Implying That This Problem Is Widespread Throughout Agent Base

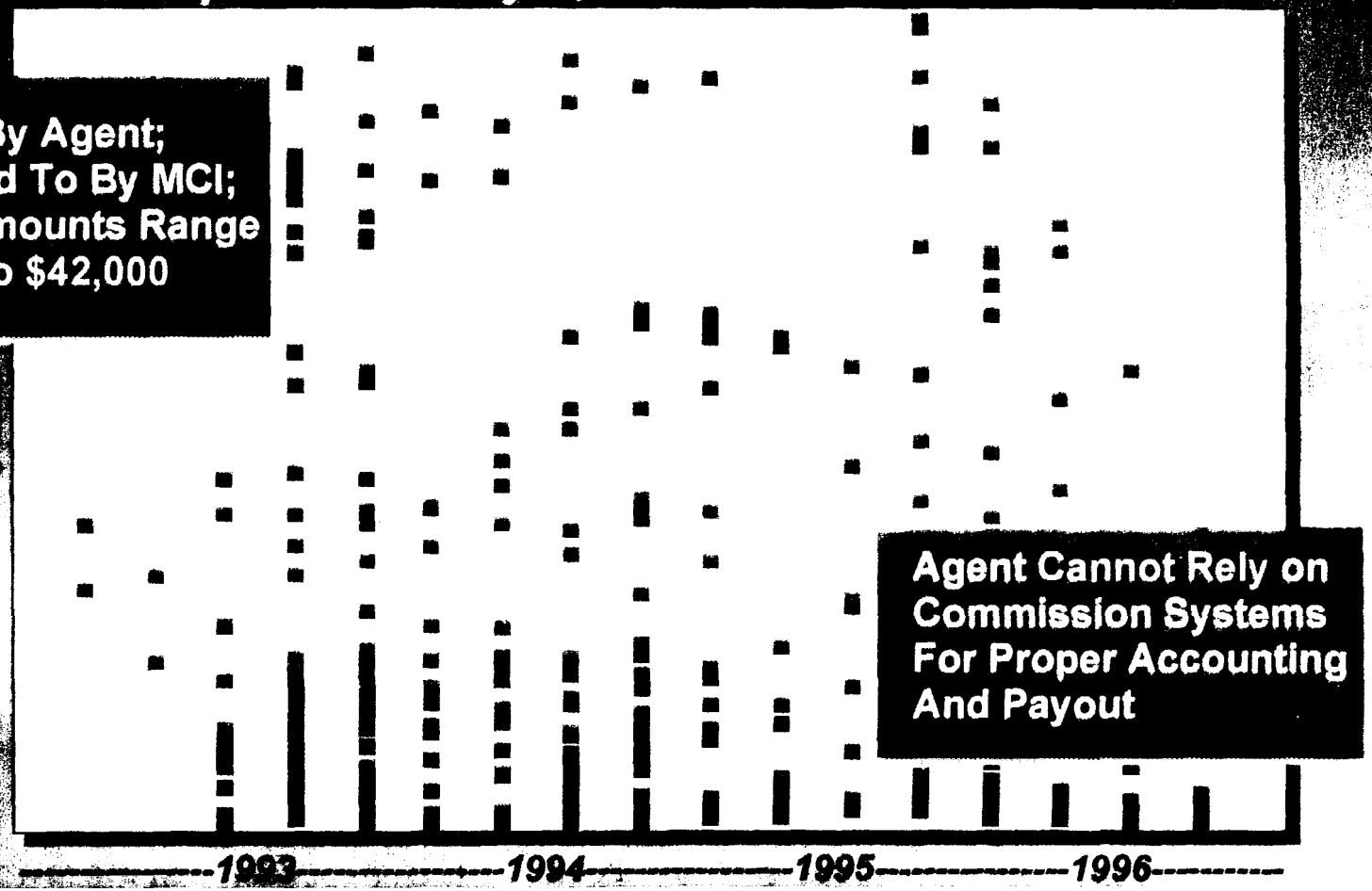
Including Taxes [illegible] 3920;
Including Taxes [illegible] For [illegible]0198

September '94, Waiver [illegible] To 8608480431;
March, April & May '94, [illegible] To 8608773669;
April, May, June '94, To 8608573920;

Pin Fee Charge backs:

[illegible] March '94 True Up Revenue For 8608601498;
[illegible] to May '94 True Up Revenue For 8608599403

A Sample Of Nearly 3,000 Commission Errors



Commission Reports reflecting adjusted Revenue [illegible] by the [illegible] that Agent Revenue include charge [illegible] Taxes [illegible] Vision Accounts illustrating the reported and non commissioned [illegible], denied Agent because of Commission Vision Rules

- Examples of Historic
- documenting Commission Management's
- Analysis of Historic

E-Mails requesting True Ups

E-mail requesting True Up on Customer BOC revenue;

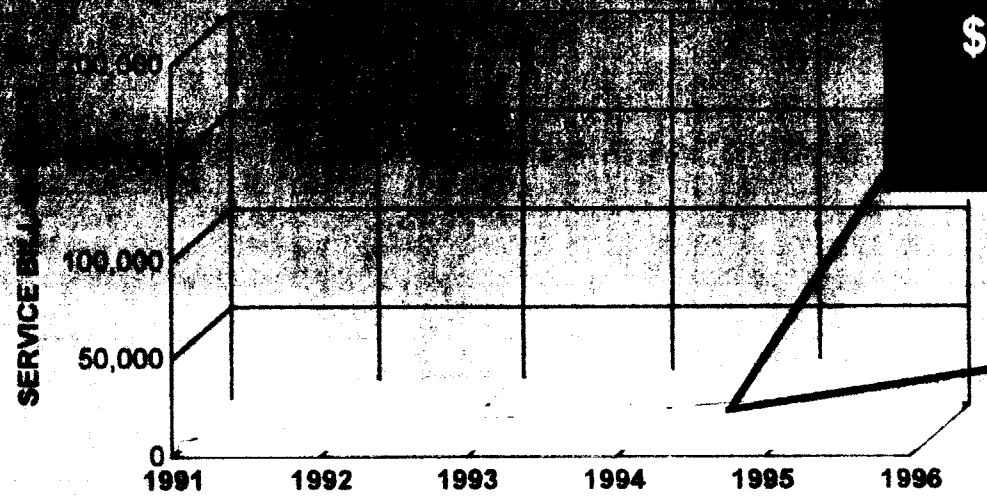
True Ups, illustrating inaccurate commission calculations

- E-Mails misleading Agent apparent Agent [illegible]
- from Agent to MCI requesting disclosure of stolen [illegible]
- from MCI to E-Mail requesting clarification of Correct Revenue on apparent stolen Customer Revenue summary illustrating that is active and billing on MCI

[redacted] AND INJURY

TMB Communications Inc.,

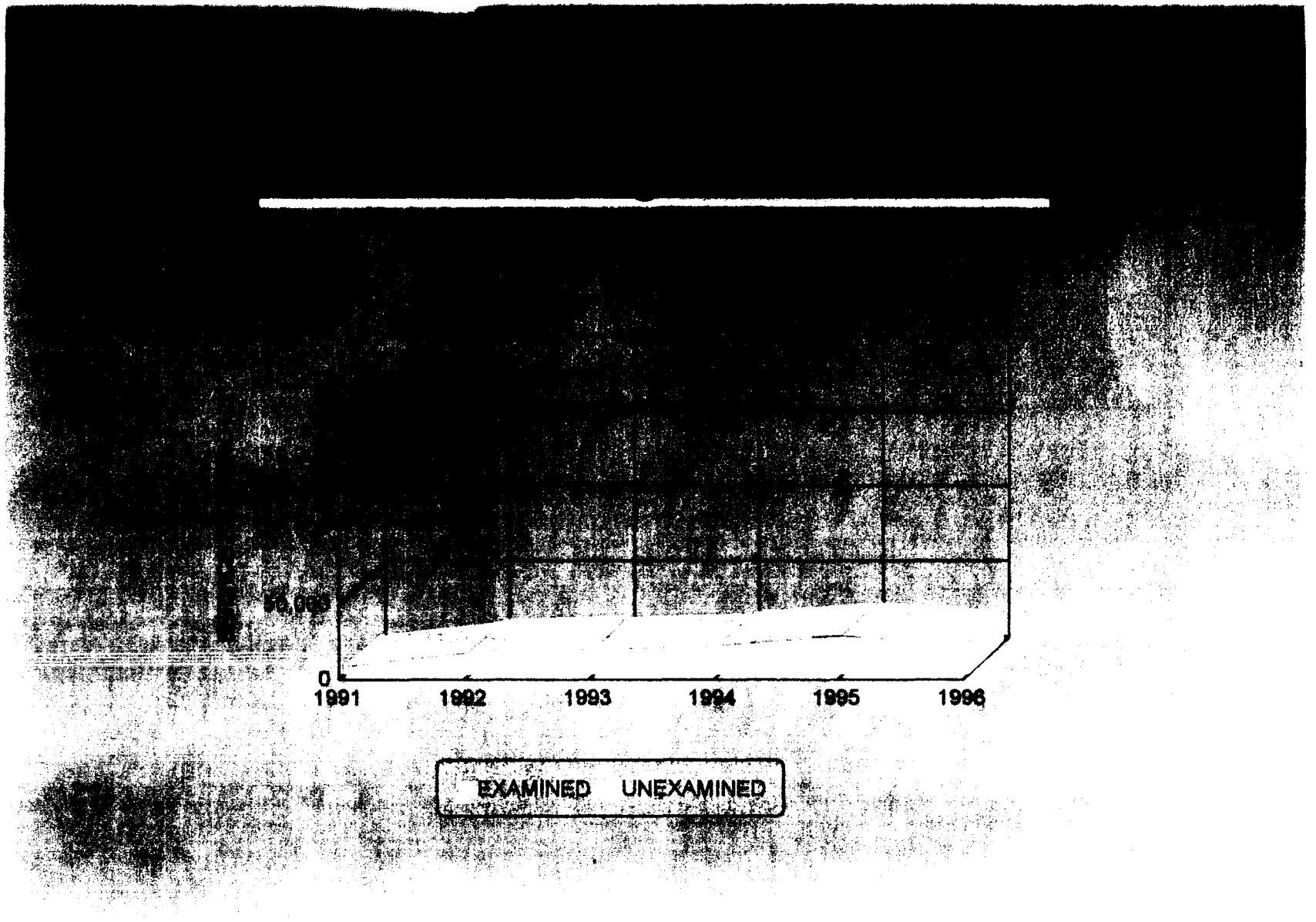
$18,000,000



$18,000,000

Customer Billing Issues

EXAMINED UNEXAMINED


0
1991
1992
1993
1994
1995
1996
EXAMINED
UNEXAMINED

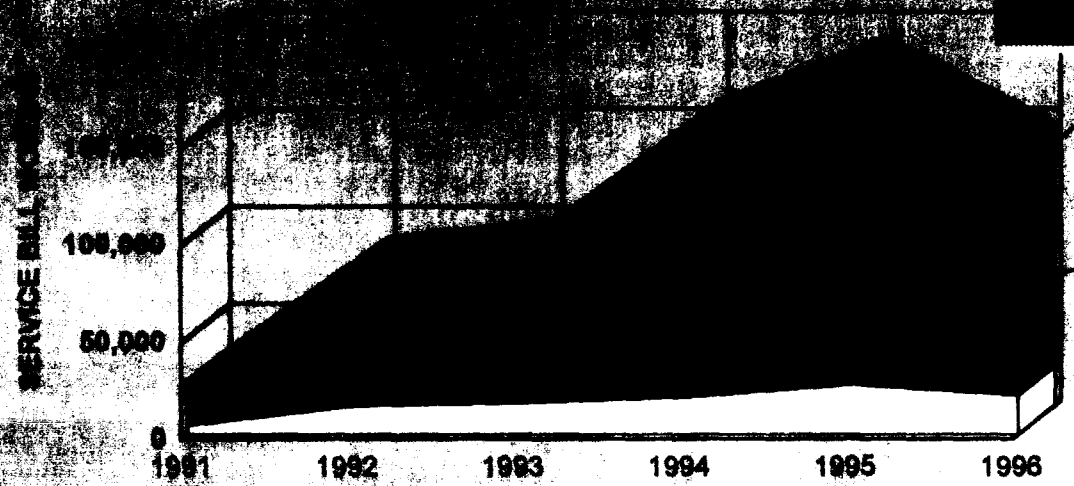
According To The Pattern

$ 75,000,000

Only 17% Of The Agent Potential Was Examined

$18,000,000

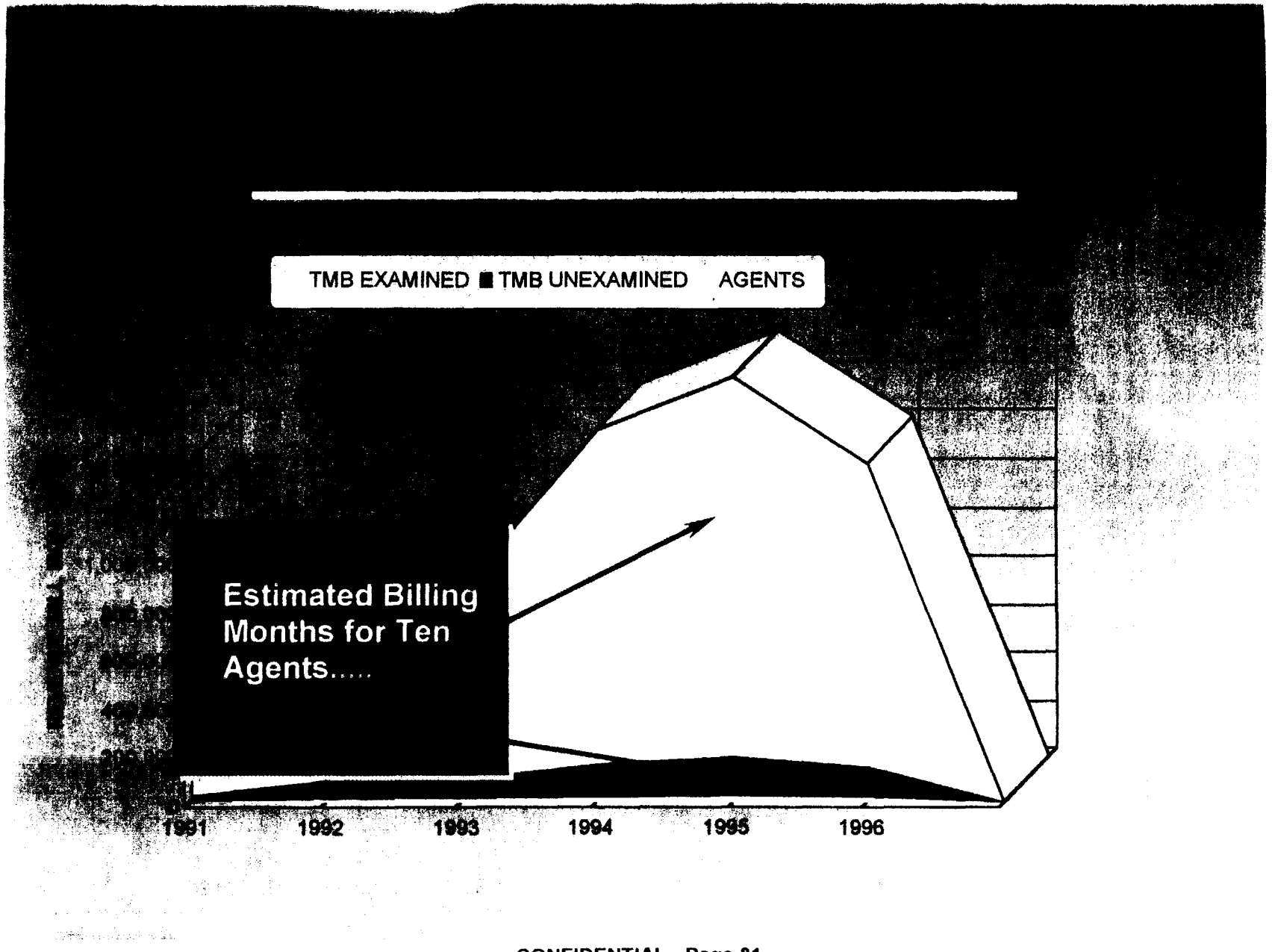
$75,000,000



Customer Billing Issues

EXAMINED ■ UNEXAMINED

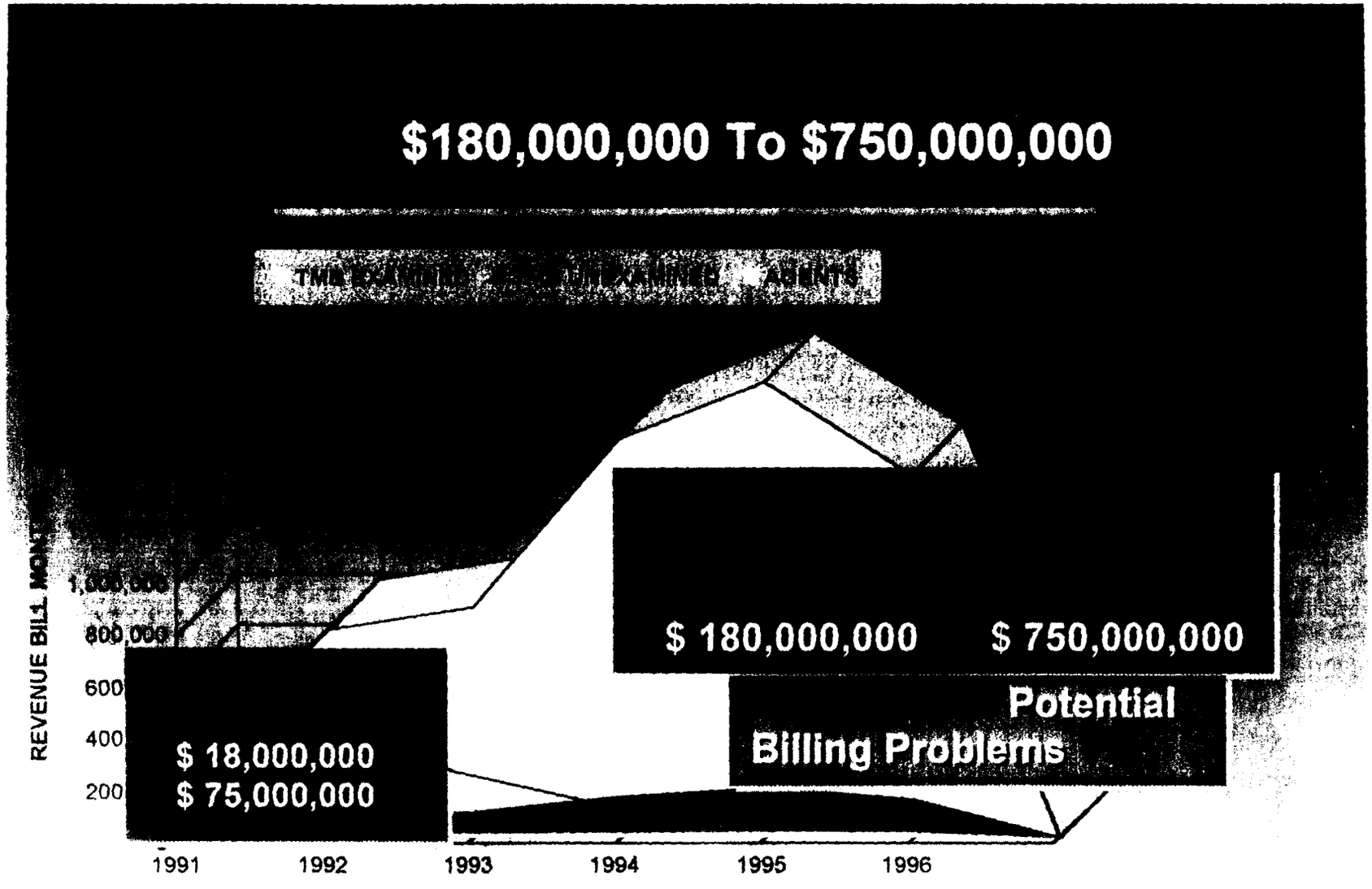
	91	92	93	94	95	96
APPARENT STOLEN ACCOUNTS	●	●	●	●	●	●
DAYS LOST REVENUE					●	●
CHARGE BACKS				●	●	●
COMMISSION NONPAYMENT		●	●	●	●	●


TMB EXAMINED
TMB UNEXAMINED
AGENTS
Estimated Billing Months for Ten Agents.....
1991
1992
1993
1994
1995
1996

91 92 93 94 95 96

APPARENT STOLEN ACCOUNTS

DAYS LOST REVENUE	AGENCY AGENCY TMB AGENCY AGENCY
CHARGE BACKS	AGENCY AGENCY
COMMISSION NONPAYMENT	AGENCY AGENCY



We Believe That The Agents Appeal To MCI For Help Warrants MCI Management Attention

Substantially Harmed,

MCI Has Formally Put Us Out Of Business
We Have Always Striven To Perform
Our Longstanding Large Customers
Trusted
Us To Lead Them To High Quality Service With Integrity

The Actions
Are Not The Image Of The Brand...
Not the Image
We Have Convinced Our
Customers To Believe...
Not the Image
In the Minds Of The Public...
Not The Image
In The Minds Of Our
Shareholders
Not The Image That The Brand Would Want To
Present To Its Customers, Its Public and Its Partners...