

Attachment C Complaints

The Birch companies, like all telecommunications carriers, are subject to slamming complaints, billing complaints, and other routine types of customer complaints that are filed with state and federal commissions throughout their 50-state operating territory and in the District of Columbia. The Birch companies respond to those complaints and inquiries in the ordinary course and make every effort to resolve any disputes directly with the customer and without regulatory intervention. Like any other nationwide telecommunications carrier, the Birch companies are occasionally involved in civil litigation concerning various types of matters such as customer complaints, breach of contract, billing and collection, employee claims, and intellectual property.

In December 2016, Birch Communications, Inc. entered into a Consent Decree with the Federal Communications Commission, which is available at: https://apps.fcc.gov/edocs_public/attachmatch/DA-16-1458A1.pdf. In April 2017, Birch Communications, Inc. and Christopher M. Carr, in his official capacity as Attorney General of the State of Georgia, settled an Investigative Demand issued by the Attorney General in November 2016. Relevant documents can be found in Civil Action File No. 2016-CV-283526 in the Superior Court of Fulton County for the State of Georgia. In October 2017, Birch Communications, Inc. reached a settlement in *Abante Rooter and Plumbing, Inc. v. Birch Communications, Inc.* in which the plaintiff alleged Birch Communications, Inc. violated the federal Telephone Consumer Protection Act. Relevant documents can be found in Civil Action File No. 2015-CV-03562 in the United States District Court for the Northern District of Georgia. The Birch companies currently are involved in a Missouri consumer protection statute case, *Richard W. Huskey v. Birch Communications, Inc., Ionex Communications, Inc., Birch Telecom of Missouri, Inc.* in the Circuit Court of St. Louis County, Missouri.