

Missouri Public Service Commission  
P O Box  
Jefferson City Mo 6102

Case # TC-2005-0174

**FILED**

MAR 16 2005

Missouri Public  
Service Commission

Answer

Complainant, Lula Fabyanic answering the letter from Var Tec's lawyers

1. I, Lula Fabyanic believed I was to hear from Var Tec by March 11, 2005. I did receive a letter March 14 2005 that was postmarked the 11 of March 2005.
2. There were several things in the lawyers answer that are not true. There were 3 different sources trying to help Var Tec get and locate the right address. Complainant gave them phone numbers from next door, across the street, down the street, the proper physical address, the subdivision legal address, The South Western Bell telephone office in Eldon, Mo even faxed them the right location. The 911 addressing office in Osage Beach contacted them and tried to help them find the location. Every time Var Tec was contacted they would come back with an invalid address. The telephone line going into the trailer next door was visible and only about 20 foot away from where the phone was to be transferred to. Var Tec came back and said the location of that phone was in a complete different location and could not be near where I was telling them my line needed to be.
3. Yes, I did stay with Var Tec, to make sure I got all the credit I had been promised, and that wasn't near enough for all the aggravation I had been through.

4. Answer to B. of 2

Complainant had called the first of September and was told by Var Tec Associate that only 2 weeks was required for a transfer, even though complainant told them she had had a problem getting her phone transferred previously and wanted to put the order in early just to be sure she had the transfer completed by Oct. 2<sup>nd</sup> 2005.

There were never any incomplete or inaccurate information ever sent to Var Tec. At that time the new 911 addressing had not come into use and the only physical address was the rural Route address. At least 15 time I called Var Tec to try to change my physical address and for some unknown reason their computers continued to have a wrong address. Their computers would only read 761 Lake Rd. 54-63 Osage Beach, Mo That has never been my address and is not even a valid address. It must have been some kind of address they had with South Western Bell. Var Tec even sent that address to all telephone book publishing Co. and that is the address in every Osage Beach telephone listing in every telephone book I have seen. Even the search engine on the web have that address for me.

As far as my new residence Var Tec was given a phone number located on the same property, not over 20 feet away from where the new line was to come in. I only got service when I got tired of Ver Tec not doing what they were suppose to do I then, contacted Missouri Public Service and in a matter of hours had telephone service.

Complainant received two phone calls from VarTec in the next week after she already had service. The first one to tell her she would be getting service in the next couple days, the next one just to verify that she did have service. To me, it would seem when they reached me on my phone number they would realize I had phone service.

I, Lula Fabyanic firmly disagree with Var Tec's lawyers stating charges should be dismissed

Respectfully submitted  
Lula Fabyanic  
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