

5/3/19

Contact Information:

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Service Provider Name: PenTeleData Limited Partnership I

SPIN: 143004441

Regarding Applicant: Crestwood Area School District

BEN: 126031

FRN: 1799035760

This letter is to request a waiver from the FCC so we can collect funds from the SLD for the 17-18 funding year for the above name applicant. The last day for PenTeleData to invoice the SLD for this applicant was 2/26/19.

On October 23, 2017, PenTeleData submitted a bulk invoice to the SLD for our monthly payment which was for July 1, 2017 through October 31, 2017. On November 15, 2017, another bulk invoice was submitted for November 1, 2017 through November 30, 2017 and there were several applicants that we did not receive payments for including Crestwood ASD. We understand that sometimes payments and applicants receive an audit so we waited for the payment to be remitted.

On July 2, 2018, we opened a Customer Service Case (Case # 241519) with the SLD to address the outstanding payments. We were informed on 9/12/18 that "Your invoice is currently in review due to a systems issue regarding the service start dates (SSD.) Please understand we do not have an ETA at this time which will increase the average processing times. Your customer service case will remain open to provide updates as the invoice status changes. We greatly appreciate your patience while we work through this backlog."

In late November 2018 and early December 2018 we started receiving some of the back payments we were waiting on but never received the payment for Crestwood ASD. I had a phone call with the SLD on 1/3/19 regarding this missing payment and was told that they were going to escalate it to management.

On 4/23/19, I received a remittance statement from the SLD and it had two of the five Crestwood ASD charges listed with a note stating "No response from service provider". I called the SLD (case # 2736030) and asked what the note was about since we never received anything indicating that there was a problem with the payment. The representative stated that it appears that emails were sent (one on 4/18/19 and one on 4/19/19) regarding this applicant and the payments. PenTeleData did not receive the emails which is why there was not a response.

At this time, we have been denied payments for July through November 2017. We are seeking the waiver so we can resubmit for July through November 2017 charges. Please feel free to contact me with any questions.

Thank you,

Morgan Shoemaker

Attachments:

Customer Service Case #241519 - Outstanding SLD Payments

List of Outstanding Payments

Remittance Statement 4-23-19

Customer Service Case #273630