

LAW OFFICES  
OF  
DONALD KENNETH ANDERSON, JR.  
8011 CLAYTON ROAD  
ST. LOUIS, MISSOURI 63117

(314) 727-7100  
FAX (314) 727-4762  
E-MAIL: ANDERSON76@AOL.COM

September 21, 2006

FILED<sup>3</sup>

SEP 22 2006

Missouri Public Service Commission  
Attn: Data Center  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

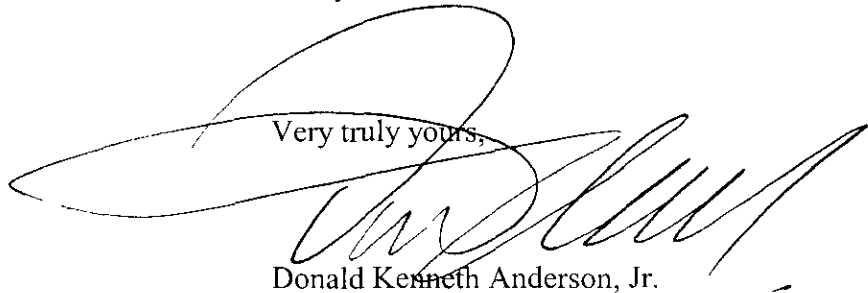
Missouri Public  
Service Commission

Re: The Innsbrook Corporation vs. AT&T  
Account No. 171-788-3546 111

To Whom It May Concern:

Enclosed herewith find for filing an original and nine copies of a Formal Complaint in relation to the above matter. Thank you.

Very truly yours,

A large, stylized handwritten signature in black ink, appearing to read 'DK Anderson, Jr.', is written over the 'Very truly yours,' text.

Donald Kenneth Anderson, Jr.

DKA/mkd  
Enclosures  
cc: Steve Wobbe

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE  
STATE OF MISSOURI

FILED<sup>3</sup>

SEP 22 2006

Missouri Public  
Service Commission

THE INNSBROOK CORPORATION,     )  
  )  
          Complainant,            )  
  )  
vs.                                    )  
  )  
          AT&T,                     )  
  )  
  )  
          Respondent.            )

Case No.

**FORMAL COMPLAINT**

Complainant's address is #1 Aspen Circle, Innsbrook, Missouri 63390.

1.     Respondent, AT&T of One AT&T Way, Bedminster, NJ 07921, is a public utility under the jurisdiction of the Public Service Commission of the State of Missouri.

2.     As the basis of the complaint, Complainant states the following facts:

- a.     This complaint is for wrongful termination of service.
- b.     During July, 2004, The Innsbrook Corporation had several discussions with Alison Whitworth, a duly authorized representative and agent of Respondent, concerning adding some local trunks/lines to their long distance account.
- c.     Steve Wobbe, a duly authorized representative and agent of Complainant, was informed by Ms. Whitworth that he would need to sign a new contract ("the contract") for these services.
- d.     Mr. Wobbe informed Ms. Whitworth that the account was not merely for long distance, but also T1 and digital link services and that he did not want these services to be adversely affected by a new contract.
- e.     Ms. Whitworth informed Mr. Wobbe that he would not only be seeing a savings with the new contract overall, but would also keep the same T1 rate. These comments were made with the intent that they should be acted upon by Complainant in a manner reasonably contemplated. The representations were either known to be false at the time these comments were made or were made recklessly without knowledge of their truth or falsity.

- f. Mr. Wobbe was ignorant as to the truth or falsity of Ms. Whitworth's representations.
- g. Relying on the material representations made by Ms. Whitworth concerning not only the service, but that a savings would be realized on the overall contract, Mr. Wobbe agreed to extend Complainant's service with Respondent and signed the contract.
- h. The representations made to Mr. Wobbe by Ms. Whitworth were false. Not only has the account been adversely affected, but the amount for "private lines service" has continued to increase with each billing statement.
- i. Service was terminated on July 28, 2006, yet Respondent continues to send bills to Complainant for alleged services rendered.
- j. Arrangements with alternative carriers have been made to provide the same services originally to be supplied by Respondent.

3. Complainant, in taking steps to present this claim to the Respondent, has repeatedly contacted Respondent explaining the situation as well as contesting the charges on the bill. Attached to this Complaint are various correspondences Complainant has directed and received from Respondent including:

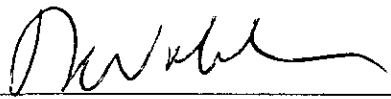
- a. AT&T Invoice dated 9/1/2006
- b. Missouri Public Service Commission Informal Complaint Form dated 7/27/2006
- c. Letter to Andy Stein dated 7/14/2006
- d. AT&T Invoice dated 6/27/2006
- e. Letter to Vivian Harrold dated 6/1/2006
- f. AT&T Invoice dated 5/13/2006 (we did not receive until 5/22/2006)
- g. E-mail correspondence with Vivan Harrold dated 5/18/2006
- h. Letter to Vivian Harrold dated 5/15/2006
- i. Letter to Vivian Harrold dated 4/28/2006
- j. E-mail correspondence with Vivian Harrold between 4/11/2006-4/25/2006
- k. E-mail correspondence with Vivan Harrold dated 4/4/2006
- l. Letter to AT&T Disputed Accounts dated 2/28/2006

WHEREFORE, Complainant now requests the following relief:

1. Awarding to Complainant Fifteen Thousand Nine Hundred and Thirty Six Dollars and Eighty-One Cents (\$15,936.81), the amount charged over and above what was originally contracted for with AT&T;
2. Awarding to Complainant any amount in excess of the original contract price with AT&T currently being paid for long distance and T1 services from another company;
3. Awarding Complainant its costs and attorney's fees; and
4. Granting such further and other Orders as the Commission may deem just and proper in the premises.

THE INNSBROOK CORPORATION

Date: 21 SEP 06

By:   
Steve Wobbe  
Its Vice President



THE INNSBROOK CORPORATION  
1 ASPEN CIRCLE  
INNSBROOK, MO, 63390

Account Number: 171-788-3546 111  
Invoice Number: 8084553007  
Bill Period: Aug 01 - Aug 31, 2006  
Invoice Date: Sep 01, 2006  
AT&T Tax ID: 13-4924710

Page 1

## AT&amp;T Business Services

For Billing Inquiries: 1 800 358-1111

## SUMMARY OF CHARGES

ACCOUNT / GROUP CHARGES	\$	50.00
OUTBOUND		78.92
LOCAL		3.12
PRIVATE LINE SERVICES		944.53
REGULATORY/OTHER FEES		150.08
<b>CURRENT CHARGES SUBTOTAL</b>	<b>\$</b>	<b>1,227.43</b>
<b>OTHER CHARGES &amp; ADJUSTMENTS</b>		<b>11.59</b>
<b>TOTAL CURRENT CHARGES</b>	<b>\$</b>	<b>1,239.04</b>

## ACCOUNT STATUS

PREVIOUS BALANCE	\$	16,016.10
PAYMENT RECEIVED 08-19-2006		1,318.33
<b>TOTAL CURRENT CHARGES</b>		<b>1,239.04</b>

TOTAL AMOUNT DUE

\$ 15,936.81

PAYMENT DUE DATE

UPON RECEIPT

(These totals include all applicable charges, discounts, and taxes.)

## \*\*\* IMPORTANT NEWS ABOUT YOUR ACCOUNT \*\*\*

The TOTAL DISCOUNT AMOUNT for your account is equal to \$ 1,410.09.

## ACCOUNT STATUS

Late payment interest may be assessed on the past due balance. Provisions may vary by law by country or by state to comply with local regulations.

\*Important News Continued on page 3\*

PLEASE MAKE CHECKS PAYABLE TO AT&T AND INCLUDE YOUR ACCOUNT NUMBER ON PAYMENT  
PLEASE MAKE SURE THAT THE AT&T P.O. BOX ADDRESS IS SHOWING THROUGH THE ENVELOPE WINDOW

AT&T  
Return Mail Center  
PO BOX 18740  
Mesa, AZ 85201

TO ENSURE PROPER CREDIT, PLEASE DETACH  
BOTTOM PORTION AND RETURN WITH REMITTANCE.



If name, address, or telephone number  
has changed, please call Customer Care  
at 1 800 358-1111 or check box below  
and print new information on reverse side.



Account Number: 171-788-3546 111  
Invoice Number: 8084553007  
Invoice Date: Sep 01, 2006  
Payment Due Date: UPON RECEIPT

Total Amount Due:

\$ 15,936.81

Amount Enclosed:

\$

Please Send Payments to:

#BWNHKN \*\*\*\*\* MIXED AADC 852

#17178835461117# 000001108

1 FP

.371 N80

THE INNSBROOK CORPORATION  
Attn: STEVE WOSBE

1 ASPEN CIRCLE  
INNSBROOK, MO, 63390

AT&T  
P.O. Box 2879  
Omaha, NE 68103-2679

17178835461118064553007038200000159368100001239042

**MISSOURI PUBLIC SERVICE COMMISSION**  
***INFORMAL COMPLAINT FORM***

(office use only) ف New \_\_\_\_\_ ف Existing \_\_\_\_\_ ف Re-Open \_\_\_\_\_

**Note: Complaints must be submitted by the customer of record or a party authorized with the utility company to discuss the account.**

Name on Account or Business Contact	Last Name Wobbe	First Name Steve	Middle Initial
Name of Business (if applicable)	The Innsbrook Corporation		
Street Address	Street Address #1 Aspen Circle		
City/State/Zip County:	City Innsbrook	State MO	Zip Code 63390
Home Phone Work Phone (include area code)	Home Phone  (    ) -	Work Phone  ( 636)                 928 - 3366                 ext 170	
Cell Phone/Pager E-mail Address	Cell Phone/Pager  (      ) - 	E-mail Address: Steve.wobbe@innsbrook- resort.com	
Fax# Preferred Method of Contact between 8am – 5pm	Fax#:  ( 636 ) 928 - 4089	Preferred method of contact between 8am – 5pm:	<input type="checkbox"/> Home Phone <input type="checkbox"/> Cell/Pager <input type="checkbox"/> Mail <input checked="" type="checkbox"/> Work Phone <input checked="" type="checkbox"/> E-mail - X <input type="checkbox"/> Fax
Service you have a problem with	<input checked="" type="checkbox"/> Electric <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Telephone - XXX <input type="checkbox"/> Water <input type="checkbox"/> Sewer		
Name of the Utility Co. Account#	Name of Utility: AT&T:	Account#: 171-788-3546 111	
<b>Briefly describe problem: (You MUST include a copy of your bill)!</b>			
Wrongful termination of service – see attached			
Mail to: MO. Public Service Commission, P.O. Box 360, Jefferson City, MO. 65102		Fax to: 573-526-1500	

LAW OFFICES  
OF  
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8011 CLAYTON ROAD  
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(314) 727-7100  
FAX (314) 727-4762  
E-MAIL: ANDERSON76@AOL.COM

July 14, 2006

AT&T Executive Complaint Resolution Center  
Attn: Legal Department c/o Andy Stein  
P.O. Box 752  
Bedminster, NJ 07921

Re: The Innsbrook Corporation  
Account No. 171-788-3546 111

Dear Mr. Stein:

We are in receipt of your letter dated June 26, 2006. Please see the enclosed documents:

1. AT&T Invoice dated 6/27/06
2. Letter to Vivian Harrold dated 6/1/06
3. AT&T Invoice dated 5/13/06 (we did not receive until 5/22/06)
4. E-mail correspondence with Vivian Harrold dated 5/18/06
5. Letter to Vivian Harrold dated 5/15/06
6. Letter to Vivian Harrold dated 4/28/06
7. E-mail correspondence with Vivian Harrold between 4/11/06-4/25/06
8. E-mail correspondence with Vivian Harrold dated 4/4/06
9. Letter to AT&T Disputed Accounts dated 2/28/06

As we have already indicated in our letter dated June 1, 2006, during July 2004, my client, the Innsbrook Corporation, had several discussions with a representative of your company named Allison Whitworth concerning adding some local trunks/lines to their long distance account. The representative from Innsbrook, Steve Wobbe, was informed by your agent that they would need to sign a new contract for these services. Mr. Wobbe informed Ms. Whitworth at that time that the account was not merely for long distance service, but also included T1 as well as Digital Link service. At this time Mr. Wobbe expressed his intentions that these services were not to be adversely affected by a new contract. Ms. Whitworth informed Mr. Wobbe that he would not only be seeing a savings with the new contract overall, but also keeping the same T1 rate (approximately \$350.00 per month). Not only has the account been adversely affected, but the amount for "private lines service" has continued to increase with each billing statement.

The AT&T Corporation, by and through its agents, has made a fraudulent misrepresentation to my client in that they made a representation concerning the

Innsbrook Corporation's contract for long distance; the representation concerning its adverse affects was false; the representation was material in that it induced my client to sign the new contract and, had your agent told my client that the rate would increase from \$350 to \$867, he would not have signed the contract; the agent of AT&T had either knowledge of the falsity of this statement or was wholly ignorant of the truth; the agent of AT&T had the intent that her statement be acted upon; my client was ignorant of the falsity of the statement; my client relied on the truth of the statement; my client had the right to rely on the statement; and my client has incurred consequent and proximate injuries in the amount of \$12,419.39 in back charges.

The AT&T Corporation, by and through its agents, has further made a negligent misrepresentation to my client in that the agent of AT&T supplied information in the course of her business to my client; due to the agent's failure to exercise reasonable care or competence in obtaining or communicating this information, the information was false; the agent intentionally provided the information for the guidance of my client in a particular business transaction; my client justifiably relied on the information; and that as a result of my client's reliance on the statement, they have suffered a pecuniary loss in the amount of \$12,419.39 in back charges.

We believe that a settlement of \$12,419.39 in the form of re-crediting my client's account is just and proper in this matter. We further believe that the T1 charges should be lowered to the original contracted amount of approximately \$350.00 per month. If these demands are not complied with, I will be forced to take further action on behalf of my client. We trust that you will give this matter your immediate attention.

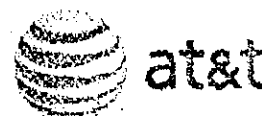
Very truly yours,

  
Donald Kenneth Anderson, Jr.

DKA/bgq  
CC: Steve Wobbe



Date: 06/27/2006



000021

THE INNSBROOK CORPATION  
INNSBROOK DIV  
STEVE WOBBE  
1 ASPEN CIRCLE  
INNSBROOK MO 63390  
USA

Your Account Number(s)	Account Name	Total Outstanding Plus New Charges	Disputed	Past Due
1717883546111	THE INNSBROOK CORPORATION	\$ 14,597.86 \$	--	\$ 12,419.39
<b>Total all Accounts</b>		<b>\$ 14,597.86 \$</b>	<b>--</b>	<b>\$ 12,419.39</b>

Dear AT&amp;T Customer,

As of 06/27/2006, our records indicate you have a past due amount as shown in the account information table at the top of the first page of this letter. At the time of this letter your past due balance was \$12,419.39. Please submit payment for your past due balance immediately.

This letter shall serve as AT&T's formal notice of termination under the terms of AT&T's contract with you or the AT&T Service Guide, as applicable. If payment of \$12,419.39 is not received by 07/22/2006, AT&T may exercise its right to suspend or disconnect all services billed under the account(s) referenced in the information above and/or require you to provide a security deposit. Late payment interest charges are assessed on all past due balances. In the case of a dispute, late payment interest will be assessed on any billed amounts determined, by AT&T, as accurate at the time your dispute is resolved.

If payment in full for the amount past due has been mailed, please disregard this letter. Do not hesitate to contact us at 1-800-762-3390 to discuss any questions you may have regarding this matter.

AT&T trusts that you will give this matter your immediate attention.

AT&T Collections Department  
Revenue Assurance Management

Copy to THE INNSBROOK CORPATION

LAW OFFICES  
OF  
DONALD KENNETH ANDERSON, JR.  
8011 CLAYTON ROAD  
ST. LOUIS, MISSOURI 63117

(314) 727-7100  
FAX (314) 727-4762  
E-MAIL: ANDERSON76@ACL.COM

June 1, 2006

Vivian Harrold  
AT&T LBCSC Pittsburgh

Re: The Innsbrook Corporation  
Account No. 171-788-3546 111

Ms. Harrold:

During July 2004, my client, the Innsbrook Corporation, had several discussions with a representative of your company named Allison Whitworth concerning adding some local trunks/lines to their long distance account. The representative from Innsbrook, Steve Wobbe, was informed by your agent that they would need to sign a new contract for these services. Mr. Wobbe informed Ms. Whitworth at that time that the account was not merely for long distance service, but also included T1 as well as Digital Link service. At this time Mr. Wobbe expressed his intentions that these services were not to be adversely affected by a new contract. Ms. Whitworth informed Mr. Wobbe that he would not only be seeing a savings with the new contract overall, but also keeping the same T1 rate (approximately \$350.00 per month). Not only has the account been adversely affected, but the amount for "private lines service" has continued to increase with each billing statement.

The AT&T Corporation, by and through its agents, has made a fraudulent misrepresentation to my client in that they made a representation concerning the Innsbrook Corporation's contract for long distance; the representation concerning its adverse affects was false; the representation was material in that it induced my client to sign the new contract and, had your agent told my client that the rate would increase from \$350 to \$867, he would not have signed the contract; the agent of AT&T had either knowledge of the falsity of this statement or was wholly ignorant of the truth; the agent of AT&T had the intent that her statement be acted upon; my client was ignorant of the falsity of the statement; my client relied on the truth of the statement; my client had the right to rely on the statement; and my client has incurred consequent and proximate injuries in the amount of \$11,676.13 in back charges.

The AT&T Corporation, by and through its agents, has further made a negligent misrepresentation to my client in that the agent of AT&T supplied information in the course of her business to my client; due to the agent's failure to exercise reasonable care or competence in obtaining or communicating this information, the information was

false; the agent intentionally provided the information for the guidance of my client in a particular business transaction; my client justifiably relied on the information; and that as a result of my client's reliance on the statement, they have suffered a pecuniary loss in the amount of \$11,676.13 in back charges.

We believe that a settlement of \$11,676.13 in the form of re-crediting my client's account is just and proper in this matter. We further believe that the T1 charges should be lowered to the original contracted amount of approximately \$350.00 per month. If these demands are not complied with, I will be forced to take further action on behalf of my client. Thank you for your prompt attention to this matter.

Very truly yours,



Donald Kenneth Anderson, Jr.

DKA/bgq  
CC: Steve Wobbe

Date: 05/13/2006



000174

THE INNSBROOK CORPATION  
INNSBROOK DIV  
STEVE WOBBE  
1 ASPEN CIRCLE  
INNSBROOK MO 63390  
USA

Your Account Number(s)	Account Name	Total Outstanding Plus New Charges	Disputed	Past Due
1717883546111	THE INNSBROOK CORPORATION	\$ 13,731.00 \$	--	\$ 11,676.13
<b>Total all Accounts</b>		<b>\$ 13,731.00 \$</b>	<b>--</b>	<b>\$ 11,676.13</b>

Dear AT&T Customer,

Your payment of \$11,676.13 has not been received. Without a payment in full of the past due balance, your access to the AT&T Network may be interrupted for all services billed under the account(s) referenced in the information above. Unless payment is received, AT&T may exercise its right under the contract to suspend or disconnect your service and/or require a security deposit.

Late payment interest will be assessed on past due balances. In the case of a dispute, late payment interest will be assessed on any billed amounts determined, by AT&T, as accurate at the time your dispute is resolved.

If payment in full for the amount past due has been mailed, please disregard this letter. Do not hesitate to contact us at 1-800-762-3390 to discuss any questions you may have regarding this matter.

AT&T trusts that you will give this matter your immediate attention

AT&T Collections Department  
Revenue Assurance Management

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Reminder: AOL will never ask you to send us your password or credit card number in an email. This message has been scanned for known viruses.

---

**From:** Harrold, Vivian, WWCS  
**To:** dk\_aassistant@aol.com  
**Cc:** steve.wobbe@innsbrook-resort.com  
**Subject:** RE: Innsbrook vs. AT&T  
**Date:** Thu, 18 May 2006 17:24:38 -0400

---

Ms Blume,

The change for the monthly charge for circuit DHEC 163602 was due to a tariff rate increase. As I stated before, after investigation by both myself and our Billing Control Office, the charges are correct and billing per the most recent contract. This same issue was brought to our attention on 11/16/04 by customer, Steve Wobbe from The Innsbrook Corp. At that time he was also given information that the circuit was billing correctly per the contract. The account is billing according to contract, and accordingly the charges must be sustained.

Thank You,

Vivian Harrold  
AT&T LBCSC Pittsburgh  
888-306-9085 ext 4103  
Fax: 800-236-8781

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**From:** dkaassistant@aol.com [mailto:dkaassistant@aol.com]  
**Sent:** Monday, May 15, 2006 3:39 PM  
**To:** Harrold, Vivian, WWCS  
**Cc:** steve.wobbe@innsbrook-resort.com  
**Subject:** Innsbrook vs. AT&T

Ms. Harrold,

Please see the attached letter. Thank you.

Ashlie Blume  
Assistant to  
Donald Kenneth Anderson, Jr.  
8011 Clayton Road  
St. Louis, MO 63117  
(314) 727-7100  
Fax: (314) 727-4762  
dkaassistant@aol.com

LAW OFFICES  
OF  
DONALD KENNETH ANDERSON, JR.  
8011 CLAYTON ROAD  
ST. LOUIS, MISSOURI 63117

(314) 727-7100  
FAX (314) 727-4762  
E-MAIL: ANDERSON76@AOL.COM

May 15, 2006

*Sent via e-mail: vharrold@att.com*  
Vivian Harrold  
AT&T LBCSC Pittsburgh

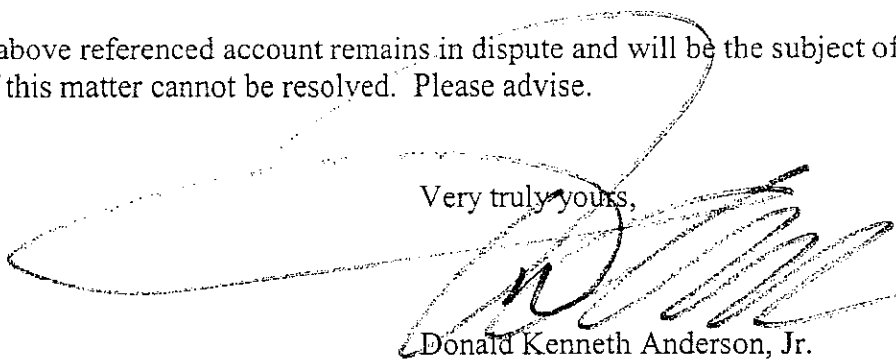
Re: The Innsbrook Corporation  
Account No. 171-788-3546 111  
Invoice No. 9759823002

Ms. Harrold:

Attached is a copy of the above-referenced invoice as indicated in our letter dated April 28, 2006, the above referenced account is in dispute. At the time the contract was re-done the AT&T representative told my client that the T1 rate would not be adversely effected by renewing the contract before its scheduled expiration. Not only has the account been adversely affected but also the amount for "private lines services" has continued to increase with each billing statement. On the January 2006 statement the fee for this service was \$858.66 it has now increased to \$944.53. What is the basis for the increase?

The above referenced account remains in dispute and will be the subject of a PSC complaint if this matter cannot be resolved. Please advise.

Very truly yours,



Donald Kenneth Anderson, Jr.  
Vice-President & General Counsel

DKA/ab  
Enclosures  
Cc: Steve Wobbe

LAW OFFICES  
OF  
DONALD KENNETH ANDERSON, JR.  
8011 CLAYTON ROAD  
ST. LOUIS, MISSOURI 63117

(314) 727-7100  
FAX (314) 727-4762  
E-MAIL: ANDERSON76@AOL.COM

April 28, 2006

*Sent via e-mail: vharrold@att.com*  
Vivian Harrold  
AT&T LBCSC Pittsburgh

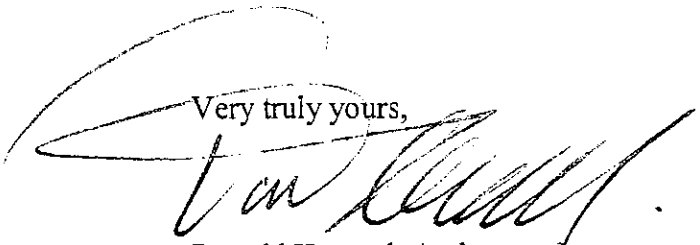
Re: The Innsbrook Corporation  
Account No. 171-788-3546 111  
Invoice No. 9759823002

Ms. Harrold:

At the time the contract was re-done the AT&T representative told my client that the T1 rate would not be adversely effected by renewing the contract before its scheduled expiration. Had she told my client that the rate would increase from \$350 to \$867 he obviously would not have renewed the contract at that time as the prior contract with the lower rate still had a year to go before expiring. Either AT&T has made a mistake or has intentionally mislead my client.

As indicated in our letter dated February 28, 2006, the above referenced account is in dispute and will be the subject of a PSC complaint if this matter cannot be resolved. Please advise.

Very truly yours,



Donald Kenneth Anderson, Jr.

DKA/ab  
Cc: Steve Wobbe

Subj: Fwd: The Innsbrook Corp.  
 Date: 4/25/2006 3:57:52 P.M. Central Standard Time  
 From: Dkaassistant  
 To: Anderson76

Ashlie Blume  
 Assistant to  
 Donald Kenneth Anderson, Jr.  
 8011 Clayton Road  
 St. Louis, MO 63117  
 (314) 727-7100  
 Fax: (314) 727-4762  
 dkaassistant@aol.com

-----Original Message-----

From: Harrold, Vivian, WWCS <vharrold@att.com>  
 To: dkaassistant@aol.com  
 Sent: Tue, 25 Apr 2006 11:43:01 -0400  
 Subject: RE: The Innsbrook Corp.

Ms. Blume,

I submitted a referral to our Billing Control Office to compare the contract against what circuit DHEC 163602 is billing. The \$350.00 charges that Mr. Anderson is questioning, is the rate that was on an old contract dated 11/04/02. A new contract replaced it on 8/13/04. This resulted in a change to the monthly charges for the circuit. The circuit is billing at Tariff Rates minus the 40% contracted discount. It is also receiving an additional 1.5% for monthly growth incentive. This same issue was brought to our attention on 11/16/04 by customer, Steve Wobbe from The Innsbrook Corp. At that time he was also given information that the circuit was billing correctly. Tariff Rates are subject to change periodically but the discount will remain the same until a new contract is implemented. I will be closing out the dispute since the charges are correct. If you have any more questions about the circuit, please give me a call.

Thank You.  
 Vivian Harrold  
 AT&T LBCSC Pittsburgh  
 888-306-9085 ext 4103  
 Fax: 800-236-8781

*Follow up  
 w/ Steve for  
 explanation*

---

**From:** dkaassistant@aol.com [mailto:dkaassistant@aol.com]  
**Sent:** Wednesday, April 19, 2006 5:28 PM  
**To:** Harrold, Vivian, WCS  
**Subject:** Re: The Innsbrook Corp.

Ms. Harold,

Please find the attached documents that you requested. I apologize for the delay. If you need anything further please feel free to contact either myself or Mr. Anderson.

Ashlie Blume  
 Assistant to  
 Donald Kenneth Anderson, Jr.  
 8011 Clayton Road  
 St. Louis, MO 63117  
 (314) 727-7100

Tuesday, April 25, 2006 America Online: Anderson76



---

**From:** dkaassistant@aol.com [mailto:dkaassistant@aol.com]  
**Sent:** Wednesday, April 19, 2006 5:28 PM  
**To:** Harrold, Vivian, WCS  
**Subject:** Re: The Innsbrook Corp.

Ms. Harold,

Please find the attached documents that you requested. I apologize for the delay. If you need anything further please feel free to contact either myself or Mr. Anderson.

Ashlie Blume  
Assistant to  
Donald Kenneth Anderson, Jr.  
8011 Clayton Road  
St. Louis, MO 63117  
(314) 727-7100  
Fax: (314) 727-4762  
dkaassistant@aol.com

-----Original Message-----

**From:** Anderson76  
**To:** Dkaassistant  
**Sent:** Wed, 19 Apr 2006 4:22:53 PM Eastern Daylight Time  
**Subject:** Fwd: FW: The Innsbrook Corp.

**follow up with sec of state docs**

**Attached Message**

**From:** Harrold, Vivian, WCS <vharrold@att.com>  
**To:** anderson76@aol.com  
**Subject:** FW: The Innsbrook Corp.  
**Date:** Wed, 19 Apr 2006 12:57:53 -0400

Mr. Anderson,

We have not received a response to the previous e-mail requesting the NDA. Without the information we requested, we will not be able to investigate your claim.

Thank You,  
Vivian Harrold  
AT&T LBCSC Pittsburgh  
888-306-9085 ext 4103  
Fax: 800-236-8781

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**From:** Harrold, Vivian, WCS  
**Sent:** Thursday, April 13, 2006 10:49 AM  
**To:** 'Anderson76@aol.com'  
**Subject:** RE: The Innsbrook Corp.

Mr. Anderson,

Your original correspondence was on company letterhead. Other than acting as their attorney, there was nothing to indicate your position with the company. That is why we requested an NDA. Otherwise, we would need a

corporate resolution as to your relationship with The Innsbrook Corporation.

We appreciate your cooperation in this matter and look forward to resolving your issue?

Thank You,  
Vivian Harrold  
AT&T LBCSC Pittsburgh  
888-306-9085 ext 4103  
Fax: 800-236-8781

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**From:** Anderson76@aol.com [mailto:Anderson76@aol.com]  
**Sent:** Tuesday, April 11, 2006 1:43 PM  
**To:** Harrold, Vivian, WCS  
**Subject:** Re: The Innsbrook Corp.

**Dear Ms. Harrold:**

**I am Vice President Strategic Planning and General Counsel for the Innsbrook Corporation. This is a matter of record with the Missouri Secretary of State. Why do I need to sign an NDA if I am a corporate officer?**

**Don Anderson Jr.  
8011 Clayton Road  
3rd Floor Clayton Building  
St. Louis (Clayton) Missouri, 63117-1156  
314-727-7100 voice  
314-727-4762 fax  
anderson76@aol.com e-mail**

Subj: **AT&T Billing Dispute**  
Date: 4/4/2006 4:04:26 P.M. Central Standard Time  
From: [rm-discust1@ems.att.com](mailto:rm-discust1@ems.att.com)  
To: [anderson76@aol.com](mailto:anderson76@aol.com)

Date: 4/4/2006  
Customer: Donald Anderson  
THE INNSBROOK CORPORATION  
1 ASPEN CIRCLE  
INNSBROOK, MO, 63390  
INNSBROOK, MO 63390

RE: Account Number: 1717883546111

Tracking Number: 1681516-DTS

040306BCW40676PI-RDS

Dear Donald Anderson:

We have received your billing claim for the Invoice dated 09/01/2005. We expect that your claim will be completed in 60 days. You will receive notification when your claim has been resolved.

The amount of \$10385.00 has been sent for investigation. Payment of the non-disputed amount is required if you have not already done so.

Vivian Harrold will be investigating your billing claim.

If you have any questions during the investigation process, please reference 1681516 and contact us at 800-413-5410.

Thank you for choosing AT&T for your communications needs.

Vivian Harrold  
Pittsburgh ALBCSC  
[vharrold@att.com](mailto:vharrold@att.com)  
CC:

LAW OFFICES  
OF  
DONALD KENNETH ANDERSON, JR.  
8011 CLAYTON ROAD  
ST. LOUIS, MISSOURI 63117

(314) 727-7100  
FAX (314) 727-4762  
E-MAIL: ANDERSON76@AOL.COM

February 28, 2006

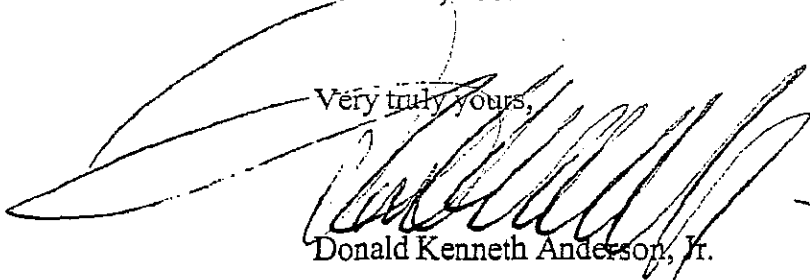
AT&T  
P.O. Box 2679  
Omaha, NE 68103-2679

Re: The Innsbrook Corporation  
Account No. 171-788-3546 111  
Invoice No. 9759823002

Attn: Disputed Accounts/ Regulatory Compliance

Please be advised that this office serves as general counsel for the Innsbrook Corporation. The above referenced account is in dispute and will be the subject of a PSC complaint if any amount over \$350.00 per month is charged for private line services. The current outstanding balance due to overcharges and late fees is \$10,385.00. Demand is made for credit of said sums not later than March 15, 2006.

Very truly yours,



Donald Kenneth Anderson, Jr.

Enclosures  
DKA/ap  
CC: Steve Wobbe



THE INNSBROOK CORPORATION  
1 ASPEN CIRCLE  
INNSBROOK, MO, 63390

Account Number: 171-788-3548 111  
Invoice Number: 8084553007  
Bill Period: Aug 01 - Aug 31, 2006  
Invoice Date: Sep 01, 2006  
AT&T Tax ID: 13-4924710

Page 1

## AT&amp;T Business Services

For Billing Inquiries: 1 800 358-1111

## SUMMARY OF CHARGES

ACCOUNT / GROUP CHARGES	\$	50.00
OUTBOUND		78.92
LOCAL		3.12
PRIVATE LINE SERVICES		944.53
REGULATORY/OTHER FEES		150.88
<b>CURRENT CHARGES SUBTOTAL</b>	<b>\$</b>	<b>1,227.45</b>
<b>OTHER CHARGES &amp; ADJUSTMENTS</b>		<b>11.59</b>
<b>TOTAL CURRENT CHARGES</b>	<b>\$</b>	<b>1,239.04</b>

## ACCOUNT STATUS

PREVIOUS BALANCE	\$	16,016.10
PAYMENT RECEIVED 08-19-2006		1,318.33
<b>TOTAL CURRENT CHARGES</b>		<b>1,239.04</b>

TOTAL AMOUNT DUE	\$ 15,936.81
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PAYMENT DUE DATE	UPON RECEIPT
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(These totals include all applicable charges, discounts, and taxes.)

## \*\*\* IMPORTANT NEWS ABOUT YOUR ACCOUNT \*\*\*

The TOTAL DISCOUNT AMOUNT for your account is equal to \$ 1,410.09.

## ACCOUNT STATUS

Late payment interest may be assessed on the past due balance. Provisions may vary by law by country or by state to comply with local regulations.

\*Important News Continued on page 3\*

PLEASE MAKE CHECKS PAYABLE TO AT&T AND INCLUDE YOUR ACCOUNT NUMBER ON PAYMENT  
PLEASE MAKE SURE THAT THE AT&T P.O. BOX ADDRESS IS SHOWING THROUGH THE ENVELOPE WINDOW

AT&T  
Return Mail Center  
PO BOX 18740  
Mesa, AZ 85201

TO ENSURE PROPER CREDIT, PLEASE DETACH  
BOTTOM PORTION AND RETURN WITH REMITTANCE.



If name, address, or telephone number  
has changed, please call Customer Care  
at 1 800 358-1111 or check box below  
and print new information on reverse side.



Account Number: 171-788-3548 111  
Invoice Number: 8084553007  
Invoice Date: Sep 01, 2006  
Payment Due Date: UPON RECEIPT

Total Amount Due:	\$ 15,936.81
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Amount Enclosed:	\$
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#BWNGHMK \*\*\*\*\* MIXED AADC 852  
#17178835481117# 000001106 1 FP .371 N80  
THE INNSBROOK CORPORATION  
Attn: STEVE WOBBE  
1 ASPEN CIRCLE  
INNSBROOK, MO, 63390

Please Send Payments to:

AT&T  
P.O. Box 2879  
Omaha, NE 68103-2879

17178835481118064553007038200000159368100001239042