

9. Vickie Rutkowski sayeth no more.

Vickie E. Rutkowski
Vickie Rutkowski

10/21/93
Date

The foregoing was subscribed
and sworn to before me this

27th of October, 1993.

Candace M. Snow

My commission expires

CANDACE M. SNOW
Notary Public, State of Ohio
My Commission Expires August 20, 1994



EXHIBIT C

Comcast Cablevision
of Maryland, L.P.
1830 York Road
Timonium, Maryland 21093
410 252-1000 FAX 410 252-1728



June 11, 1993

Mr. Frank Heintz, Chairman
Maryland Public Service Commission
231 East Baltimore St.
Baltimore, Md. 210202

Dear Mr. Heintz,

I would like to introduce myself and the role my company plays in providing cable television service to our customers within the state of Maryland. I am Bill Sievers, Director of Customer Service for Comcast Cablevision. Comcast serves over 300,000 customers in the state of Maryland by providing cable television service and responding to customer needs 24 hours a day, 7 days a week. Part of providing this service is responding to service problems, and answering telephone inquires within certain parameters in a highly transactional business.

I am writing to formally advise you and your agency of the restraints and displeasure that are put on us by C&P telephone in providing service to Comcast Cablevision's Maryland customers. The past 10 days we have spent valuable time with many C&P representatives to handle at least 11 dead lines that we pay C&P to provide at our Timonium facility.

We are equally confused by the fact that C&P's sales department advised us this past winter that to talk with them we need to go through a third party vendor. So by their request, our third party vendor was called on Wednesday June 2 to advise that we were having problems with dead lines. This third party vendor gave me ticket number's CV272248 and CV272250 and a technician came to our site that same day to take care of the problem. This technician advised me that he found a problem with one line and fixed it, he said the other problems were related to our equipment. We then called our equipment manufacture who came from Philadelphia to discover that the problem was still with C&P and that the technican did not fix the line that was reported as repaired.

Lines that we have had problems with the past 10 days were our terminal numbers 14, 24, 25, 35, 252-1014, line number 7, 13, 14, 16, and 19 off of 561-9658 and line 15 off of 561-0083. That's eleven lines that have been out of service for 10 days! Several of these dead lines permitted our customers to call us but would give a ring with no answer, others were part of our predictive dialing unit which created a performance issue with this machine preventing us from making sales and quality control telephone calls.



M & M CONTROLS, INC.

9(E) WEST AYLESBURY ROAD • TIMONIUM, MD 21093-4121
(410) 252-1221 • FAX (410) 252-5918

June 10, 1993

Mr. Frank O. Heintz
Chairman, Public Service Commission
231 East Baltimore Street
Baltimore MD 21202

Dear Mr. Heintz,

I am writing to you with an urgent plea, we desperately need your help. Since November 1992, the C&P Telephone Company of Maryland has given us unbelievable service problems which (A) they continually attempt to deny and (B) are incapable of correcting. The following is a chronological synopsis of what has occurred:

We opened our doors in September 1987, and installed a Panasonic 614 Key Service Unit (KSU). It worked flawlessly for five years. In November of 1992 we experienced "phantom rings" where an incoming line would ring and you would be connected to no one or connected to another phone within our own office. The problem was so bad that we spent more time answering phantom calls than customer calls.

We contacted C&P and were told (after a site visit by their employees) that the problem was with our Panasonic unit. An independent contractor was hired, and by March 1993 we purchased an entirely new telephone system: a Comdial Executech 2000. We filed an insurance claim with our business insurance carrier and were remunerated for most of the cost of the new system to the tune of \$3065.00.

This appeared to have solved the problem. By the end of April however, the "phantom ring" problem reappeared. Again C&P claims that our new KSU was the problem, our independent installer was called back in, he replaced the KSU with another KSU (same make) and the problem persisted.

We have six incoming lines: 252-1221, is our primary number, and we then have five non-sequential rollover lines: 252-2072, 252-2339, 252-2673, 252-2806, 252-2991. C&P placed a "trap" on each of our lines and what appears to be happening is one of our rollover lines is calling 1221. Not only that, one (or any, there doesn't seem to be a pattern) of the rollover lines is calling 252-1222 which happens to be a cellular communications company just down the street from here. This company is having the same problems.



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In order to "isolate" the problem, C&P changed all of the wire pairs from their central office (CO) to our offices, AND installed six single line sets, completely isolating our KSU from their system. Sure enough we had one phantom ring. By hitting *69 on the line that received the call, it dialed one of the other phones, which was never off hook!

The problem did disappear for two days, at which time we went back on our KSU and the problem returned. So back comes C&P with their Guardian single line sets and the problem disappears for two more days. C&P returns, takes their phones out, we go back on our KSU, and the problem returns (within hours).

At this juncture, I am beyond livid. Without C&P's knowledge, I went to Radio Shack and bought six single line sets and hooked them into the six incoming lines. I sat at my parts counter with Mr. Utz Uttenreither and Mr. Bob Ryan of C&P Telephone and we watched as these phones proceeded to phantom ring each other. C&P even has the trap printouts to prove this (May 21st).

The following Monday, C&P informs me that the Radio Shack phones which I bought were not phone company equipment and therefore this was not a reliable method to indicate that phantom ring is the phone company's problem!! So C&P proceeds to install RF interceptors and surge suppressors in our facility. The phantom ring problem goes away.

We hook our KSU back up, but now we are getting cut offs! In the middle of a conversation either long distance or local, incoming or outgoing with no discernable pattern, you get cut off mid-sentence! The phantom ring went away, but this is even worse! We were getting cut off as many as 8 times in five minutes. Moreover, this problem was also occurring to Communication Electronics, Inc., these are the folks at 252-1222 mentioned above. This all occurred on June 2nd.

To finally eliminate this, C&P puts their Guardian sets back in and switches our phone service over to their Centrex System on June 2nd. Guess what? The cut off problem disappears and the phantom ring returns!

Now we are on C&P Guardian sets and their Centrex System and through their traps C&P can still see that our rollover lines are calling each other, but they still claim that they don't have an equipment problem. What in the name of God can I do?

I cannot describe the lost revenue we have incurred - over \$3000 for a new KSU system, \$80 for the Radio Shack single line phones, \$2915 for our phone system contractor's time attempting to prove that his KSU was not the problem, not to mention at least 50% loss in productivity in our employees (every time the phone rings, you have to leave your desk, walk to the showroom counter, figure out which phone is ringing, etc, etc) and revenues for the month of May are down 30% from the previous month!



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Every day for the month of May some phone problem has occurred whether it be phantom rings or cut offs. C&P has even approached me with the possibility that one of my employees is somehow getting on the lines and generating these calls - a charge which I feel is beyond ludicrous. My people are sharp but (A) there are only 5 employees (including myself) with no rhyme or reason for subterfuge, and even if one of my people were responsible, (B) how would they know how to gain access to the phone lines since C&P has moved them around between here and their central office?

Utz Uttenreither of C&P and his crew have done everything they can, been very pleasant to deal with, and conducted themselves in a professional manner - but they're chasing wild geese. The problem, in my opinion, has been proven not to exist on their physical lines - it must be in their software. These problems (coincidental?) started when Maryland split the 301 and 410 area codes, and this was all software generated.

The bottom line is that our telephones are our life blood. We have cooperated with C&P beyond all reasonable means to correct the problems. I don't think we're at a high enough level within C&P to ever resolve this situation. That's why I'm writing to you - because we need some action, now.

Please contact me at your EARLIEST convince.

Sincerely,

R. Bruce McPhail
Vice-President

cc: Michel P. Tanczyn, Attorney at Law
Kathie Kneff, F.C.C.
Ed Snyder, Safeco Insurance
Paul Misiak, E-Key Inc.

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OFC. OF EX. SEC.

JAN 12 1995

PUBLIC SERVICE COMM.
OF MARYLAND

**Mr. Daniel Gahagan
Maryland Public Service Commission
6 St. Paul Street
Baltimore, MD 21202**

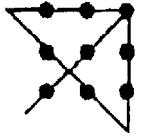
Dear Mr. Gahagan,

Thanks for your attention. I'll be as brief as possible.

My company was one of the first Private Carrier Paging operators in MD. We are licensed under Part 90 of the FCC rules. Bell Atlantic billed us under Part 90 Business rates for all our paging telephone service, though we used exactly the same lines and provided the same type services they did.

Bell Atlantic Paging, and other carriers like them are billed under FCC Part 22 as Common Carriers. They pay a lower rate for the same services we use. At least they did until a lawsuit filed by a PCP in WVA last year forced them to equalize rate structures. At that juncture, they equalized our rates the same as their own.

My problem is one of a discriminatory nature. In 1991 I requested that Bell Atlantic equalize my rates to that of other paging carriers. Their initial response was a chuckle, followed by "We'll run that one by the committee". (That's verbatim quote) My rates did not change.



ENTERPRISE

"Communications Solutions"

By Facsimile - July 13, 1994

C & P Telephone Co. / Bell Atlantic
Attn: Mr. Fred D'Alessio
1 East Pratt Street, 8th Floor East
Baltimore, MD 21202

Dear Mr. D'Alessio:

One of our technicians was in our offices at 3 a.m. this morning to assist Bell Atlantic personnel in transferring DID trunk groups 520, 575 and 618 from a 1-A switch to a 5-ESS switch in your Bethesda central office. This change is being made solely at the behest of Bell Atlantic. Unfortunately, due to one or more problems entirely at the Bell Atlantic end, the new trunks don't work.

Normally, we wouldn't be addressing this to you. However, we have no direct contact at your company, and one or more people on your staff have led our staff to believe that Bell Atlantic plans to stop using the 1-A switch in less than a week. That's unacceptable, unless and until you can assure us, in writing and by proper performance, that our service will continue to work at least as well as it has.

We currently are planning to work with your personnel again at 1 a.m. Thursday morning for a second attempt on your part to make the circuits work correctly. Based on Bell Atlantic's past performance, the success of this effort must be rated problematic.

Obviously this letter will have been unnecessary if this next effort is successful. Equally obviously, given Bell Atlantic's competitive status with our company, its ever increasing focus on non-core services, and a long history of acrimony between our companies, we would be remiss if we didn't bring this to your attention promptly and forcefully.

Your prompt, written response is imperative.

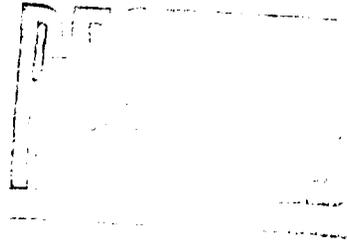
Sincerely,

Lawrence B. Werner,
President

cc: Maryland Public Service Commission
Richard O'Conner, Esq.

June 8, 1994

Maryland Public Service Commission
6 Saint Paul Center
Baltimore, MD 21202



Re: (301) 249-0505, (301) 808-6959

Dear Madame or Sir:

Please find attached a letter sent to Bell Atlantic over two months ago. Based on this letter, Bell Atlantic will "investigating" a settlement after I send them receipts of my direct expenses. This would be fine, however my service problems continue.

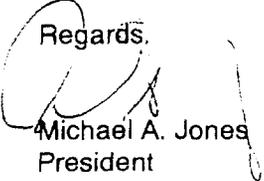
Even as recent as this week, my service goes out and comes back. I have over twelve years of telecommunication experience, and I know that the problem is not in the premise. I too can check the "DMARK" with one of the many butt sets I own, and much to Bell Atlantic's dismay I know my continued problems are outside of my premise. But this knowledge does me little good, because according to Bell Atlantic we should pay our bill - weather we get service or not. They expect me to pay in full when my service mysteriously interrupts, and feel no remorse whatsoever for the fiasco that ultimately cost me customers and money.

My question to you is quite simple - WHY DOESN'T BELL ATLANTIC HAVE COMPETITION? WHY ARE THEY ALLOWED TO HOLD CUSTOMERS LIKE MYSELF HOSTAGE? WHY AM I FORCED TO REWARD THEIR PATHETIC SERVICE WITH FUTURE BUSINESS? WHEN WILL THIS END?

After all the problems I have had with Bell Atlantic, I am entitled to tell them to take a hike and go to their competition for real service. Others who feel like me (and there are many) should have the same privilege. When will this happen?

At one point, AT&T was losing thousands of customers a day. This same fate awaits Bell Atlantic. I just want to be first in line. Please inform me of any alternative services available today, and if there are none available, let's work toward that as soon as possible. In the meantime, if there is any way to force Bell Atlantic to address their (captive) customers service complaints please inform me.

Regards,


Michael A. Jones
President

June 8, 1994

Ms. Pat Garcia
Bell Atlantic Company
1 East Pratt Street
Baltimore, MD 21201

BY FIRST CLASS MAIL AND FAX

Dear Ms. Garcia:

Per your response to my letter to **Mr. D'Allesio**, please find below an explanation of my case against Bell Atlantic with the dates corrected.

On or about January 24, 1994, I called Bell Atlantic Telephone Company to have my business line - ((301) 808-6959) changed to a new address. This work was to be performed on Friday, January 28, 1994. I left town and returned on February 1, and was immediately advised that we had no phones for that week. Irate, I called and was told that the lines would be installed on February 3. Your company did not feel it a big problem for my company to have no phone lines for a week.

On February 7, I again called upset. Still no telephones. I have over 12 years telecommunication technical experience, and did troubleshoot this problem to be a Bell Atlantic Company problem. Your organization dispatched a technician. He did not have access to my premise and could not fix a network problem (as if entering my premise would help him fix a network problem). He left with the problem not solved.

I called back about the eighth of February, and insisted that Answer Call be put on my line as callers were only receiving a ring no answer. While your service center was not happy about it, they did it. I was told the problem would be "investigated." It was not.

On February 21, I called again. Realizing that all my customers were lost, and that my advertising dollars were also lost, I was beyond irate. I was told that it was my problem, however a technician would be dispatched. He was. He gained entry into the premise and stated the problem was inside. He left a \$70.00 (approx) bill and left the problem not fixed.

I again had one of my technicians check the line. He determined, in about 5 minutes that it was Bell Atlantic's problem. I called back again - mad. I was answered by **Ms. Anis** and was told to by her to "fix my problem" and she simply **hung up**. I called back. She told me to "fix my problem" and **again hung up**. (She knew it was my problem - after all, that's what her computer said.) I called back again. I insisted that a technician be sent out with a supervisor. They did. The problem was solved - approximately 25 days later.

I am requesting of Bell Atlantic the following:

Car Phone reimbursement for business calls made in the absence of my telephone service totaling \$130.00.

Reimbursement for my installation charges at approximately \$100.00

Reimbursement for long distance calls to your service center from Louisville, KY totaling about \$50.00.

Reimbursement for my answer call hook up and the associated installation charges for this service added in place of telephone service you could not provide, approximately \$50.00.

The total is \$330.00.

Bell Atlantic
June 8, 1994
Page 2

Receipts can be produced for all above stated expenses.

Should you choose to simply ignore my request to recover the direct expenses I have incurred as a result of this disaster, I will sue Bell Atlantic for the above stated damages, lost business, lost advertising, and punitive damages. I will also file complaints with all local and federal agencies.

I should also note that I feel it is deployable for this type of incompetence to be addressed by a "claims department." It is obvious that there are major problems with the manner in which Bell Atlantic address the needs of the local businesses, and to mitigate this deplorable monopolized service to a simple "claim" should be illegal. This offers little hope of better service in the future.

I prefer all correspondence in writing, by US Mail or Fax ((301) 249-4288).

Sincerely,

Michael A. Jones
President

cc: Richard Carnell Baker, P.C.
Office of Mr. D'Allesio, President, Bell Atlantic