



SEE ATTACHMENT #2

WHEREFORE, Complainant now requests the following relief:

SEE ATTACHMENT #2

Dec. 14, 2004  
Date

Lula M. Fabjanic  
Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.

**ATTACHMENT #1**

Account #'s: S000085630 and 11-1000085630

Telephone #: (573) 348-5188

**AS THE BASIS OF THIS COMPLAINT, COMPLAINANT STATES THE FOLLOWING  
FACTS:**

**INCIDENT #1**

On April 21, 2003 I requested that my Vartec service be disconnected from my old residence (RR2, 3114) and reconnected to my new residence (RR2, Box 3046), which is physically located on the same road (Lake Road 54-63), approximately ½ mile prior the old residence. Vartec told me at the time of the call that only 2 weeks notice was needed (requested date was for May 21, 2003). When the residence was sold and the new owners took possession they requested their new service be with Southwestern Bell. The disconnect service from Vartec was made by Southwestern Bell on June 7, 2003 as SWB was the service the new owners requested.

Service was not reconnected to my new place of residence for eight weeks from requested date.

Twenty-five plus calls were made to Vartec prior to my daughter, Susan (Fabyanic) Foster becoming involved with getting my phone service connected. Each time telephone service was promised but never connected. The excuse given by Vartec was SWB did not recognize any location (whether it be physical, address or otherwise). Vartec leases telephone lines from SWB. They (Vartec), in turn, contract SWB to do all service, repairs and transfers for them. With each obstacle Vartec presented, we, in turn, researched and found a workable solution. Vartec continually fabricated more unacceptable excuses for the lack of connected service. We made contact with the Engineering Department at SWB and confirmed that SWB did, in deed, have a correct

physical address and that service, from their viewpoint, could be completed immediately upon completion of Vartec's paperwork.

Vartec was given the telephone number next door, to which they stated that number absolutely could not be in the same area, according to their records. They were given two more phone numbers, both located across the street, to which, again, they stated those absolutely could not be in the same area, according to their records. Then they were given Ameren UE's (the electric company in the area) pole number where the telephone line was coming from across the street. Again, Vartec's response was they still did not have enough information to find the specific location for service to be connected.

See **"ATTACHMENT A"** – this is an e-mail correspondence between Debra Bedwell at Vartec and Debbie Easterla from SWB.

In addition to inconveniences already stated, I am a physically disabled senior citizen with a heart condition. Two separate documents, both signed by a medical doctor, were faxed to Vartec at their request to expedite installation of service. The second request was received on June 25 and service was promised to me within 36-48 hours due to my medical condition.

Please be reminded that this promise had already been made when services was initially requested 6 weeks earlier.

On July 7 at 8:30 a.m. I called Rhonda at Vartec (866 817-9141 x4515). I was told service would be hooked up on July 9. At approximately 12:30 p.m. the same day Vartec called me and said the date had been set back to July 14 due to July 4 holiday. My daughter, in turn, called Rhonda and discussed with her all the delays and excuses I had been given for the past 8 weeks as to why my phone service had not been connected. Rhonda's remarks to my daughter were "sorry but...". She then asked to talk with Rhonda's supervisor (Sue Smith) who told my daughter the records did, in fact,

note that I had medical problems and needed a phone. Sue told my daughter she would contact SWB to expedite the order. My daughter told Sue that if she had not heard from her by 5:00 pm, she would call her back. At 5:00 pm when Susan had not heard from Vartec she called and was told by Crystal that Sue was not available. Susan was put on hold and eventually Sue did come on the line. Sue stated she had talked with SWB and service would be connected on July 9. As soon as Vartec got a "return" from SWB they would confirm with Susan that the service would be hooked up. Sue said she would return my daughter's call by 7:30 am on July 8 to update her. Sue did not return the call on July 8 so at 8:10 am my daughter called and was told Sue was scheduled to be in at 8:00 but was not in yet. Susan was again told that SWB was contacted and the work would be completed on July 9. A call was placed to Russ Ojers in the Regulatory Department of Vartec at 800 385-8832 x1648 at 4:45 pm. He stated he would call Susan back to confirm service would be connected on July 9, which he never did.

Susan contacted The Missouri Public Service Commission (800 392-4211) and Tracy Leonburger was assigned to the case.

PCS contacted Vartec and talked with Paul Thies, Director of Public Relations in Corporate Communications. Mr. Thies called Susan to discuss the matter and said he would check into all the delays in getting phone service and would return my daughter's call, which he never did. On July 21 Landon Atchison called Susan and said he had received a media complaint from Mr. Thies regarding this situation. On July 22, July 24 and August 4 my daughter left messages that were never returned.

On July 9, 2003, my phone service was finally connected.

Vartec eventually issued a \$230 credit for all the inconveniences, problems, delays, hassles and worries of not having access to a phone for 8 weeks. This credit did show up on the bill dated August 14, 2003. The credit consisted of a \$30 transfer of service fee, which was waived, and \$200 compensation.

## **INCIDENT #2**

Approximately eighteen months later I moved again. I called Vartec on September 15, 2004 to have service transferred from my old residence at RR2 Box 3046 to the new residence. The requested date for disconnect/reconnect was October 1, 2004. When this request was made, Vartec was informed of problems I had encountered in May/June/July, 2003 with having my telephone service disconnected and reconnected.

On Wednesday, September 29 (2 days before service was suppose to be connected), Mr. Leonard Harris from Vartec called me and said they were having problems getting into the SWB computer system for the transfer. He then called me back and asked for specific directions and they needed a phone number in the general area so they could trace it. A number was given to them which was across the street from the disconnect address (573 348-5583). Mr. Harris did confirm that particular phone number was on Lake Road 54-63 but they still needed more specific directions to the location. (He was told the physical address: Lake Road 54-63; ½ mile on left side of road; the only new construction in the immediate area). This particular conversation lasted approximately 1 hour. A message was left on my answering machine later that day from Mr. Harris saying the order will be put into the computer on Friday (October 1) and Vartec could not place the order until Monday, October 4. The earliest possible date for service to be connected would be Wednesday, October 6.

Vartec was reminded that I am a disabled senior citizen with a heart condition. My doctor, once again, faxed, at Vartec's request, a need for me to have access to a phone at all times due to my medical condition.

On Thursday, September 30 my daughter called Angelic with Vartec at (866 817-9141) to discuss my service being connected. She asked to be transferred to a supervisor. At that time she was put on hold which lasted 20 minutes and then was disconnected. When she called back Angelic stated the order would be given to the "Escalation Team" on Monday and there was nothing more that could be done.

Also on September 30, Susan contacted the President's office at Vartec (888-407-3649) and spoke with Landon Atchison who stated the situation was in SWB hands and there was nothing Vartec could do. Susan then called SWB Customer Service Department (800-464-7928) and was directed to SWB Executive Offices. She spoke with Ms. Ronnie Jones (800 283-6407). The only comment from her was "we are not allowed to discuss another companies accounts" and would not talk with my daughter anymore.

Susan again contacted The Missouri Public Service Commission (800 392-4211) on September 30, 2004 and Cecelia Barr was assigned to the case. Ms. Barr said she would make some phone calls and get back with my daughter, which she did. Ms. Barr stated she had made contact with Nicole at Vartec to get my phone service connected. Nicole told Ms. Barr that service would **DEFINITELY** be hooked up on Friday, October 1, 2004 before 5:00 p.m.

When service had not been hooked up and no one had contacted me about the service by 4:00 p.m. on Friday, again a call was placed to Vartec. Their response, once again, was they could not do anymore until SWB got the information entered into their computer – Vartec would pass the order on to their "Escalation Team" on Monday. My daughter continued to make many calls to Vartec customer service department (800-708-7395) Friday evening to try and make contact with a supervisor. She was told there was no supervisor available. This continued until approximately 8:00 pm at which time the service department closed.

I moved into my new place of residence on Saturday, October 2 without phone service.

Starting at approximately 2:00 pm on Saturday, October 2, there were at least 25 phone calls to Vartec to try and get in touch with a manager or supervisor to expedite this service as I was living in my house without phone service, all to no avail. My daughter was continually told there was no supervisor or manager available (nor was there a supervisor or manager on call to handle emergency situations as this) and the information will be passed on to the "Escalation Team" on Monday.



My phone service was connected at my new place of residence on Monday, October 11, 2004. I might add the service line was not buried nor was it strung from pole to pole. It was laid on the ground for cars to run over until a later date when it would be buried. My daughter did contact Ms. Barr with this information.

On Sunday morning, October 17 SWB came and buried the telephone line from the pole to my new residence.

I received 3 letters by mail from Vartec (see "ATTACHMENT B"). The first two letters were both dated the same date (October 4, 2004). All three letters were a form letter saying the same thing.

On October 25 Vartec called me to schedule a date to have the line buried. When I told Vartec the line had been buried on October 17 they were astonished. Again they called me on October 27 just to verify it had been buried.

Ms. Barr contacted my daughter around October 27 saying Vartec had contacted her stating they would be issuing a credit to my account in the amount of \$53.52.

Due to my moving and changing addresses, some of my mail had not been forwarded to my new address. On November 20 I received my first bill for service at my new place of residence (the post office forwarded my mail to me as the bill still has the old address on it). Although I gave Vartec the change of address the first of many times on September 15, Vartec continues to send my bill to RR2 Box 3046. My correct address is 1199A Runabout Road, Osage Beach Missouri 65065.

The date of this bill was November 14, 2004 to cover the period of November 14, 2004 through December 13, 2004. The last bill I received prior to the November 20 bill was on approximately September 20 to cover the period of September 14, 2004 through October 13, 2004.

**ATTACHMENT #2**

**THE COMPLAINANT HAS TAKEN THE FOLLOWING STEPS TO PRESENT THIS COMPLAINT TO THE RESPONDENT:**

As explained in the previous response, my daughter and I made numerous contacts to Vartec and my daughter contacted the PSC with regards to having phone service connected not once but twice, both with the same outcome. Service was promised on a specific date, which was not fulfilled. In the first incident phone service was connected 8 weeks later. The second incident took 10 days from the promised date.

**ATTACHMENT #3**

**WHEREFORE, COMPLAINANT NOW REQUESTS THE FOLLOWING RELIEF:**

**#1**

- a) Vartec's company policy be amended to the point that after a customer has made 2 or more verbal complaints to the company, a supervisor/manager, etc...be made aware of the situation and personal contact be made with the customer by a supervisor/manager, etc... to rectify the situation(s).
- b) Special provisions to have a supervisor/manager, etc... on call at all times to assist customers in need.
- c) A specific team be appointed to deal directly with customers that have special needs whether that be medical, disability, senior citizen or any other individual circumstance that requires additional assistance.

**#2**

The credit to my phone bill should be equal to if not greater than the first credit given (\$200.00) for this being the second incident.

**#3**

A reimbursement from Vartec be made in the form of a check made payable to me in the amount of \$500.00 as restitution.

**ATTACHMENT A**

## Cheryl Thornburg

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**From:** EASTERLA, DEBRA A (SWBT) [de0591@sbc.com]  
**Sent:** Wednesday, June 25, 2003 3:19 PM  
**To:** 'cthornburg@mail.osagebeach.org'  
**Subject:** RE: Info for Cust Lula Fabyanic

You're Welcome!!!

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

**From:** Cheryl Thornburg [mailto:cthornburg@mail.osagebeach.org]  
**Sent:** Wednesday, June 25, 2003 3:00 PM  
**To:** EASTERLA, DEBRA A (SWBT)  
**Subject:** RE: Info for Cust Lula Fabyanic

Thanks Deb..I forwarded your message to dpbedwel@excel.net, Debra Bedwell, which is the service rep at Vertec Services out of Dallas Tx that has been trying to get everything done for Mrs Fabyanic...She said THANKSSS..Me too!!!

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

**From:** EASTERLA, DEBRA A (SWBT) [mailto:de0591@sbc.com]  
**Sent:** Wednesday, June 25, 2003 1:59 PM  
**To:** 'cthornburg@osagebeach.org'  
**Subject:** Info for Cust Lula Fabyanic

Good Afternoon!!!

After lots of phone calls (& phone tag) Here is the info that should get Lula Fabyanic her phone service!

GSGT 834

AHN-957 LAKE RD 54-63

Her terminal address is - P 12 rl 1056

next dr to 348-6683 which is AHN-878 LAKE RD 54-63

If they will not help her, have them add me on the line!

The telephone number was shown disconnected on 6/5/03 on a C661451 (I don't know why it was a C order).

Thanks for your support!

Debbie Easterla  
Manager-Engineering Design  
4 S Oak  
Eldon, MO 65026  
573-392-9881

**ATTACHMENT B**





October 10, 2004

Lula Fabyanic  
Rr 2 Box 3046  
Osage Beach MO 65065

Dear OneChoice<sup>SM</sup> Customer,

VarTec Telecom, Inc. has recently made several attempts to contact you regarding your OneChoice service order. We are unable to complete your order without additional information, and regret that your original request will be cancelled within 20 days if this information is not received.

Please call our Local Provisioning Resolution Center at 1-866-817-9141 within 20 days from the original order request, so we may process your order. We apologize for any inconvenience this may cause.

If you have recently contacted our Order Resolution Center due to a phone message received for additional information needed and resolution was provided by our team, please disregard this request.

Thank you again for being a valued customer, and we look forward to your continued business. Our goal is to provide you with prompt attention and the best service possible.

Sincerely,

VarTec Telecom, Inc.