

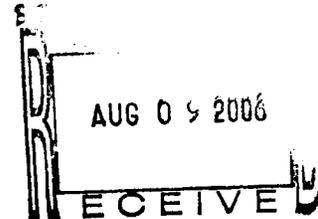


www.denniscorporation.com

2006-239 C  
181231

August 7, 2006

Attn: Mr. Charles Terreni  
Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



RE: Dennis Corporation Phone Dispute with Bellsouth and Birch Telecom

Dear Mr. Terreni,

After contacting the Regulatory Staff regarding my complaint with Bellsouth and Birch Telecom, I was notified that my case was not eligible for mediation. Therefore, I would like to file a formal complaint with the Public Service Commission regarding my case and request a settlement hearing.

In summary, the details of my complaint are as follows: I started a small engineering firm in June of 2005. I moved into my new office in July 2005. I determined that Birch had the lowest phone rates so I signed a contract with Birch to provide phone service with three lines. After the contract with Birch was signed I was notified by the account representative that BellSouth would have to do the installation. I was confused with this requirement, but Birch assured me this was a common practice and my service would be immediately switched back to Birch. The Birch representative told me he would contact BellSouth to handle the arrangements.

I realized there was a problem when I started receiving BellSouth bills that I was unaware that I was required to pay. In addition the bills appeared to be extremely expensive, almost outrageous. My Birch representative told me not to worry about the bills, that Birch had reviewed them and they would contact BellSouth and have them taken care of. That never happened.

I then began receiving annoying letters and phone calls from BellSouth debt collection agencies trying to negotiate a lower fee to settle the bill. When those tactics did not work I was threatened with the possibility of a bad credit report. After I notified the collection agency that I had contacted the SC Public Service Commission the harassment ceased, until I received an annoying phone call and follow up letter from an attorney in Texas representing BellSouth threatening me with high interest payments and attorney fees after suit is brought against me. After an exhaustive search I was unable to confirm if this BellSouth debt collector was licensed to practice law in South Carolina or Texas.

Birch has offered to settle this matter with a partial monetary offer, but I declined for many reasons that I would like to address in a formal hearing in which I believe will bring to light several practices that could be considered unethical, fraudulent and damaging to Dennis Corporation.

I have enclosed copies of those documents as well as all other correspondence regarding my complaint to date. I would appreciate your prompt attention to our dispute.

Sincerely,

Dan Dennis, PE, PLS  
President

cc: Virginia Short, Tara Jackson

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**From:** Dan Dennis [mailto:ddennis@denniscorporation.com]  
**Sent:** Monday, July 24, 2006 8:30 PM  
**To:** Kelly Tam  
**Subject:** FW: Dennis Corporation - Phone dispute with BellSouth and Birch

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**From:** Dan Dennis [mailto:ddennis@denniscorporation.com]  
**Sent:** Friday, April 28, 2006 4:35 PM  
**To:** Virginia Short (virginia.short@bellsouth.com)  
**Cc:** Barb Fillinger (bfillinger@birch.com); Laurie Swygert (lswygert@regstaff.sc.gov)  
**Subject:** Dennis Corporation - Phone dispute with BellSouth and Birch

Ms. Short,

I started a small engineering firm in June of 2005. I moved into my new office in July 2005. I determined that Birch had the lowest phone rates so I signed a contract with Birch to provide phone service with three lines. After the contract with Birch was signed I was notified by the account representative that BellSouth would have to do the installation. I was confused with this requirement, but Birch assured me this was a common practice and my service would be immediately switched back to Birch. The Birch representative told me he would contact BellSouth to handle the arrangements.

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As you can imagine I am frustrated with the situation and am considering taking legal action against those parties that have violated my consumer rights. In addition, I will remain in close contact with Ms. Swygert and if necessary contact my United States Congressional delegation to assist me with this issue. My firm and I personally have excellent credit. I have never failed to pay my bills and I will never, as long as they are correct.

In closing I would like to thank you for your prompt response.

Sincerely,

Dan

**JACK R. CREEL & ASSOCIATES**  
**ATTORNEY AT LAW**

P.O. BOX 801083  
HOUSTON, TEXAS 77280-1083

ATTORNEY FORWARDING DEPT.

04-20-06

DENNIS CORPORATION                      5038859  
DAN DENNIS DBA  
5000 THURMOND MALL SUITE 114  
COLUMBIA SC 29201

RE: BELLSOUTH TELECOMMUNICATIONS

\$ [REDACTED]

Gentlemen:

This law firm has been retained by the above client to make this formal demand upon you for payment of all sums due it. This account is seriously past due and demand is hereby made for payment of this past due amount no later than ten days from the date of this letter.

If you fail to make payment in full within the time allowed, we will strongly recommend our client take additional steps to collect this amount, including but not limited to, the institution of suit. Should suit be filed, our client will make additional claims for prejudgment and post-judgment interest at the highest rate allowed by law. A claim for attorney's fees and costs expended in prosecuting this matter may also be made.

We trust you would prefer avoiding the expense of possible litigation and will immediately take steps to pay the balance. Make your check payable to BELLSOUTH TELECOMMUNICATIONS and mail to the address above. If you wish to pay via phone or credit card, please call the phone number and extension listed below. If mailing a check, please write file #5038859 on your check.

Sincerely,

Jack R. Creel & Associates

IMPORTANT: PLEASE CALL 800-699-9289 OR 832-204-6280  
AND PRESS EXT. 3936 TO REACH ADJUSTER HANDLING THIS FILE.  
PLEASE REFER TO THIS NUMBER - [REDACTED]

**BELLSOUTH**

(fax) 212-1020

Page 1 of 6

**DAY DENNIS DENNIS CORPORATION**

Account Number  
[REDACTED]

Monthly Statement Date:  
August 11, 2005

Thank you for choosing BellSouth. We sincerely appreciate your business.

Account Summary	Amount
Previous Bill	\$338.95
Payments (Posted on > August 11)	.00
<b>Past Due (Please pay now)</b>	<b>\$338.95</b>

**Current Charges:**

BellSouth		
Local	(Page 3)	\$208.99
Long Distance	(Page 4)	20.28
<b>Total Current Charges (Due September 2)</b>		<b>\$229.27</b>
<b>Total Amount Due (Including Past Due Charges)</b>		<b>\$558.22</b>

From dial-up and high-speed DSL, internet service is critical to your success. BellSouth has provided you with all the commercial-grade tools for your business. Services available where business and.

**BellSouth Customer?**  
 Customer Service: 1 800 820-0000  
 Outside Calling Area: 1 800 227-0000  
 Repair: 1 800 820-0000

See Other Service Providers page for standard numbers.

Electronic Payment Options:  
Online: [www.bellsouth.com/netbusinessbill](http://www.bellsouth.com/netbusinessbill)

Information for Your Business - Page 6

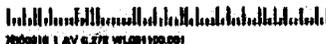
A Check & return payment slip with your check, payable to BellSouth by U.S. funds.

**BELLSOUTH**

Account Number  
800 227-0001 001 1880

**Total Amount Due**  
**By September 2**  
**\$558.22**

Amount Enclosed \$



DAY DENNIS DENNIS CORPORATION  
5000 THUNDERBOLT HALL BLDG 114  
CHARLOTTE NC 28261-2174

P.O. Box 70529  
Charlotte, NC  
28272-0529

80392520991001169075025006501000000000000337750000097682

**DAN DENNIS DBA DENNIS CORPORATION**  
Account Number: 90000000000000000000  
Monthly Statement Date: August 11, 2008

**Your Current  
Charges total  
includes regulated  
charges of \$258.48  
and unregulated  
charges of \$378.47**

Please note that nonpayment of regulated charges may result in discontinuance of local service. Failure to pay unregulated and certain other charges will not result in discontinuance of local service. However, nonpayment of unregulated charges could result in the removal of unregulated services or collection action by BellSouth or your other service provider(s).

Please note: Your bill contains an unpaid balance of \$230.98. Your service may be interrupted without further notice unless you make satisfactory payment arrangements immediately for your regulated services.

**Late Charge Reminder:** An additional charge at the rate of 1.5% for regulated charges and at the rate as provided by your terms of service for unregulated charges may apply to an unpaid balance as of Sep 11.

BellSouth has the services your business needs:

- Local Service - Additional Lines, Calling Features, Messaging
- Long Distance - Domestic Plans, International Plans, Toll-Free Service, Corporate Calling Card
- Cellular® Wireless
- Internet & Data Services - BellSouth® FastAccess® Business DSL, Dial-Up
- Internet Services, Dedicated Access, T1, Frame Relay, ISDN
- The Real Yellow Pages® from BellSouth

Account Number:  
900 000 001 001 000

Address Correction:  
If your current billing address has changed, please clearly print your new address below:

\*Please note that if you need to change the billing name on your account, you will need to contact customer service at one of the numbers shown on page 1.

Check box for Rescoring eCheck - SEE LAST PAGE OF BILL FOR TERMS AND CONDITIONS. Enroll me in BellSouth's automatic rescoring eCheck. By signing below, I authorize my bank to deduct the monthly amount due on my BellSouth bill from the account shown on the enclosed check and to remit it to BellSouth. Allow 1 - 2 billing cycles for rescoring eCheck to begin.

Signature

Date



DAN DENNIS DBA DENNIS CORPORATION  
 Account Number: 20801111111111111111  
 Monthly Billing Date: August 11, 2006

**Bellsouth Local and Local Toll Charges**

Bellsouth Local Charges	Quantity	Unit Charge	Amount
From August 11 through September 10			
1. Federal Universal Service Charge	3	86	92.05 †
2. Business Line	3	42.75	128.25
3. Emergency Service Preparation Charge. This charge is billed on behalf of Richland County	#	#	1.14
4. FCC Authorized Charge for Network Access	3	6.75	20.25
5. Local Universal Service Charge	#	#	4.93
6. IntraState Universal Service Charge	#	#	.48
7. Telecommunications Relay Service	3	16	48
8. Hunting/Rollover Service	2	10.65	21.30
9. Inside Wire Maintenance Service Plan	3	#	16.60
# Quantity and/or Unit Charge may not apply			
<b>Total Bellsouth Local Charges</b>			<b>\$196.30</b>
<b>Other Charges and Credits</b>			<b>Amount</b>
10. Late Payment Charge			35.09
Changes made to your service on Jul 12, 2006 SC: ZWB1711CN 282-0891 Charge for unregulated wiring 11. 16M load not built			380.00
Changes made to your service on Jul 16, 2006 SC: CWD14KAB 282-0891 Partial month's charge for service added (07/19/06 - 08/10/06)			8.17
12. Hunting/Rollover Service (\$16.85/mo)			16.85
13. Charge for processing change in service			10.00
282-0962 Partial month's charge for service added (07/19/06 - 08/10/06)			8.17
14. Hunting/Rollover Service (\$16.85/mo)			16.85
The above of charges/credits are one-time charges/credits associated with your account or with changes made to your account during this billing cycle.			
<b>Total Other Charges and Credits</b>			<b>\$381.43</b>
<b>Taxes</b>			<b>Amount</b>
15. Federal Excise Tax			95.05
16. SC - State Local Tax			10.67
17. SC - Municipal Business License Tax			2.05
<b>Total Taxes</b>			<b>\$107.77</b>
<b>Total Local and Local Toll Charges</b>			<b>\$303.50</b>



DAN DENNIS CRA DENNIS CORPORATION  
 Account Number  
 Monthly Statement Date August 11, 2008

**Detailed  
 Statement of  
 Charges**

This Service Provider has notified BellSouth that they are  
 billing new services on your bill this month.

For BellSouth Long  
 Distance, Inc. Billing  
 Questions, Call  
 1 800 838-8389 or  
 1 800 227-2882

<u>Other Charges and Credits</u>		<u>Amount</u>
803 252-0993		
1. 08/08	Bus. 500 Minute Package Plan Monthly Fee	27.00
2. 08/04	S.C. Universal Service Cost Recovery Fee	.81
3. 08/04	Federal Universal Service Fund Fee	1.32
Total Other Charges and Credits		29.13

<u>BellSouth Long Distance Itemized Calls</u>		<u>Amount</u>				
803 252-0993						
<u>Direct Dialed Calls</u>						
<u>Date</u>	<u>Area Called</u>	<u>Number Called</u>	<u>Rate*</u>	<u>Time</u>	<u>Min</u>	
4. 07/18	MYSTIC CT	860 339-9470	AD	12:06PM	7	.00
5. 08/03	CHARLESTON SC	843 763-1166	AD	09:06AM	2	.00
6. 08/04	CARDEN SC	803 425-7221	AD	11:16AM	1	.00
7. 08/04	CHESTER SC	803 341-8008	AD	05:10PM	11	.00
Total Direct Dialed Calls						.00

<u>Summary of Direct Dialed Calls</u>		<u>Minutes</u>	<u>Charges</u>
803 252-0993			
Total Domestic		21.0	.00
Total Charges for 803 252-0993			.00
Total BellSouth Long Distance Itemized Calls			.00

<u>Summary of Charges</u>		<u>Minutes</u>	<u>Charges</u>
Total Domestic Calls for:			
803 252-0993		21.0	.00
Total Charges		21.0	.00

<u>Taxes</u>		<u>Amount</u>
8. Federal Excise Tax		.88
Total Taxes		.88

**Total BellSouth Long Distance, Inc. Current Charges 29.13**

\* Taxes and Rate Codes - Page 6  
 This portion of your bill is provided as a service to BellSouth Long Distance, Inc.

**DATA SERVICE CORPORATION**  
Address: [Redacted]  
Monthly Billing Date: August 11, 2008

**Information for Your Business**

**General Interest**

**Payment by Phone**

Your BellSouth phone bill for your business can now be handled over the phone by electronic check. To make a secure electronic bill payment from your bank account, call BellSouth Customer Service at the number located on the front of your bill. You will need the last four digits of your seven-digit BellSouth account number located on your bill. You hereby agree in advance to the following: (1) to authorize BellSouth to initiate, and your financial institution to accept, a one-time Automated Clearing House (ACH) debit to your bank account, using the bank account information that you provide to BellSouth and (2) to be bound by ACH Rules pertaining to business-to-business electronic bill payment and in effect at the time of the transaction. You hereby agree that the amount authorized will be applied as payment of your BellSouth bill. Bill payment options are also available on our Website at [bellsouth.com](http://bellsouth.com). Thank you for choosing BellSouth for your communications needs.

**Important Notice About Disputed Debits**

Please note, any check or payment instrument in an amount less than the full amount due that you send BellSouth marked "PAID IN FULL" or otherwise tender as full satisfaction of a disputed amount, must be sent to BellSouth Accounts Receivable Management, Room 20E, 233 Commerce Street, Nashville, TN 37201 and NOT the payment address shown on the payment return document. Thank you for choosing BellSouth for your communications needs.

**Surcharge Definitions**

**Federal Universal Service Charge**

Per the charge to recover the amount telecommunications providers must contribute to the fund which helps keep local phone rates affordable for all Americans.

**Emergency 911 Service**

Your local government asked you to pay a small charge each month to help provide emergency service in your community.

**FCC Authorized Charge for Network Access**

A charge to cover costs associated with connecting to a telecommunications provider's interstate network.

**Local Universal Service Charge**

A charge to recover the costs associated with connecting to a telecommunications provider's interstate network.

**Intrastate Universal Service Charge**

A charge to support a statewide Universal Service Fund which helps ensure basic telephone rates remain affordable.

**Telecommunications Relay Service**

A surcharge to fund the relay center that serves the hearing and speech impaired communicate with telecommunications providers.



DAN DEBBS DBA DEBBS CORPORATION  
Account Number: 20000000000000000000  
Monthly Statement Date: August 11, 2000

**Tax and Rate Codes  
for Calls**

A = Federal Tax Only	H = Federal, State and Local Tax	P = Person
B = Federal and State Tax	I = State and Local Tax	R = Standard
C = Calling Card	J = Local Only	S = Station
D = Day	K = Federal and Local Tax	T = Discount
E = Evening	M = Multiple Rate Periods	X = Conference
F = Call Forward	N = Night/Weekend	Y = Economy*
G = State Tax Only		

\* International

**Terms and  
Conditions**

**Recurring eCheck**

I hereby authorize BellSouth Telecommunications, Inc. (BellSouth) to automatically charge my checking account, at the financial institution name on this application, for payment of bills rendered to me by BellSouth. I further authorize the financial institution to accept these charges to my checking account. If corrections to the account are necessary, it may involve adjustments (credits or debits) to my BellSouth account. I understand that both the financial institution and BellSouth reserve the right to terminate my participation in this payment plan. I also understand that I may discontinue enrollment at any time with written notice to BellSouth or by calling after allowing the company and the financial institution a reasonable time to act upon my notification.



## CISCO, Inc.

1702 TOWNHURST DR.  
HOUSTON, TEXAS 77043  
(713) 461-9407

P.O. BOX 801088  
HOUSTON, TEXAS 77280-1088  
(800) 331-3288  
FAX (713) 461-2432

12-02-05

DENNIS CORPORATION 5038859 12  
DAN DENNIS DBA  
5000 THURMOND MALL SUITE 114  
COLUMBIA SC 29201

RE: BELLGOTH TELECOMMUNICATIONS

LADIES/GENTLEMEN:

THIS IS AN ATTEMPT BY A DEBT COLLECTOR TO COLLECT A CONSUMER DEBT AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE. OUR RECORDS SHOW WE HAVE NOT RECEIVED PAYMENT ON THIS ACCOUNT.

AS INDICATED PREVIOUSLY, THIS ACCOUNT IS SERIOUSLY PAST DUE AND WE MUST HAVE A CHECK RIGHT AWAY. IF YOU FEEL THIS DEBT IS IN QUESTION, PLEASE CONTACT US IMMEDIATELY SO WE CAN DISCUSS.

OTHERWISE, WE MUST ASSUME THAT YOU ARE INTENTIONALLY IGNORING THIS MATTER AND WE WILL BE FORCED TO PROCEED WITH FURTHER ACTION, WHICH WILL INCLUDE REPORTING THIS DELINQUENCY TO A CREDIT REPORTING SERVICE.

THIS COMMUNICATION IS FROM A DEBT COLLECTOR.

CISCO, INC.

IMPORTANT: PLEASE CALL 800-994-9408 OR 713-461-9408.  
PRESS EXT 3312 TO REACH THE ADJUSTER HANDLING THIS FILE.  
PLEASE REFER TO THIS NUMBER - 5038859

VISIT OUR WEBSITE TO PAY BY CHECK OR CREDIT CARD  
Website - [www.ciscocollect.com](http://www.ciscocollect.com)



## CISCO, Inc.

1782 TOWNHURST DR.  
HOUSTON, TEXAS 77043  
(713) 461-9407

P.O. BOX 601086  
HOUSTON, TEXAS 77269-1086  
(800) 231-8885  
FAX (713) 461-3462

12-13-05

DENNIS CORPORATION 5038859 12  
DAN DENNIS DBA  
5000 THURMOND MALL SUITE 114  
COLUMBIA SC 29201

RE: BELLSOUTH TELECOMMUNICATIONS  
\$  
██████████

LADIES/GENTLEMEN:

THIS IS AN ATTEMPT BY A DEBT COLLECTOR TO COLLECT A CONSUMER DEBT  
AND ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

YOU HAVE FAILED TO RESPOND TO OUR PREVIOUS LETTER. WE MUST ASSUME  
THAT YOU ARE IGNORING THIS MATTER.

IF WE DO NOT HEAR FROM YOU WITHIN 10 DAYS, THEN WE WILL BE FORCED  
TO INFORM OUR CLIENT AND RECOMMEND FURTHER ACTION. WE WILL ALSO  
REPORT THIS DELINQUENCY TO A CREDIT REPORTING SERVICE.

THIS COMMUNICATION IS FROM A DEBT COLLECTOR.

CISCO, INC.

IMPORTANT: PLEASE CALL 800-994-9408 OR 713-461-9408.  
PRESS EXT. 3312 TO REACH ADJUSTER HANDLING THIS FILE.  
PLEASE REFER TO THIS NUMBER - 5038859

VISIT OUR WEBSITE TO PAY BY CHECK OR CREDIT CARD  
Website - [www.ciscocollect.com](http://www.ciscocollect.com)

**C O R P O R A T I O N**

[www.denniscorporation.com](http://www.denniscorporation.com)

November 21, 2005

CISCO, Inc.  
PO Box 801088  
Houston, Texas 77280-1088  
(800) 231-3866

Re: Debt Dispute

Dear CISCO, Inc.,

Per your letter I received on November 11, 2005 I am responding in writing to inform you that the bills sent to me by BellSouth Telecommunications are incorrect. I have had several conversations with their customer service department and have been unable to resolve the problem. I would prefer to settle this matter with Bell South directly. I have always paid my bills on time and without complications. However, with this particular bill I disagree with the charges and I am unwilling to pay it, until Bell South will discuss my concerns.

Sincerely,

Den Dennis  
President

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From: Hoffman, Carl [Cahoffman@birch.com]  
Sent: Thursday, June 30, 2005 8:00 AM  
To: ddennis@pgroup.com  
Subject: Questions

Den,

I came in early if you want to call me.

Thanks,

Carl "Toby" Hoffman Jr.

Senior Account Executive

Birch Telecom

Columbia, SC

(803)929-6975

(803)237-7500 cell

(803)252-6791 fax

cahoffman@birch.com

www.birch.com

6/30/2005

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