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July 17, 2009

Public Service Commission
State of South Carolina
Docket Number 2009-275C

Gentlemen,

Except my Written testimony as my complaint, same as reflected in my complaint. in answer to your letter on July 15, 2009 Received July 16, 2009. to Greta Richman President Palmetto Gold Buying Service Inc DBA Palmetto Gold Jewelers. I am the complainant and my witness is my husband Edmund D. Richman I sent lots of Documents to the Docketing Department, but I will be talking about the letter that was sent to the Public Service Commission to Lourie Swygert on June 9, 2009 from access point Inclosed is a copy of this letter. We never saw that letter when we signed our contracts or any time after this about inside wire Maintenance, only when it was sent to us on 7/7/2009 from your office the night this Happened April 7, 2009 we called all night from 2:30 AM to 10 AM to get our phones service Connected. we spoke to Scott Witken at 3AM. and Nashark at 9AM. we spoke to Emily and many different representatives from access point, and we could not get any results. our answer to this letter that informed us that there would be a charge is not true,

we were never informed and never saw this letter until now. We have a Jewelry Store and if our lines were not connected we were open to another break in as our alarm lines go through the telephone lines.
ADT put in a tempory line until phone lines were repaired. They did not charge us for any of the repairs. This letter from access point is a "Total Lie" we were never quoted a price to Fix the lines, we paid for inside Wire Maintance and did not expect any charges; no person spoke to Mr Richman or Mrs Richman about a quote or that we did not have a vendor to work on our lines as we Had access Point and they told us AT&T was our Phone repair Service. This letter is a "total Lie" we were with access point since 2000 and Had many repairs on our secured lines that were cut on the outside of the building. They put the lines up on the roof in a pipe that was Bell South who did repairs for access point and did not charge us. as we had paid for this service on all our Phone lines every month. we had some new lines put in by access point, so they Had upgraded our phone system. They said our lines were old and messy, They were put in By access point and they

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are the only people to work on our phone lines so they made the mess.
Mr Richmon did not say any of the things they have written in that letter also they said Mr. Richmon inspected the lines and the work and was pleased which is also a "lie" He is disabled and can Hardly walk to do what they are saying he did. we lost a week's business people thought we were out of business because they could not reach us by phone. our credit card machine was out our fax and computer, was out. We were glad to get our phone working so we could return to a normal business. The last Bill we received on May 21 or april 30th was for $48.44 credit o Balance. after that we went to AT&T. we could not stay with access point if they could not give us the service we need. our contract was up with access point. on May 20, 2009 we received a bill for $3,770.00 from access point and we filed a complaint with the Public Service Commission to Laurie Sullivan on June 9 2009. on June 30, 2009 we received another bill for $3,789.51 with interest. I then filed a complaint with the

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Docketing Dept. My Husband will present and serve testimony that this letter is a Lie none of the things they said in this letter. ever "happened" and I never had any letter sent to me about that matter. Our Contract we signed in April 2007 does not say anything about them, not fixing our lines if it is vandalised.

Thank You for Your help
Sincerely.
Greta & Eddie Richman S.M.
President
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DBA Palmetto Gold Jewelers
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