

Exhibit No.: Big River Exhibit No. 7
Case No.: TC-2012-0284

Filed
January 16, 2013
Data Center
Missouri Public
Service Commission

BIG RIVER TELEPHONE COMPANY, LLC'S

EXHIBIT NO. 7

BIG RIVER'S RESPONSE TO INTERROGATORY 2-1

Big River Exhibit No. 7
Date 1-08-13 Reporter YF
File No. TC-2012-0284

**BIG RIVER'S RESPONSES TO AT&T MISSOURI'S SECOND SET OF DOCUMENT
REQUESTS, INTERROGATORIES, AND REQUESTS FOR ADMISSION**

Interrogatories

1. Describe all attempts made by Big River, between January of 2010 and AT&T Missouri's provision of the week's worth of traffic data referred to in Mr. Jennings' Rebuttal Testimony (at p. 4), to reconcile or audit AT&T Missouri's bills for BAN 110 401 0113 803.

ANSWER: See attached emails.

Date of Contact Person(s) Contacted

11/30/2011 dl-fbobillmedia@att.com

12/1/2011 Reply from AT&T

12/7/2011 Christina Chou with AT&T

12/7/2011 Bob Cremen with AT&T

1/6/2012 Teresa Castle with AT&T

1/16/2012 Response from AT&T

1/16/2012 Paul Wilbanks with AT&T

1/16/2012 Christina Chou with AT&T

1/16/2012 Bob Cremen with AT&T

1/16/2012 Reply from Bob Cremen

1/17/2012 Teresa Castle and Sandy Moore with AT&T

1/18/2012 Reply from AT&T

1/18/2012 Conference Call with AT&T

1/31/2012 Teresa Castle with AT&T

2/1/2012 Teresa Castle, Carol Kenney, and Lori Woodard with AT&T

2/2/2012 Teresa Castle, Carol Kenney, and Lori Woodard with AT&T

2/2/2012 Reply from Carol Kenney

2/7/2012 Teresa Castle, Carol Kenney, and Lori Woodard with AT&T

2/8/2012 Teresa Castle, Carol Kenney, and Lori Woodard with AT&T

2/14/2012 Teresa Castle, Carol Kenney, and Lori Woodard with AT&T

2/15/2012 Response from AT&T

Summary of Contact

BRT sent the initial request for the CDRs

AT&T replied that the request should be completed in 30 days.

BRT requested to expedite the 30 day process

BRT requested to expedite the 30 day process (Christina Chou was out, was given this contact in her absence)

BRT inquired about the status of our CDR request

CD-Rom from AT&T was received (1-10-12) however it was a reprint of our original billing and not the CDRs requested.

Asked for assistance with the CDRs

Asked for assistance with the CDRs

Asked for assistance with the CDRs

Response from Bob Cremen pointed me back to the original mailbox address of dl-fbobillmedia@att.com

BRT inquired about the status of our CDR request

Andrew Schwantner gets involved and also AT&T requests a meeting to discuss the information we're requesting since they're not familiar with call detail requests.

Big River is informed that it will be 10 more days to get the CDRs however AT&T will try to request an expedite because our first request wasn't handled properly. Also we're informed that it is AT&T policy to NOT provide CDRs for a full month until they understand why. They can pull a week's worth of data and that's what we will receive in 10 days.

BRT inquired about the status of our CDR request, since we're now past the 10 days promised on the conference call

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Carol from AT&T has the CDRs but is still waiting for some trunk information. Should have the CDRs on Monday (2-6-12)

BRT inquired about the status of our CDR request since we're now past the promised date of 2-6-12

BRT inquired about the status of our CDR request since we're now past the promised date of 2-6-12

BRT inquired about the status of our CDR request since we're now past the promised date of 2-6-12

CDRs are emailed to BRT

Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Wednesday, November 30, 2011 8:57 AM
To: 'dl-fbobillmedia@att.com'
Subject: Call Detail Records Requested - BAN 110 401 0113 803, November Invoice

To whom it may concern,

We would like to see the call detail records behind the billing for BAN 110 401 0113 803, November invoice.

Please let me know if you need anything further to fulfill this request.

Thanks.

~Jennifer Rinesmith~
Finance Manager
Big River Telephone
JRinesmith@BigRiverTelephone.com
phone - 573-388-3722
fax - 573-388-2188
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Jennifer Rinesmith

From: CASTLE, TERESA M
Sent: Thursday, December 01, 2011 3:31 PM
To: Jennifer Rinesmith
Subject: Email Request

This is in response to your email request. We have received your request and are working on it. Please allow up to 30 days for your request to be completed. We will send you an email when it is complete.

Do not respond or reply to this email address. All communication should be sent to dl-fbobillmedia@swmail.att.com.

Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Wednesday, December 07, 2011 3:58 PM
To: 'cc3235@att.com'
Subject: Big River Telephone - Request for Call Detail Records for 110 401 0113, November 2011 Invoice

Christina,

I'm contacting you to see if you can assist me in getting some call detail records for BAN 110 401 0113. We had requested the call detail records behind our November 2011 invoice, BAN 110 401 0113, however I was told that it could take up to 30 days to fulfill that request and we need the records sooner than that. I was pointed in your direction to see if you can assist me with that.

To give you a very brief history: This account had been in IDR with AT&T by Big River Telephone over the type of traffic that we believed was being billed on this invoice. We believed that it was Enhanced Traffic and therefore unbillable, however we're told by AT&T that the traffic isn't enhanced. The IDR has been closed and the collections group has now sent us a letter on an account that we are still trying to validate.

I was told at the time of my request that it could take up to 30 days for the records to be sent, however the collections letter has a date of 12-20-11 for payment due.

I'm sure you can see my issue is that we need the call detail records well before that 12-20-11 date so we can review and issue payment to AT&T if needed.

Is there anything you can do to help expedite our request for the call detail records?

~Jennifer Rinesmith~
Finance Manager
Big River Telephone
JRinesmith@BigRiverTelephone.com
phone - 573-388-3722
fax - 573-388-2188
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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Wednesday, December 07, 2011 4:03 PM
To: 'rc4919@att.com'
Subject: FW: Big River Telephone - Request for Call Detail Records for 110 401 0113, November 2011 Invoice

Mr. Cremen,

I had sent this email to Christina Chou however I got her auto reply that she is out of the office until 12-12-11 and I do need some assistance before that date. I also wanted to include that my original request for call records went to an email box of dl-fbobillmedia@att.com and I sent it on 11-30-11.

I have forwarded to you my original email to Christina.

Thank you in advance for your help.

From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Wednesday, December 07, 2011 3:58 PM
To: 'cc3235@att.com'
Subject: Big River Telephone - Request for Call Detail Records for 110 401 0113, November 2011 Invoice

Christina,

I'm contacting you to see if you can assist me in getting some call detail records for BAN 110 401 0113. We had requested the call detail records behind our November 2011 invoice, BAN 110 401 0113, however I was told that it could take up to 30 days to fulfill that request and we need the records sooner than that. I was pointed in your direction to see if you can assist me with that.

To give you a very brief history: This account had been in IDR with AT&T by Big River Telephone over the type of traffic that we believed was being billed on this invoice. We believed that it was Enhanced Traffic and therefore unbillable, however we're told by AT&T that the traffic isn't enhanced. The IDR has been closed and the collections group has now sent us a letter on an account that we are still trying to validate.

I was told at the time of my request that it could take up to 30 days for the records to be sent, however the collections letter has a date of 12-20-11 for payment due.

I'm sure you can see my issue is that we need the call detail records well before that 12-20-11 date so we can review and issue payment to AT&T if needed.

Is there anything you can do to help expedite our request for the call detail records?

~Jennifer Rinesmith~
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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Friday, January 06, 2012 2:14 PM
To: 'CASTLE, TERESA M'
Subject: RE: Email Request

Teresa,

I had asked for CDRs on two BANs, 110 401 0113 803 and 110 005 1012 707 that I have yet to receive.

I had asked for the CDRs that would match our November invoice, one request sent on 11-30-11 and the other request sent on 12-1-11.

Can you please provide these records as it is now past the 30 day completion period?

Thank you.

From: CASTLE, TERESA M [<mailto:tc0778@att.com>]
Sent: Thursday, December 01, 2011 3:31 PM
To: Jennifer Rinesmith
Subject: Email Request

This is in response to your email request. We have received your request and are working on it. Please allow up to 30 days for your request to be completed. We will send you an email when it is complete.

Do not respond or reply to this email address. All communication should be sent to dl-fbobillmedia@swmail.att.com.

Jennifer Rinesmith

From: CASTLE, TERESA M
Sent: Monday, January 16, 2012 3:50 PM
To: Jennifer Rinesmith
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Jennifer,

I heard back from Sandy Moore. The IT folks have never had a request for call detail records. I send it to one more place where we may be able to get them for you. I'll let you know as soon as I hear back. It should be tomorrow.

Teresa M. Castle

Lead - Billing Ops
Finance Billing Operations
AT&T Services, Inc.
Phone 205.321.4374

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From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Monday, January 16, 2012 11:15 AM
To: CASTLE, TERESA M
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa,

Also do you know what the front of the CD would have looked like? I'm reviewing what I thought should be the correct CDs for the call records, but they appear to contain order details and nothing of call records like we originally requested.

Are you sure that our request was filled properly, and we were sent actual CDRs that back up the CABS invoices we received? I didn't need reprint of the CABS Bills themselves, I'm looking for the CDRs used that generate the billing itself from the 110 005 1012 707 invoice and also the 110 401 0113 803 invoice.

From: CASTLE, TERESA M [mailto:tc0778@att.com]
Sent: Friday, January 13, 2012 7:35 AM
To: Jennifer Rinesmith
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Hi Jennifer. See the email reply blow with the tracking number.

Teresa M. Castle

Lead - Billing Ops
Finance Billing Operations
AT&T Services, Inc.
Phone 205.321.4374

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From: MOORE, SANDRA K
Sent: Thursday, January 12, 2012 2:15 PM
To: CASTLE, TERESA M
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

UPS Tracking Number 1Z A35 8W6 02 4426 9140. Sorry for the error.

This notice serves as proof of delivery for the shipment listed below.

Tracking Number: 1ZA358W60244269140
Service: UPS 2nd Day Air®
Weight: 1.00 lb
Shipped/Billed On: 01/09/2012
Delivered On: 01/10/2012 12:11 P.M.
Delivered To: CAPE GIRARDEAU, MO, US
Signed By: ALLEN M
Left At: Office
Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

From: MOORE, SANDRA K
Sent: Thursday, January 12, 2012 12:26 PM
To: STAENGEL, MARK J
Cc: CASTLE, TERESA M; GLENN, ALEXIS M
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Mark,

Per your email below, the UPS Tracking Number is 1Z A36 8W6 02 4426 9140, however when you access the UPS.COM website it says the tracking number does not exist. Can you double check the tracking number and let me know if there is another number we should be using to track. The customer is still waiting on the resends.

Thanks,
Sandy Moore
Business Manager
AT&T Missouri
One AT&T Center
St. Louis, MO 63101
314-340-0409
sm9808@att.com

From: CASTLE, TERESA M
Sent: Thursday, January 12, 2012 12:19 PM
To: MOORE, SANDRA K
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa M. Castle

Lead - Billing Ops
Finance Billing Operations
AT&T Services, Inc.
Phone 205.321.4374

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From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Thursday, January 12, 2012 11:58 AM
To: CASTLE, TERESA M
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa,

I tried to put in the tracking number for the CD but I'm getting that it isn't a valid number through UPS. Can you please verify?

From: CASTLE, TERESA M [<mailto:tc0778@att.com>]
Sent: Monday, January 09, 2012 10:40 AM
To: Jennifer Rinesmith
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Hi Jennifer,

Below is the tracking number for your CD. Have a good day!

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

AT&T Services, Inc.

Phone 205.321.4374

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From: STAENGEL, MARK J
Sent: Monday, January 09, 2012 10:21 AM
To: MOORE, SANDRA K; WOODS, IRIS; HURLEY, SUSAN P
Cc: GLENN, ALEXIS M; CASTLE, TERESA M
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

UPS Tracking Number 1Z A36 8W6 02 4426 9140

From: MOORE, SANDRA K
Sent: Friday, January 06, 2012 9:08 PM
To: WOODS, IRIS; STAENGEL, MARK J; HURLEY, SUSAN P
Cc: GLENN, ALEXIS M; CASTLE, TERESA M
Subject: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Please mail the CDROM recreates for acnas LGD and Z7Y for the 11/5 bill period to the address below and provide tracking info. ***Please reply all.***

BIG RIVER TELEPHONE

ATTN: JENNIFER RINESMITH

24 SOUTH MINNESOTA

CAPE GIRARDEAU MO 63702

Thanks,

Sandy Moore

Business Manager

AT&T Missouri

One AT&T Center

St. Louis, MO 63101

314-340-0409

sm9808@att.com

From: CASTLE, TERESA M
Sent: Friday, January 06, 2012 3:34 PM
To: MOORE, SANDRA K
Cc: GLENN, ALEXIS M
Subject: Resend SW-110

Here are two requests. Please send Overnight.

<< File: bigrivertelephone_Z7Y_01062012_ATT30379.doc >> << File:
bigrivertelephone_LGD_01062012_ATT30379.doc >>

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Monday, January 16, 2012 3:31 PM
To: pw8716@att.com
Subject: Big River Telephone Call Detail Inquiry

Paul,

I'm hoping that you can assist me with something unrelated to our deposit request. I've been trying to track down the proper person/department within AT&T to get the Call Detail Records (CDRs) that support the billing on two of our accounts, 110 005 1012 707 and 110 401 0113 803. I've been sent to multiple people and wrong departments but I need this info ASAP. I was told at the end of November that I was in the right spot and my information would be given to me within 30 days, however 45 days later I received a CD that didn't have the information on it that I requested.

Can you please point me in the right direction of where I need to go within AT&T to find the call details behind our usage billing for the two accounts listed above?

Thank you so much for your help.

~Jennifer Rinesmith~
Finance Manager
Big River Telephone
JRinesmith@BigRiverTelephone.com
phone - 573-388-3722
fax - 573-388-2188
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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Monday, January 16, 2012 3:32 PM
To: cc3235@att.com
Subject: Big River Telephone Inquiry

Christina,

I'm hoping that you can assist me with something. I've been trying to track down the proper person/department within AT&T to get the Call Detail Records (CDRs) that support the billing on two of our accounts, 110 005 1012 707 and 110 401 0113 803. I've been sent to multiple people and wrong departments but I need this info ASAP. I was told at the end of November that I was in the right spot and my information would be given to me within 30 days, however 45 days later I received a CD that didn't have the information on it that I requested.

Can you please point me in the right direction of where I need to go within AT&T to find the call details behind our usage billing for the two accounts listed above?

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~Jennifer Rinesmith~
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JRinesmith@BigRiverTelephone.com
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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Monday, January 16, 2012 3:34 PM
To: 'rc4919@att.com'
Subject: Big River Telephone Call Detail Inquiry

Bob,

I'm hoping that you can assist me with something unrelated to our deposit request. I've been trying to track down the proper person/department within AT&T to get the Call Detail Records (CDRs) that support the billing on two of our accounts, 110 005 1012 707 and 110 401 0113 803. I've been sent to multiple people and wrong departments but I need this info ASAP. I was told at the end of November that I was in the right spot and my information would be given to me within 30 days, however 45 days later I received a CD that didn't have the information on it that I requested.

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JRinesmith@BigRiverTelephone.com
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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Monday, January 16, 2012 3:56 PM
To: 'CREMEN JR., BOB'
Subject: RE: Big River Telephone Call Detail Inquiry

Bob,

I've tried the address below and all I got out of my request was a reprint of the same info that we already do receive... I'll call the number though and see what I can find out.

Thank you for your reply

From: CREMEN JR., BOB [<mailto:rc4919@att.com>]
Sent: Monday, January 16, 2012 3:50 PM
To: Jennifer Rinesmith
Subject: RE: Big River Telephone Call Detail Inquiry

Jennifer-

Did you try the number or mailbox below?

A new mailbox and a toll free number have been established to handle these requests:

- Submit email request to: DL-FBOBillMedia@att.com
- Telephone request 877-714-1671.

Bob

From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Monday, January 16, 2012 1:34 PM
To: CREMEN JR., BOB
Subject: Big River Telephone Call Detail Inquiry

Bob,

I'm hoping that you can assist me with something unrelated to our deposit request. I've been trying to track down the proper person/department within AT&T to get the Call Detail Records (CDRs) that support the billing on two of our accounts, 110 005 1012 707 and 110 401 0113 803. I've been sent to multiple people and wrong departments but I need this info ASAP. I was told at the end of November that I was in the right spot and my information would be given to me within 30 days, however 45 days later I received a CD that didn't have the information on it that I requested.

Can you please point me in the right direction of where I need to go within AT&T to find the call details behind our usage billing for the two accounts listed above?

Thank you so much for your help.

~Jennifer Rinesmith~
Finance Manager
Big River Telephone

JRinesmith@BigRiverTelephone.com

phone - 573-388-3722

fax - 573-388-2188

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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Tuesday, January 17, 2012 3:30 PM
To: 'CASTLE, TERESA M'; 'MOORE, SANDRA K'
Subject: Big River Telephone Usage Request

Teresa and/or Sandy,

I wanted to check in with you both and see how the process is coming for getting the call details behind the two BANs in question: 110 005 1012 707 and 110 401 0113 803.

Can you please provide me with an update? We are in need of these records ASAP so I'm hoping you've had some good leads today and have found the proper person/department that can assist with my request.

~Jennifer Rinesmith~
Finance Manager
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Jennifer Rinesmith

From: CASTLE, TERESA M
Sent: Wednesday, January 18, 2012 10:20 AM
To: Andrew Schwantner
Cc: Jennifer Rinesmith
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Andrew,

We generally do not get requests for AMA type detail for the bills. The request came to the bill media mailbox which is the wrong department and it took a little while to know what Jennifer was requesting and where to route the request to. Our usage team would like to get the details of your request so we can determine what we can provide. The call won't take more than 30 min.

Teresa M. Castle
Lead - Billing Ops
Finance Billing Operations
AT&T Services, Inc.
Phone 205.321.4374

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From: Andrew Schwantner [mailto:aschwantner@bigrivertelephone.com]
Sent: Wednesday, January 18, 2012 9:28 AM
To: CASTLE, TERESA M
Cc: Jennifer Rinesmith
Subject: Re: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa,

Not sure why a meeting is necessary, Big River needs the records for what you are billing us for. I believe that is a pretty simple request that should have been already taken care of. AT&T had to use some type of call detail to generate this bill and that is what we need to see or is this bill a mistake if AT&T can not produce such records?

Andrew

On Wed, Jan 18, 2012 at 9:25 AM, CASTLE, TERESA M <tc0778@att.com> wrote:

Hi Jennifer,

I heard back from my usage contact. Would it be possible to set up a call to go over what you need? I'm pretty booked with other meetings today, but 2:30-3:00 pm central looks good for all of us. Let me know if that is a good time for you.

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

AT&T Services, Inc.

Phone 205.321.4374

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From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Tuesday, January 17, 2012 5:13 PM
To: CASTLE, TERESA M
Cc: Andrew
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa,

I just wanted you to know that I've also enlisted the help of someone else at Big River Telephone, Andrew Schwantner. He is our contract compliance manager and he may be contacting you.

I've CC'd him on this email so he can be brought into the conversation as well as get your contact information.

Thanks.

From: CASTLE, TERESA M [mailto:tc0778@att.com]
Sent: Monday, January 16, 2012 3:50 PM
To: Jennifer Rinesmith
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Jennifer,

I heard back from Sandy Moore. The IT folks have never had a request for call detail records. I send it to one more place where we may be able to get them for you. I'll let you know as soon as I hear back. It should be tomorrow.

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

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From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Monday, January 16, 2012 11:15 AM
To: CASTLE, TERESA M
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa,

Also do you know what the front of the CD would have looked like? I'm reviewing what I thought should be the correct CDs for the call records, but they appear to contain order details and nothing of call records like we originally requested.

Are you sure that our request was filled properly, and we were sent actual CDRs that back up the CABS invoices we received? I didn't need reprint of the CABS Bills themselves, I'm looking for the CDRs used that generate the billing itself from the 110 005 1012 707 invoice and also the 110 401 0113 803 invoice.

From: CASTLE, TERESA M [<mailto:tc0778@att.com>]
Sent: Friday, January 13, 2012 7:35 AM

To: Jennifer Rinesmith
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Hi Jennifer. See the email reply blow with the tracking number.

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

AT&T Services, Inc.

Phone 205.321.4374

"This e-mail and any files transmitted with it are AT&T property, are confidential, and are intended solely for the use of the individual or entity to whom this email is addressed. If you are not one of the named recipient(s) or otherwise have reason to believe that you have received this message in error, please notify the sender and delete this message immediately from your computer. Any other use, retention, dissemination, forwarding, printing, or copying of this e-mail is strickly prohibited."

From: MOORE, SANDRA K
Sent: Thursday, January 12, 2012 2:15 PM
To: CASTLE, TERESA M
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

UPS Tracking Number 1Z A35 8W6 02 4426 9140. Sorry for the error.

This notice serves as proof of delivery for the shipment listed below.

Tracking Number: 1ZA358W60244269140

Service: UPS 2nd Day Air®

Weight: 1.00 lb

Shipped/Billed On: 01/09/2012

Delivered On: 01/10/2012 12:11 P.M.

Delivered To: CAPE GIRARDEAU, MO, US

Signed By: ALLEN M

Left At: Office

Thank you for giving us this opportunity to serve you.

Sincerely,

UPS

From: MOORE, SANDRA K
Sent: Thursday, January 12, 2012 12:26 PM
To: STAENGEL, MARK J
Cc: CASTLE, TERESA M; GLENN, ALEXIS M
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Mark,

Per your email below, the UPS Tracking Number is 1Z A36 8W6 02 4426 9140, however when you access the UPS.COM website it says the tracking number does not exist. Can you double check the tracking number and let me know if there is another number we should be using to track. The customer is still waiting on the resends.

Thanks,
Sandy Moore
Business Manager
AT&T Missouri
One AT&T Center
St. Louis, MO 63101
314-340-0409
sm9808@att.com

From: CASTLE, TERESA M
Sent: Thursday, January 12, 2012 12:19 PM
To: MOORE, SANDRA K
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

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From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Thursday, January 12, 2012 11:58 AM
To: CASTLE, TERESA M
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Teresa,

I tried to put in the tracking number for the CD but I'm getting that it isn't a valid number through UPS. Can you please verify?

From: CASTLE, TERESA M [<mailto:tc0778@att.com>]
Sent: Monday, January 09, 2012 10:40 AM
To: Jennifer Rinesmith
Subject: FW: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Hi Jennifer,

Below is the tracking number for your CD. Have a good day!

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

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Phone 205.321.4374

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From: STAENGEL, MARK J
Sent: Monday, January 09, 2012 10:21 AM
To: MOORE, SANDRA K; WOODS, IRIS; HURLEY, SUSAN P
Cc: GLENN, ALEXIS M; CASTLE, TERESA M
Subject: RE: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

UPS Tracking Number 1Z A36 8W6 02 4426 9140

From: MOORE, SANDRA K
Sent: Friday, January 06, 2012 9:08 PM
To: WOODS, IRIS; STAENGEL, MARK J; HURLEY, SUSAN P
Cc: GLENN, ALEXIS M; CASTLE, TERESA M
Subject: Z7Y & LGD CDROM RECREATES - FW: Resend SW-110

Please mail the CDROM recreates for acnas LGD and Z7Y for the 11/5 bill period to the address below and provide tracking info. ***Please reply all.***

BIG RIVER TELEPHONE

ATTN: JENNIFER RINESMITH

24 SOUTH MINNESOTA

CAPE GIRARDEAU MO 63702

Thanks,

Sandy Moore

Business Manager

AT&T Missouri

One AT&T Center

St. Louis, MO 63101

314-340-0409

sm9808@att.com

From: CASTLE, TERESA M
Sent: Friday, January 06, 2012 3:34 PM
To: MOORE, SANDRA K
Cc: GLENN, ALEXIS M
Subject: Resend SW-110

Here are two requests. Please send Overnight.

<< File: bigrivertelephone_Z7Y_01062012_ATT30379.doc >> << File:
bigrivertelephone_LGD_01062012_ATT30379.doc >>

Teresa M. Castle

Lead - Billing Ops

Finance Billing Operations

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--

Andrew Schwantner

Director-Contract Compliance/Network Planning
Big River Telephone Company LLC
O: 314-225-2205
F: 314-225-2235

Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Tuesday, January 31, 2012 9:35 AM
To: 'CASTLE, TERESA M'
Subject: Big River Telephone Call Records, BAN 110 401 0113 803

Teresa,

It's been past the 10 days when we had our phone call, when Carol said we should be getting the call records, but we've not seen anything yet. Can you please check on this for us, since this request originally began at the end of November?

Thanks.

~Jennifer Rinesmith~
Finance Manager
Big River Telephone
JRinesmith@BigRiverTelephone.com
phone - 573-388-3722
fax - 573-388-2188
Real People. Real Service. Real Simple.

Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Wednesday, February 01, 2012 9:37 AM
To: 'CASTLE, TERESA M'
Cc: 'ck1161@att.com'; 'lw5914@att.com'
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Teresa, Carol, and/or Lori,

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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Thursday, February 02, 2012 3:08 PM
To: 'CASTLE, TERESA M'
Cc: 'ck1161@att.com'; 'lw5914@att.com'
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

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Jennifer Rinesmith

From: KENNEY, CAROL S
Sent: Thursday, February 02, 2012 3:10 PM
To: Jennifer Rinesmith; CASTLE, TERESA M
Cc: WOODARD, LORI C
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

I received the file yesterday from IT, but I have to look up trunk information to determine trunk owner.

I will have spreadsheet ready on Monday.

Thanks,

AT&T
Rethink Possible

Carol S.Kenney-Lead Manager
CABS Wholesale & Billing Operations
210 283-1382 FAX 210 283-1320
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From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Thursday, February 02, 2012 3:08 PM
To: CASTLE, TERESA M
Cc: KENNEY, CAROL S; WOODARD, LORI C
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Finance Manager

Big River Telephone

JRinesmith@BigRiverTelephone.com

phone - 573-388-3722

fax - 573-388-2188

Real People. Real Service. Real Simple.

Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Tuesday, February 07, 2012 8:43 AM
To: 'KENNEY, CAROL S'; 'CASTLE, TERESA M'
Cc: 'WOODARD, LORI C'
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Carol,

I'm just checking in on our usage... I didn't see an email from anyone on Monday with our usage and we are obviously anxious to get it, since we asked for this back in November.

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Big River Telephone

JRinesmith@BigRiverTelephone.com

phone - 573-388-3722

fax - 573-388-2188

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Jennifer Rinesmith

From: Jennifer Rinesmith
Sent: Wednesday, February 08, 2012 1:41 PM
To: 'KENNEY, CAROL S'; 'CASTLE, TERESA M'
Cc: 'WOODARD, LORI C'; Andrew
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Carol,

We were supposed to get our call detail on Monday but I've not seen it, nor did I see a reply to my query yesterday.

Can you please put some kind of urgency on getting the usage to us?

Thank you.

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Thanks,

AT&T
Rethink Possible

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CABS Wholesale & Billing Operations
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Sent: Thursday, February 02, 2012 3:08 PM
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Cc: KENNEY, CAROL S; WOODARD, LORI C
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

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phone - 573-388-3722
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Jennifer Rinesmith

From: CASTLE, TERESA M
Sent: Tuesday, February 14, 2012 10:57 AM
To: Andrew Schwantner; Jennifer Rinesmith
Cc: KENNEY, CAROL S; WOODARD, LORI C; CHOU, CHRISTINA
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Andrew,

I do not have any more involvement with the request or providing the data. The data you requested is not something we handle.

Teresa M. Castle

Lead - Billing Ops
Finance Billing Operations
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Phone 205.321.4374

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From: Andrew Schwantner [mailto:aschwantner@bigrivertelephone.com]
Sent: Tuesday, February 14, 2012 10:47 AM
To: Jennifer Rinesmith
Cc: KENNEY, CAROL S; CASTLE, TERESA M; WOODARD, LORI C; CHOU, CHRISTINA
Subject: Re: Big River Telephone Call Records, BAN 110 401 0113 803

AT&T,

Where are we at on getting the records or so much as a reply to our emails?

On Fri, Feb 10, 2012 at 8:41 AM, Andrew Schwantner <aschwantner@bigrivertelephone.com> wrote:
Who does this need to be escalated to? This was suppose to be provided to us Monday and we can't get a simple reply on when we will have these records. Since AT&T can't provide these records or a simple reply I would have to assume these charges are not valid.

Andrew

On Wed, Feb 8, 2012 at 1:40 PM, Jennifer Rinesmith <jrinesmith@bigrivertelephone.com> wrote:

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Can you please put some kind of urgency on getting the usage to us?

Thank you.

From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Tuesday, February 07, 2012 8:43 AM
To: 'KENNEY, CAROL S'; 'CASTLE, TERESA M'
Cc: 'WOODARD, LORI C'
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Carol,

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From: KENNEY, CAROL S [mailto:ck1161@att.com]
Sent: Thursday, February 02, 2012 3:10 PM
To: Jennifer Rinesmith; CASTLE, TERESA M
Cc: WOODARD, LORI C
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

I received the file yesterday from IT, but I have to look up trunk information to determine trunk owner.

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AT&T

Rethink Possible

Carol S.Kenney-Lead Manager
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Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

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Big River Telephone

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F: 314-225-2235

--

Andrew Schwantner

Director-Contract Compliance/Network Planning
Big River Telephone Company LLC
O: 314-225-2205
F: 314-225-2235

Jennifer Rinesmith

From: KENNEY, CAROL S
Sent: Wednesday, February 15, 2012 6:02 AM
To: CASTLE, TERESA M; Andrew Schwantner; Jennifer Rinesmith
Cc: WOODARD, LORI C; CHOU, CHRISTINA
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803
Attachments: Big River AECN023B Jan2012.xlsx

Follow Up Flag: Follow up
Flag Status: Flagged

Attached is 1 week on CDR records that would have been billed to Big River.

Please let me know if you have any questions.

AT&T

Rethink Possible

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To: Jennifer Rinesmith; CASTLE, TERESA M
Cc: WOODARD, LORI C
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

I received the file yesterday from IT, but I have to look up trunk information to determine trunk owner.

I will have spreadsheet ready on Monday.

Thanks,

AT&T

Rethink Possible

Carol S.Kenney-Lead Manager
CABS Wholesale & Billing Operations
210 283-1382 FAX 210 283-1320
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From: Jennifer Rinesmith [<mailto:jrinesmith@bigrivertelephone.com>]
Sent: Thursday, February 02, 2012 3:08 PM
To: CASTLE, TERESA M
Cc: KENNEY, CAROL S; WOODARD, LORI C
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Can I please get an update on the status of our call records? We were told that there would be a 10 day window to return the CDRs, however I've not yet seen anything and it's well past the 10 days now.

Please supply us with the call detail records requested.

From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Wednesday, February 01, 2012 9:37 AM
To: 'CASTLE, TERESA M'
Cc: 'ck1161@att.com'; 'lw5914@att.com'
Subject: RE: Big River Telephone Call Records, BAN 110 401 0113 803

Teresa, Carol, and/or Lori,

It's past the 10 days when we had our phone call, when Carol said we should be getting the call records within a 10 day timeframe, but we've not seen anything yet. Can you please check on this for us, since this request originally began at the end of November?

Thanks.

From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Tuesday, January 31, 2012 9:35 AM
To: 'CASTLE, TERESA M'
Subject: Big River Telephone Call Records, BAN 110 401 0113 803

Teresa,

It's been past the 10 days when we had our phone call, when Carol said we should be getting the call records, but we've not seen anything yet. Can you please check on this for us, since this request originally began at the end of November?

Thanks.

~Jennifer Rinesmith~

Finance Manager

Big River Telephone

JRinesmith@BigRiverTelephone.com

phone - 573-388-3722

fax - 573-388-2188

Real People. Real Service. Real Simple.

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Andrew Schwantner

Director-Contract Compliance/Network Planning

Big River Telephone Company LLC

O: 314-225-2205

F: 314-225-2235

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Director-Contract Compliance/Network Planning

Big River Telephone Company LLC

O: 314-225-2205

F: 314-225-2235