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Missouri Public
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Records
Public Service Commission

July 22nd, 2009

Missouri Public Service Commission
Governor Office Building
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102-0360

Dear Sirs,

Please find enclosed a copy of a letter of formal complaint addressed to Embarq Phone Company. I would like to resister this complaint with your office. Please forward to proper personal. I have enclosed my contact information. Thank You for your consideration in this matter.

Sincerely,



Keith D. Kisee-Owner
Crain Pest and Lawn LLC
110 W. Green Street
P.O. Box 404
Clinton, MO 64735
660-885-1227 Cell
660-885-8780 Fax
kelth@crainpestandlawn.com

July 1st, 2009

Embarq
ATTN: Judy Herr
665 Lexington Ave
Mansfield, OH 44907

Dear Ms Herr:

I would like to lodge two formal complaints against Embarq.

The first started on Monday June 15th, 2009 we called Embarq at approx. 8:30am...our 3 phone lines were not working. This was a serious business interruption on a Monday, our busiest day of the week in the peak of our seasonal business. We were told a tech would be out by 10am the following day (Tuesday) and that the problem was inside the building. We were issued ticket W-J06151035. That night (Monday) we had a major wind storm and severe tree damage. People had trees on their homes, businesses, cars... We are the largest tree company in the area, serving a 75 mile radius. We advertise and supply emergency storm damage tree removal.

No one showed up, as promised, on Tuesday by 10am and no notification or explanation was received from Embarq. We called and were told service techs were covered up due to the storm, at this time we were told the problem was between the building and the street; and assured the problem would be resolved by the end of the day, and issued another ticket 2696847...again a no-show. The following day (Wednesday) we called again first thing and were again assured a tech would be out by "the end of the day." This time were told the problem was with a main cable. This went on again on Thursday morning; again each day assured we would see a tech "that day", without results. Finally on Friday a tech showed up and found the problem was a damaged plug on a line to a phone from a "spike". It took him all of about 10 minutes to find the problem.

I have been in the tree business since 1983, and a good customer of Embarq. We have worked several tree damaging storms over the years. A storm of this caliber usually generates thirty to forty thousand dollars worth of business or more. We did not get a single call all week. By the next week everyone had already made arrangements with our competitors. This is understandable, If a tree was on your home or car and you could not reach your regular tree company (by the way the one with the largest advertisement in the Embarq phone book) you would call the next guy...that's what people did.

To make matters worse...on Monday June 22nd my office manager, Jeanette Thomas, called and requested that an Embarq manager call me personally to discuss this matter. I did receive a call on Friday June 26th and was told that the manager I needed to speak with was on vacation and would call me back the first of the following week. As of the date of this letter I still have not received that call.

It was a terrible business interruption which could have been avoided, especially since we had a service ticket in on Monday before the storm hit.

The second complaint I would like to file is an issue I have with "cramming" (an Embarq associate's word). On our July 8th, 2009 statement we had a charge of \$29.95 from a company called ILD Teleservices Inc. for Everclear Internet. I had never heard of this company and we have been provided no services from them. This has happened in the past, we have called and requested this never happen again, but it did. When we called the Embarq associate could not explain any services that were provided, and informed us Embarq just billed for this company and we would need to contact the other company directly to get the problem resolved; more of my office resources wasted. It appears Embarq just lets other companies throw charges on their statements...for some compensation I'm sure.

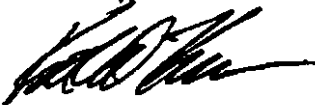
When an unapproved charge for no services is billed to a customer, I don't feel an accurate name is cramming. I believe it is outright fraud! This policy should land Embarq in a class action law suit! I wonder how many customers don't catch this, and just pay the bill? I bet Embarq knows the percentage.

Personally and from a business owner's point of view- I am appalled at the number of times we were lied to on a daily basis about the service call, and fraud was committed on our statement. I could not, and would not, treat my customers that way! If Embarq doesn't change their customer service and billing policies, I don't imagine they will be for much longer either. I just hope the next Company that "buys them out" are more concerned about treating their customers fairly and honestly!

Again, I would like to file two formal complaints with Embarq, the Missouri Public Service Commission, and if necessary the Better Business Bureau, and the Missouri State Attorney General's office.

Please have someone with authority contact me.

Sincerely,



Keith D. Kisse-Owner
Crain Tree & Lawn LLC
110 W Green St
Clinton, MO 64735
660-885-1227cell

Cc: Missouri Public Service Commission

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