr. Jiracek agreed that the impact of failing to meet NOS's pricing for Panama had a *de minimis* (\$3.20) impact on his bills, due in part to a base closing in Panama. (Tr. 64).

⁵ Ms. Vorhies clarified that "FS" means a full service customer, which is a customer that subscribes to both local and long distance services. (Tr. 97).

catalogue/price list, constitutes the entire understanding between CUSTOMER and McLeodUSA with respect to Service provided herein and supercedes any prior agreements or understandings. (Exhibit 1-1, page 2 of 6, **10. General Provisions**)(emphasis added). Again, the clear and unambiguous contract between GSA and McLeodUSA controls and the Commission must find that McLeodUSA was legally authorized to switch GSA's long distance service upon GSA signing the final agreement on August 21, 1998. *Harksen v. Peska*, 581 N.W.2d at 173.

- B. GSA Agreed That McLeodUSA Would Not Be Liable for Incidental, Indirect, Special or Consequential Damages of Any Kind.

Mr. Jiracek signed on behalf of Complainant GSA a written contract to subscribe to telecommunications services from McLeodUSA, including local and long distance services. (Exhibit 1-4). The service agreement signed by Mr. Jiracek included "Term and Conditions" of the agreement, which included the following verbiage:

8. LIMITATION OF LIABILITY. MCLEODUSA SHALL NOT BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO ANY LOSS OF USE, LOSS OF BUSINESS, OR LOSS OF PROFIT. Any McLeodUSA liability to customer for any damages of any kind under this agreement shall not exceed, in amount, a sum equivalent to the applicable out-of-service credit under the governing Tariff and/or catalogue/price list. Remedies under this agreement are exclusive and limited to those expressly described herein. **NO WARRANTIES.** THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANT-ABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

(Exhibit 1, emphasis and capital letters in original). Pursuant to the express terms of the agreement signed by Mr. Jiracek, GSA is barred from recovering the types of consequential,

indirect damages it seeks to have the Commission award in this proceeding.⁶

C. The Service Agreement Between GSA and McLeodUSA is Not an Unenforceable Contract of Adhesion.

GSA's reliance on a 1984 South Dakota Supreme Court ruling in Rozeboom v. Northwestern Bell Tel. Co., 358 NW 2d 241 (SD 1984) to rebut GSA's agreement to clear, explicit contract language prohibiting recovery of damages is thoroughly misplaced. In 1984, having a choice between competing local phone service providers was not even a concept, let alone a reality in South Dakota. Thus, when Northwestern Bell ("NWB"), U S West Communications, Inc. predecessor, required a customer to sign an agreement limiting NWB's liability for yellow page listing errors, a customer had no other choice but to sign the agreement because NWB had monopoly on local phone service and its directory listing business. Given the monopoly situation that existed in the local telephone business 1984, the Supreme Court correctly concluded the agreement between NWB and Mr. Rozeboom constituted an unconscionable contract of adhesion that was unenforceable as a matter of public policy because the customer had no other choice but to sign such an agreement.

Twelve years after the Supreme Court's ruling in Rozeboom, Congress enacted the Telecommunications Act of 1996, a stated goal of which was to open local exchange markets to competition. Indeed, the mere fact that GSA had the choice to subscribe to local service from McLeodUSA rather than to maintain local service from a monopolist incumbent provider proves that the circumstances underlying the Supreme Court's 1984 decision are not present today. The

⁶ Indeed, this contract provision is wholly consistent with the Commission's regulations set forth at ARSD 20:10-07:05 because it acknowledges that McLeodUSA is obligated to provide a pro-rata credit to the customer for any service outage.

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Rozeboom ruling is surely inapplicable to the contract between GSA and McLeodUSA since GSA had a choice of local telephone providers.

GSA argues that the McLeodUSA service agreement still constitutes a contract of adhesion because "all communications carriers have the same type of 'limitation of liability' provisions in their service agreements." (GSA Post-Hearing Br. at 7). GSA's claim on brief is made without citation to record evidence or any matter that has been officially noticed. SDCL 1-26-19 requires that findings in contested cases shall be based exclusively on the evidence and on matters officially noticed. There is no basis on which to find that other communications carriers in South Dakota have comparable limitations of liability provisions in their "service agreements." Indeed, it is impossible to determine from the record whether other carriers require customers to sign a service agreement to obtain service. Therefore, GSA's claim that "a consumer in South Dakota may not obtain any telecommunications services in South Dakota without first having to sign a contract in which the carrier's liability is limited" is totally without foundation in the record. It would be a violation of SDCL 1-26-19 for the Commission to rely GSA's unsupported speculation in rendering its ruling in this proceeding.

In fact, the record shows that the service agreement is not a contract of adhesion. McLeodUSA witness Mr. Brent Ritter testified that various elements of the service agreement are negotiable between a customer and McLeodUSA, including legal provisions. (Tr. 189). In fact, GSA and McLeodUSA negotiated special international rates for various locations at GSA's request. (Tr. 189-190). Clearly, the service agreement between GSA and McLeodUSA is not a contract of adhesion. Unlike the plaintiff in Rozeboom, GSA had a choice to either retain local service from U S West, subscribe to service from McLeodUSA, subscribe to service from

another provider of local service, if any, offering local service in Rapid City, or negotiate a better deal. There simply is no proof that GSA was forced to sign an agreement against its will as was the case in Rozeboom just to get service.

One final important note about the Rozeboom ruling. The Supreme Court concluded the contract containing a limitation of liability by a monopolist provider was against public policy in 1984. However, it appears the Commission adopted ARSD 20:10:07:05 limiting a telecommunications carrier's liability for a service outage in 1985, after the Rozeboom ruling. Thus, the Commission made it the public policy in the state of South Dakota to limit a telecommunications carrier's liability for service outages as set forth in that regulation after the Rozeboom ruling. The Commission cannot find that McLeodUSA's service agreement is against public policy as it is wholly consistent with the Commission's own regulation.

The agreement between GSA and McLeodUSA is not a contract of adhesion since GSA was not required to take service under the agreement in order to get telephone service. The contract was negotiated between GSA and McLeodUSA and is binding on GSA. The Commission should not void an agreement that is consistent with the Commission's own policy on service outage refunds.

- D. By the Terms of the Agreement, Mr. Jiracek's Signature on Behalf of GSA Was An Express Agreement to Be Bound to the Terms and Conditions, Including the Limitation on McLeodUSA's Liability.

GSA's Post-Trial brief contains a list of alleged "uncontested facts," many of which are actually controverted by other record evidence. One such alleged "uncontested fact" is GSA's that claim that "Neither GSA nor Don Jiracek were provided with a copy of Page 2 (Telecommunications Service Agreement Terms and Conditions) of the McLeodUSA Service

Agreement", citing H.T. at 16-19, 67, Exhibit 1-I). The Exhibit cited by GSA actually shows that this is a contested fact in this proceeding. The service agreement signed by Mr. Jiracek contained the following verbiage:

The Undersigned has read this Application, INCLUDING TERMS AND CONDITIONS ON THE REVERSE SIDE, and by his/her signature acknowledges receipt of a copy of this Application and agrees to the terms and conditions contained herein.

(Exhibit 1-I). Mr. Jiracek's signature on the service agreement thoroughly undermines his testimony. Indeed, the service agreement notes at the top of the agreement that the contract terms and conditions are printed on the reverse side of the service agreement. (Exhibit 1-I). Given Mr. Jiracek's demonstrated propensity to forget other pertinent facts, Mr. Jiracek's testimony that he had never seen the Terms and Conditions is simply not credible. His own signature on the service agreement explicitly acknowledges receipt of a copy of the agreement and "**agrees to the terms and conditions contained herein.**" (Exhibit 1-I).

E. McLeodUSA Did Not Breach the Service Agreement With GSA.

In its brief, GSA sweeps aside its proof problems caused by the explicit contract provisions against its interests by arguing that McLeodUSA breached the agreement by failing to provide adequate service to GSA. Since McLeodUSA allegedly breached the agreement, GSA presumably believes the express contract provisions limiting McLeodUSA's liability no longer apply to GSA. GSA's argument fails as a matter of law and fact.

By the explicit terms of the agreement, McLeodUSA had not breached the agreement. Paragraph 5 of the Terms and Conditions provides that either party has thirty days to cure an alleged breach of the agreement. Indeed, GSA never issued a written notice to McLeodUSA

claiming that McLeodUSA was in breach of the agreement as required. The record unquestionably shows that McLeodUSA cured all service issues within the allowed time period.

Furthermore, the record confirms that McLeodUSA substantially performed under the agreement. GSA cites five transcript pages (Tr. 83, 89, 91, 129, and 161) to support its claim that McLeodUSA did not provide adequate telephone service and was therefore in breach of the agreement. The first four transcript references refer to: a) loss of dial tone for 68 hours on only the main line, when the remaining five lines were working properly (Tr. 83); b) inability to answer incoming calls on the main telephone line (Tr. 89), which the record shows was actually the result of McLeodUSA implementing Mr. Jiracek's request to forward incoming calls on GSA's main line to his residential service from October 7-13 (Tr. 91-92); c) Mr. Jiracek's daughter requesting assistance on how to use the calling card;⁷ d) and the 800 number rollover problem. As previously discussed, the evidence shows that there was not actually a problem with GSA's 800 service. Instead, the forwarding service was properly rolling over incoming 800 calls to the next available GSA secondary line when the main line was busy. (Tr. 84-86). The real problem was simply a Customer education issue as to how the forwarding service would make 800 calls terminate on secondary lines. Certainly, there was no evidence that GSA ever missed any incoming 800 calls due to the 800 service terminating on a secondary line due to the operation of the hunting sequence.

The final transcript citation merely discusses a dispatch of the account representative to

⁷ According to Mr. Jiracek's testimony, his daughter worked very little at GSA. Mr. Jiracek testified that she worked only 2-3 hours a month "cleaning up." (Tr. 49). Thus, it's highly unlikely that the calling card issue impacted GSA in any manner.

see Mr. Jiracek on October 1, 1998. (Tr. 161) However, other evidence record shows that there were no outstanding issues at that time. Dial tone had been restored on September 28, the education to eliminate GSA's confusion over the forwarding of its 800 service was completed by September 30, 1998. (Tr. 86). Citing this transcript page is baseless to support a claim that McLeodUSA breached the agreement.

McLeodUSA substantially performed under the agreement. McLeodUSA provided local service to GSA from September 24, 1998 until March 19, 1999. During that time, GSA lost dial tone on one line for a total of 68 hours due to an error by McLeodUSA.⁸ That means that McLeodUSA provided GSA uninterrupted telephone service more than 99% of the time that GSA was a McLeodUSA customer.⁹ McLeodUSA did not breach the agreement because it performed substantially under the agreement, and is therefore entitled to rely on that valid agreement in this case.

IV. MCLEODUSA'S APPROVED TARIFFS EXPRESSLY LIMIT RECOVERY OF CONSEQUENTIAL DAMAGES

The function of ratemaking is legislative in character whether exercised directly through the legislature or by delegation to an administrative body. 64 AmJur 2d § 89; see also 73B

⁸ The record shows that U S West actually caused the loss of dial tone (Tr. 82), but since McLeodUSA is answerable to the customer, McLeodUSA accepts responsibility for this loss of dial tone for purposes of this proceeding.

⁹ From September 24 through March 19 is 175 days * 24 hours = 4200 hours of in service/line * six lines = 25,200 possible hours of local service. 68 hours out of service /25,200 total in hours = 0.27%. Even if one were to attribute the "dead air" problem between October 7-13 to McLeodUSA, the percentage time GSA was without service increases only to 0.9%. And during that time, GSA could still make outgoing calls on the main line, so the service was not completely out.

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C.J.S. § 17. Tariffs filed with the Commission "have the same force and effect as if directly prescribed by the legislature." 64 AmJur, 2d at § 244.

McLeodUSA's approved tariff limits McLeod's responsibility for service disruptions, wherein it states:

McLeod's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call.

McLeodUSA Telecommunications Services, Inc. Tariff No. 1, Original Page No. 19, § 2.3. The tariff further provides that if a service disruption occurs that is not the result of the acts or omissions of the customer, McLeod will make bill adjustments, and that "[s]uch adjustments will be in the form of direct payments or bill credits, will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report to McLeod, or discovery by McLeod, of the interruption." This language limits the recovery for service disruptions to credits for the period of disruption, and excludes recovery for any lost profits that follow the disruption.

The Commission has permitted McLeodUSA to operate under these tariffs since they were filed. The fact that GSA claims a harsh result in this proceeding, a claim disputed by McLeodUSA, does not change the validity of approved tariffs. Moreover, the service agreement entered into by GSA specifically incorporates these tariffs by the terms of the agreement. (Exhibit 1-K, page 2 of 6, **10. General Provisions**). McLeodUSA's approved tariffs prevent GSA from recovering the types of damages it seeks in this proceeding.

V. GSA'S DAMAGE CALCULATION IS BASED ON UNSUPPORTED CLAIMS OF SERVICE OUTAGES

On brief, GSA effectively argues the Commission must accept GSA's damage calculation because McLeodUSA did not challenge Mr. Jiracek's testimony on cross examination. There is no need to cross examine a witness when their testimony crumbles under the weight of other record evidence and its own inconsistencies as in the case at bar.

The "Revised Damages" are set forth in Exhibit 1-M. First, it should be noted that Mr. Jiracek based his calculation on numbers from Mr. Bruce Ashland's calculation, whose own letter states that he is not "independent from G/GSA Inc." (Exhibit 1-M). GSA basis its primary damage calculation on its claim that GSA suffered lost business totaling \$20,784.92 between September 24 through September 30. Id. The record already shows, and GSA appears to acknowledge on brief, that GSA's service was not out of order for that period of time. In fact, the record shows that GSA lost dial tone on only one line for a total of 68 hours, starting at 4 p.m. Friday, September 24, 1998.

Moreover, at least 48 of those 68 hours of lost dial tone on one line occurred over a weekend, when federal agencies are not open.¹⁰ Mr. Jiracek acknowledged that his hours of operation coincided with the hours at federal agencies. (Tr. 49). Thus GSA lost service on one line for less than one total business day. Thus, even if you take at face value Mr. Jiracek's figures of lost revenues¹¹, GSA lost no more than \$1,039.25 in revenues during the loss of dial

¹⁰ GSA's Exhibit 1-M identifies that federal agencies are not open on weekends.

¹¹ Though Mr. Jiracek's calculation claims it is based on Mr. Ashland's figures, Mr. Jiracek failed to take into account overhead costs in his calculation. Mr. Ashland's letter specifically states that his figure is "gross profit before overhead costs." (Exhibit 1-M, page

tone from September 25-28. That figure must be significantly reduced further because Mr. Jiracek's damage calculation erroneously assumes he lost all business on those days he claims he was out of service. See Exhibit 1-G. Yet, McLeodUSA's October invoice to GSA, which sets forth GSA's long distance traffic for the relevant time period, confirms that GSA continued to conduct business during that period of time. (Exhibit 3, Invoice Dated 10/15/98, covering 09/01-09/30). Obviously, the fact that GSA still had five working telephone lines, including its fax line, meant that GSA did not lose its entire business during the 68 hours it was out of service on one line. Given that five of six lines were working, GSA's figure must be proportionally reduced to about \$173 for the loss of dial tone on one line. Even if one were to multiply that figure fourfold per Mr. Jiracek's calculation, reasonable damages would equal \$692, which figure does not begin to approach the \$20,000 damage claimed by Mr. Jiracek.

The next calculation in Exhibit 1-M also erroneously assumes GSA lost all revenue for an additional ten days due to alleged service inadequacies. Again, Exhibit 3 shows that GSA was operating during that time frame by virtue of all the traffic recorded on the billing invoices. More importantly, the record also shows that there were no service problems during that time. Dial tone was restored on September 28, 1998. (Tr. 84). Though GSA alleged its 800 service was terminating on the wrong line, Mr. Jiracek never testified GSA was not receiving 800 calls. In fact, the record shows the 800 service was working properly at all times, and a lack of customer education was the problem. (Tr. 84-86). The only other service problem during that

1)(emphasis added). GSA would be unjustly enriched were it to be compensated based on figures that don't reflect it's actual profit rather than an inflated figure that does not measure lost profits.

period was again limited to the main line. Though GSA claimed it lost dial tone on October 7, 1998, the more likely scenario is that the phone was merely off-hook or needed to be reset. (Tr. 90-91). This is more likely than a system cause for loss of dial tone because the dial tone was restored without intervention by U S West or McLeodUSA. (Tr. 90).

The primary problem between October 8 and October 13 was due to Mr. Jiracek's request to hard forward GSA's main line to his residence. (Tr. 88, 91). Mr. Jiracek's request caused a "dead air" situation on the main line where GSA could not answer incoming calls on the main line. (Tr. 88).¹² Once Mr. Jiracek requested the release of the hard forward, the problem was resolved. (Tr. 91-92).

ARSD 20:10:07:05 states that a telecommunications company is not liable to a subscriber for an outage caused by the subscriber's negligence or willful act. ARSD 20:10:07:05. Mr. Jiracek requested the hard forward to his residence. (Tr. 88). Had the forward to the secondary line placed by McLeodUSA been maintained, GSA would still have been receiving all the calls to its establishment. (Tr. 88). It was Mr. Jiracek's decision to forward those lines to his residence, and McLeodUSA is not responsible if GSA lost business as a result of his decision. Based on clear record evidence showing no actual service problems, Mr. Jiracek's calculation of \$10,392.50 in damages for inadequate phone service for ten days must also be rejected.

The third damage claim of \$1,083 is based on Mr. Jiracek's claim that he had asked McLeodUSA not to switch GSA's long distance service until September 23 or 24. As previously noted, Mr. Jiracek agreed explicitly in the signed service agreement that

¹² It should be noted that GSA could make outgoing calls on the main line and all other lines remained in service. (Tr. 91-92).

McLeodUSA was immediately authorized to switch his long distance service when signed that agreement. (Exhibit 1-I). GSA provided no other documentation to support Mr. Jiracek's claim that McLeodUSA had agreed to delay switching GSA's long distance service. While GSA tries to rely on a fax from a McLeodUSA representative dated September 28, 1998, that fax is clearly directed to discussing conversion of GSA's local service. (Exhibit 1-G). More importantly, the service agreement expressly prohibits amendments to the agreement except in writing. (Exhibit 1-I, page 2, **10. General Provisions**), a term which Mr. Jiracek explicitly agreed to when he signed that agreement. Thus, GSA is not entitled to compensation for Item C.

Items D-F were not service problems caused by McLeodUSA, but instead the record shows them to be problems caused by GSA leaving McLeodUSA's service. Ms. Vorhies testified that GSA's inability to make overseas faxes starting December 1, 1998 was possibly the result that NOS, with the permission of GSA, had started taking GSA's long distance service back from McLeodUSA. (Tr. 93-94, 175). The problems GSA experienced in converting its local service to U S West is U S West's responsibility, not that of McLeodUSA. (Tr. 97). Thus, GSA's attempt to claim damages from McLeodUSA is totally without merit.

CONCLUSION

The record shows that GSA lost dial tone on one line for a total 68 hours, that represented less than 1% of the time GSA subscribed to McLeodUSA's local service. The record further shows that while GSA claimed it had 800 service problems, GSA's 800 service was in fact working properly at all times. Rather than terminating on the wrong line, the 800 service was properly forwarding to an available secondary line. The record shows that though GSA claimed lost dial tone on October 7, 1998, in fact the problem was more likely an off-hook

situation rather than a service outage. GSA itself compounded the problem by requesting that the main line be hard forwarded to Mr. Jiracek's residence, which caused a dead air problem on GSA's main line.

GSA seeks \$33,000 in damages for the above outlined service problems for lost revenues and other indirect or consequential damages. The Commission's own regulation, the service agreement signed by Mr. Jiracek on behalf of GSA, and McLeodUSA's approved tariffs on file with the Commission all require that the Commission deny GSA's request or damages. In urging rejection of GSA's claims, McLeodUSA is in no belittling the service problems that GSA encountered. McLeodUSA is willing to compensate GSA in accordance with the Commission's regulations and the contract between GSA and McLeodUSA. However, McLeodUSA strongly believes that GSA cannot rewrite a contract and avoid Commission regulations simply by claiming it was damaged in a complaint proceeding.

Respectfully submitted,



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CERTIFICATE OF SERVICE

The undersigned hereby certifies that on May 24, 1999, he served a copy of the foregoing Brief of Respondent on the following persons, by depositing copies thereof in the United States mail in Cedar Rapids, Iowa, first class postage prepaid, thereon, as required by the rules of the Public Utilities Commission.



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June 2, 1999

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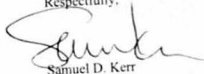
Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Bullard:

Pursuant to ARSD 20:10:01:25, enclosed herewith and transmitted to you in the above-referenced matter is the original and three copies of GSA, Inc.'s Reply Brief and attached Certificate of Service.

If you have any questions or concerns, please do not hesitate to contact me at these offices.

Respectfully,



Samuel D. Kerr

SDK:lsc

cc: Neal Fulton
William Haas
GSA, Inc.

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

JUN 03 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota Corporation,)

TC 98-196

Claimant,)

GSA, INC.'s REPLY BRIEF

vs.)

McLEOD USA TELECOMMUNICATION)
SERVICES, INC., an Iowa Corporation,)

Respondent.)

Comes now Claimant G.S.A., Inc., above-named, by and through its undersigned counsel of record, who respectfully submits its Reply Brief.

G.S.A., Inc., hereby incorporates herein (as if set forth *in extenso*) the Transcript of Hearing of the April 15, 1999, hearing before the Public Utilities Commission in Rapid City, South Dakota; all exhibits introduced into evidence at said hearing; G.S.A. Inc.'s Trial Brief served and filed by G.S.A., Inc., on April 13, 1999; and G.S.A.'s Post-Trial Brief served and filed by G.S.A., Inc., on May 5, 1999. The procedural history and factual background were previously briefed to the Public Utilities Commission in G.S.A.'s Post-Trial Brief already on file herein. This Reply Brief will address those legal arguments presented by McLeod USA.

I. THE PUC HAS EXPLICIT STATUTORY AUTHORITY TO AWARD DAMAGES SOUGHT BY GSA.

As stated in McLeod's brief, it is true that the PUC is limited to those powers expressly delegated to it by statute. However, in its brief McLeod sets forth an argument that is completely contrary to the statutory scheme set forth in SDCL Title 49. Throughout Section I of its brief.

McLeod refused to acknowledge the statutory provisions of SDCL §§ 49-13-1.1 and 49-13-14.

SDCL § 49-13-1.1 provides that:

Any person claiming to be damaged by any telecommunications company or motor carrier may either make complaint to the commission or may bring suit on his own behalf for recovery of damages in any court of competent jurisdiction in this state, but no person may pursue both remedies at the same time.

The South Dakota legislature clearly intended to provide alternate remedies to any person claiming to be damaged by a telecommunications company. GSA has elected to pursue its claims before this Commission.

Further, SDCL § 49-13-14 specifically provides that:

The commission may determine the extent of any injury or damage which it finds to have been sustained by any person, telecommunications or motor carrier. If the commission determines that any person is entitled to reparation or to an award of damages, the commission shall make an order directing the telecommunications company or motor carrier to pay to such person the sum of money to which he may be entitled, on or before a named day.

(Emphasis added). The statutory scheme set out in SDCL Chapter 49-13 clearly grants the PUC the authority to determine any damages caused by a telecommunications carrier such as McLeod. There is no question that the phrase "extent of any injury or damage" is broad enough to encompass the damages sought by GSA.

II. THE PUC DOES HAVE JURISDICTION OVER GSA'S CLAIMS.

In Section II of its brief, McLeod asserts that the PUC does not have jurisdiction over interstate service rates because these matters are covered by federal law. However, as the evidence clearly shows, GSA is not making a claim against McLeod just over long distance service rates. Rather, GSA's main claim centers on the failure of McLeod to provide proper telephone service at GSA's business in Rapid City. Even McLeod admitted that a report of "no

dial tone" was the result of a "problem with his local service" (H.T. at 129). The other claims made by GSA were the result of a mistaken disconnect order, programming difficulties with the telephone system, a problem with the call forwarding system, and a "reset" problem. (H.T. at 83, 89, 91; Exhibit 1-K). Finally, McLeod's own customer contact notes indicate GSA was having problems with his telephone service from "day one." (H.T. at 161). None of these service problems experienced by GSA was in any way associated with long distance rates. Therefore, the PUC does have jurisdiction to award damages to GSA.

III. S.D. ADMIN. R. § 20:10:07:05 DOES NOT ABROGATE THE STATUTORY PROVISIONS OF SDCL § 49-13-14.

McLeod cites S.D. Admin. R. § 20:10:07:05 for the proposition that the PUC cannot award damages for interrupted service other than that which is stated in this administrative rule. However, McLeod fails to advise the PUC that this administrative section deals with "Telecommunication Subscriber Billing Rules" only. This administrative provision in no way abrogates or lessens the full force and effect of the statutory provision found at SDCL § 49-13-14. As stated above, SDCL § 49-13-14 clearly empowers the PUC to award the damages sought by GSA.

IV. MCLEOD'S CONTRACTUAL ATTEMPT TO LIMIT ITS LIABILITY FOR BREACH IS AN UNENFORCEABLE CONTRACT OF ADHESION AND IS OTHERWISE AGAINST THE PUBLIC POLICY OF THIS STATE

In its brief, McLeod argues (1) that it never breached its agreement because it substantially complied with its contract, (2) that its limitation of liability provisions are not contracts of adhesion because its customers "have a choice," and (3) that GSA is bound by provisions of the contract despite the uncontested fact that portions of the agreement were

withheld. As shown below, McLeod's arguments on these issues are refuted by the facts and applicable law and should be rejected by the Commission.

A. BREACH OF CONTRACT

In its brief, McLeod argues that "GSA never issued a written notice claiming that McLeod was in breach of the agreement as required" and that "the record confirms that McLeod USA substantially performed under the agreement." As to this first argument, the undisputed evidence in the record shows that McLeod received actual notice of its breach of contract on numerous occasions. (H.T. at 29-32, 214-215.) Under the law, a party is estopped from claiming a lack of notice and from relying upon contractual provisions requiring written notice where it admittedly had actual notice. *Streye v. Steiner Corp.*, 345 N.W.2d 865, 866 (SD 1984) (written notice is typically excused where party has actual notice); *Little Beaver Enterprises v. Humphreys Railways, Inc.*, 719 F.2d 75 (4th Cir. 1983) (contractual notice requirement not dispositive where party has actual notice of breach). Clearly, this principle applies here and operates to prevent McLeod from even arguing that it did not breach the contract because it was not given notice via written media.

As to the second argument, and consistent with McLeod's dealings with its customer throughout their relationship, McLeod fails to acknowledge even fundamental contractual principles of law. Under South Dakota law, as in most jurisdictions, the question is not whether McLeod "substantially complied" with the contract by providing the promised consideration "most of the time." (Notably, McLeod cites no authority for this argument.) Rather, the pertinent legal issue is whether any failure of performance was "material" to the consideration promised by the obligor (McLeod). 5A, Corbin on Contracts, § 1175, p. 304; *Baker v. Wilburn*,

456 N.W.2d 304, 306 (SD 1990) (a material breach of one aspect of the contract is a material breach of the entire contract). In this case, McLeod promised to provide local and long-distance service to GSA and knew that GSA's business was entirely dependant upon the adequacy of its telephone service. (H.T. at 7, 201). In order to get the account, McLeod promised that it would meet or beat the service provided by US West. (H.T. at 10-11). Further, by signing a contract promising the provision of service, McLeod promised to provide sufficient telephone service to GSA.

In relation to these promises, McLeod admits that its service failed on several occasions. While it argues that the initial and admitted four-day interruption of service was insignificant, the aggregate of the problems suffered by GSA in this case clearly was significant enough to GSA to make numerous complaints to McLeod and to the PUC. While McLeod cavils and assumes that GSA could make international faxes and receive incoming calls on its 800 number, Mr. Jiracek testified that he could not and that he so advised McLeod. McLeod's records confirm this complaint. McLeod has offered nothing but supposition in support of its contention that GSA had the ability to receive incoming calls on the 800 line despite GSA's documented complaints to the contrary. Similarly, they offer no explanation for GSA's lack of international faxing capability other than to say that Ms. Vorhies testified that it was "possibly" due to some action by NOS. As with the service interruptions, the inoperability of the 800 line, and the problems with call-forwarding, McLeod has never offered any explanation other than to suggest that it "must have been" someone else's fault (i.e., either the fault of GSA or U.S. West). Such blatant conclusions and mere possibilities "are never sufficient to prove [or disprove] a fact." *Estate of Elliott v. A & B Welding Supply Co., Inc.*, Slip Op. 1999 SD 56 (SD 1999).

In terms of the relevant law, the aggregate of the problems suffered by GSA while under contract for McLeod's "service" were indeed material to GSA whose business affairs were essentially "log jammed" between September 25 and October 7, 1998, and again in November and December 1998 due to the fact that it could not communicate with its customers. In fact, McLeod was unable to remedy the problems. When it tried, it created new problems which it now contends are GSA's fault for asking for a remedy. Even assuming that GSA only lost "one business day" of service, which is disputed, that is significant to GSA. If the shoe were on the other foot and it were McLeod that lost a full day of business, they would not be so cavalier and dismiss the situation as insignificant. More importantly, we are not dealing with one day's lost service. Rather, the record clearly shows that the problems with McLeod's "service" were repeated and ongoing throughout the Fall of 1998.

In any event, the aggregate of the problems suffered by GSA were clearly material to the service contract and the promises from McLeod which were made to get the GSA account. Under the facts presented, the repeated service problems admittedly experienced by GSA constitute a material lack of performance by McLeod.¹ The amount of the damages suffered is left to the determination of this Commission under SDCL § 49-13-14.

B. ADHESION CONTRACTS

McLeod's contractual provisions limiting its liability to a pro rated refund of the monthly service charges is a contract of adhesion, against public policy, and is unenforceable. In its brief,

¹In fact, the evidence shows that there were so many problems and complaints by GSA that McLeod considered GSA a "problem customer." (Please see the customer contact sheets produced by McLeod.)

McLeod deceptively claims that GSA had a choice on whether to sign an agreement with such limitations of liability. At the same time, McLeod knows that the other telecommunications carriers all have similar language in their contracts. See e.g., the US West contract attached at Exhibit A and incorporated herein by this reference. Moreover, the uncontradicted evidence in the record shows that the purported limitation of liability language in the contract upon which McLeod relies was never supplied to Mr. Jiracek when the agreement was signed. (H.T. at 15-19). Finally, the fact that other portions of the contract were "negotiable" does not change the nature of the contractual provision at issue and which was "non-negotiable."

A contract of adhesion as it is known under South Dakota law is created in circumstances where the parties are of unequal bargaining power and usually contain provisions which are slanted in favor of the party with the bargaining advantage. *Durham v. Ciba-Geigy Corp.*, 315 N.W.2d 696, 700 (SD 1982). As noted by our Supreme Court in *Rozeboom*, "one-sided agreements whereby one party is left without a remedy for another party's breach are oppressive and should be declared unconscionable." *Rozeboom v. Northwestern Bell Telephone Company*, 358 N.W.2d 241, 244 (SD 1984) (citing *United States Leasing Corp. v. Franklin Plaza Apartments*, 319 NYS2d 531 (NY 1971)). Such contracts should be carefully examined with a critical eye. *Id.* Furthermore, the provisions of a contract are severable in terms of conscionability.

The contract at issue clearly leaves GSA without a meaningful remedy in the event of a breach by McLeod. In fact, as calculated by McLeod, even if service was interrupted for a month the only recoverable damages would be a refund of that month's service charges despite the total failure of consideration and actual losses suffered. Under such circumstances, GSA would be

entitled to refuse to pay that month's service charges in any event. Such a result is clearly one-sided, oppressive, and unconscionable. **This is particularly so where McLeod does not even contest the testimony that this contractual limitation of liability was not even presented to GSA when the contract was signed.** Under these facts, and when examined with a critical eye, the limitation of liability upon which McLeod relies is not only unconscionable and oppressive, but it was withheld by McLeod's representatives in order to get the contract. The enforcement of such a provision under these circumstances is inappropriate, unconscionable, and against the stated public policy in South Dakota.

McLeod attempts to distinguish *Rozeboom* by arguing that since US West is not longer a monopoly, the contract at issue is not a contract of adhesion. However, and while the existence of a monopoly makes it easier to prove the existence of an oppressive contract, it is not a requirement. As stated in *Rozeboom* and discussed above, a unconscionable contract is created where it is one-sided and leaves the other party without a remedy in the event of a breach. This law has not changed over the past twelve years and the passage of the Telecommunications Act of 1996 did not repeal South Dakota's common law on contracts. The mere fact that GSA could sign on with McLeod or US West does not change anything where both providers maintain the same collusive contractual limitation of liability. Further, and despite Mr. Ritter's testimony that some of the terms of the contract were negotiable, as noted above the validity of the specific provision at issue is to be scrutinized by this Commission independently of the other provisions in the contract. Otherwise, as long any term was valid or negotiable, any oppressive provision McLeod chose to include in the contract could "ride the coat tails" of the valid provisions and be

thereby legitimized. In point of fact, the subject provision purporting to absolve McLeod of any liability was not negotiable and, in fact, wasn't even presented to Mr. Jiracek.²

Lastly, McLeod's statement that this Commission sanctions its oppressive liability limitation and actions in this case flies in the face of the very purpose of the PUC and *Rozceboom*. This Commission was formed to monitor the actions of public utilities in South Dakota and is expressly afforded the power to regulate such utilities and protect the public from oppressive practices. Under SDCL § 43-13-14, it is given the power to determine "the extent of any injury or damage suffered by the public at the hands of such utilities. As to its public policy arguments, the public policy of this state is established by our legislature and our Supreme Court not the various agencies and commissions created to administer our laws. *Isaac v. State Farm Mut. Auto. Ins. Co.*, 522 N.W.2d 752, 756 n.1 (SD 1994) (noting that the Legislature is the final arbiter of public policy); *State ex rel. Meierhenry v. Spiegel, Inc.*, 277 N.W.2d 298 (S.D. 1979); *Bartron v. Codington County*, 2 N.W.2d 337 (SD 1942) (the primary sources for declarations of public policy in South Dakota are the constitution, statutes, and judicial decisions). In that regard, our legislature has clearly intended that this Commission determine the damages suffered by members of the public as a result of the actions of public utilities. SDCL § 43-13-14. Further, our Supreme Court has already held that the very provision at issue here is unconscionable and against public policy.

²This uncontested fact is particularly significant where McLeod capiously argues that Mr. Jiracek's signature on the contract proves that these provisions were provided. GSA finds it incredible that McLeod assails Mr. Jiracek's credibility on this issue when they fail to produce even a single witness who could or would testify otherwise. In fact, and since such rebuttal evidence was within the control of McLeod, this Commission should consider that failure an admission that this portion of the contract was not provided to GSA.

Accordingly, and for the reasons and authorities stated above, McLeod's arguments as to breach and the validity of its attempted contractual disclaimer of liability are without merit. Clearly, McLeod breached its agreement with GSA in material respects and cannot escape the resulting liability by hiding behind a contract provision which has long been declared unconscionable and oppressive by our Supreme Court. *Rozeboom v. Northwestern Bell Telephone Company*, 358 N.W.2d 241, 244 (SD 1984).

V. MCLEOD'S FILED TARIFFS DO NOT ALLOW MCLEOD TO AVOID LIABILITY.

As a fundamental matter, it should be reiterated that SDCL § 49-13-1.1 (as set forth above) provides an unrestrained right of a customer to claim damages from a telecommunications company such as McLeod. Furthermore, SDCL § 49-31-12 provides that the PUC is to make a schedule of reasonable fares, rates and prices for telecommunications companies. Under SDCL § 49-31-12.1, rates and prices in tariffs are presumed fair and reasonable. (Telecommunications companies' responsibilities regarding rates and prices are in SDCL § 49-31-12.2.) Any tariff that attempts to limit liability is a violation of this statutory scheme.

More importantly, what McLeod apparently refuses to recognize is that GSA claims do not solely center around the fact that McLeod set rates, prices and schedules. In point of fact, the main complaint from GSA is that McLeod failed to provide the services for which it was required to provide. In that regard, the provisions of SDCL § 49-13-1.1 and 49-13-14 have direct application.

VI. GSA'S DAMAGES CLAIMS ARE SUPPORTED BY THE EVIDENCE.

McLeod did not cross-exam Mr. Jiracek regarding damages issues. McLeod did not object to the introduction of GSA's damages exhibit. Now McLeod claims it did not have a "need" to cross-exam Mr. Jiracek regarding damages because McLeod asserts that GSA had service even though Mr. Jiracek testified that he was in fact without service for the periods indicated during his testimony. McLeod rests on assumptions like "the more likely scenario" and "possibly" to explain why GSA must have had service---even though McLeod could not even explain why there was no service in some circumstances. McLeod also argues that GSA agreed to have its long distance service switched immediately as provided in the Service Agreement---despite the fact that the Service Agreement (most of which GSA did not even get) does not provide a hook-up date for any service. (However, we do have letters from GSA which clearly indicate that GSA did not want the service at all.)

McLeod even goes so far as to say that Mr. Jiracek was negligent because he requested different services (i.e., hard forward of his main line to his residence) from McLeod, which services apparently caused additional service outages. Exhibit 1-K. Given the extremely poor service from McLeod, it appears in retrospect that Mr. Jiracek was negligent for ever agreeing to accept telecommunications services from McLeod. However, even in hindsight, Mr. Jiracek cannot be held accountable for services McLeod did not provide.

During the hearing on April 15, 1999, GSA presented evidence of its damages caused by the various service problems for which McLeod is responsible. (H.T. at 46-48; Exhibit 1-M). Again, these damages are undisputed. During that hearing, McLeod did not question the kind or amount of damages asserted by GSA. McLeod's entire argument in Section V of its brief is

nothing more than unsupported supposition. A close review of the billing statements during the relevant time periods shows that GSA did not have incoming 800 traffic. Pursuant to SDCL § 43-13-14, the PUC may determine "the extent of injury and damages" from GSA's testimony and exhibits. (H.T. at 46-48; Exhibit 1-M).

As stated in GSA's Post-Trial Brief, in determining damages, the PUC may consider that:

[t]he compensatory damages which may be recovered for failure of a telephone company to perform its duty to furnish telephone facilities and to render proper service are not necessarily limited to the mere monetary loss which the party may have been able to prove as a result of this neglect or failure of the company, but may include such elements as annoyance, inconvenience, and loss of time, and in some cases even mental or physical suffering. There is no distinction between residence and business telephones with regard to the right to recover damages for annoyance, inconvenience, and loss of time naturally resulting from the interruption of the service. However, it has been held that in the absence of proof of any pecuniary loss, the measure of damages is the amount paid for the service for the time during which it is refused, and that in such a case, damages for mere inconvenience and annoyance cannot be recovered.

74 Am.Jur.2d, Telecommunications, § 65. South Dakota has a specific statute applicable to an award of damages in this case. SDCL § 21-3-1 provides that:

[f]or the breach of an obligation arising from contract, the measure of damages, except where otherwise expressly provided by this code, is the amount which will compensate the party aggrieved for all the detriment proximately caused thereby, or which, in the ordinary course of things, would be likely to result therefrom. No damages can be recovered for a breach of contract which are not clearly ascertainable in both their nature and their origin.

GSA is claiming injury and damages to its business as set forth in Exhibit 1-M. To illustrate these damages, for the period of September 25, 1998, through September 30, 1998, GSA suffered damages totaling \$20,784.92. Similarly, and as shown on Exhibit 1-M, for the early part of October 1998, GSA lost approximately \$10,392.50. GSA also lost the free month

from NOS in the amount of \$1,083.54. Other damages are identified in Exhibit 1-M. Again, these damages are undisputed.

VII. CONCLUSION.

GSA suffered damages to its business in late September and early October 1998 because of inadequate telecommunications services provided by McLeod. McLeod even admitted that the lack of service problems were so serious that GSA had to request the PUC's assistance. **In a subsequent responsive letter to the PUC, McLeod admitted and even apologized for these service problems.** (Exhibit 1-K).

Therefore, based on the foregoing facts and authorities, as well as the evidence presented at the time of the trial of this matter, including the arguments made and authorities cited by counsel in its various briefs, GSA respectfully requests judgment in favor of GSA and against McLeod for lost profits as shown in Exhibit 1-M; judgment in favor of GSA and against McLeod awarding GSA full reimbursement for all charges paid to McLeod for local and long-distance services between September 25, 1998, and October 13, 1998; judgment for GSA's attorney's fees, costs and disbursements incurred in bringing this matter to hearing before the Commission; and for such other and further relief as the Commission deems just under the circumstances presented.

Dated this 2nd day of June, 1999.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr
Barton R. Banks

Attorneys for Claimant GSA, Inc.

P. O. ADDRESS:

P. O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

CERTIFICATE OF SERVICE

The undersigned hereby certifies that he served a copy of the foregoing "GSA Inc.'s Reply Brief" upon the persons herein next designated, on the date below shown, by depositing a copies thereof in the United States mail at Rapid City, South Dakota, first class postage prepaid thereon, in an envelope addressed as follows, to-wit:

Neil Fulton
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160

William Haas
McLeod USA
P.O. Box 3177
Cedar Rapids, IA 52406-3253

which addresses are the last addresses of the above-named persons known to the subscriber.

Dated this 2nd day of June, 1999.

BANKS, JOHNSON, COLBATH & KERR



Samuel D. Kerr

P. O. ADDRESS:

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Rapid City, SD 57709-9007
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LAW OFFICES
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June 10, 1999

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Mr. William Bullard, Jr.
Executive Director
Public Utilities Commission
State Capitol
500 East Capitol
Pierre, SD 57501

RECEIVED

JUN 11 1999

RE: G.S.A. vs. McLeodUSA
Our file: 1924
Docket No. TC-98-196

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Dear Mr. Bullard:

Enclosed please find an original and five copies of a Motion to Strike filed on behalf of McLeodUSA in this matter. I would appreciate it if you could file the motion at your convenience. By copy of this letter I have served a copy of the motion on Sam Kerr, attorney for GSA, Inc.

Sincerely,

MAY, ADAM, GERDES & THOMPSON LLP


NEIL FULTON

NF:kb

Enclosure

cc/enc: Bill Haas
Sam Kerr

RECEIVED

JUN 11 1999

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., A SOUTH DAKOTA) Docket #: TC-98-196
CORPORATION,)
)
Claimant,)
)
-vs-)
)
MCLEODUSA TELECOMMUNICATIONS)
SERVICES, INC., AN IOWA)
CORPORATION,)
)
Respondent.)

MOTION TO STRIKE

COMES NOW the Respondent McLeodUSA Telecommunications Services, Inc., and moves the Commission for an Order striking from Claimant's Reply Brief any reference to Exhibit A and, if filed with the Commission, Exhibit A itself. Exhibit A is purportedly a U.S. West contract. Reference to this item which was not introduced and received at the hearing on this matter is barred by SDCL 1-26-21, which limits the record in contested cases to specifically enumerated items (including evidence received at a hearing), none of which encompass claimant's reference to Exhibit A.

Finally, McLeodUSA notes a copy of the extra-record Exhibit A was not provided to McLeodUSA with Claimant's Reply Brief.

Dated this 10th day of June, 1999.

MAY, ADAM, GERDES & THOMPSON LLP

By: Neil Fulton

NEIL FULTON
Attorneys for Respondent
503 S. Pierre Street
PO Box 160
Pierre, SD 57501
(605) 224-8803

CERTIFICATE OF SERVICE


I hereby certify that the Motion to Strike was served upon the following on the 10th day of June, 1999, by mailing a true and correct copy thereof to them by first class mail, postage prepaid, at their last known addresses, to-wit:

Sam Kerr
Attorney at Law
731 St. Joseph St.
P.O. Box 9007
Rapid City, SD 57709-9007

Karen Cremer
Public Utilities Commission
State Capitol Building
500 E Capitol
Pierre, SD 57501

MAY, ADAM, GERDES & THOMPSON, LLP

BY:


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BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

*A PROFESSIONAL CORPORATION

OFFICE OF SAMUEL D. KERR

June 17, 1999

RECEIVED

JUN 18 1999

**SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION**

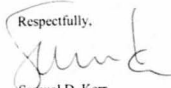
Mr. William Bullard
Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Bullard:

Enclosed please find the original and five copies of Claimant's Response to Motion to Strike in the above-referenced matter. Thank you for filing the reply. By copy of this letter, counsel for Respondent McLeod USA has been served.

Respectfully,



Samuel D. Kerr

SDK:lsc

cc: Neil Fulton (w/enc)
William Haas (w/enc)
GSA, Inc. (w/enc)

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RECEIVED

JUN 18 1999

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota Corporation,

TC 98-196

Claimant,

**CLAIMANT'S RESPONSE TO
MOTION TO STRIKE**

vs.

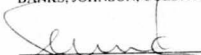
McLEOD USA TELECOMMUNICATION
SERVICES, INC., an Iowa Corporation,

Respondent.

COMES NOW the Claimant G.S.A., Inc., by and through its undersigned attorneys, and hereby respectfully submits the following response to Respondent McLeod USA Telecommunication Services, Inc.'s Motion to Strike from Claimant's Reply Brief any reference to Exhibit A. Claimant concedes that Exhibit A was not attached to Claimant's Reply Brief and agrees to strike the reference to Exhibit A from its brief and relies upon the testimony of Don Jiracek regarding the nature of the language in the telecommunications contracts, including the contract provided by Respondent.

Dated this 17th day of June, 1999.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr
Barton R. Banks
Attorneys for Claimant GSA, Inc.

P. O. ADDRESS:

P. O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

0150.46537

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	ORDER GRANTING MOTION
BY DON JIRACEK ON BEHALF OF G.S.A.)	TO STRIKE
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	
MCLEODUSA TELECOMMUNICATIONS)	TC98-196
SERVICES, INC. REGARDING INADEQUATE)	
SERVICE)	

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant) against McLeodUSA Telecommunications Services, Inc (McLeod). The Complainant is seeking \$33,000 in damages for lost business. On December 7, 1998, the Commission ordered a finding of probable cause to go forward with this complaint. The Commission approved the amendments to the complaint on December 14, 1998. A hearing in this matter was held on April 15, 1999. On June 3, 1999, Complainant filed a Reply Brief which purported to have attached Exhibit A. There was reference made to Exhibit A in the Reply Brief, however, it was not attached to the Reply Brief. On June 11, 1999, McLeod filed a motion to strike any reference to Exhibit A and Exhibit A itself as referenced in Complainant's Reply Brief. On June 18, 1999, Complainant conceded that Exhibit A was not attached to the Reply Brief and agreed to strike the reference to Exhibit A from its Reply Brief.

On July 13, 1999, at its regularly scheduled meeting, the Commission considered the motion to strike

The Commission finds that it has jurisdiction over this matter pursuant to SDCL 1-26-19, 1-26-21, 49-13-1, 49-13-4, 49-13-13, 49-13-14 1, 49-31-3, 49-31-7, 49-31-7 1, 49-31-11, 49-31-38, 49-31-38 1, 49-31-38 2, 49-31.38 3, 49-31-60 through 49-31-68, inclusive. It is therefore

ORDERED, that pursuant to SDCL 1-26-21 the motion to strike Exhibit A from Complainant's Reply Brief is hereby granted.

Dated at Pierre, South Dakota, this 16th day of July, 1999.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

By

Date

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION:

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

Laska Schoenfelder
LASKA SCHOENFELDER, Commissioner

015046.575

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	FINDINGS OF FACT AND
BY DON JIRACEK ON BEHALF OF G.S.A.)	CONCLUSIONS OF LAW;
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	NOTICE OF ENTRY OF
MCLEODUSA TELECOMMUNICATIONS)	ORDER
SERVICES, INC. REGARDING INADEQUATE)	
SERVICE)	TC98-196

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of service interruptions and customer service issues against McLeod, and argues a breach of contract. The Complainant is requesting that it be reimbursed for its business losses.

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 7, 1998, the Commission considered this matter. The Commission voted unanimously to find probable cause and served the complaint on McLeod. An Amended Complaint was filed on December 10, 1998. The Commission permitted the filing of the Amended Complaint by Order dated December 18, 1998. McLeod filed its Answer to Complaint on January 7, 1999.

A hearing on this matter was held April 15, 1999, before the Commission in Rapid City, South Dakota, and a Transcript of Hearing (H.T.) was incorporated into G.S.A.'s Post-Hearing Brief, received by the Commission on May 6, 1999, and G.S.A.'s Reply Brief received by the Commission on June 3, 1999. In its Reply Brief, G.S.A., at page 7 thereof, states "At the same time, McLeod knows that the other telecommunications carriers all have similar language in their contracts," adding, "See e.g., the U.S. WEST contract attached at [sic] Exhibit A and incorporated herein by this reference." McLeod, on June 11, 1999, filed a Motion to Strike any reference to Exhibit A, purportedly a U.S. WEST Communications, Inc. (U.S. WEST) contract. On June 18, 1999, G.S.A., in its Response to Motion to Strike conceded that "Exhibit A was not attached to Claimant's Reply Brief and agrees to strike the reference to Exhibit A" The Commission, on July 16, 1999, entered an Order Granting Motion to Strike.

During arguments concerning the Motion to Strike, heard by the Commission at its regularly scheduled meeting on July 13, 1999, G.S.A. asked the Commission to take "administrative notice" that all telecommunications providers doing business in G.S.A.'s market area include in their tariffs on file with the Commission, and in their special customer contracts, language limiting their liability in a manner similar to the limitation of liability language cited at page 12 of McLeod's "Brief of Respondent." Further, G.S.A., at page 3 of its Reply Brief, contends that "McLeod's contractual attempt to limit its liability for breach is an unenforceable contract of adhesion and is otherwise against the public policy of this state."

Based upon the evidence of record, the Commission makes the following Findings of Fact and Conclusions of Law.

FINDINGS OF FACT

1. The Claimant, G.S.A., Inc., is a wholesale supply company primarily doing business with federal agencies, "representing 1,000 different manufacturers, everything from pumps, generators, linens,

shares, carpet, tables, safety . . . " and conducting such business "just by phone and fax." (H.T. at 5). G.S.A. is, therefore, heavily dependent upon telecommunications services for the conduct of its business.

2. McLeod representatives solicited business from G.S.A. They represented to G.S.A. that they would provide expanded services at rates lower than currently being paid to U.S. West for local services (20%), that long-distance services would be lower (\$08 per minute), and that McLeod would deliver international calls at a rate equal to or lower than G.S.A.'s current carrier, N.O.S. Don Jiracek, owner of G.S.A., relying in part on such oral representations, signed a service agreement, dated August 18, 1998 (H.T. at 9, 14). On August 21, 1998, Mr. Jiracek signed an addendum containing the special international pricing (H.T. at 17).

3. McLeod did not provide Don Jiracek with a copy of Page 2, (Telecommunications Service Agreement Terms and Conditions), Page 3 (Directory Information), Page 4 (Reporting Options Special Order Form) and Page 6 of the McLeodUSA Service Agreement. (H.T. at 16-19, 67; Exhibit 1-1). McLeod did not present testimony or sworn statements of McLeod representatives to contradict Mr. Jiracek's testimony.

4. The McLeodUSA Service Agreement is silent concerning dates for switching local and long-distance services to McLeod (H.T. at 119; Exhibit 1-1).

5. G.S.A. sent a facsimile letter to McLeod on September 17, 1998, stating that McLeod was not meeting N.O.S.' long-distance rates. (H.T. at 25, 45; Exhibit 1-A). G.S.A. sent a letter to McLeod on September 21, 1998, terminating the long-distance service because McLeod could not meet N.O.S.' rates (H.T. at 25, 45; Exhibit 1-A). G.S.A. requested McLeod to continue with local service only, per letter of September 21, 1998, to McLeod.

6. G.S.A. became aware in late September 1998, that McLeod had switched G.S.A.'s long-distance service to McLeod in August 1998, despite G.S.A.'s desire to have the long distance service switched in late September 1998 (H.T. at 28-29). G.S.A. lost one month of free long-distance service from N.O.S.

7. G.S.A.'s local service was switched from U.S. WEST to McLeod on September 23, 1998.

8. G.S.A.'s letter, dated September 21, 1998, is a written ratification of the oral request of Don Jiracek, made concurrent with the August 18, 1998, signing of the Service Agreement, to delay long-distance service with McLeod until G.S.A. utilized the one-month bonus service pursuant to its "plus" contract with N.O.S. (H.T. at 28-29).

9. Beginning on September 24 or 25, 1998, G.S.A. began to experience telephone and facsimile problems. (H.T. at 29-30, 31-32).

10. G.S.A. was without main line service from September 25, 1998, through September 28, 1998. (H.T. at 112, 156). During such time G.S.A. was without toll free service (H.T. at 177).

11. G.S.A. was unable to receive "1-800" calls from September 28, 1998, through September 30, 1998. (H.T. at 112; Exhibit 1-K).

12. From October 1, 1998, through October 7, 1998, G.S.A. continued to experience telephone service problems (H.T. at 32, 161-162). G.S.A. experienced telephone service problems from October 7, 1998, through October 13, 1998 (H.T. at 88-91, 114). G.S.A. also experienced service problems in early December 1998 (H.T. at 40, 160).

13. McLeod admitted that G.S.A. incurred service problems. (Exhibit 1-K) McLeod admitted G.S.A.'s business was impacted by the service problems. (H.T. at 155) McLeod admitted responsibility for service problems sustained by G.S.A. (H.T. at 172-173, 184)

14. McLeod failed to provide a written response to G.S.A.'s multiple oral and written complaints. (H.T. at 107)

15. McLeod was responsible for repeated instances of "failure of transmission" related to its August 18, 1998, Service Agreement with G.S.A., and G.S.A. was as a result damaged in the amount of \$4.38.

16. McLeod failed in its customer service responsibility to G.S.A. by not responding in a timely manner to G.S.A.'s repeated requests for corrective action, forcing G.S.A. to seek the assistance of the Commission to correct a situation that jeopardized G.S.A.'s business, and imposing upon G.S.A. frustration, time and expense in seeking relief in this matter, and G.S.A. was as a result damaged in the amount of \$2,000.00.

17. McLeod switched G.S.A. to its long-distance service in a manner that deprived G.S.A. of a one-month period of free service from N.O.S., and G.S.A. was thereby damaged in the amount of \$1,083.54.

18. G.S.A. thereby sustained losses totaling \$3,087.92.

CONCLUSIONS OF LAW

1. The Commission has jurisdiction in this matter pursuant to SDCL Chapters 1-26, 49-2, 49-13, including 49-13-1 through 49-13-14, inclusive, and SDCL Chapter 49-31, including 49-31-3, 49-31-7, 49-31-7.1, 49-31-7.2, 49-31-10, 49-31-11, 49-31-38, 49-31-38.1, 49-31-38.2, 49-31-38.3, 49-31-60 through 49-31-68, inclusive, and ARSD 20.10.01.07.01 through 20.10.01.28, inclusive.

2. The Commission has the statutory authority to award the types of damages sought by G.S.A. SDCL 49-13-14 states, "The commission may determine the extent of any injury or damage which it finds to have been sustained by any person, telecommunications or motor carrier. If the commission determines that any person is entitled to reparation or to an award of damages, the commission shall make an order directing the telecommunications company or motor carrier to pay to such person the sum of money to which he may be entitled, on or before a named day." This section together with the citations of Paragraph 1 above permit the Commission to award damages of the type sought herein.

3. This matter sounds in contract, seeking damages for breach of contract. Complaints concerning service outage are collateral and in addition to the allegations of breach of contract.

4. McLeod contends that the Commission's regulation at ARSD 20.10.07.05, expressly limits a telecommunications company's liability for service outage to a pro rata refund of the monthly charge. The Commission finds that McLeod serves fewer than 50,000 local exchange subscribers, and therefore, pursuant to ARSD 20.10.05.01, is exempt from Chapters 20.10.05 to 20.10.10, including ARSD 20.10.07.05. (See SDCL 49-31-5.1)

5. The limitation of liability Paragraph (8) found at page 2 of Exhibit 1-1, the McLeod-G.S.A. Agreement was challenged by G.S.A. on two grounds: (1) That a copy of page 2 was not provided to Don Jiracek and therefore cannot be considered a part of the contract, and (2) The limitation of liability paragraph is unenforceable because it is a contract of adhesion, contrary to public policy, and

therefore unenforceable. On the other hand, McLeod contends "That our contract provides that we are immune from liability for the service outages" (H.T. at 52). The paragraph states:

LIMITATION OF LIABILITY. MCLEODUSA SHALL NOT BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING BUT NOT LIMITED TO ANY LOSS OF USE, LOSS OF BUSINESS, OR LOSS OF PROFIT. Any McLeodUSA liability to customer for any damages of any kind under this agreement shall not exceed, in amount, a sum equivalent to the applicable out-of-service credit under the governing Tariff and/or catalogue/price list. Remedies under this agreement are exclusive and limited to those expressly described herein. **NO WARRANTIES.** THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

6. The Commission will not take administrative notice that all telecommunications contracts existing in the Rapid City market on or about August 18, 1998, contained language similar in scope to the Limitation of Liability Paragraph (8) quoted above. The Commission does not have on file copies of special contracts negotiated between telecommunications carriers and customers. However, Paragraph (8) references the tariff McLeod had on file with the Commission in August 1998 to limit its liability. "Any McLeodUSA liability to customer for any damages of any kind under this agreement shall not exceed, in amount, a sum equivalent to the applicable out-of-service credit under the governing tariff and/or catalogue/price list." (emphasis added)

7. The governing tariff on file on August 18, 1998, with the Commission stated:

"McLeod's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call."

8. This matter was initially brought before the Commission as a service issue, then ripened into a breach of contract case. McLeod contends the Commission is without jurisdiction to adjudicate alleged breaches of contract. The Commission, at paragraphs 1 and 2 of the Conclusions of Law section of this Order, has determined that it does. This determination is significant. It controls the scope of damages the Commission may award to G.S.A.

McLeod's tariff limitations pertain only to "failure of transmission" and not to allegations of breaches of specific promises or representations concerning rates, price, service, or an agreement not to connect long-distance service, as alleged in this matter. Accordingly, damages in this matter, as related to "any failure of transmission," cannot exceed a refund of McLeod's charges to G.S.A. for its local services. Damages beyond that amount must be predicated upon McLeod's alleged breach of contract or other conduct outside the "failure of transmission." (emphasis added)

9. G.S.A. contends that the contract was void for breach based upon failure to meet the price. (H.T. at 70). Basic contract law provides that when a party materially breaches an agreement, the injured party has the right to rescind the contract. (See 726, 17A Am Jur. 2d). Under this principle, McLeod's acknowledged pricing failure would constitute the alleged breach, leaving G.S.A. with a right to rescind the contract, thereby leaving McLeod without the protection of its Paragraph (8). However supportable this position may be, McLeod's tariff limitations remain troublesome for G.S.A. A breach of contract may render an agreement voidable, but it does not erase a tariff approved by the Commission. The Commission is bound by its approved tariff language.

DAMAGES

In determining damages the Commission is limited as follows:

- (1) The Commission does not have jurisdiction over international services.
- (2) The McLeod tariff, approved by the Commission, limits damages for "any failure of transmission" to a pro-rata refund or credit of charges.
- (3) Damages beyond those permitted by the tariff must be limited to harm related to conduct outside the scope of "failure of transmission."

It is therefore

ORDERED, for damages related to "failure of transmission," as limited by McLeod's filed tariff, McLeod is directed to pay G.S.A. the sum of \$4.38, and it is

FURTHER ORDERED, for damages related to McLeod's failure to respond in a timely manner to G.S.A.'s repeated requests for corrective action, forcing G.S.A. to seek the assistance of the Commission to correct a situation that jeopardized G.S.A.'s business, and imposing upon G.S.A. substantial frustration, time and expense in seeking relief in this matter, McLeod is directed to pay G.S.A. the sum of \$2,000.00, and it is

FURTHER ORDERED, for damages related to McLeod's switching G.S.A. to its long-distance service in a manner that deprived G.S.A. of a one-month period of free service from N.O.S., McLeod is directed to pay G.S.A. the sum of \$1,083.54.

NOTICE OF ENTRY OF ORDER

PLEASE TAKE NOTICE that this Order was duly entered on the 18th day of August, 1999. Pursuant to SDCL 1-26-32, this Order will take effect 10 days after the date of receipt or failure to accept delivery of the decision by the parties.

Dated at Pierre, South Dakota, this 18th day of August, 1999.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket, as listed on the docket service list, by facsimile or by first class mail, in properly addressed envelopes, with charges prepaid thereon.

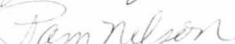
By

Date

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION


JAMES A. BURG, Chairman


PAM NELSON, Commissioner


LASKA SCHOENFELDER

01506444



South Dakota Public Utilities Commission



State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070

August 18, 1999

Capitol Office
Telephone (605) 773-3201
FAX (605) 773-3809

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Warehouse Division
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FAX (605) 773-3225

Consumer Hotline
1-800-332-1782

TTY Through
Relay South Dakota
1-800-877-1113

Internet Website
www.puc.state.sd.us/puc/

Jim Burg
Chairman
Pam Nelson
Vice Chairman
Linda Schoenfelder
Commissioner

William Bullard Jr.
Executive Director

Harlan Best
Martin C. Bettmann
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Karen I. Cremer
Michelle M. Earno
Maquette Fischbach
Shirleen Fagitt
Lewie Hammond
Lynn Healy
Camron Hoseck
Lisa Hull
David Jacobson
Katie Johnson
Bob Knadler
DeLana Kubiak
Jeffrey P. Lorenzen
Charlene Lund
Terry Norman
Gregory N. Reider
Keith Senger
Rosalynne Ault Worst

Mr. Don Jiracek
President
G S A Inc
4509 South I-90 Service Road
Rapid City, SD 57703-9523

Mr. William A. Haas
Associate General Counsel
McLeodUSA
P. O. Box 3177
Cedar Rapids, IA 52406-3177

Re: G S A Inc. Complaint/McLeodUSA
Docket TC98-196

Gentlemen:

Enclosed each of you will find a copy of Findings of Fact and Conclusions of Law, Notice of Entry of Order dated August 18, 1999, with reference to the above captioned matter.

Yesterday we mailed each of you a copy of these Findings of Fact and Conclusions of Law, Notice of Entry of Order dated August 17, 1999, however, we omitted including the Notice of Entry of Order in that document. Please disregard the Findings dated August 17, 1999, and replace that document with the enclosed Findings dated August 18, 1999.

Thank you

Very truly yours,

Camron Hoseck
Staff Attorney

CH dk
Enc

Mr. Samuel D. Kerr
Attorney at Law
Banks, Johnson, Colbath & Kerr
P. O. Box 9007
Rapid City, SD 57709-9007

Mr. Neil Fulton
Attorney at Law
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160



RECEIVED

SEP 13 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

September 9, 1999

William Bullard
Executive Secretary
South Dakota Public Utilities Commission
State Capitol, 500 E. Capitol
Pierre, SD 57501-5070

RE: G.S.A., Inc. v. McLeodUSA Telecommunications Services, Inc.; Docket No. TC-98-196

Dear Mr. Bullard:

Please find enclosed a copy of the letter and check sent to G.S.A., Inc. to satisfy the judgment ordered by the South Dakota Public Utilities Commission in Docket No. TC-98-196.

Respectfully yours,

William A. Haas
Associate General Counsel

0150.46.546

McLeodUSA

RECEIVED

SEP 13 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

September 8, 1999

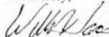
Mr. Donald Jiracek
G.S.A., Inc.
4509 South I-90
Rapid City, SD 57703

Re: Ordered Payment of Judgment

Dear Mr. Jiracek:

Please find enclosed a check in the amount of \$3,087.92 to satisfy the judgment ordered by the South Dakota Public Utilities Commission in Docket No. TC98-196.

Sincerely,



William A. Haas
Associate General Counsel

cc: Samuel D. Kerr, Esq.

11-05-94

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ST. LOUIS BUSINESS FORMS

OLD

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[554-ED112 02] H1002 0040
V113 01140

999935062 G.S.A., INC

CHECK NUM
118556

DATE
08/31/99

INVOICE	DESCRIPTION	DATE	P.O. NO.	GROSS AMT	DISCOUNT	NET AMOUNT
083099	DAMAGES	08/30/99		3087.92	0.00	3,087.92
TOTALS				3087.92	0.00	3,087.92

Invoice Form Number 440000

MADE IN USA

OLD

1

DETACH ALONG THIS PERFORATION

		FIRST STAR BANK WAUSAU, N.A. WAUSAU, WI 54403		No. 118556				
MCLEODUSA CORP BOX 3177 CEDAR RAPIDS IA 52406		29-1180 759						
PAY THREE THOUSAND EIGHTY-SEVEN AND 92/100.....		<table border="1"> <tr> <th>DATE</th> <th>AMOUNT</th> </tr> <tr> <td>08/31/99</td> <td>*****3,087.92</td> </tr> </table>		DATE	AMOUNT	08/31/99	*****3,087.92	
DATE	AMOUNT							
08/31/99	*****3,087.92							
TO THE ORDER OF G.S.A., INC 9999350 4509 SOUTH I-90 SERVICE ROAD RAPID CITY SD 57703-9923								

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0150
BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.

Attorneys & Counselors at Law

RONALD W. BANKS
JERRY D. JOHNSON
GARY G. COLBATH

731 ST. JOSEPH STREET, SECOND FLOOR
P.O. Box 9007
RAPID CITY, SOUTH DAKOTA 57709-9007

TELEPHONE: (605) 341-2400
FAX: (605) 342-3616

BARTON R. BANKS*
SAMUEL D. KERR
GARY G. COLBATH, JR.*

*A PROFESSIONAL CORPORATION

September 13, 1999

Mr. William Bullard
Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

RECEIVED
SEP 14 1999
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Bullard:

Enclosed please find the original and ten copies of Claimant's Verified Petition for Rehearing Re: Damages Award and Brief in Support of Verified Petition for Rehearing Re: Damages Award in the above-referenced matter. Thank you for filing the petition and brief. By copy of this letter, counsel for Respondent McLeod USA has been served with these two documents.

Respectfully,


Samuel D. Kerr

SDK:lsc

cc: Neil Fulton (w/enc)
William Haas (w/enc)
GSA, Inc. (w/enc)

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

SEP 14 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota Corporation,

TC 98-196

Claimant,

**VERIFIED PETITION
FOR REHEARING
RE: DAMAGES AWARD**

vs.

McLEOD USA TELECOMMUNICATION
SERVICES, INC., an Iowa Corporation,

Respondent.

Comes now Claimant G.S.A., Inc., by and through its undersigned counsel of record, who respectfully applies to this Commission for a rehearing, pursuant to the provisions of SDCL § 1-26-31 and A.R.S.D. § 20-10-01:30-01, solely on the issue of the Commission's award of damages in favor of Claimant GSA, Inc., in the total amount of Three Thousand Eighty-Seven Dollars & 92/100 (\$3,087.92). In support of this Verified Petition, Claimant hereby incorporates those relevant portions of the Transcript of Hearing of the April 15, 1999, hearing before the Public Utilities Commission in Rapid City, South Dakota; all damages exhibits introduced into evidence at said hearing; G.S.A. Inc.'s Trial Brief served and filed by G.S.A., Inc., on April 13, 1999; and G.S.A.'s Post-Trial and Reply Briefs served and filed by G.S.A., Inc.

Specifically, Claimant requests this Commission to grant a rehearing on those Findings of Fact and Conclusions of Law addressing the award of damages to Claimant. With respect to the Commission's Findings of Fact, Claimant requests the Commission reconsider the following:

1. Finding No. 15: The Commission found that McLeod was responsible for repeated instances of "failure of transmission" related to the Service Agreement with Claimant

GSA. However, the Commission only awarded \$4.38 for this item of damage. The evidence at the hearing showed that McLeod was not only responsible for "failure of transmission" but was also responsible for other service outages which should have been awarded to Claimant under the appropriate damage claim.

2. Finding No. 16: The Commission found that McLeod failed in its customer responsibility to Claimant, including responding to Claimants complaints and forcing Claimant to incur additional costs, time and frustration in seeking relief. Yet the Commission only awarded \$2,000.00 to Claimant despite the undisputed evidence at the hearing that Claimant's loss of business was much higher. McLeod did not dispute any damages evidence during the hearing nor did McLeod object to Claimant's damages exhibits. Therefore, the Commission should have found that Claimant was damaged in the amount specified during Don Jiracek's testimony and as shown on the damages exhibits.

3. Finding No. 18: The Commission found that Claimant's total damages were only \$3,087.92 rather than the amount stated during Claimant's hearing testimony and as expressed in the damages exhibits. Again, the Commission should have found that Claimant was damaged in the amount specified during Don Jiracek's testimony and as shown on the damages exhibits.

Further, with respect to the Commission's Conclusions of Law, Claimant respectfully requests the Commission reconsider the eight Conclusions in light of the Claimant's claims (i.e., breach of contract) and the undisputed evidence of Claimant's damages as explained above and further detailed in Claimant's Brief in Support of Verified Petition for Rehearing Re: Damages Award, which Brief is served and filed simultaneously herewith and incorporated herein as if set forth *in extenso*.

Dated this 13th day of September, 1999.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr

Barton R. Banks

Attorneys for Claimant GSA, Inc.

P. O. ADDRESS:

P. O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

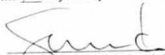
STATE OF SOUTH DAKOTA)
) ss: VERIFICATION
COUNTY OF PENNINGTON)

Don Jiracek, being first duly sworn upon oath, states that he is the President of G.S.A., Inc. and in that capacity is authorized to execute binding contracts for the corporation; and that he is the person named in and who subscribed to the foregoing VERIFIED PETITION FOR REHEARING RE: DAMAGES AND AWARD in his capacity as an officer of G.S.A., Inc.

Dated this 13th day of September, 1999.


Don Jiracek

Subscribed and sworn to before me this 13th day of September, 1999.


NOTARY PUBLIC, South Dakota

My Commission Expires: 9/23/00

(SEAL)

CERTIFICATE OF SERVICE

The undersigned hereby certifies that he served a copy of the foregoing GSA Inc.'s "Petition for Rehearing Re: Damages Award" upon the persons herein next designated, on the date below shown, by depositing a copies thereof in the United States mail at Rapid City, South Dakota, first class postage prepaid thereon, in an envelope addressed as follows, to-wit:

Neil Fulton
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160

William Haas
McLeod USA
P.O. Box 3177
Cedar Rapids, IA 52406-3253

which addresses are the last addresses of the above-named persons known to the subscriber.

Dated this 13th day of September, 1999.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr

P. O. ADDRESS:

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PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

SEP 14 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota Corporation,)

Claimant,)

vs.)

McLEOD USA TELECOMMUNICATION)
SERVICES, INC., an Iowa Corporation,)

Respondent.)

TC 98-196

**BRIEF IN SUPPORT OF
VERIFIED PETITION
FOR REHEARING
RE: DAMAGES AWARD**

1. INTRODUCTION

On August 18, 1999, the Commission entered its order in this matter finding that McLeod had failed to provide adequate transmission services and further had failed to timely respond to Claimant GSA's complaints for corrective action due to various service outages and other problems experienced by GSA in August, September and December 1998. The Commission also ordered McLeod to reimburse GSA for McLeod's improper switching of GSA's long distance service which deprived GSA of one month's free service from its prior long distance carrier. The total damages awarded to GSA was Three Thousand Eighty-Seven Dollars & 92/100 (\$3,087.92).

GSA has filed a verified petition requesting that the Commission reconsider its award of damages as these damages do not fully compensate GSA for the damages GSA incurred as a result of McLeod's acts and/or omissions. GSA respectfully submits this Brief in support of that verified petition. Given the clear authority this Commission has to award damages of the type

sought by GSA, the Commission's attention is respectfully directed to the following undisputed, material facts of this case concerning damages.

2. UNDISPUTED MATERIAL FACTS AS TO DAMAGES

A. Beginning on September 24 or 25, 1998, GSA began to experience telephone and facsimile problems. (H.T. at 29-30, 31-32). GSA's local service was switched from U.S. West to McLeod on September 24, 1998. (H.T. at 78).

B. GSA was without main line service from September 25, 1998, through September 28, 1998. (H.T. at 112, 156). During this time, GSA did not have any toll free service. (H.T. at 177). Failure to have a dial tone is a local telephone service problem. (H.T. at 129).

C. GSA was also unable to receive "1-800" calls from September 28, 1998, through September 30, 1998. (H.T. at 112; Exhibit 1-K). From October 1, 1998, through October 7, 1998, GSA continued to experience telephone service problems. (H.T. at 32, 161-162).

D. GSA also experienced telephone service problems from October 7, 1998, through October 13, 1998. (H.T. at 88-91, 114; Exhibit 1-K). GSA again was without service in early December 1998. (H.T. at 40, 166).

E. McLeod acknowledged that GSA suffered service problems. (Exhibit 1-K). McLeod further acknowledged that GSA's business was impacted by the service problems. (H.T. at 155). McLeod acknowledges that it was responsible for any service problems suffered by GSA. (H.T. at 172-173, 184).

F. GSA suffered damages to its business as a result of the service outages and other service problems. (H.T. at 46-48; Exhibit 1-M). These damages are set forth in Exhibit 1-M. (H.T. at 46-47).

These undisputed facts were the specific findings of the Commission. (Please see Findings of Fact and Conclusions of Law; Notice of Entry of Order entered on August 18, 1999.) It is significant that during the April 15, 1999, Commission hearing, GSA presented evidence of its damages caused by the various service problems for which McLeod is responsible. (H.T. at 46-48; Exhibit 1-M). During that hearing, McLeod did not question the kind or amount of damages asserted by GSA. Nor did it object to the damages exhibit. Again, these damages are undisputed.

3. DISCUSSION AND AUTHORITIES

The Commission correctly held that it has jurisdiction in this matter and, further, that it has the authority to award the types of damages sought by GSA under the provisions of SDCL § 49-13-14. The Commission further correctly concluded that GSA's claims against McLeod sounded in, among other things, breach of contract and that "[c]omplaints concerning service outage are collateral and in addition to the allegations of breach of contract." (Please see Conclusion No. 3 in the Commission's Findings of Fact and Conclusions of Law; Notice of Entry of Order entered on August 18, 1999.)

Yet despite these legal conclusions, the Commission did not award any damages to GSA for GSA's loss of business, loss of business opportunity, and related damages due to McLeod's breach of contract. Rather, the Commission only awarded damages for (1) "failure of transmission," (2) GSA's "frustration, time and expense in seeking relief" and (3) GSA's deprivation of one-month's free long distance service from GSA's prior carrier. (Please see Findings of Fact and Conclusions of Law; Notice of Entry of Order entered on August 18, 1999.) The Commission's order is silent as to the other damages sought by GSA.

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¹ SDCL § 49-13-1.1 provides that "[a]ny person claiming to be damaged by any telecommunications company or motor carrier may either make complaint to the commission or may bring suit on his own behalf for recovery of damages in any court of competent jurisdiction in this state, but no person may pursue both remedies at the same time."

² A telecommunications company's responsibilities regarding rates and prices are contained in SDCL § 49-31-12.2.

liability for "any failure of transmission." While this language seemingly insulates McLeod from any liability over and above that which is stated in the tariff's provisions, it is violative of the statutory scheme set out above. In fact, tariff does not even appear to cover fares, rates and prices. If the tariff were in fact an insulator of liability to the extent the Commission has apparently determined, customers such as GSA are exposed to damages with no remedy.

The Commission erroneously concludes that GSA's sole claim for breach of contract is "based upon failure to meet the price." (Please see Conclusion No. 9 of the Commission's Findings of Fact and Conclusions of Law; Notice of Entry of Order entered on August 18, 1999.) However, that claim only represents one instance in which McLeod breached its contract with GSA in material respects. The complaint from GSA is centered on GSA's position that McLeod failed to provide the services for which it was required to provide under the contract. These services include more than a "failure of transmission" and therefore are subject to an award of damages. In that regard, the provisions of SDCL § 49-13-1.1 and 49-13-14 have direct application.

With respect to the damages claimed by GSA, South Dakota has a specific statute applicable to an award of damages in this case. SDCL § 21-3-1 provides that:

[f]or the breach of an obligation arising from contract, the measure of damages, except where otherwise expressly provided by this code, is the amount which will compensate the party aggrieved for all the detriment proximately caused thereby, or which, in the ordinary course of things, would be likely to result therefrom. No damages can be recovered for a breach of contract which are not clearly ascertainable in both their nature and their origin.

Under South Dakota law, the pertinent legal issue is whether any failure of performance was "material" to the consideration promised by the obligor (McLeod). 5A, Corbin on Contracts,

§ 1175, p. 304; Baker v. Wilburn, 456 N.W.2d 304, 306 (SD 1990) (a material breach of one aspect of the contract is a material breach of the entire contract). In this case, McLeod promised to provide local and long-distance service to GSA and knew that GSA's business was entirely dependant upon the adequacy of its telephone service. (H.T. at 7, 201). It is true that in order to get the GSA account, McLeod promised that it would meet or beat the service provided by U.S. West and NOS. (H.T. at 10-11).³ However, by signing a contract promising the provision of service, McLeod promised to provide sufficient telephone service to GSA. It failed to do so. In fact, in relation to these promises, McLeod admits that its service failed on several occasions. While it argues that the initial and admitted four-day interruption of service was insignificant, the aggregate of the problems suffered by GSA in this case clearly was significant enough to GSA to make numerous complaints to McLeod and to the PUC.

Moreover, the aggregate of the problems suffered by GSA while under contract for McLeod's "service" were indeed material to GSA whose business affairs were essentially "log jammed" between September 25 and October 7, 1998, and again in December 1998 due to the fact that it could not communicate with its customers. In fact, McLeod was unable to remedy the problems. Therefore, the repeated service problems admittedly experienced by GSA constitute a material lack of performance by McLeod.

Finally, the case law in South Dakota is clear that any attempt by a telecommunications carrier to include language such as that contained in Paragraph 8 of McLeod's contract is void

³ GSA signed the contract for long distance and local service. When McLeod could not meet or beat the long distance services already provided to GSA by NOS, GSA wrote to McLeod regarding that fact. McLeod continued to provide local service for a period of time during which it breached its contract in material respects.

and, therefore, unenforceable. Specifically, McLeod may not avoid its liability by claiming that its liability has somehow been limited by the contract signed by GSA and McLeod. Rozeboom v. Northwestern Bell Telephone Co., 358 N.W.2d 241 (S.D. 1984). In Rozeboom, the South Dakota Supreme Court held that:

contract provisions which are "one-sided" and declared that they are, in effect, against public policy and should be declared unconscionable. Justice Dunn, writing for the Court, in Durham v. Ciba-Geigy Corp., 315 N.W.2d 696, 700 (S.D.1982), citing United States Leasing Corp. v. Franklin Plaza Apts., 65 Misc. 1082, 319 N.Y.S.2d 531 (1971), expressed: "One-sided agreements whereby one party is left without a remedy for another party's breach are oppressive and should be declared unconscionable."

Id. at 244. If the Commission's decision was given its full effect, McLeod could never be held liable for damages for material breaches of its contract---except to the extent of its own limiting tariff language.

Given the nature of GSA's complaints, McLeod was liable to GSA for damages GSA incurred as a result of McLeod's material breaches of the contract.

4. CONCLUSION


This Commission was formed to monitor the actions of public utilities in South Dakota and is expressly afforded the power to regulate such utilities and protect the public from oppressive practices. Under SDCL § 43-13-14, it is given the power to determine "the extent of any injury or damage suffered" by the public at the hands of such utilities.

Therefore, based on the foregoing facts and authorities, as well as the evidence presented at the time of the hearing of this matter, including the arguments made and authorities cited by counsel in its various briefs, GSA respectfully requests this Commission reconsider its decision

and award GSA the damages sought and entered into evidence, including Exhibit 1-M and for such other and further relief as the Commission deems just under the circumstances presented.

Dated this 13th day of September, 1999.

BANKS, JOHNSON, COLBATH & KERR



Samuel D. Kerr
Barton R. Banks
Attorneys for Claimant GSA, Inc.

P. O. ADDRESS:

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Rapid City, SD 57709-9007
(605) 341-2400

CERTIFICATE OF SERVICE

The undersigned hereby certifies that he served a copy of the foregoing GSA Inc.'s "Brief in Support of Petition for Rehearing Re: Damages Award" upon the persons herein next designated, on the date below shown, by depositing a copies thereof in the United States mail at Rapid City, South Dakota, first class postage prepaid thereon, in an envelope addressed as follows, to-wit:

Neil Fulton
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160

William Haas
McLeod USA
P.O. Box 3177
Cedar Rapids, IA 52406-3253

which addresses are the last addresses of the above-named persons known to the subscriber.

Dated this 13th day of September, 1999.

BANKS, JOHNSON, COLBATH & KERR


Samuel D. Kerr

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Internet Website
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Chairman
Pam Nelson
Vice-Chairman
Luka Schoenfelder
Commissioner

William Hurlach Jr.
Executive Director

Helen Best
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Sue Collins
Karen J. Cremon
Michelle M. Farris
Martine Freckbach
Heather K. Forbes
Shirley J. Foster
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John Hayes
Camron Hoseck
Lisa Hall
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Kathy Johnson
Bob Knapp
Debbie Krohn
Charles Lund
Terry Nordin
Gregory A. Reiter
Kerth Senger
Roberta Ann Wood

South Dakota Public Utilities Commission

State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070



September 24, 1999

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Attorney at Law
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Mr. William A. Haas
Associate General Counsel
McLeodUSA
P. O. Box 3177
Cedar Rapids, IA 52406-3177

Re: GSA Inc. Complaint/McLeodUSA
Docket TC98-196

Gentlemen

Enclosed each of you will find a copy of Staff Petition for Rehearing Regarding Damages with reference to the above captioned matter. This is intended as service upon you by mail.

Very truly yours,

Camron Hoseck
Staff Attorney

CH:dk
Enc

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	STAFF PETITION FOR
BY DON JIRACEK ON BEHALF OF G.S.A.)	REHEARING REGARDING
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	DAMAGES
MCLEODUSA TELECOMMUNICATIONS)	
SERVICES, INC. REGARDING INADEQUATE)	TC98-196
SERVICE)	

Comes now the undersigned counsel on behalf of Commission Staff and joins in the Petition of G S A, Inc. (GSA) for rehearing on the issue of damages decided in this case for the following reasons, which may be in addition to any stated by GSA in its Petition:

- Contrary to its Finding No. 9, the Commission is not bound by McLeod's tariff language whether the tariff is looked at by itself or as applied in a contract. First, the tariff which limits McLeod's liability is invalid and unenforceable because it is contrary to law. Specifically, the tariff is contrary to SDCL 49-13-1.1 which allows a person claiming to be damaged to have that claim decided by the Commission. It is also contrary to SDCL 49-13-14 which makes McLeod liable for damages as determined by the Commission. A tariff cannot in any manner limit an injured party's right to claim damages to the extent that the party suffered them.

A contract, such as a contract for telephone service, cannot inhibit a party's right to claim damages. For the reasons set forth above, such a contract would be contrary to statutory rights to claim damages. As such the contract would be unlawful as it is contrary to an express provision of law, see SDCL 53-9-1.

- Where damages are sustained by reason of a breach of an obligation, the Legislature has provided that the measure of damages is an amount which will compensate the injured party for all the detriment caused by or resulting from the breach, see SDCL 21-2-1. In other words, an injured party has a right to all the damages he has suffered.
- Where evidence of damage is undisputed or uncontroverted, a decision awarding damages in a lesser amount stands a substantial risk of being found to be clearly erroneous in contravention of SDCL 1-26-36(5) by a reviewing Court.

Exhibit M, admitted at the administrative hearing without objection demonstrates GSA's damages. At a minimum, these are the damages suffered by GSA and are in an amount of at least

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\$32,260.96. The Commission's determination of damages is not factually supported by the record and is not consistent with South Dakota law of damages.

4. Staff would suggest that a rehearing may not be necessary in that the evidence of damages is already in the record and that an appropriate procedural approach would be to reconsider the matter pursuant to the same rule which allows a rehearing, see ARSD 20.10.01.29.

Respectfully submitted this 24th day of September, 1999.



Camron Hoseck
Staff Attorney
South Dakota Public Utilities Commission
500 East Capitol
Pierre, SD 57501
Telephone (605) 773-3201

CERTIFICATE OF SERVICE

I hereby certify that copies of Staff Petition for Rehearing Regarding Damages were served on the following by mailing the same to them by United States Post Office First Class Mail, postage thereon prepaid, at the address shown below on this the 24th day of September, 1999.

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Mr. William A. Haas
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Camron Hoseck
Staff Attorney

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September 30, 1999

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Mr. William Bullard, Jr.
Executive Director
Public Utilities Commission
State Capitol
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Pierre, SD 57501

RE: G.S.A. vs. McLeodUSA
Our file: 1924
Docket No. TC-98-196

Dear Mr. Bullard:

Enclosed please find one original and 10 copies of Respondent's Brief in Opposition to Petition for Rehearing filed on behalf of McLeod USA. By copy of this letter I have provided copies directly to Sam Kerr, attorney for GSA, and Cameron Housek. If you need anything else from me in this matter, please get in touch.

Sincerely,

MAY, ADAM, GERDES & THOMPSON LLP

Neil Fulton
NEIL FULTON

NF:kb

Enclosure

cc/enc: Bill Haas
Sam Kerr
Cameron Housek
Bill Heaston

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PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

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SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., A SOUTH DAKOTA) Docket #: TC-98-196
CORPORATION,)
)

Claimant,)
)

-vs-)
)

MCLEODUSA TELECOMMUNICATIONS)
SERVICES, INC., AN IOWA)
CORPORATION,)

**RESPONDENT'S BRIEF IN
OPPOSITION TO PETITION
FOR REHEARING**

Respondent.)
)

PROCEDURAL HISTORY AND FACTS

This matter was brought before the South Dakota Public Utilities Commission (hereafter "Commission") for a contested evidentiary hearing on April 15, 1999. Based on the testimony and exhibits presented at that hearing, the Commission entered findings of fact and conclusions of law on August 18, 1999. The Commission found that GSA had suffered failures of transmission and that the total damages recoverable under applicable law were \$3087.92. Counsel for GSA filed a petition for rehearing on September 13, 1999, which counsel for Commission Staff joined on September 24. Due to the familiarity of the Commission with the facts of this case, only a brief recitation of the facts is necessary.

G.S.A. and McLeod entered a contract for telephone services (Hearing Transcript, hereafter "HT," at 9, 14). GSA's local

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service was transferred to McLeod by agreement of the parties on September 24, 1998. (HT at 78, 128). A McLeod technician on site at the time confirmed that the service was working properly. (HT at 79). The next day at approximately 3:00 p.m. MDT, GSA reported a loss of dial tone on its main line. (HT at 79). No problems were reported with GSA's other lines, however, and Mr. Jiracek of GSA reported that the dial tone was restored on the morning of September 28. (HT at 81).

GSA's next reported service problem was that calls on the "1-800" number were ringing on lines other than the main line. (HT at 84). GSA did not claim that it could not receive "1-800" calls, and McLeod verified the availability of incoming "1-800" service. (HT at 85). Within two days GSA confirmed that there was no problem with "1-800" service.

GSA again claimed to lack a main line dial tone between October 1 and October 7, (HT 32, 161-162), but again retained service on its other five lines (HT 87). On October 8, GSA reported an inability to receive calls on its main line but Mr. Jiracek had ordered that calls from that line be forwarded to his residential phone service. As soon as this order was taken off, GSA had no problems receiving calls on its main line (HT at 92); GSA could make outgoing calls on the main line and receive calls on others even while the forward was in place. (HT 90, 92).

Based on these facts and the applicable law, no rehearing or reconsideration is necessary or appropriate. Counsel for GSA and

for Commission Staff argue that the Commission erred in the amount of damages awarded to GSA because McLeod, "did not question the kind or amount of damage asserted by GSA," and that the Commission did not properly apply the law in its calculation of damages. The Commission, as the finder of fact in a contested case, is entitled to assess the credibility of evidence and accept or reject it as a result, however. Additionally, the Commission correctly recognized that McLeod's properly approved and filed tariff has the force of law and limits the amount of damages available to GSA.

I. THE PUBLIC UTILITIES COMMISSION AS FINDER OF FACT IN A
CONTESTED CASE MAY ACCEPT OR REJECT EVIDENCE BASED ON AN
ASSESSMENT OF CREDIBILITY.

In contested cases such as this, the Commission serves as the finder of fact. See e.g., SDCL §§ 49-13-13, 49-13-4. The finder of fact is the sole judge of the evidence and may determine which evidence to accept or reject. Grubbs v. Foremost Insurance Co., 141 N.W.2d 777, 779 (S.D. 1966). It is not necessary for the finder of fact to accept any witness statements even if uncontradicted. Howe v. Farmers Cooperative Creamery of Madison, 132 N.W.2d 844, 845 (S.D. 1965). Evidence may be rejected as unpersuasive even though not directly controverted. Id.

Counsel for both GSA and Staff miss this point in their arguments that McLeod did not object to GSA's estimate of damages. Objections are required to note and preserve claims of

legal error for appellate review. See SDCL 19-9-3. Failure to object does not constitute acceptance of the truth of testimony or evidence, and does not restrict the ability of the finder of fact to assess the credibility of the evidence. The fact that counsel for McLeod did not object to Exhibit M (which contained GSA's estimate of damages) means only that counsel chose not to assert a claim of legal error, not that he agreed with the estimate. The lack of objection did not establish the estimate as true. Grubbs, 141 N.W.2d at 779; Howe, 132 N.W.2d at 845.

Counsel for GSA and Staff argue only that the Commission drew improper inferences from the evidence presented at the hearing; they do not point to new evidence or to evidence that was not admitted at the hearing. An assessment of the evidence, however, shows the conclusions of the Commission were reasonable based on the evidence. Exhibit M is an estimate of damages made by Mr. Jiracek based on numbers provided by GSA's accountant, Bruce Ashland (who by his own admission is not independent of GSA). This estimate is based on projecting out GSA's previous revenues through the period of alleged service interruption, but modifies that calculation in several ways which undercut its credibility.

First, the loss calculations rely on, "gross profits before overhead costs are subtracted," and therefore do not provide an accurate picture of GSA's alleged losses. Second, no showing was made that GSA's business would continue at a similar rate in the

future, rendering the calculations purely speculative. The Commission is free to conclude that GSA's business might not continue at a similar rate. Exhibit M also multiplies expected revenues by four during the period of time at the end of the fiscal year to vastly increase the resulting calculation of damages.

Perhaps most problematic is that the calculations assume a total shutdown of GSA's operations. This estimate is flatly contradicted by the evidence. The total time period of service interruption was several days, not over a month as Exhibit M implies. Additionally, GSA was never totally without service. Although problems did occur in separate instances, no evidence was produced that GSA was ever completely without telephone service, much less that it was without service for over a month. In fact, McLeod billing records showed substantial traffic during the period GSA calculates as a total shutdown in Exhibit M. (Exhibit 3). The period of service interruption also included two weekend days which GSA itself pointed out would not have produced business. (HT at 49). Based on this record the Commission acted reasonably in discounting Exhibit M's estimate of damages.

The gist of GSA's petition for rehearing is that the Commission did not totally agree with GSA's story, and GSA does not like that. This is not a sufficient basis for rehearing or reconsideration, however. Were rehearing granted every time the

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Commission's findings did not agree totally with the parties, few dockets would ever close. Because the Commission's findings of fact are based on a reasonable interpretation of the evidence, GSA's petition for rehearing and Staff's recommendation of reconsideration should be denied.

II. THE COMMISSION MADE AN APPROPRIATE AWARD OF DAMAGES IN LIGHT OF THE LIMITATIONS PLACED ON THEM BY McLEOD'S TARIFF.

Tariffs approved by and filed with utility regulatory commissions "have the same force and effect as if directly prescribed by the legislature." 64 AmJur. 2d, Public Utilities, § 244, citing Midland Realty Co. v. Kansas City Power & L. Co., 300 U.S. 109, 114 (1936). Regulating rates and services for utilities is legislative in character whether done by the legislature directly or by delegation to an administrative body. 64 AmJur 2d § 89; see also 73B C.J.S. § 17. Tariffs approved by the Commission therefore take on the force of law and bind the parties on issues coming within their scope.

McLeod's approved tariff which was on file on August 18, 1998 limits responsibility for service disruptions:

McLeod's liability due to any failure of transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call.

McLeodUSA Telecommunications Services, Inc. Tariff No. 1,
Original Page No. 19, § 2.3.

The tariff further provides that if a service disruption occurs that does not result from acts or omissions of the customer, McLeod must make bill adjustments on a pro rata basis for the period of interruption, "beginning with the hour of the report to McLeod, or discovery by McLeod, of the interruption." This language limits the recovery for service disruptions to credits for the period of disruption, and excludes recovery for any lost profits that follow the disruption.

The arguments of counsel for GSA and Staff that tariffs cannot operate to limit liability have been uniformly rejected. See e.g., MCI Telecommunications Corp. v. TCI Mail, Inc., 772 F. Supp. 64 (D.R.I. 1991); Stern v. General Telephone Company of California, 50 Cal. App. 538; South Western Bell Tele. Co., v. Rucker, 537 S.W.2d 326 (Tex. App.); Pilot Industries v. Southern Bell Tel. & Tel. Co., 495 F. Supp. 356 (D.S.C. 1979); Valentine v. Michigan Bell Telephone Company, 199 N.W.2d 182, 184 (Mich. 1972); 67 A.L.R.3d 76, §§ 16-17 (citing cases holding tariffs may limit liability). Counsel for GSA and Staff do not provide any authority contrary to this uniform conclusion. In fact, that argument runs directly contrary to the clear trend of the courts who have considered this issue.

McLeodUSA has been permitted and required to operate under its tariff since it was filed. The fact that GSA dislikes the

result it produces here does not change the validity of the tariff. Moreover, the service agreement entered into by GSA specifically incorporates McLeod's tariff. (Exhibit 1-K, page 2 of 6, 10. General Provisions).

McLeod's tariff was properly approved and filed by the Commission and available to anyone who wanted to do business with McLeod. An approved and filed tariff must be presumed to be reasonable. SDCL § 49-31-12.1. For the Commission to now tell McLeod that it cannot do business under the terms and conditions that the Commission previously approved would be a dangerous precedent of bait and switch. McLeod was required to operate under the conditions imposed by the its tariff, and basic fairness would be violated if the Commission followed the request of GSA and Staff to just change those rules when and how it chooses. No company regulated by the Commission could long operate under those conditions of uncertainty.

III. MCLEOD REQUESTS RECONSIDERATION AND REHEARING ON ITS ARGUMENTS THAT THE COMMISSION LACKS JURISDICTION TO AWARD DAMAGES.

Based on the arguments presented above, McLeod contends rehearing or reconsideration is inappropriate. McLeod does not waive its prior arguments that the Commission lacks jurisdiction to award damages, however. If the Commission does award rehearing or reconsideration McLeod requests that its arguments against jurisdiction as presented in its earlier briefing likewise be reconsidered as though fully set forth herein and

that an appropriate opportunity for additional briefing,
argument, and presentation of evidence be provided.

Dated this 20th day of September, 1999.

MAY, ADAM, GERDES & THOMPSON LLP

By: Neil Fulton

NEIL FULTON
Attorneys for Respondent
503 S. Pierre Street
PO Box 160
Pierre, SD 57501
(605) 224-8803

CERTIFICATE OF SERVICE

I hereby certify that the Respondent's Brief in Opposition to Petition for Rehearing was served upon the following on the 20th day of September, 1999, by mailing a true and correct copy thereof to them by first class mail, postage prepaid, at their last known addresses, to-wit:

Sam Kerr
Attorney at Law
731 St. Joseph St.
P.O. Box 9007
Rapid City, SD 57709-9007

Camron Hoseck
Public Utilities Commission
State Capitol Building
500 E Capitol
Pierre, SD 57501

BY: Neil Fulton

NEIL FULTON

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5-7-99

BANKS, JOHNSON, COLBATH & KERR, PROF. L.L.C.

Attorneys & Counselors at Law

RONALD W. BANKS
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*A PROFESSIONAL CORPORATION

October 6, 1999

RECEIVED

OCT 07 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION


Mr. William Bullard
Executive Director
South Dakota Public Utilities Commission
State Capitol Building
500 E. Capitol
Pierre, SD 57501

Re: G.S.A., Inc. v. McLeod USA Telecommunication Services, Inc.
TC 98-196

Dear Mr. Bullard:

Enclosed please find the original and ten copies of Claimant's Reply Brief Re: Petition for Rehearing on Damages Award in the above-referenced matter. By copy of this letter, counsel for Respondent McLeod USA has been served with this brief.

Respectfully,


Samuel D. Kerr

SDK:jsc

cc: Neil Fulton (w/enc)
William Haas (w/enc)
GSA, Inc. (w/enc)
Cameron Hoseck (w/enc)

PUBLIC UTILITIES COMMISSION
FOR THE
STATE OF SOUTH DAKOTA

RECEIVED

OCT 07 1999

SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

G.S.A., INC., a South Dakota Corporation,

TC 98-196

Claimant,

**CLAIMANT'S REPLY BRIEF
RE: PETITION FOR REHEARING
ON DAMAGES AWARD**

vs.

McLEOD USA TELECOMMUNICATION
SERVICES, INC., an Iowa Corporation,

Respondent.

Comes now Claimant GSA, Inc., and for its response to Respondent's Brief in Opposition to Petition for Rehearing, respectfully submits the following.

The initial pages of McLeod's brief are devoted to its position that GSA's telephone system was out of service for only a short period of time and therefore incurred no damages. To support this position, McLeod leans heavily on the testimony of Christine Voorhess, its own employee. This is the same employee who did not become aware of the matter involving GSA until after GSA no longer was served by McLeod. In fact, Ms. Voorhess merely reconstructed what she believed happened after reviewing the various documents within one month of the hearing before this Commission. (H.T. at 102.) Furthermore, McLeod's factual summary is completely contradicted this Commission's own findings.

In Section I of its brief, McLeod asserts that this Commission can accept or reject the credibility of evidence concerning GSA's claim for damages. That claim was uncontradicted and was further supported by testimony and an exhibit that was introduced into evidence with no objection from McLeod. To support its position, McLeod cites to Howe v. Farmers Cooperative

Cremery of Madison, 132 N.W.2d 844 (S.D. 1965), for the proposition that "evidence may be rejected as unpersuasive even though not directly controverted." However, upon closer examination of the Howe decision, the South Dakota Supreme Court held that "[t]he persuasiveness of evidence may be overcome even though uncontroverted by **direct** evidence." Id. at 845. In this case, the persuasiveness of GSA's damages claim was not overcome by direct evidence or by discrediting that evidence through cross-examination of Mr. Jiracek. While it is true that the finder of fact must weigh the credibility of evidence, our Supreme Court has held that uncontradicted and undiscredited testimony (evidence) should not be arbitrarily disregarded. See, e.g., Jerke v. Delmont State Bank, 54 S.D. 446, 223 N.W. 585; Cambell v. City of Chamberlain, 100 N.W.2d 707 (S.D. 1960).

In Renner Elevator Co. v. Schuer, 267 N.W.2d 204 (S.D. 1978), the Supreme Court upheld the trial court's entry of a judgment in favor of plaintiff, notwithstanding the verdict had been for defendant. The court found that "there was absolutely no evidence" to support the defense verdict and that "reasonable minds could not have differed" on the fact that plaintiff suffered a loss as a result of defendant's actions. 267 N.W.2d at 207.

While it is true that the credibility of witnesses is solely within the jury's province, Rowan v. Becker, 41 N.W.2d 836 (S.D. 1950), the **jury is required to accept undisputed testimony** which has not been objectively weakened on cross-examination or disputed through other direct evidence. See also, Application of Northwestern Bell Tel. Co., 69 S.D. 36, 6 N.W.2d 165 (S.D. 1942) (In determining the fair value of telephone company's exchange property for use as a rate base where the reproduction cost new method was used, Public Utilities Commission erred in rejecting part of undisputed testimony of interest during construction.) In this case, the

Commission, as the finder of fact, cannot simply ignore or disregard the undisputed evidence presented through the testimony of Mr. Jiracek, as well as through Exhibit M. Id. The damages evidence presented to the Commission had a reasonable basis for measuring GSA's loss. Smith v. Highmore Farm Ltd. Partnership, 489 N.W.2d 908 (S.D. 1992). See also, Tri-State Refining and Inv. Co. v. Apaloosa Co., 452 N.W.2d 104 (S.D. 1990) quoting Schmidt v. Wildcat Cave, Inc., 261 N.W.2d 114, 118 (S.D. 1977). Therefore, GSA should have been awarded the requested damages. SDCL § 49-13-14 specifically provides that the commission may determine the extent of any injury or damage which it finds to have been sustained by any person, telecommunications or motor carrier. In this case, there was substantial evidence that GSA suffered damages as a result of the services outages. While McLeod tries to argue that there are deficiencies in GSA's damages claim, there is no such **evidence** before this Commission. Again, this evidence was undisputed. GSA would draw the Commission's attention to the provisions of SDCL § 1-26-36(5) concerning GSA's claim for damages.

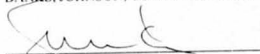
As for Section II of McLeod's brief concerning tariff "restrictions," GSA joins the Staff's Brief dated September 24, 1999. McLeod attempts to sidetrack this Commission by citing law from other states, it completely fails to address the South Dakota statutory language contained in SDCL §§ 49-13-1.1 and 49-13-14. In fact, McLeod does not even cite these statutes nor does it present any argument that these two statutes restrict this Commission's ability to award damages to the extent which the Commission finds to have been sustained by any person

Therefore, based on the foregoing facts and authorities, as well as the evidence presented at the time of the hearing of this matter, including the arguments made and authorities cited by counsel in its various briefs, GSA respectfully requests this Commission reconsider its decision,

pursuant to the provisions of ARSD 20:10:01.29 and as suggested by the Staff, and award GSA the damages sought and entered into evidence and for such other and further relief as the Commission deems just under the circumstances presented.

Dated this 6th day of October, 1999.

BANKS, JOHNSON, COLBATH & KERR



Samuel D. Kerr
Barton R. Banks
Attorneys for Claimant GSA, Inc.

P. O. ADDRESS:

P. O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

CERTIFICATE OF SERVICE

The undersigned hereby certifies that he served a copy of the foregoing document upon the persons herein next designated, on the date below shown, by depositing a copies thereof in the United States mail at Rapid City, South Dakota, first class postage prepaid thereon, in an envelope addressed as follows, to-wit:

Neil Fulton
May, Adam, Gerdes & Thompson
P. O. Box 160
Pierre, SD 57501-0160

William Haas
McLeod USA
P.O. Box 3177
Cedar Rapids, IA 52406-3253

which addresses are the last addresses of the above-named persons known to the subscriber.

00007-6640010
Dated this 6th day of October, 1999.

BANKS; JOHNSON, COLBATH & KERR


Samuel D. Kerr

P. O. ADDRESS:

P. O. Box 9007
Rapid City, SD 57709-9007
(605) 341-2400

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE COMPLAINT FILED)	ORDER DENYING
BY DON JIRACEK ON BEHALF OF G.S.A.)	PETITIONS FOR
INC., RAPID CITY, SOUTH DAKOTA, AGAINST)	REHEARING; NOTICE OF
MCLEODUSA TELECOMMUNICATIONS)	ENTRY OF ORDER
SERVICES, INC. REGARDING INADEQUATE)	
SERVICE)	TC98-196

On November 2, 1998, the Public Utilities Commission (Commission) received a complaint filed by Don Jiracek on behalf of G.S.A. Inc., Rapid City, South Dakota (Complainant), against McLeodUSA Telecommunications Services, Inc. (McLeod). Complainant alleges a variety of service interruptions and customer service issues against McLeod, and argues a breach of contract. The Complainant is requesting that it be reimbursed for its business losses.

Pursuant to ARSD 20 10 01 08 01 and 20 10 01 09, if a complaint cannot be settled without formal action, the Commission shall determine if the complaint shows probable cause of an unlawful or unreasonable act, rate, practice or omission to go forward with the complaint.

On December 7, 1998, the Commission considered this matter. The Commission voted unanimously to find probable cause and served the complaint on McLeod. An Amended Complaint was filed on December 10, 1998. The Commission permitted the filing of the Amended Complaint by Order dated December 18, 1998. McLeod filed its Answer to Complaint on January 7, 1999.

A hearing on this matter was held April 15, 1999, before the Commission in Rapid City, South Dakota. On August 18, 1999, the Commission issued its Findings of Fact and Conclusions of Law. The Commission ordered McLeod to pay the following damages: the sum of \$4.38 related to "failure of transmission," as limited by McLeod's filed tariff; the sum of \$2,000.00 for damages related to McLeod's failure to respond in a timely manner to G.S.A.'s repeated requests for corrective action; and the sum of \$1,083.54 for damages related to McLeod's switching G.S.A. to its long-distance service in a manner that deprived G.S.A. of a one-month period of free service from N.O.S.

On September 14, 1999, G.S.A. filed a Petition for Rehearing regarding the Findings of Fact and Conclusions of Law concerning the award of damages to G.S.A. On September 24, 1999, Commission Staff filed a Petition for Rehearing Regarding Damages. On October 1, 1999, McLeod filed a response opposing the Petitions for Rehearing. At its November 15, 1999, meeting, the Commission listened to the arguments of the parties and took the matter under advisement. At its December 14, 1999, meeting, the Commission voted unanimously to deny the Petitions for Rehearing. Pursuant to ARSD 20 10 01 29, the Commission does not find sufficient reason to grant the Petitions for Rehearing. It is therefore

ORDERED, that the Petitions for Rehearing are denied.

NOTICE OF ENTRY OF ORDER

PLEASE TAKE NOTICE that this Order was duly entered on the 21st day of December, 1999. Pursuant to SDCL 1-26-32, this Order will take effect 10 days after the date of receipt or failure to accept delivery of the decision by the parties.

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2885

Dated at Pierre, South Dakota this 21st day of December, 1999

CERTIFICATE OF SERVICE

The undersigned hereby certifies that this document has been served today upon all parties of record in this docket as listed on the docket service list by facsimile or by first class mail in properly addressed envelopes with charges prepaid thereon.

By *William Laska*

Date 12/23/99

(OFFICIAL SEAL)

BY ORDER OF THE COMMISSION

James A. Burg
JAMES A. BURG, Chairman

Pam Nelson
PAM NELSON, Commissioner

John Schoenfelder
LASKA SCHOENFELDER