

I Kimberly Constantino certify to the below statements:

- 1) I was an employee of Mr Inga's companies in the capacity of office manager from 1991 into 1997.
- 2) Mr Inga owned several companies and I did the customer service for those businesses. Typical customer service items would be repointing an 800 number to a different line or changing ownership when a business sold part or all of its business. For the AT&T Megacom Dedicated customers call routing changes were done.
- 3) Our customers would provide us with the AT&T issued Main Billed Telephone Number Location form and full authority Letter of Agency (LOA). Mr Inga made every independent contractor that was selling get LOA because the end-users were moved between the companies Mr. Inga owned and other aggregators.
- 4) AT&T did not process the direct transfer of the end-users to PSE as it had always done in the past. After AT&T did not process the CCI to PSE traffic only transfer and the Inga Companies to PSE traffic only transfer, AT&T was provided our master RVPP Report and ordered to just delete all the accounts off the plans, except for the same main billed accounts that we left on the plan on the direct TSA transfer, and add all accounts to PSE's bigger discount plan. AT&T acknowledged we had full LOA status to move the businesses without their end-user signatures. Our AT&T account order processing manager Nancy Williams and her bosses would not process the order to delete the accounts from our plans and add them to PSE's bigger discount plan and refused to provide us with a reject order. Nancy said that AT&T legal advised not to process any delete and add orders to move accounts. We tried smaller numbers of deletes and AT&T still refused to process any delete and adds that were going to any aggregator with a deeper discount plan.
- 5) The AT&T employees confided that they believed AT&T was trying to put us out of businesses and they really did not want that to happen, because they thought they may be out of a job. On one occasion the AT&T office provided us with a list of all the other AT&T customers that were given big discount contract tariffs plans like PSE had. AT&T employees were hoping that the information could be used to justify Mr Inga's companies getting its own bigger discount plan like PSE got. I really found it frustrating that we did not get a bigger discount because the AT&T Minnesota office said that our business was by far its biggest customer.
- 6) When Larry Shipp's company CCI took the plans over, Mr. Inga's company continued to have LOA control ownership over its businesses. AT&T did not change the end-user's customer service record to be under CCI's plans. CCI was not provided the computer database of our businesses as we still owned and serviced our customers. The AT&T RVPP Report that CCI got from AT&T only showed the account numbers of each business so CCI didn't even know the names of the businesses that were on the plans. When any of the businesses called AT&T for service it was the Inga Companies phone number that was still on the businesses phone bills and AT&T referred the businesses to Inga Companies, not CCI.
- 7) After AT&T put the charges on our businesses phone bills we continued to service the businesses. I can still vividly remember our phones ringing non-stop for days. The businesses were in a panic because the charges were huge, and AT&T put out a letter and blamed us. It got so bad with businesses yelling at our staff that a few staff members went to Mr Inga's office and said we can't take this harassment and threats anymore. Mr Inga advised us not to answer the phone and we put out a fax broadcast to all our businesses to let them know that we are protesting these charges. We continued servicing the businesses for a very long time after the charges even though Mr Inga advised all the employees that AT&T stopped paying his company.
- 8) All our independent contractors stopped selling and some went to sell for other aggregators that AT&T gave the top contracts to like PSE. I stayed with Mr Inga as we tried to build another business. Eventually he had to lay off all employees in 1997.

I certify to the best of my recollection all the above facts are true.

  
Kimberly Constantino 11.11.17