EC-2023-0395

Brett Felber

Vs

Ameren Missouri

I don’t know what this report is about , but theres a lot of stuff missing. Especially information that was sent early on in the process. Such as my carrier T-Mobiles records, which poof, magically have disappeared and would agree with my statement and backing showing incoming and outgoing calls. I believe I sent that within the first week of the formal complaint.

Second, since when does a PDF letter of words written for a disconnection of a “voice “ call constitute that Ameren called? Also there is NO carrier information or name listed in the exhibit given to the staff. Very odd and strange.

Third, Krcmar’s comment on the exhibit give that states a “senior software engineer also advised that if a customer downloaded the payment agreement confirmation email, they would have the ability to edit the message.

First, in regards to that. There is NOTHING to download, it comes in an email form. Just as what was presented in a document showing the email date, time, origin and sender. You can either print it or save the email as it is. There is no download of any agreement, as no agreement comes attached PDF .

Second, apparently software engineer didn’t do his job correctly because I put an invisible watermark in my copies, therefore they cannot be edited. JPEG is also a much secure way to send documents, therefore they reduce the option of being edited by a party.

In addition, I sent a full copy of the email through EFIS on July 24, 2023 and to opposing counsel, showing the visible watermark , therefore it cannot be edited.

Krcmars statement in hearsay and only presents one side of the facts.

I’ve been in the cellular industry and own my own cellular company and am an authorized reseller of numerou products such as wireless, mobility, wireline, voip, network and data integrations, cloud integrations and services, etc.

In fact, I can have one of my business channel partners who has been in the industry for over 30 years state a rebuttal as below.

“ Ameren’s senior engineer in not only in accurate but false. A JPG file has NO editable text.” Any attached JPG or JPEG attachments such as image0001.jpg or IMG\_0989.jpeg, that was given to Ameren Missouri and the Public Service Commission has no way to alter or edit the email or screenshot.” “In fact, most companies in modern day technology today, to reduce the amount of fraud, are required to take information in the form of data in JPG, JPEG, therefore it can’t be altered.”

However, I really don’t know what this report is about. It’s clearly one-sided for sure and leaves a lot of crucial information out. A lot of information that crucially shows that Ameren diidn’t perform a legal disconnection and the disconnection was illegal.

Don’t worry though, Tuesday I plan to file a petition with the 21st Judicial Civil Courts for an emergency restoration for a clear breach of contract. Hidrance of evidence, failure to oblige by the payment terms and conditions and decptive business practices.

Oh and the credit card fraud. That was some hard hitting evidence that Ameren responded back with. Yes, imagine that , nothing. Nothing at all.

Ameren’s exhibits seemed to none the less . PDF’s written by Ameren employees, no carrier information, etc. Just pdfs.

Great job!

FYI, SendsGrid. lol! A company with an F rating from the BBB. Then again Ameren funnels money to the BBB to get an A rating, so they are a perfect fit.

SendGrid isn’t a full spectrum automation platform. Just a delivery platform. lol

Have fun allowing Ameren to continue their scandelous corruption. I’m not buying and their unaswered complaints aren’t buying it and my lawsuits filed against them aren’t buying it.

Maybe the PSC, as a matter of fact. The only complaint they’ve responded to , to date is the PSC. Don’t know what that’s about, but, we will find out soon!

Oh and who should I sent the emergency petition for restoration of services too? Banks or Grubbs?

Have fun with Kangaroo Court!