



Lake Rose Christian Academy

May 16, 2018

To who this may concern,

Lake rose Christian Academy is new to the USAC/ Erate program. The contract and negotiations were started by some one who is no longer with the entity. No information or direction was left on how to continue the process. The owners were not aware that the previous contact Natoy Baker planned on leaving. They then turned it over to Dawn Garrett which also left due to health reasons. We were given the impression that everything was taken care of and we were under a multi-year contract which is clearly not the case.

We received an email from an agent: David A. Behar david2@eratesupportservices.com regarding the closing window, but when reaching out to him we received no response.

I reached out when we missed the 470 deadlines and was informed that we did not have to because we had a multiyear contract. Now I was just informed yesterday by customer service that we must have a separate 470 for our Cat 2 even though it was not done like that last year. We have now passed both deadlines and we are still paying out over \$3,000 a month and still waiting on our 486 from 2017 to be cleared and certified. We are a small school and we cannot continue to pay such a large bill too much longer, but we are in a contract. We are requesting to be assigned to a case worker to help us with this matter and get us on the right path. We were advised Ingaard Helms from Client Service Bureau Schools and Libraries Division to file for a waiver.

Sincerely,

Keisha Long

Principal



February 25, 2018

Invoice Number: 021065504022518

Account Number: 0050210655-04

Security Code: 4478

Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

Auto Pay Notice

SPECTRUM ENTERPRISE NEWS

Contact Us

Visit us at brighthouse.com/business

Or, call us at 1-866-477-1386

Summary

Services from 03/01/18 through 03/29/18
details on following pages

Previous Balance	3,690.00
Payments Received - Thank You	-3,690.00
Remaining Balance	\$0.00
Spectrum Enterprise Internet	3,690.00
Current Charges	\$3,690.00
YOUR AUTO PAY WILL BE PROCESSED 03/16/18	
Total Due by Auto Pay	\$3,690.00



Thank you for choosing Spectrum Enterprise.

We appreciate your prompt payment and value you as a client.



P.O. BOX 30574 TAMPA, FL 33630-3574
7635 1410 NO RP 25 02252018 NNNNNN 01 000879 0003

LAKE ROSE CHRISTIAN ACADEMY
4340 N HIAWASSEE RD
ORLANDO FL 32818-1702

February 25, 2018

LAKE ROSE CHRISTIAN ACADEMY

Invoice Number: 021065504022518

Account Number: 0050210655-04

Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

Total Due by Auto Pay **\$3,690.00**



BRIGHT HOUSE NETWORKS
PO BOX 30574
TAMPA, FL 33630-3574



0002000100502106550485369000



January 25, 2018

Invoice Number: 021065504012518
Account Number: 0050210655-04
Security Code: 4478
Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

SPECTRUM ENTERPRISE NEWS

Contact Us

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Or, call us at 1-866-477-1386

Summary

*Services from 01/30/18 through 02/28/18
details on following pages*

Previous Balance	13,328.33
Payments Received - Thank You	-13,472.90
Remaining Balance	-\$144.57
Spectrum Enterprise Internet	3,690.00
One-Time Charges	144.57
Current Charges	\$3,834.57
Total Due by 02/14/18	\$3,690.00



Thank you for choosing Spectrum Enterprise.
We appreciate your prompt payment and value you as a client.



P.O. BOX 30574 TAMPA, FL 33630-3574
7635 1410 NO RP 25 01252018 NNNNNY 01 000884 0003

LAKE ROSE CHRISTIAN ACADEMY
4340 N HIAWASSEE RD
ORLANDO FL 32818-1702

January 25, 2018

LAKE ROSE CHRISTIAN ACADEMY

Invoice Number: 021065504012518
Account Number: 0050210655-04
Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

Total Due by 02/14/18	\$3,690.00
Amount you are enclosing	\$

Please Remit Payment To:

BRIGHT HOUSE NETWORKS
PO BOX 30574
TAMPA, FL 33630-3574



0002000100502106550485369000



November 10, 2017

Invoice Number: 021065504111017
Account Number: 0050210655-04
Security Code: 4478
Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

SPECTRUM ENTERPRISE NEWS

Contact Us

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Summary *Services from 10/30/17 through 11/29/17
details on following pages*

Previous Balance	0.00
Payments Received	0.00
Remaining Balance	\$0.00
Spectrum Enterprise Internet	2,875.00
Current Charges	\$2,875.00
Total Due by 12/07/17	\$2,875.00



11/15/18



P.O. BOX 30574 TAMPA, FL 33630-3574
7635 1410 NO RP 10 11102017 NNNNNY 01 000890 0003

LAKE ROSE CHRISTIAN ACADEMY
4340 N HIAWASSEE RD
ORLANDO FL 32818-1702

November 10, 2017

LAKE ROSE CHRISTIAN ACADEMY

Invoice Number: 021065504111017
Account Number: 0050210655-04
Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

Total Due by 12/07/17	\$2,875.00
Amount you are enclosing	\$



Please Remit Payment To:
BRIGHT HOUSE NETWORKS
PO BOX 30574
TAMPA, FL 33630-3574



0002000100502106550483287500



November 25, 2017

Invoice Number: 021065504112517

Account Number: 0050210655-04

Security Code: 4478

Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

SPECTRUM ENTERPRISE NEWS

Contact Us

Visit us at brighthouse.com/business

Or, call us at 1-866-477-1386

Summary Services from 11/30/17 through 12/29/17 details on following pages

Previous Balance	2,875.00
Payments Received	0.00
Remaining Balance	\$2,875.00
Spectrum Enterprise Internet	3,690.00
One-Time Charges	2,500.00
Partial Month Charges	410.83
Taxes, Fees and Charges	162.50
Current Charges	\$6,763.33
Total Due by 12/15/17	\$9,638.33

Paid



Thank you for choosing Spectrum Enterprise.
We appreciate your prompt payment and value you as a client.



11/15/18



P.O. BOX 30574 TAMPA, FL 33630-3574
7635 1410 NO RP 25 11252017 NNNNNY 01 000850 0003

LAKE ROSE CHRISTIAN ACADEMY
4340 N HIAWASSEE RD
ORLANDO FL 32818-1702

November 25, 2017

LAKE ROSE CHRISTIAN ACADEMY

Invoice Number: 021065504112517

Account Number: 0050210655-04

Service At: 4340 N HIAWASSEE RD
ORLANDO, FL 32818-1702

Total Due by 12/15/17	\$9,638.33
Amount you are enclosing	\$



Please Remit Payment To:

BRIGHT HOUSE NETWORKS
PO BOX 30574
TAMPA, FL 33630-3574



0002000100502106550489963833

Fwd: Your one time bill payment was successful

1 message

fpckathy@aol.com <fpckathy@aol.com>
To: jamkei03@gmail.com

Mon, Jan 15, 2018 at 11:54 AM

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

From: Spectrum <spectrum@emailinfo.spectrum.com>
To: fpckathy <fpckathy@aol.com>
Sent: Mon, Jan 15, 2018 11:34 am
Subject: Your one time bill payment was successful

One Time Payment



BRIGHT HOUSE NETWORKS IS NOW SPECTRUM

One-time bill payment

Dear Lake Rose Christian Academy ,

We have received and are processing your one-time bill payment request in the amount of \$9638.73

We invite you to [click here](#) to enroll in AutoPay, the most convenient method to pay your bill on time, every month. Once enrolled, your bill statement is automatically paid each month through your chosen payment method (debit card, credit card or directly from your bank account).

You can also review your latest balance, make payments and manage other aspects of your account by using the My Spectrum app.



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Spectrum

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