

1 BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
 2 DOCKET NO. 090313-WS
 3 MAD HATTER UTILITY, INC. AND PARADISE LAKES UTILIT L
 4 COMPLAINT AGAINST VERIZON FLORIDA, INC. COMMISSION
 5 CERTIFICATE NOS. 340W/297S AND NOS. 458W/392S IN PASC COUNTY CLERK
 6 PREFILED DIRECT TESTIMONY OF LARRY G. DELUCENAY

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 09 NOV 10 PM 4:08

7 Q. Please state your name and address.
 8 A. My name is Larry G. DeLucenay, and my address is 2348
 9 Raden Drive, Land O' Lakes, Florida 34639.
 10 Q. By whom are you employed and in what capacity?
 11 A. I am the President of Mad Hatter Utility, Inc (MHU) and
 12 the Managing Member of Paradise Lakes Utility, LLC (PLU).
 13 Q. What are your duties and responsibilities?
 14 A. I am responsible for all aspects of the day to day
 15 operation of both of the Utilities for their technical
 16 operation, management, and handling regulatory matters
 17 before the PSC, such as this Complaint in coordination
 18 with our attorneys and consultants.
 19 Q. What is your experience in the water and wastewater
 20 utility industry?

21 A. I have extensive experience in this area and have
 22 operated Mad Hatter Utility since its creation and
 23 consolidation under its current name in 1978. I have
 24 operated Paradise Lakes Utility, LLC since it was
 25 acquired from the original resort developer over seven

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1 years ago. I have attached hereto, a resume of my
2 background and experience as **Exhibit LGD-1**.

3 Q. What is the purpose of your testimony here today?

4 A. The purpose of my testimony is to outline the basis for
5 the Complaint filed against Verizon Florida, Inc. by both
6 Utilities, Mad Hatter Utility, Inc. and Paradise Lakes
7 Utility, LLC related to the provision of services which
8 were either not requested and/or never provided, and
9 which were billed to MHU and PLU for years.

10 Q. Please outline the issues and the services for which you
11 were falsely billed by Verizon.

12 A. There are two distinct types of services that have been
13 billed to the Utilities and I will address these separat-
14 ely below:

15 The first are the services for recently requested and
16 continuing monitoring of the Utilities' four water
17 treatment plants. Mad Hatter Utility, Inc. has three
18 water treatment plants and Paradise Lakes Utility, LLC
19 has one water treatment plant, all of which have had
20 plant monitoring services installed that operate through
21 standard phone lines which Verizon had agreed to provide
22 since 2007 or 2008 and for which they have constantly
23 billed Mad Hatter Utility, Inc. and Paradise Lakes
24 Utility, LLC since that time. The location of these
25 plants and the related phone line number were outlined in

1 our original Complaint which is attached hereto as
2 **Exhibit LGD-2**. Beginning in approximately 2007 or 2008
3 the Utility requested these monitoring services from
4 Verizon. The Utility has since determined that all of
5 the services provided to Mad Hatter Utility, Inc. and
6 Paradise Lake Utility, LLC are not functioning and appear
7 to have never been functioning since installed by
8 Verizon. Upon discovery that these lines were not
9 functioning, I attempted to contact the local offices of
10 Verizon for several months in early 2008. However, no
11 one ever returned my calls or responded to my inquiries.
12 In early August of 2008 our attorneys contacted Verizon
13 by a letter to the person who had been my Verizon
14 contact, concerning initiation of these services. We
15 sent him a letter on August 7, 2008 which is attached
16 hereto as **Exhibit LGD-3**. However, we again got no
17 response to that written complaint. Based upon the
18 failure to get any response from Verizon, we filed this
19 Complaint with the Florida Public Service Commission in
20 May of 2009, approximately one year after we had begun
21 complaining to Verizon.

22 The Utility continues to be billed for these services to
23 this date and finally as a result of the Complaint in May
24 of 2009, those services were finally restored in late
25 July or early August of 2009 to be working services. The

1 Utility has been billed \$51.79 per line for four lines
2 for these services since the inception in early 2008. In
3 addition, the Utility has incurred substantial additional
4 costs in attempting to resolve this matter the Utility is
5 required to have these monitoring services by Florida DEP
6 regulatory requirements. Both Utilities have incurred
7 substantial legal services costs and our own in-house
8 staff having to expend many hours to work toward deter-
9 mining the nature of the problem and attempting to get
10 action from Verizon.

11 Q. Please explain the nature of the other portion of the
12 Complaint.

13 A. The second and larger portion of the Complaint concerns
14 16 lift station monitoring lines that were originally
15 installed by Verizon in 1995 or 1996. At that time, a
16 Verizon representative, Mr. Mark Gilbert, working through
17 the Texas offices of Verizon, requested that they be
18 allowed to install as a pilot program, these lift station
19 monitoring lines, along with a printer, located at Mad
20 Hatter's offices. Verizon representatives told us that
21 these services were being tested as a potential new phone
22 line service to assist the Utility in monitoring its lift
23 stations and being able to detect malfunctions through an
24 alarm system enabled by the connection of those lines.
25 Mad Hatter went along with this, as it was a pilot

1 project for which the Utility was not charged. Then in
2 early 1997, Mr. Gilbert informed me that the pilot
3 project for these monitoring systems was being discontin-
4 ued on orders from Verizon's Texas office and they would
5 no longer be providing these services. At that time,
6 they came and removed the printer from our offices. We
7 were told that was the end of the pilot project and the
8 end of any services of that nature. We never requested
9 these types of services to be provided to the Utility or
10 agreed to be charged for such services.

11 Upon recent review of our phone service bills approxi-
12 mately 18 months ago, we determined that Verizon began
13 billing for these monthly services for four of these
14 monitoring lines at least back to the calendar year 2000
15 and we believe all the way back to 1997. These four
16 monitoring lines were charged to the Utility without any
17 request for that service, or without any inquiry into
18 receiving such services. In effect, Verizon just began
19 billing the Utility without any authorization or request.
20 Therefore, we believe that those services which were
21 coded and obscured on bills have been billed to the
22 Utility for four different monitoring locations for
23 approximately 12 years.

24 Q. Were any services provided during that period of time?

25 A. No. We did not request any services and we had no way of

1 knowing they were allegedly being provided or being
2 billed for and we did not request nor authorize them and
3 to our knowledge they were never functioning again. We
4 had no way to monitor the signal without the printer and
5 wires were unplugged by Verizon representatives when the
6 pilot project was terminated.

7 Q. How can you be billed for something that you are not
8 aware of?

9 A. The bills are very difficult to read. There are no
10 service numbers that are decipherable by the average
11 person on our bills and the location of services are not
12 even listed on our bills, much less any description. As
13 such, it was extremely difficult for us to determine that
14 we were being charged for anything other than our regular
15 voice phone lines that appeared on the same bills. We
16 could not tell that we were being charged for these
17 services we did not receive and that we had not re-
18 quested. Until we undertook a detailed audit of our
19 telephone bills, approximately 18 months ago, we were not
20 aware of this billing for those reasons. It almost looks
21 from the billing as though they are attempting to
22 obfuscate and obscure the nature of the charges that were
23 assessed to the Utility. We have included copies of many
24 of the bills that we were able to dig out of our files in
25 the original Complaint, and I have also attached addi-

1 tional bills we have been able to locate as **Exhibit LGD-**
2 **5**. These go back to at least the year 2000. We have
3 also asked in discovery that they provide us with copies
4 of all of their bills and records concerning these
5 charges. As you can see from the information provided,
6 which I have attached hereto as part of **Exhibit LGD-5**,
7 there are no references that are readily discernable to
8 be either a monitoring system or to make it clear that
9 this is somehow separate and apart from our regular phone
10 services, or any other pertinent information that would
11 lead one to recognize that they were being charged for
12 services not being provided or services not having been
13 requested. I have also attached to that same exhibit,
14 the bills that we have been able to locate back to 2000
15 which continued to show billing for those services.

16 In any case, this has gone on for at least 10 years and
17 we believe approximately 13 years at these four locations
18 and the Utility is billed approximately \$34.67 per
19 location, resulting in a total charge of \$19,970 over the
20 past 12 years. On numerous occasions, the Utility has
21 also incurred the cost to attempt to have these issues
22 addressed by Verizon, as noted above, in our numerous
23 telephone calls to them and our attempts to contact them
24 in writing. However, until our Complaint was filed with
25 the Public Service Commission, we received no response

1 whatsoever to our complaints and inquiries.

2 Q. Do you have anything else you would like to provide to
3 the Commission concerning this situation?

4 A. Yes. This non-responsiveness by Verizon has been ongoing
5 for several years. As you can see from my testimony
6 about the repeated attempts to get them to address these
7 two issues, they have been completely unresponsive, even
8 to the point of failing to respond to a letter from our
9 attorney approximately eight months before this Complaint
10 was even filed. An equally dramatic example of their
11 unresponsiveness is the fact that sometime in early 2007
12 Verizon's employees were installing a fiber optic cable
13 in our service territory along the right-of-way of Osprey
14 Lane where our large water and sewer mains are located.
15 While installing those facilities underneath the road,
16 they contacted our Utility for marking of our water and
17 wastewater line location. I personally came to the
18 location where the fiber optic lines were being installed
19 by Verizon and properly marked and showed the contractors
20 for Verizon where our wastewater and water mains were
21 located, in conformance with all requirements. However,
22 despite this, Verizon caused a break with two holes in a
23 6" wastewater service lateral main resulting in collapse
24 of the line and the highway and as a result Mad Hatter
25 incurred \$17,000 in expenses for emergency repairs in

1 order to fix the road and the wastewater lines. On
2 numerous occasions the Utility attempted to contact and
3 work with the foreman of the contractor for Verizon to
4 get reimbursement for the \$17,000 in repair costs.
5 However, despite repeated promises, nothing was done and
6 to this date, two and a half years later, nothing has
7 been done. In May of 2008 (approximately one year
8 later), our attorney contacted Verizon through the person
9 who I had worked with in the past as their representative
10 and made a demand in writing for recovery of those repair
11 costs. We never received any response to that letter, a
12 copy of which is attached as **Exhibit LGD-4**. Even as we
13 were beginning this Complaint process, we sent emails to
14 Verizon's General Counsel informing them of this other
15 situation and of our need to seek resolution and recovery
16 of the costs of this repair, and we never received a
17 response from the General Counsel about this additional
18 incident.

19 These actions by Verizon are indicative, at the very
20 least, of extremely poor customer service and if not
21 outright fraudulent attempts to bill people for services
22 not rendered, or to refuse to pay for damages caused by
23 their contractors.

24 Q. What are you seeking recovery of?

25 A. We have estimated that our total damages for the services

1 billed but never provided to Mad Hatter Utility, Inc.,
2 most of which were never requested, were in effect
3 "crammed" onto Mad Hatter's bills total approximately
4 \$23,000 in over billing to MHU and PLU. In addition, the
5 Utilities have incurred over \$10,000 in costs from
6 outside consultants and attorneys in attempting to
7 resolve this matter, all as a result of Verizon's
8 refusal to repay the monies illegally billed to the
9 Utility. In addition, as noted, we have \$17,000 in
10 repairs caused by Verizon for which they have refused to
11 even respond, much less reimburse, despite the clear
12 evidence that these damages were their responsibility.
13 We believe the Commission should take punitive action
14 against Verizon in addition to requiring them to reim-
15 burse Mad Hatter Utility, Inc. and Paradise Lakes
16 Utility, LLC for the over billings and for the additional
17 costs incurred to protect itself and its customers from
18 these charges and expenses.

19 Q. Do you have any further testimony to give at this time.

20 A. No, I do not. However, we will continue to search our
21 archive files to attempt to uncover the bills from the
22 period of 1995 through 2000. Unfortunately, Verizon in
23 response to our discovery has not provided us with those
24 bills, which we were hoping they would so that we could
25 show what has been billed to us over this period of time.

1 We are attempting to review our records and will supple-
2 ment this testimony to the extent we are able to locate
3 those additional records.

4 In addition, we are prepared, if need be, to subpoena
5 and bring in the former employee of Verizon who was
6 responsible for installing and uninstalling the Verizon
7 facilities at the offer of MHU in 1995 and 1996 and have
8 him testify concerning his installation and removal of
9 those services at that time.

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RESUME
OF
LARRY G. DELUCENAY
PRESIDENT
MAD HATTER UTILITY, INC.

PROFESSIONAL BACKGROUND:

Mr. DeLucenay has an extensive background spanning over forty years in the construction and management of water and wastewater treatment plants. He (along with his wife, Janice) is majority owner of Mad Hatter Utility, Inc., which he and Janice incorporated in March 1978. Larry's responsibilities include day-to-day management, trouble-shooting, design coordination, permitting, future planning, customer relations, development, and regulatory compliance.

EXPERIENCE:

1978 to Present:

Founder and President of Mad Hatter Utility, Inc. Responsible for start-up, operations and expansion of this private utility company.

Incorporated Scarecrow Utility, Inc. in 1982 for the purpose of providing utility systems in Hillsborough County. Scarecrow Utility now owns four of the fourteen existing private utility systems in Hillsborough County.

Incorporated DeLucenay Construction in 1983 for the purposes of completing site development work (installation of water and sewage mains, lift stations, etc.). Due to a decline in the construction industry, DeLucenay Construction ceased bidding work in October 1988. Acquired operational responsibility for Paradise Lakes Utility, LLC in 2001 and bought the company in 2002.

1975 to 1982:

Purchased Water Management, Inc. in 1975 and operated it as a laboratory testing firm until it was sold in 1982. This laboratory testing firm held approximately 100 contracts for the operation and maintenance of water and wastewater treatment plants. The laboratory provided testing to outside laboratories, utilities, and mobile home parks.

Incorporated Sunshine Utility Equipment, Inc. In 1973, which installed and removed over 420 package treatment plants throughout the State of Florida. It also operated, maintained and

performed tests on approximately fifty water and wastewater treatment plants under contract on a monthly basis. Sunshine Utility was sold in January 1990.

1968 to 1973:

Employed as Production Coordinator and Quality Control Manager of Defiance Company, one of the larger treatment plant manufacturers in the southeast and a division of Davis Industries, Thomasville, Georgia. Responsible for design coordination and manufacturer production of approximately 630 wastewater treatment plants in a six-state area. Also served as Construction Coordinator for new distributors in Texas and Louisiana.

LICENSES:

Class "A" wastewater plant license.

Class "C" water plant license.

Florida Real Estate License.

PROFESSIONAL ASSOCIATIONS:

American Water Works Association

Florida Pollution Control Association

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Complaint of Mad Hatter)
Utility, Inc. and Paradise Lakes)
Utility, LLC Against Verizon)
Florida, LLC.)

Docket No.

090313

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COMMISSION
CLERK

COMPLAINT

COMES NOW Mad Hatter Utility, Inc. and Paradise Lakes Utility, LLC (hereinafter both "MHU and PLU" or "Customers") by and through their undersigned attorneys and pursuant to the provisions of Section 25-22.035 and 25-30.560, Florida Administrative Code, and files this Complaint against Verizon Florida, LLC (hereinafter "Utility" or "Verizon") and in support states as follows:

Conformance With the Requirements of Rule 25-22.036(7) (a) 1 & 2, Florida Administrative Code

1. The name of the Commission is the Florida Public Service Commission and there is no Commission docket number as of the date of filing this Complaint.

2. The name and address of the complainants are Mad Hatter Utility, Inc. and Paradise Lakes Utility, LLC, 2348 Raden Drive Land O' Lakes, FL 34639.

3. The name and address of the Registered Agent of the Utility Company is Verizon Florida, LLC, CT Corporation System, 1200 South Pine Island Road, Plantation, Florida 33324.

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RCP 1
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4. MHU and PLU own properties which are provided with telecommunication services by Verizon, and as such, are substantially affected by the regulatory requirement for provision of such services and failure to provide such services by Verizon to those properties.

Statement of Facts and Actions Which Constitute a Violation

5. The Florida Public Service Commission authorized Verizon to provide telecommunication services, including the data line services, that had been provided to MHU and PLU at four different locations for their water treatment operations in Pasco County, Florida. Specifically, Verizon has provided water treatment plant operational monitoring through data line services to both of the Complainants at four water facility locations in south central Pasco County along Highway 54 corridor near US 41.

6. The following locations for MHU's system and phone numbers which have been receiving data line services to the water treatment plant operational monitoring for approximately 15 years and have been regularly billed are as follows:

Mad Hatter Utility, Inc.

Twin Palms WTP, 1532 Twin Palms Loop	
State Road 54 W.T.P., 23731 SR-54	(813) 948-4025
Carpenter's Run W.T.P., 21514 Lagoon Dr.	(813) 948-1532
The Yard CC II W.T.P., 1501 Cypress Creek Rd.	(813) 242-7949
Paradise Lakes Utility W.T.P., 1901 Brinson Rd.	(813) 949-2657

7. The PLU system had a similar service installed in the Fall of 2007 by Verizon staff. However, the lines were never permanently placed and to our knowledge service has never been initiated, yet PLU has been billed consistently since the initial installation in the Fall of 2007. The location and number is as follows:

Paradise Lakes Utility, LLC

PLU Water Treatment Plant, 1901 Brinson Road (813) 949-2657

8. MHU and PLU discovered in the summer of 2008 that all four of the water treatment plant locations were not connected and were not sending data and/or call forwarded messages to MHU and PLU, as is intended by the service provided by Verizon. In addition, apparently such service has not been operating in conformance with the proposed service provided for several months, if not many years. MHU and PLU have attempted to contact someone at the local Verizon offices to come and repair these lines and has received no response.

9. The purpose of these data line services to the water treatment plants of the Complainants is to ensure proper notification to MHU and PLU in case of power outage or other emergency at their facilities as required by FDEP. As such, their operation is essential and the failure of such services to operate properly could be highly detrimental and in fact endanger the public, if these services are not properly provided.

10. As regards PLU's water treatment plant, the line was installed in November of 2007. Since that time, the line has never been properly secured, elevated, or buried. It is currently running along the ground of two neighbors' properties with no easements adjacent to the PLU's water treatment plant, and connected through the neighbor's outside phone jack on her carport and across her concrete slab driveway along the ground on two vacant lots.

11. The data services to the MHU properties were installed approximately 15 years ago, including an alarm monitoring service pilot project on my client's sewage lift stations located near the intersection of State Road 54 and US 41. Approximately 10 years ago, a representative of Verizon, Mr. Mark Gilbert, notified MHU that the service pilot project was being discontinued. The staff of Verizon then removed their printer from MHU's office and to MHU's knowledge that service has been discontinued since that time.

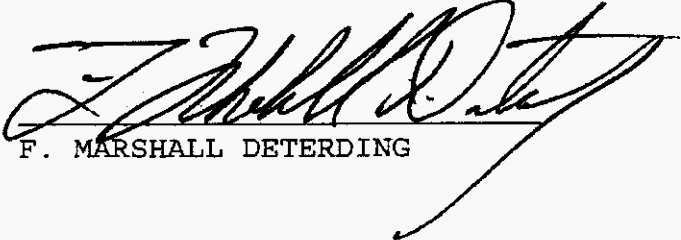
12. A recent audit of the telephone bills of MHU revealed to management that they have been incurring charges again for these continuing monitoring service to its liftstation and water treatment plant sites, but no service or equipment is currently being provided or exists. Copies of the recent bills for such service are attached.

WHEREFORE, MHU and PLU request that the Public Service Commission order Verizon to provide an accounting of all monies paid

for the provision of these services over the last 15 years, and to require a refund of all such monies paid. The Complainants believe that they are not only entitled to a refund for all of the services which have been billed but have not been provided, but also believes that Verizon should be ordered to contact the Complainant and coordinate complete installation of facilities and to begin providing the services for which it has contracted immediately in the public interest. Failure to do so has placed in jeopardy MHU's and PLU's ability to provide safe and efficient service to its customers and to provide such additional relief as the Commission sees fit.

Respectfully submitted this
15th day of May, 2009,
by:

ROSE, SUNDSTROM & BENTLEY, LLP
2548 Blainstone Pines Drive
Tallahassee, Florida 32301
(850) 877-6555



F. MARSHALL DETERDING

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished
by U.S. Mail this 15th day of May, 2009, to:

Registered Agent:

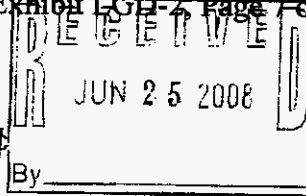
Verizon Florida, LLC
c/o CT Corporation System
1200 South Pine Island Road
Plantation, FL 33324

Principal Address:

Verizon Florida, LLC
One Tampa City Center
201 North Franklin Street
Tampa, FL 33602



F. MARSHALL DETERDING



Billing Date: 06/16/08 Page 1 of 4
Telephone Number: 813-231-5585-22525
Account Number: 15 1213 0587326572 04
How to Reach Us : See page 2

Account Summary

Previous Charges	\$ 34.13
Payment Received on Jun 07.	- 34.13
Balance	\$.00
New Charges	
Verizon (page 3)	\$ 34.13
Total New Charges Due Jul 10	\$ 34.13
To avoid a late payment charge, payment must be received before July 17, 2008.	
Total Due	\$ 34.13

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2775800-4

Mail Payments To:
Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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Go to verizon.com/billingaddress or see page 2.



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Subject to change without notice.

▼ Detach & return payment slip with your check, payable to Verizon



MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)

Description	Qty	Unit Rate	
CKT# ..VM5525...			
LN#8131VM5525			
1 Alarm monitoring service	1	30.00	30.00
Total			\$ 30.00

REGULATED SERVICE TAXES AND SURCHARGES

2 Local communications services tax			1.38
3 State communications services tax			2.04
4 State gross receipts tax			.71
Total			\$ 4.13

Verizon regulated charges **\$ 34.13**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 34.13**

For Your Information

Important billing information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Important Rate Change Information

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at www.verizon.com or call the toll-free number on your bill.



Account Summary

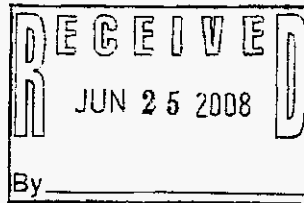
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Balance	\$.00

New Charges

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MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)			
Description	Qty	Unit Rate	
CKT# ..VM5509...			
LN#8131VM5509			
1 Alarm monitoring service	1	30.00	30.00
Total			\$ 30.00

REGULATED SERVICE TAXES AND SURCHARGES			
2 Local communications services tax			1.38
3 State communications services tax			2.04
4 State gross receipts tax			.71
Total			\$ 4.13

Verizon regulated charges **\$ 34.13**

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Total Verizon charges **\$ 34.13**

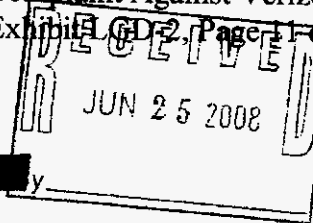
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Billing Date: 06/16/08 Page 1 of 4
Telephone Nu [redacted]
Account Number: 15 1213 0667326677 01
How to Reach Us : See page 2

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Mail Payments To:
Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

Change of billing address?
Go to verizon.com/billingaddress or see page 2.

▼ Detach & return payment slip with your check, payable to Verizon



MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)			
Description	Qty	Unit Rate	
CKT# ..VM5510...			
LN#8131VM5510			
1 Alarm monitoring service	1	30.00	30.00
Total			\$ 30.00

REGULATED SERVICE TAXES AND SURCHARGES			
2 Local communications services tax			.73
3 State communications services tax			2.04
4 State gross receipts tax			.71
Total			\$ 3.48

Verizon regulated charges **\$ 33.48**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 33.48**

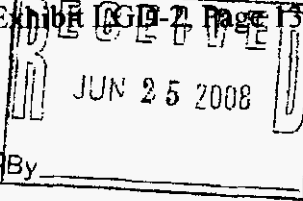
For Your Information

Important billing information

When you provide a check, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process this transaction as a check. If you wish to be excluded from this process, please call 1-888-500-5358. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

Important Rate Change Information

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at www.verizon.com or call the toll-free number on your bill.



Billing Date: 06/16/08 Page 1 of 4
Telephone Number: [REDACTED]
Account Number: 15 1213 0657326674 05
How to Reach Us : See page 2

Account Summary

Previous Charges	\$ 34.13
Payment Received on Jun 07.	- 34.13
Balance	\$.00
New Charges	
Verizon (page 3)	\$ 34.13
Total New Charges Due Jul 10	\$ 34.13
To avoid a late payment charge, payment must be received before July 17, 2008.	
Total Due	\$ 34.13

41590
2675800-4
2775100-4

Mail Payments To:
Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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As a Verizon small business customer, we're committed to your success. Our products and services are designed to help your business grow, and are backed by our 24/7 tech support and the unmatched 99.9% reliability of the Verizon network. To learn what we can do for you, call us at 1-888-293-8037.



We're the Reliable Company

We connect over 1.2 billion calls daily with 99.9% network reliability. As a valued Verizon customer, you can count on us to meet all of your calling and Internet needs. We've got what you need! Call 1-888-371-8033 today!
Service not available in all areas.



Offer Won't Last Forever

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Subject to change without notice.

▼ Detach & return payment slip with your check, payable to Venze



MONTHLY SERVICE - REGULATED (Jun 16 to Jul 16)			
Description	Qty	Unit Rate	
CKT# ..VM5508...			
LN#8131VM5508			
1 Alarm monitoring service	1	30.00	30.00
Total			\$ 30.00

REGULATED SERVICE TAXES AND SURCHARGES	
2 Local communications services tax	1.38
3 State communications services tax	2.04
4 State gross receipts tax	.71
Total	\$ 4.13

Verizon regulated charges **\$ 34.13**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 34.13**

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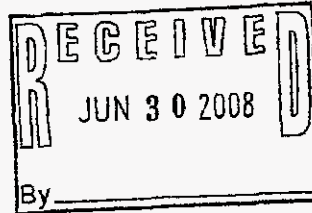
Important Rate Change Information

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at www.verizon.com or call the toll-free number on your bill.



Account Summary

Previous Charges	\$ 44.24
Payment Received on Jun 12.	- 44.24
Balance	\$.00
New Charges	
Verizon (page 3)	\$ 44.24
Total New Charges Due Jul 13	\$ 44.24
To avoid a late payment charge, payment must be received before July 20, 2008.	
Total Due	\$ 44.24



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 Service not available in all areas.



Save on These Business Essentials for Phone & Internet

Verizon Freedom for Business Expansion PAK is everything you need. Phone lines. Unlimited nationwide calling. Calling features. Internet service. All for one low monthly rate. Call 1-888-814-6419 now for details, and ask about our special offer!

Mail Payments To:
 Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

Change of billing address?
 Go to verizon.com/billingaddress or see page 2.

▼ Detach & return payment slip with your check, payable to Verizon



MONTHLY SERVICE - REGULATED (Jun 19 to Jul 19)			
Description	Qty	Unit Rate	
1 Business line - Measured, 1 Yr Term	1	30.95	30.95
2 Federal subscriber line charge	1	6.50	6.50
Total Due			\$ 37.45

REGULATED SERVICE TAXES AND SURCHARGES			
3 Federal excise tax			1.12
4 Local communications services tax			.93
5 State communications services tax			2.60
6 State gross receipts tax			.90
7 Telecommunications Relay Service			.11
8 County 911 Funding Fee			.40
9 Federal Universal Service Fee			.73
Total Due			\$ 6.79

Verizon regulated charges **\$ 44.24**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 44.24**

Verizon Reads

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of your bill. Contributions will benefit Verizon Reads, a non-profit effort supporting literacy programs. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number on page two of your bill.

For Your Information

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Important Rate Change Information

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at www.verizon.com or call the toll-free number on your bill.



[Redacted] TY INC



Account Summary

Previous Charges	\$.07
No Payment Received	.00
Balance Forward	\$.07

New Charges

Verizon (page 3)	\$ 51.79
Verizon Online (page 4)	79.95
Total New Charges Due Jun 18	\$ 131.74

To avoid a late payment charge, payment must be received before June 25, 2008.

Total Due \$ 131.81

41590
2675800-y \$65.90
2775800-y \$65.91

Mail Payments To:
Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

Change of billing address?
Go to verizon.com/billingaddress or see page 2.

Billing Date: 05/25/08 Page 1 of 4
Telephone Number : [Redacted] 060718
Account Number: 15 1213 0605108413 00
How to Reach Us : See page 2



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As a Verizon small business customer, we're committed to your success. Our products and services are designed to help your business grow, and are backed by our 24/7 tech support and the unmatched 99.9% reliability of the Verizon network. To learn what we can do for you, call us at 1-888-313-8037.



Thinking of Switching to Cable?

As a valued Verizon customer, you can count on us to meet all of your calling & Internet needs. We connect over 1.2 billion calls daily with 99.9% network reliability. Why bother with cable? Call 1-888-371-8033. Service not available in all areas.



Switch to a Long Distance Plan that Adjusts to Your Needs

With Verizon FlexDistance, you save no matter how many calls you make. Pay one flat monthly rate across the state or across the country. Add an international plan and save on calls abroad. And if your needs change, so can your plan. Call 1-888-842-8039.

▼ Detach & return payment slip with your check, payable to Verizon



MONTHLY SERVICE - REGULATED (May 25 to Jun 25)			
Description	Qty	Unit Rate	
1 Non-published listing	1	4.75	4.75
2 Business line	1	32.79	32.79
3 Federal subscriber line charge	1	6.50	6.50
Total			\$ 44.04

REGULATED SERVICE TAXES AND SURCHARGES	
4 Federal excise tax	1.32
5 Local communications services tax	1.09
6 State communications services tax	3.04
7 State gross receipts tax	1.06
8 Telecommunications Relay Service	.11
9 County 911 Funding Fee	.40
10 Federal Universal Service Fee	.73
Total	\$ 7.75

Verizon regulated charges **\$ 51.79**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 51.79**

Verizon Reads

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of your bill. Contributions will benefit Verizon Reads, a non-profit effort supporting literacy programs. Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number on page two of your bill.

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Are you ready for Hurricane Season?

With the 2008 Hurricane season beginning June 1, below are some ideas to help you prepare for a major storm that could strike our region. In advance of an emergency, you may wish to:

- * Charge wireless phone batteries well before warnings are issued.
 - * Have additional fully-charged batteries or cigarette lighter adapters available for back-up power.
 - * If you are a FiOS customer, check to be sure the backup battery for the system is in full working order. FiOS telephone service will work for approximately four continuous hours on battery power and, used periodically or "as needed", could last as long as eight hours.
 - * Maintain a list of emergency numbers.
 - * Distribute wireless phone numbers to family members and friends.
 - * When dialing 9-1-1, remember to hit the "Send" key and state your location.
- If you lose power your cordless phone(s) will not work. You may want to have a corded phone in your home. Stop by your nearest Verizon Plus store for a wide selection of corded phones and also stock up on extra batteries. Call toll free 1-800-483-6697 for the location nearest you.

For more information on how to prepare, check your Verizon Directory Customer Information Guide.



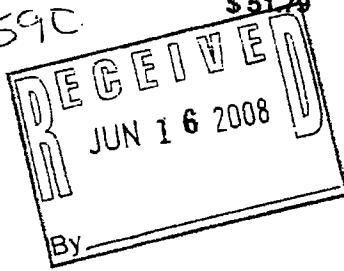
Account Summary

Previous Charges	\$ 51.79
Payment Received on May 15.	- 51.79
Balance	\$.00
New Charges	
Verizon (page 3)	\$ 51.79
Total New Charges Due Jun 28	\$ 51.79

To avoid a late payment charge, payment must be received before July 05, 2008.

Total Due **\$ 51.79**

4159C



2675800-4 \$25.89

775800-4 \$25.90

CIR



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Service not available in all areas.

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Subject to change without notice.

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page 2.

▼ Detach & return payment slip with your check, payable to Verizon



MONTHLY SERVICE - REGULATED (Jun 4 to Jul 4)

Description	Qty	Unit Rate	
1 Non-published listing	1	4.75	4.75
2 Business line	1	32.79	32.79
3 Federal subscriber line charge	1	6.50	6.50
Total			\$ 44.04

REGULATED SERVICE TAXES AND SURCHARGES

4 Federal excise tax			1.32
5 Local communications services tax			1.09
6 State communications services tax			3.04
7 State gross receipts tax			1.06
8 Telecommunications Relay Service			.11
9 County 911 Funding Fee			.40
10 Federal Universal Service Fee			.73
Total			\$ 7.75

Verizon regulated charges **\$ 51.79**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 51.79**

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Important Rate Change Information

Effective on July 19, the late payment charge will be the greater of 2.1% of the outstanding balance or \$7.00. For more information, visit us at www.verizon.com or call the toll-free number on your bill.



Docket No. 090313-WS
Complaint Against Verizon

Exhibit to Case No. 09-1111 Page 21 of 22

JUN 23 2008

By

Billing Date: 06/13/08 Page 1 of 4
Telephone Number : ██████████ 0503
Account Number: 15 1213 0685072429 07
How to Reach Us : See page 2

Account Summary

Previous Charges	\$ 108.58
Payment(s) received. Thank you.	- 160.37
Balance Forward	- \$ 51.79
New Charges	
Verizon (page 3)	\$ 51.79
Total New Charges Due	\$ 51.79
Total Due	\$.00

41590

2 675800-4
2 775800-4

Mail Payments To:
Verizon Florida LLC, PO Box 920041, Dallas TX 75392-0041

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Account: 15 1213 0685072429 07

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00027273 4F0000157661
15-FL 1213
R139484025 20060503

061308

FS0613:9.242.69020 1 AV 0.324 06/22/08
MAD HATTER UTILITY INC
T-LWTP2
2348 RADEN DR
LAND O LAKES FL 34639-5136
|||||

15 1213 0685072429 07N00000005179 0000000000 04



PAYMENTS

1	Payment Received on May 15.		CR 51.79
2	Payment Received on Jun 07.		CR 108.58
	Payment(s) applied to previous charges.	Total	CR \$ 160.37

MONTHLY SERVICE - REGULATED (Jun 13 to Jul 13)

Description	Qty	Unit Rate	
3 Non-published listing	1	4.75	4.75
4 Business line	1	32.79	32.79
5 Federal subscriber line charge	1	6.50	6.50
Total			\$ 44.04

REGULATED SERVICE TAXES AND SURCHARGES

6 Federal excise tax		1.32
7 Local communications services tax		1.09
8 State communications services tax		3.04
9 State gross receipts tax		1.06
10 Telecommunications Relay Service		.11
11 County 911 Funding Fee		.40
12 Federal Universal Service Fee		.73
Total		\$ 7.75

Verizon regulated charges **\$ 51.79**

Nonpayment of regulated services may result in disconnection of your local telephone service. Any questions concerning these charges, please call the inquiry number provided on page two.

Total Verizon charges **\$ 51.79**

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LAW OFFICES
ROSE, SUNDSTROM & BENTLEY, LLP
2548 BLAIRSTONE PINES DRIVE
TALLAHASSEE, FLORIDA 32301

FREDERICK L. ASCHAUER, JR.
CHRIS H. BENTLEY, P.A.
ROBERT C. BRANNAN
F. MARSHALL DETERDING
JOHN R. JENKINS, P.A.
KYLE L. KEMPER
STEVEN T. MINDLIN, P.A.
CHASITY H. O'STEEN
WILLIAM E. SUNDSTROM, P.A.
DIANE D. TREMOR, P.A.
JOHN L. WHARTON

ROBERT M. C. ROSE, (1924-2006)

(850) 877-6555
FAX (850) 656-4029
www.rsbattoorneys.com

CENTRAL FLORIDA OFFICE
SANLANDO CENTER
2180 WEST STATE ROAD 434
SUITE 2118
LONGWOOD, FLORIDA 32779
(407) 830-6331
FAX (407) 830-8522

MARTIN S. FRIEDMAN, P.A.
BRIAN J. STREET

CHRISTIAN W. MARCELLI, OF COUNSEL
(LICENSED IN NEW YORK ONLY)

August 7, 2008

Verizon Communications, Inc.
Greg Rapp, Engineer-FTTP
8800 Adamo Drive, FLTP0652
Tampa, FL 33619

Re: Mad Hatter Utility, Inc.; Verizon Service to Mad Hatter Utility, Inc. and Paradise Lakes
Utility, LLC
Our File No. 28023.01

Dear Mr. Rapp:

I have been asked by my clients, Mad Hatter Utility, Inc. and Paradise Lakes Utility, LLC, to contact you concerning data line services that have been provided to my client at four different locations for its water treatment plants operational monitoring. The utility companies' water facilities are located in south central Pasco County, along the Highway 54 corridor near US 41.

The following locations for the Mad Hatter Utility, Inc.'s system and the phone numbers which have been receiving this service, for which the Utility has been regularly billed, are as follows:

Mad Hatter Utility, Inc.

State Road 54 Water Treatment Plant	(813) 948-4025
Carpenter's Run Water Treatment Plant	(813) 948-1532
The Yard CC II Water Treatment Plant	(813) 242-7949

The Paradise Lakes Utility system had a similar service installed last fall by your staff. However, the lines were never permanently placed and to our knowledge the service has never been initiated. Yet the Utility has been billed consistently since that installation last fall. The location and numbers are as follows:

Paradise Lakes Utility, LLC

PLU Water Treatment Plant	(813) 949-2657
---------------------------	----------------

August 7, 2008
Page 2

The Utility has recently discovered that all four of these water treatment plants are currently not connected and not sending data and/or call forwarded messages to the Utility, and apparently have been out of service for several months. We have attempted to get someone at your local offices to come repair these lines with no response.

The purpose of these lines is to ensure the proper notification to the Utility in the case of a power outage or other emergency at the Utility facilities. As such, their operation is essential and it could be highly detrimental to the public if these issues are not addressed immediately.

As noted above, at the Paradise Lakes Utility's water treatment plant, the line was installed in November of 2007. Since that time, the line has never been properly secured, elevated, or buried. It is currently running along the ground of two neighbors' properties adjacent to the Utility's water treatment plant, and connected through the neighbor's outside phone jack on her carport and across her concrete slab driveway along the ground on two vacant lots.

These issues need to be corrected immediately. Please have someone contact me and let me know what you intend to do in order to correct these issues without further delay. Please respond within 20 days or we will have to pursue a formal complaint with the Florida Public Service Commission.

Sincerely,
ROSE, SUNDSTROM & BENTLEY, LLP



F. Marshall Deterding
For The Firm

FMD/tms
cc: Larry DeLucenay, President

LAW OFFICES
ROSE, SUNDSTROM & BENTLEY, LLP
2548 BLAIRSTONE PINES DRIVE
TALLAHASSEE, FLORIDA 32301

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SANLANDO CENTER
2180 WEST STATE ROAD 434
SUITE 2118
LONGWOOD, FLORIDA 32779
(407) 830-6331
FAX (407) 830-8522

MARTIN S. FRIEDMAN, P.A.
BRIAN J. STREET

CHRISTIAN W. MARCELLI, OF COUNSEL
(LICENSED IN NEW YORK ONLY)

May 12, 2008

Verizon Communications, Inc.
Greg Rapp, Engineer-FTTP
8800 Adamo Drive, FLTP0652
Tampa, FL 33619

Re: Mad Hatter Utility, Inc.; Verizon
Our File No. 28023.01

Dear Mr. Rapp:

As you will recall last summer I forwarded a letter to you with concerns of my client about the damage being done to my client's water and wastewater utility facilities by your company and its contractors in my client's certificated service territory, primarily in road right-of-ways near State Road 54 in south central Pasco County.

My client has recently brought to my attention yet another occurrence of damage done to his system by your contractors, involving your contractors' having burst a 12" wastewater main, as a result of them having bored through it twice last fall. My client has tried to work with your foreman on numerous occasions to obtain a recovery of the \$17,000 in expenses incurred by my client in making the emergency repairs to this line, but to date has received no response which would indicate an intent to reimburse my client. This boring was done as a result of the negligence of TCS or your other contractors in installing fiber optic lines, even after we had been requested to, and had, marked the location of our sewer lines on the roadways.

Please contact me, or have your counsel contact me, as quickly as possible, so that we do not have to initiate formal legal action against you for recovery of these costs caused by you. If we have not heard from you within thirty (30) days of the date of this letter, we will have no choice but to move forward with formal legal action.

Sincerely,
ROSE, SUNDSTROM & BENTLEY, LLP


F. Marshall Deterding
For The Firm

FMD/tms
cc: Larry DeLucenay, President

Additional Verizon Invoices

Exhibit LGD- 5, Page 1 of 4



TELEPHONE NUMBER

ACCOUNT NUMBER

STATEMENT ENDING

813 1VM-5510

151213066732667701

Jul 16, 2000

PAGE 1 OF 4

How to Reach Us

ACCOUNT SUMMARY

MAD HATTER UTILITIES INC

GTE billing questions
1 800 483-5000

Previous charges	
Amount of last bill	\$ 65.90
Payment received on Jun 29.	CR 32.95
Amount past due	\$ 32.95

To avoid a 1.5% late payment charge, payment must be received before August 16, 2000.

Current charges	
GTE regulated services	\$ 32.95
Total current charges	\$ 32.95

To order GTE services
1 800 483-5000

Total amount due	\$ 65.90
Due date for current charges only	Aug 9, 2000

A PORTION OF THE TOTAL AMOUNT DUE IS PAST DUE. DUE DATE APPLIES TO CURRENT CHARGES ONLY.

GTE repair call
Customer Care
1 800 483-2000

Centro Hispano de GTE
1 800 743-2483

41590
26758004
27758004

16597 47
16597 48
RECEIVED
JUL 27 2000

BY: _____

Keep ▲

Visit our website at: www.gte.com



Additional Verizon Invoices

TELEPHONE NUMBER Exhibit 813 DV 54-5508 2 of 4
ACCOUNT NUMBER 151213065732667405
STATEMENT ENDING Jul 16, 2000

PAGE 1 OF 6

How to Reach Us

ACCOUNT SUMMARY

MAD HATTER UTILITIES INC

GTE billing questions
1 800 483-5000

Previous charges	
Amount of last bill	\$ 66.36
Payment received on Jun 29	CR 33.18
Amount past due	\$ 33.18

To avoid a 1.5% late payment charge, payment must be received before August 16, 2000.

To order GTE services
1 800 483-5000

Current charges	
GTE regulated services	\$ 33.18
Total current charges	\$ 33.18

GTE repair call.
Customer Care
1 800 483-2000

Total amount due	\$ 66.36
Due date for current charges only	Aug 9, 2000

A PORTION OF THE TOTAL AMOUNT DUE IS PAST DUE. DUE DATE APPLIES TO CURRENT CHARGES ONLY.

Centro Hispano de GTE
1 800 743-2483

Handwritten notes: 41590, 2675800 4, 2775800 4, 16.54, 16.59

RECEIVED
JUL 27 2000
BY: [Signature]

Keen ▲

Visit our website at: www.gte.com



TELEPHONE NUMBER 813 1VM-5525
ACCOUNT NUMBER 151213068732667204
STATEMENT ENDING Jul 16, 2000

PAGE 1 OF 4

How to Reach Us

ACCOUNT SUMMARY

MAD HATTER UTILITIES INC

GTE billing questions
1 800 483-5000

Previous charges	
Amount of last bill	\$ 66.36
Payment received on Jun 29	CR 33.18
Amount past due	\$ 33.18

To avoid a 1.5% late payment charge, payment must be received before August 16, 2000.

To order GTE services
1 800 483-5000

Current charges	
GTE regulated services	\$ 33.18
Total current charges	\$ 33.18

GTE repair call
Customer Care
1 800 483-2000

Total amount due	\$ 66.36
Due date for current charges only	Aug 9, 2000

A PORTION OF THE TOTAL AMOUNT DUE IS PAST DUE. DUE DATE APPLIES TO CURRENT CHARGES ONLY.

Centro Hispano de GTE
1 800 743-2483

41590
2675 pay
2775 pay

16.57
16.59

RECEIVED
JUL 27 2000

BY: [Signature]

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TELEPHONE NUMBER 813 1VM-5509
ACCOUNT NUMBER 151213063732755101
STATEMENT ENDING Jul 16, 2000

PAGE 1 OF 4

How to Reach Us

ACCOUNT SUMMARY

MAD HATTER UTILITIES INC

GTE billing questions
1 800 483-5000

Previous charges	
Amount of last bill	\$ 66.36
Payment received on Jun 29	CR 33.18
Amount past due	\$ 33.18

To avoid a 1.5% late payment charge, payment must be received before August 16, 2000.

To order GTE services
1 800 483-5000

Current charges	
GTE regulated services	\$ 33.18
Total current charges	\$ 33.18

Total amount due \$ 66.36
Due date for current charges only Aug 9, 2000

A PORTION OF THE TOTAL AMOUNT DUE IS PAST DUE. DUE DATE APPLIES TO CURRENT CHARGES ONLY.

GTE repair call
Customer Care
1 800 483-2000
Centro Hispano de GTE
1 800 743-2483

RECEIVED
JUL 27 2000
BY: [Signature]

41590
26758004 16.39
27758004 16.51

Keen ▲

Visit our website at: www.gte.com

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
 A6B 1213 GTFL R0099999 20060718 1J 20091005 1B 813 242-7949 NP COPPER
 SBHV
 02 MAD HATTER UTILITY INC
 02 21514 LAGOON DR
 02 LUTZ FL 33549-4122 COPPER
 03 DIR ADV N; BLS, 01; CYCLE, 25; LOB, 3500; ; CAN, 0605108413; ECS, B1
 03 ITEM, A ; SBHV ; TEI, N; BUREAU CODE, SO; RISK, L; ALT, A; SA, S92
 03 ARC IN EFFECT
 03 RA, OA; TAX DIST, FL1010; UMS
 09 813 242-7949; ; ; ECSB; NPS; 20060718; W; NPS; 20060718; W; ; L
 09 TC; LP; ; ; COPPER
 09P I; ; LRN=8139497042; 20040916

05	05050	NP LSTG	4.75	4.75
05	75779	INTER ACC CHRG SGL LN	6.50	6.50
05	87002	IWMN INSIDE W MNTNC NO	.00	.00
05	99977	BUS ECS OPT-3	33.44	33.44
***			ES TOT	44.69

 08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
 11CI RP3 DELUCENAY, LARRY; ** *****

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

4-C 1 Seas-2 138.83.80.237 TPT82121 1/2

PAGE 2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
 A6B 1213 GTFL R0099999 20060718 1J 20091005 1B 813 242-7949 NP COPPER
 SBHV SEQ 0000
 11CJ CBR 813 949-2167; RT 813 949-2167; SS NA
 11CK RPTI owner;
 11CM ; ;
 11LZ01 US 41 AND ST RD 54 //DRIVE EAST ON 54 GO 1/2 MILE , TURN
 11LZ02 R,SOUTH,AT SUN TRUST BANK ON OSPREY LANE , SO SOUTH ONE 1/2
 11LZ03 MILE TO STOP SIGN TO LAGOON DR, TURN R
 NONPUB, NO DIR , DIR DELIVERY SA
 PL 100 Mad, Hatter Utility Inc
 OP 100 BUS, NONPUB, , ,
 SA 100 21514. , Lagoon Dr
 CM 100 Lutz
 ZP 100 33549
 TN 100 813/242-7949

SSVC TN 813 242-7949
 SSVC 813 AW3-7277 ;

;
 OSD 20060718

** END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
 4-⁰ 1 Seas-2 138.83.80.237 TPT82121 1/2

LOB: B
Customer Account Number (CAN): 0605108413

Customer Information:
21514 LAGOON DR
LUTZ, FL 33549
COPPER

Billing Information:

Payment Method: ILEC
Bill Cycle: C16
Billing Address:
21514 LAGOON DR
LUTZ, FL 33549

Contact Information:
Daytime TN: 813 267-7001

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-0 1 Sess-2 138.83.80.237 TPT82121 1/2

PAGE 4

Evening TN:
Email Address: MADHATTERUTILITY1@YAHOO.COM
FAX Number:

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4-⁵ 1 Sess-2 138.83.80.237 TPT02121 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
A6B 1213 GTFL R0099999 20060503 1J 20091005 1B 813 948-4025 NP COPPER
SBHV

02 MAD HATTER UTILITY INC
02 23731 STATE ROAD 54
02 LUTZ FL 33559 COPPER
03 DIR ADV N; BLS, 01; CYCLE, 13; LOB, 3500; ; BN1, T-LWTP2
03 CAN, 0685072429; ECS, B1 ; SBHV ; TRI, N; BUREAU CODE, SO; RISK, L
03 ALT, A; SA, S92; ARC IN EFFECT
D3 RA, OA; TAX DIST, FL1010; UMS
09 813 948-4025; N; ; ECSE; NPS; 20060503; W; NPS; 20060503; W; ; L
09 TC; LP; ; ; COPPER
05 05050 NP LSTG 4.75 4.75
05 75779 INTER ACC CHRG SGL LN 6.50 6.50
05 87002 IWMN INSIDE W MNTNC NO .00 .00
05 99977 BUS ECS OPT-3 33.44 33.44
*** ES TOT 44.69
08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
11CI RP3 DELUCENAY; ** *****
11CJ CBR 813 267-7001; RT 000 000-0000; SS NA

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
 A6B 1213 GTFL R0099999 20060503 1J 20091005 1B 813 948-4025 NP COPPER
 SBHV SEQ 0000
 11CK RPTX OWNER;
 11CM ; ;
 11LZ01 BEHIND DEPARTMENT OF TRANSPORTATION
 NONPUB, NO DIR 0002, DIR DELIVERY SA
 PL 100 Mad, Hatter Utility Inc
 OP 100 BUS, NONPUB, , , ,
 SA 100 23731, , State Road 54
 CM 100 Lutz
 ZP 100 33559
 TN 100 813/948-4025
 NT 300 LARRY REQ NON PUB, I6517700, G085769, 021006

OSD 20060503

** END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
 4-6 1 Sess-2 138.83.80.237 TPT82121 1/2

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:

Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-0 1 Seas-2 138.83.80.237 TPT82121 1/2

PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4-8 1 Sess-2 138.83.80.237

TPT82121 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
A6B 1213 GTFL R0099999 20070308 LJ 20091005 1B 813 948-1532 NP COPPER
SBHV
02 MAD HATTER UTILITY INC
02 1501 CYPRESS CREEK RD
02 LUTZ FL 33559 COPPER
03 DIR ADV N; BLS, 01; CYCLE, 04; LOB, 3500; ; CAN, 0671172272; ECS, B1
03 ITEM, A ; SBHV ; TEI, N; BUREAU CODE, SO; RISK, L; ALT, S; SA, S92
03 ARC IN EFFECT
03 RA, 0A; TAX DIST, FL1010; UMS
09 813 948-1532; ; ; ECSB; NPS; 20070308; W; NPS; 20070308; W; ; L
09 TC; LP; ; ; BB-20070308; COPPER
05 05050 NP LSTG 4.75 4.75
05 75779 INTER ACC CHRG SGL LN 6.50 6.50
05 87002 IWMN INSIDE W MNTNC NO .00 .00
05 99977 BUS ECS OPT-3 33.44 33.44
*** ES TOT 44.69
08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
11CI RP3 DELUCENAY, LARRY; ** *****
11CJ CBR 813 267-7001; RT 813 267-7001; SS NA

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

4-0 1 Sess-2 138.83.80.237 TPT82121 1/2

PAGE 2

ACQ LOC CO CL & ORD SVC DT POS EFF DT CL
 A6B 1213 GTFL R0099999 20070308 1J 20091005 1B 813 948-1532 NP COPPER
 SBHV SEQ 0000

11CK RPTI owner;

11CM ; ;

11LZ01 SOUTH OF ST RD 54// WATER TREATMENT PLANT

NONPUB, NO DIR , DIR DELIVERY SA

PL	100	Mad, Hatter Utility Inc
OP	100	BUS, NONPUB, , , ,
SA	100	1501, , Cypress Creek Rd
CM	100	Lutz
ZP	100	33559
TN	100	813/948-1532

OSD 20070308

** END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
 4-0 1 Scss-2 138.83.80.237 TPT82121 1/2

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:
Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-C 1 Sesa-2 138.83.80.237 TPT82121 1/2

PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4 0 1 Sess-2 138.83.80.237

TPT82121 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
 A6B 1213 GTFL 02061690 19950525 1J 20090630 1B 813 1VM-5525 F COPPER
 SBHV
 02 MAD HATTER UTILITY INC
 02 2206 KAREN DRIVE
 02 LUTZ FL 33549-5146 COPPER
 03 DIR ADV N; BLS, 01; CYCLE, 13; LOB, 3500; ; CAN, 0687326672; ECS, BSPL
 03 SBHV ; TRI, U; BUREAU CODE, SO; RISK, L; ALT, A; DCR, NFN; SA, S92
 03 ARC IN EFFECT
 03 RA, 0A; TAX DIST, FL0570
 11CT PL; ; ; ; ;
 08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
 11A001 8131VM5525 000
 110001 SVC MONITORED BY CABLE PRESSURE CNTL CNTR 18006281937
 110002 CKL 2, LUTZ CO CABLE PRESSURE MONITORING EQ, TRD # 020
 110003 CKL 1, LINDA LAKES WTP 2206 KAREN DR LSO/LUTZ
 116225 FOR RPR CONTACT 18006281937 CABLE PRESSURE CNTL CTR-TRD #020
 116226 RTN BL,031606 BD,SPK W/SCRTRY,CHG BA,V007421/041006/SRC

NO LIST, NO DIR 0000, DIR DELIVERY

										FINAL	PAGE	2
ACO	LOC	CO	CL & ORD	SVC DT	POS	EFF DT	CL					
A6B	1213	GTF	02061690	19950525	1J	20090630	1B 813	1VM-5525		F	COPPER	
			SBHV	SEQ								
12			REQUESTED	LINE	NOT	FOUND	FOR	THIS	ACCOUNT			
						OSD	19950525				**	END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
 4-0 1 Sess-2 138.83.80.237 TPT80134 1/2

FINAL PAGE 3

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:
Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-0 1 Sess-2 138.83.80.237 TPT80134 1/2

FINAL PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4-6 1 Sess-2 138.83.80.237

TPT80134 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
 A6E 1213 GTFL 02061812 19950524 1J 20090630 1B 813 1VM-5509 F COPPER
 SBHV
 02 MAD HATTER UTILITY INC
 02 1532 TWIN PALMS LOOP
 02 LUTZ FL 33549-6763 COPPER
 03 DIR ADV N; ELS, 01; CYCLE, 13; LOB, 3500; ; CAN, 0637327551; ECS, BSPL
 03 SBHV ; TEI, U; BUREAU CODE, SO; RISK, L; ALT, A; DCR, NFN; SA, S92
 03 ARC IN EFFECT
 03 RA, 0A; TAX DIST, FL0570
 11CT PL; ; ; ; ;
 08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
 11A001 8131VM5509 000
 110001 SVC MONITORED BY CABLE PRESSURE CNTL CNTR 18006281937
 110002 CKL 1, TURTLE LAKE WTP 1532 TWIN PALMS LOOP LSO/LUTZ/WILLOW
 110003 CKL 2, LUTZ CO CABLE PRESSURE MONITORING EQ TRD # 009
 110004 RTN ELS, PER HOLLY @ CBR 813 949-2167, CHGD BLG ADDR FR
 110005 (CONT) 1900 LAND O LAKES STE 107 LUTZ FL 33549 TO 2348 RADEN
 110006 (CONT) DR LAND O LAKES FL 34639, GAT/SRC 03-15-06
 116225 FOR RFR CONTACT 18006281937, CABLE PRESSURE CNTL CTR-TRD #009

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

4-6 1 Sess-2 138.83.80.237 TPT80134 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL FINAL PAGE 2
 A6B 1213 GTFL 02061812 19950524 1J 20090630 1B 813 LVM-5509 F COPPER
 SBHV SEQ 0000
 NO LIST, NO DIR 0000, DIR DELIVERY
 12 REQUESTED LINE NOT FOUND FOR THIS ACCOUNT
 OSD 19950524 ** END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
 4..0 1 Sess-2 138.83.80.237 TPT80134 1/2

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:
Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-0 1 Sess-2 138.83.80.237 TPT80134 1/2

FINAL PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED

4-6 1 Sess-2 138.83.80.237

TPT80134

1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
A6B 1213 GTFL Q2061875 19950526 LJ 20090630 1B 813 1VM-5510 F COPPER
SBHV
02 MAD HATTER UTILITY INC
02 23731 STATE RD 54
02 LUTZ FL 33549-6794 COPPER
03 DIR ADV N; BLS, 01; CYCLE, 13; LOB, 3500; ; CAN, 0667326677; ECS, BSPL
03 SBHV ; TEI, U; BUREAU CODE, SO; RISK, L; ALT, A; DCR, NFN; SA, S92
03 ARC IN EFFECT
03 RA, 0A; TAX DIST, FL1010
11CT PL; ; ; ; ;
08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
11A001 8131VM5510 000
110001 CKL 1, TURTLE LAKES WTP 23731 S R 54 LSO/LUTZ WILLOW BEND R
110002 CKL 2, LUTZ CO CABLE PRESSURE MONITORING EQ TRD 10
110003 SVC MONITORED BY CABLE PRESSURE CNTL CNTR 18006281937
116225 FOR RPR CONTACT 18006281937 CABLE PRESSURE CNTL CTR TRD 10

NO LIST, NO DIR 0000, DIR DELIVERY
12 REQUESTED LINE NOT FOUND FOR THIS ACCOUNT

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

										FINAL	PAGE	2
ACO	LOC	CO	CL & ORD	SVC	DT	POS	EFF	DT	CL			
A6B	1213	GTFL	02061875	19950526	1J	20090630	1B	813	LVM-5510		F COPPER	
		SBHV	SEQ	0000								
						OSD	19950526				**	END
											**	

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
 4..c 1 Sess-2 138.83.80.237 TPT80134 1/2

FINAL PAGE 3

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:
Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED. OUTPUT CONTINUED NEXT PAGE
4..* 1 Sess-2 138.83.80.237 TPT00134 1/2

FINAL PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4-0 1 Sesa-2 138.83.80.237 TPT80134 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
A6B 1213 GTFL 02061931 19950526 1J 20090630 1B 813 1VM-5508 F COPPER
SBHV
02 MAD HATTER UTILITY INC
02 1501 CYPRESS CREEK RD
02 LUTZ FL 33549-8608 COPPER
03 DIR ADV N; BLS, 01; CYCLE, 13; LOB, 3500; ; CAN, 0657326674; ECS, BSPL
03 SBHV ; TEI, U; BUREAU CODE, SO; RISK, L; ALT, A; DCR, NFN; SA, 892
03 ARC IN EFFECT
03 RA, 0A; TAX DIST, FL0570
11CT PL; ; ; ; ;
08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
11A001 8131VM5508 000
110001 CKL 2, LUTZ CO CABLE PRESSURE MONITORING EQ TRD #008
110002 CKL 1, CARPENTER RUN WTP #1 1501 CYPRESS CREEK RD, LSO/LUTZ/W
115000 SRC, RTN BILL, BILL DT 05/16/06, CLD CUST, ISSD CORR ORDER
115001 #C8074847, MAILED TO CORR ADDR, CBR 813 949-2167
116225 FOR RPR CONTACT 1-800-628-1937 CABLE PRESSURE CNTL CTR-TRD #008

NO LIST, NO DIR 0000, DIR DELIVERY

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

ACO LOC CO CL & ORD SVC DT POS EFF DT CL FINAL PAGE 2
A6B 1213 GTFL 02061931 19950526 1J 20090630 1B 813 1VM-5508 F COPPER
SBHV SEQ
12 REQUESTED LINE NOT FOUND FOR THIS ACCOUNT
OSD 19950526 ** END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
4-9 1 Scss-2 138.83.80.237 TPT80134 1/2

FINAL PAGE 3

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:
Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-c 1 Sess-2 130.83.80.237 TPT80134 1/2

FINAL PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4-0 1 Sess-2 138.83.80.237 TPT80134 1/2

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 1 +

ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

R/C DD: 05 04 2006 COEFF ORD: HC: FV: SUFFIX:
ITEM #: 007 WRKWITH : CFD: VISIT :
REMARKS: EDIT ON ORDER-HRAC VID:

01 AGB; I6517700; ; 20060503; 1JXX; 20060503; 1B ; 813 948-4025
02 MAD HATTER UTILITY INC;
0202 23731; STATE ROAD 54;
0203 LUTZ; FL; 33559; COPPER
0204 ; ID
03 +BN1, T-LWTP2; OCC, 61; SLS, BUF; ECS, B1; BLS, 1
03 ACCT-LIMIT, 9999999; ALT, S; RISK, H; BUREAU CODE, ; TEL, N
03 RA, 0A; TAX DIST, FL1010; TX, 661 946-8902, S02-1; LOB, 0300
03 CAN 0685072429
09 /813 948-4025; N; ECSB; W-NPS; W-NPS; 20060503; L; TC; LP; ;
0901 ; COPPER
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0 1 Sess-2 138.83.80.201 TPT21416 22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 2 +

ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

05 02542; INIT CHRQ; ;
05 02549; CENTRAL OFFICE/INITIAL; ;
05 99977; BUS ECS OPT-3; ;
05 05050; NP LSTG; ;
05 30651; SPG REG INSTALL CREDIT; ;
05 75779; INTER ACC CHRQ SGL LN; ; ;
05 87002; IWMN INSIDE W MNTNC NO; ; ;
070001 813/948-4025; PCS203; PR770; DC3075; PR286; TMI281486
070001 ; MON047890A; DPAMGDBA - FIELD VISIT
08 2348 RADEN DR; ; LAND O LAKES; FL; 34639
11CI RP3 DELUCENAY; ID 6666777788889999
11CJ CBR 813 267-7001 ; ; SS NA
11CK RPTI OWNER;
11LZ01 BEHIND DEPARTMENT OF TRANSPORTATION
NONPUB, NO DIR 0002, DIR DELIVERY SA
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-6

1 Sess-2 138.83.80.201

TPT21416

22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 3 +

ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

+ PL 100 Mad, Hatter Utility Inc
OP 100 HUS, NONPUB, , , ,
SA 100 23731, , State Road 54
CM 100 Lutz
ZP 100 33559
TN 100 813/948-4025

1400 DISPATCH COMPLETED BY EOI EOIPC6J0 05 05 2006 09.12 DISP
1400 AWAS EVENT SENT - AWASCMPLTD V000781 05 05 2006 09.12 NT02 QB
1400 ORDER COMPLETED FPYAKE82 - V000781 05 05 2006 09.12 NT02 SO
1400 DIRECTORY PROFILE INSRTE CAN-0685072429 NCBPM455 05 05 2006 09.12 REALO
1400 ORDER RLSD, ROUTED FLOSQC, SFX -. S131583 05 04 2006 10.48 FL25 DR
1400 DUE DATE CHANGED TO 2006-05-04,REQ IND=L S131583 05 04 2006 10.48 FL25 DR
1400 BAD T-DATA FRM ADS2-ITEM=007 COEFF=000.0 S131583 05 04 2006 10.48 FL25 DR
1400 SUFFIX CHANGED FROM DROSP S131583 05 04 2006 10.48 FL25 DR
1400 ACCOUNT TYPE FOR ORDER IS NBUS S131583 05 04 2006 10.48 FL25 DR
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-6

1 Sess-2 138.83.80.201

TPT21416

22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 4 +

ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

1400 FAC HAS BEEN UPDATED AND DELETED	TF07188	05	03	2006	14.28	FL25	FS
1400 FOLLOW-UP DATE : 2006-05-03	G131583	05	01	2006	15.07	FL25	DR
1400 ORDER RLSD, ROUTED FL25DR, SFX DROSP -. G131583	G131583	05	01	2006	15.07	FL25	DR
1400 DUE DATE CHANGED TO 2006-05-03,REQ IND=G	G131583	05	01	2006	15.07	FL25	DR
1400 FOLLOW-UP DATE : 2006-05-03	G131583	05	01	2006	15.06	FL25	DR
1400 ORDER RLSD, ROUTED FL25DR, SFX DROSP -. G131583	G131583	05	01	2006	15.06	FL25	DR
1400 DUE DATE CHANGED TO 2006-05-03,REQ IND=G	G131583	05	01	2006	15.05	FL25	DR
1400 CNL SENT ON 04/13/2006	CNL	04	12	2006	20.51		
1400 FOLLOW-UP DATE : 2006-05-01	G131583	04	12	2006	09.27	FL25	DR
1400 ORDER RLSD, ROUTED FL25DR, SFX DROSP -. G131583	G131583	04	12	2006	09.27	FL25	DR
1400 DUE DATE CHANGED TO 2006-05-01,REQ IND=G	G131583	04	12	2006	09.27	FL25	DR
1400 DUE DATE CHANGED TO 2006-03-31,REQ IND=G	S131583	04	05	2006	16.32	FL25	DR
1400 DUE DATE CHANGED TO 2006-02-16,REQ IND=L	S131583	02	28	2006	12.53	FL25	DR
1400 COMP UPDATED BY EOI	EOIPC6C0	02	16	2006	14.58	JUMP	
1400 FOLLOW-UP DATE : 2006-02-16	V061178	02	16	2006	13.42	FL93	ST

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0

1 Sess-2 138.83.80.201

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NOCV HISTORY VIEW SCREEN

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

170001 CBR = 813 267-7001
170002 SITE CCON AND SITE CBR LARRY DELUCENAY 813-267-7001
170003 ANY QUESTIONS ON THIS ORDR CALL 800/483-5508-INTERNAL ONLY
170004 JACK WORK IOSC APPLICABLE? NO
170005 INSTALL 1 LINE TO DEMARC TAG AND TERM
170006 CUST WOULD LIKE CALL 30 MINUTES BEFORE GOING TO SITE THIS
170007 IS AN UNMANED LOCATION THAT IS BEHIND 2 LOCKED GATES
170008 ADVISED CUST WOULD NOT GAURENTEE CALL BUT WOULD NOTE IT
170009 TERM RMKS: TYPE:FC PREFCODE:1 CAPACITY:25 STATUS:AVA FLAGS:L
170010 NK, COUNT:3074-1001/1025 ADDRESS:21200 STATE RD 54 , (LUTZ,
170011 FL), SUB=LD 200 PL 34-1/2 REMARKS: TYPE:XB PREFCODE:1 CAPAC
170012 ITY:5400 STATUS:AVA FLAGS:DSL CARRIER, LNK, RMK, COUNT:IN S
170013 201-1/1000 + S201-1051/1100 + S201-1176/1200 + S205-601/900
170014 + S206-601/700 + OUT 3074-1/3900 ADDRESS:1929 COLLIER PKWY
170015 , (LUTZ, FL), SUB=XBOX 8/28/00 PRS ADDED TO 3081 XBOX FOR LS
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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1 Sess-2

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

170016 T IN S205-751/900 REMARKS: R=DUAL LINE PLUS AVAILABLE ON NON
 170017 -LOADED CABLE ONLY R=WILLOW BEND RSU**USE W3D003- AS CXR DE
 170018 SIGNATION R=CA S201-1001/1050 REMOVED FRM BOX OPN
 170019 PER SIDLICKY 8-5-98 R=CA S201 PRS 816+820 ARE TRANSPOSED
 170020 R=CA S205 PRS 766+76 7 ARE TRANSPOSED
 170021 R=C/P S201-901 TIP & S201-904 RING S
 170022 FLIT IN XBOX R=C/P S201-902 TIP & S201-905 RING
 170023 SPLIT IN XBOX R=8/28/00 PRS ADDED TO 3081 XBOX F
 170024 OR LST IN S205-751/900 COUNT
 19CF01 *CML; WORK COMPLETED BY 3502 . ON 02-16-06, AT 1200 *AWAS*
 19CF02 *CML; NEW, F/P=00 ,SNI=Y, ,*DSPT 0728 021606*AWAS
 19CF03 *CML; 2006-02-16,10.15,N
 19CF07 01:37P 02/16 3502 **COMPLTE
 19CF08 DOR TO ENGINEERING PER MARY ..NO FACILITIES NEAREST ACROSS S
 19CF09 TATE RD 54... DID C
 00051 - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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1 Scss-2 138.83.80.201

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

19CF10 OLD INSTALL NID AND IW RAN... TEMP TERMINAL TO POLE ...CUST
19CF11 WILL SHOOT DRIVEWA
19CF12 Y WITH CONDUIT
19CF13 D-20060216
19CF14 T-3502
19CF15 #ARRIVAL DATE 20060216#
19CF16 #ARRIVAL TIME 1015#
19CF17 CUSTOMER CONTACT: Y
19CF18 CUSTOMER CONTACT NAME: LARRY
19CF19 SENT TEST REQUEST TO LINETEST SERVER ON JOB COMPLETION:
19CF20 DATE:02/16/06 TIME:13:42 SO ALERT CLEARED BY:V061178(,)
190001 ON-LINE SALES SUPPORT LAURIE X 25752
190002 2/28,1249 SPOKE TO SCHED WASMUNDT AND WORK ORDER IS NOT
190003 RELEASED FROM ENG YET, NOT IN OPCEN. MARK MITCHELL/IP
190004 8139888861
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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1 Sess-2

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

190005 3/1,1046 PER REMARKS FROM ENG, WORK ORDER 3POA0BW BCD 3/31
 190006 ISSUED. PUSHED OUT DUE DATE TO 3/31 PENDING COMPLETION OF
 190007 WORK ORDER. MARK MITCHELL/IP 8139888861
 190008 3/1 1139A AF WI HFC, WORKING CASE, EDD 3/31, PER RMKS ENG IN
 190009 CONTACT WITH CUST, WILL F/U UNTIL COMPLETED
 190010 3/15/06 1118A CST KD/VOIC/WIHFC, ICONSOLE UPDT, EDD STILL
 190011 3/31, NO FURTH UPDTS, CUST AWARE OF DELAY AND EDD, CASE WKR
 190012 WILL CONTINUE TO F/U WKLY UNTIL ORD CMPL
 190013 3/22 206P AF WI HFC, WORKING CASE, EDD 3/31, ADVISED LARRY
 190014 AT CBR, STATES IF WE NEED EASEMENT INFO TO CALL HIM AT CBR,
 190015 WILL F/U UNTIL COMPLETED
 190016 3/29 1153A AF WI HFC, WORKING CASE, EDD STILL 3/31, WILL F/U
 190017 TO MAKE SURE COMPLETED
 190018 4/3/06 1153A CST KD/VOIC/WIHFC, MISSED 3/31 EDD, EMLD DOR
 190019 TO EXPEDITE AND PROVIDE NEW EDD ASAP, CASE WKR WILL F/U
 0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

190020 ONCE REPLY RCVD

190021 4/5,1615 RBC EMAIL REQ FOR UPDATE ON ORDER ASAP FROM VOIC

190022 I CHECKED WITH BAU SCHED JOHN PARKER JR AND HE ADVISED

190023 THAT THIS WORK ORDER IS NOT IN RAMS/NEVER ENGINEERED.

190024 REF TO ENG DAVID HART PER PARKER. I SENT EMAIL TO VOIC

190025 TO ADVISE AND CC ENG HART HARRISON BRYAN AND MIXON AS WELL

190026 AS MY COACH MATHIS AND SCHED TO MAKE THEM AWARE. ALSO ADV

190027 VOIC REMARKS SAY WILL NEED PERMITS. ROUTING ORDER TO

190028 ENGINEERING FOR RESLOLOTUION. MARK MITCHELL/IP 813988861

190029 0405; 1554CST; JJO WI HFC; WORKING CASE. CALLED LARRY

190030 ADVS OF E/M RECIEVE FROM MARK. WILL F/U UNTIL COMP.

190031 4/11,914 PER REMARKS ORDER IS DOR AGAINST WORK ORDER

190032 3FOA0BW ECD 5/1. PLACED F/U DATE OF 5/1 PENDING COMPLETION

190033 OF WORK ORDER. MARK MITCHELL/IP 813988861

190034 0412; 1308CST; JJO WI. HFC/ SPOKE TO LARRY AND ADVS

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

190035 OF ECD/ 0501.. REQUEST THAT HE RECIEVE A COPY OF THE
 190036 CONFIRM ECD. PROVIDED E-MAIL ADDRESS, SENT TO EG.
 190037 WILL CONTIUNE TO F/U UNTIL COMP.
 190038 0426; 1257CST; JJO WI HFC/ CW; F/U CALL WITH LARRY. HE
 190039 REQUESTED A CALL WHEN COMNPL.
 190040 5/1,1457 PER SCHED JOHN PARKER PLACING IS COMP AND SPLICING
 190041 WILL START 5/1 ECD IS 5/3. MARK MITCHELL/IP 8139888861
 190042 0502; 1256CST; JJO WI HFC/ CW; SPOKE TO LARRY TO ADVS OF
 190043 ECD.0503; STATED TECH WERE OUT THERE TODAY. WILL F/U
 190044 UNTIL COMPLETE
 190045 5/3/06 230P JON STERLING/IP 813-627-7922,W/O 1213 3P0A0BW
 190046 IS COMP AND SUB HAS SERVICE PER ALAN GRANTHAM,CELL 813-394-
 190047 1290
 190048 5/4,800 REC CALL FROM SPLICER JOHN IN THE FLD AND WORK
 190049 ORDER IS COMP AND ENG/DOR IS RELEASED. CUST HAS SRVC.
 0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 6517700 1B COPPER
 TELNO 813 948 4025 CKT

COMP 05 05 06

190050 DOR REMOVED DROSP AND LOAD. PLACED DUE DATE. ROUTING TO QC
 190051 MARK MITCHELL/IP 8139888861
 190052 3329E - EFFECTIVE DATE & SERVICE DATE MUST BE EQUAL
 190053 0017I - IF PLACING A DSL ORD, ADD DSLO1 IOSC
 220001 2-16-06 MLT CUTS PER #3502 REF TO ENG NO PACS , THE BLDG
 220002 IS 6 POLES IN FROM STATE RD 54 IN A FIELD, TERMS ARE ON OTH
 220003 SIDE OF 54, NEED ENG TO COME LOOK, COLD INSTALL COMP NTFD CUST
 220004 ,SEE PPAGE 397 ,IPID 62605, DUE DATE 2-16
 220005
 220006 2/17/06, 8:56AM, DELMAJEAN ENG-IP, SPOKE WITH THE INSTLR
 220007 THIS IS THE UTILITIES FOR NEW DEVELOPMENT TIERRA BELLE
 220008 THERE IS A DIRT ROAD THAT LEADS TO BUILDING THAT HAS
 220009 NEVER HAD SERVICE AND THERE IS NO CABLE ON THAT SIDE OF
 220010 ROAD. CUSTOMER NOTIFIED OF DELAY AND POSSIBLE CHARGES.
 220011 REFERRED TO RELIEF ENG PECK FOR RESOLUTION.

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

220012 2/24/06 3:50PM C LUCAS/ENG--PER ENG/HANSON 813-968-6432
220013 HAS DONE SITE VISIT & SPOKE W/CUST--WILL COMPILE COST
220014 ESTIMATE--UPDATE TO FOLLOW
220015

220016 2/27/06, 11:13AM, DELMAJEAN ENG-IP, HANSON HAS SPOKEN TO
220017 THE CUSTOMER AND THE CUSTOMER IS WAITING FOR A PASCO
220018 COUNTY PERMIT. W/O ISSUED AND AN ECD OF APRIL. W/O WAIT-
220019 ING FOR APPROVAL. REF TO DR Q.

220020 2/28,1253 ATTN ENG, NEED BETTER DATES/ECD AND CUSTOMER
220021 CONTACT INFORMATION. THANKS I MARK MITCHELL/IP 8139888861

220022
220023 3/1/06, 7:29AM, DELMAJEAN ENG-IP, PLEASE READ ABOVE INFO
220024 THE ECD IS 3/31. RTE TO DR Q

220025
220026 3/30/06, 4:32PM, DELMAJEAN ENG-IP, SENT ENG RON MIXON
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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NOCV HISTORY VIEW SCREEN

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

220027 AN E-MAIL FOR AN UPDATE. ON CONFERENCE CALL LAST FRIDAY
 220028 WE WERE STILL WAITING FOR A PASCO COUNTY PERMIT. WILL
 220029 FOLLOW-UP WITH RON ON 3/31.
 220030 4/5, 1615 REC EMAIL REQ FOR UPDATE ON ORDER ASAP FROM VOIC
 220031 I CHECKED WITH BAU SCHED JOHN PARKER JR AND HE ADVISED
 220032 THAT THIS WORK ORDER IS NOT IN RAMS/NEVER ENGINEERED.
 220033 REF TO ENG DAVID HART PER PARKER. I SENT EMAIL TO VOIC
 220034 TO ADVISE AND CC ENG HART HARRISON BRYAN AND MIXON AS WELL
 220035 AS MY COACH MATHIS AND SCHED TO MAKE THEM AWARE. ALSO ADV
 220036 VOIC REMARKS SAY WILL NEED PERMITS. ROUTING ORDER TO
 220037 ENGINEERING FOR RESLOLOTUION. MARK MITCHELL/IP 8139888861
 220038
 220039 4/5/06. 6:55PM, DELMAJEAN ENG-IP, SENT RON MIXON ANOTHER
 220040 FOR A STATUS ON THE PERMIT.
 220041

0005I - DATA RETRIEVRD SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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NOCV HISTORY VIEW SCREEN

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

220042 4/6/06, 8:16AM, DELMAJEAN ENG-IP, DAVE HANSON IS PUTTING
 220043 A WORK ORDER TOGETHER TODAY TO GET APPROVED, BUT STILL
 220044 WAITING ON PERMIT.
 220045
 220046 4/7/06 6:40AM, DELMAJEAN ENG-IP, SENT DAVE HANSON E-MAIL
 220047 FOR WORK ORDER NUMBER AND ECD. STILL WAITING ON PASCO
 220048 COUNTY PERMIT.
 220049
 220050 4/10/06, 6:34AM, DELMAJEAN ENG-IP, E-MAILED ENG HANSON
 220051 AGAIN FOR A WORK ORDER. HAVE AN ECD OF 4/30.
 220052
 220053 4/10/06, 2:26PM, DELMAJEAN ENG-IP, SENT AN E-MAIL TO
 220054 JOHN STONE FOR INFORMATION AS TO WHO IS WORKING ON DOR'S
 220055 IN THE NORTH.
 220056

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 6517700 1B COPPER
TELNO 813 948 4025 CKT

COMP 05 05 06

220057 4/11/06, 2:25PM, DELMAJEAN ENG-IP, WORK ORDER 3P0A0BW
220058 ISSUED TO PLACE CABLE AND TERMINAL TO GIVE THE CUSTOMER
220059 SERVICE. ECD 5/1/06. RTE TO DR Q
220060 5/3/06 230P JON STERLING/IP 813-627-7922, W/O 1213 3P0A0BW
220061 IS COMP AND SUB HAS SERVICE PER ALAN GRANTHAM, CELL 813-394-
220062 1290
250001 RT DISCREPS OH033F

00111 - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 1168019 1B COPPER
TELNO 813 948 1532 CKT

COMP 03 08 07

R/C DD: 03 08 2007 COEFF ORD: 3.8 HC: FV: SUFFIX;
ITEM #: 001 WRKWITH : CFD: VISIT :
REMARKS: SW-OK VID:

01 AGB; I1168019; ; 20070308; 1JXX; 20070308; 1B ; 813 948-1532
02 MAD HATTER UTILITY INC;
0202 1501; CYPRESS CREEK RD;
0203 LUTZ; FL; 33559; COPPER
0204 ; ID
03 +ITEM, A; SLS, B2X; ORIGIN, COFEE; ECS, B1; BLS, 1
03 ACCT-LIMIT, 0; ALT, S; RISK, H; BUREAU CODE, SO; TEI, N
03 RA, 0A; TAX DIST, FL1010; TK, 661 946-8902, S02-1; LOB, 0300
03 CAN 0671172272
09 /813 948-1532; ; ECSB; W-NPS; W-NPS; 20070308; L; TC; LP; ;
0901 ; BB; COPPER
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 1168019 1B COPPER
TELNO 813 948 1532 CKT

COMP 03 08 07

05 99977; BUS ECS OPT-3; ;
05 02542; INIT CHR; ;
05 02549; CENTRAL OFFICE/INITIAL; ;
05 50664; LBR 30 MIN W/O IWM; ;
05 05050; NP LSTC; ;
05 75779; INTER ACC CHR SGL LN; ; ; SLS, B2X
05 87002; IWMN INSIDE W MNTNC NO; ; ; SLS, B2X
070001 813/948-1532; LERSU001112047; FCS202; PR304; DC3060; PR1202
070001 ; TM100089; MON057382A; DPAMGDPA - FIELD VISIT
08 2348 RADEN DR; ; LAND O LAKES; FL; 34639
11CI RP3 DELUCENWAY, LARRY; ID 666677788889999
11CJ CBR 813 267-7001 ; RT 813 267-7001; SS NA
11CK RPTI owner;
11L201 SOUTH OF ST RD 54// WATER TREATMENT PLANT
NONPUB, DIR DELIVERY SA
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND <=>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 1168019 1B COPPER
TELNO 813 948 1532 CKT

COMP 03 08 07

+ PL 100 Mad, Hatter Utility Inc
OP 100 BUS, NONPUB, , , ,
SA 100 1501, , Cypress Creek Rd
CM 100 Lutz
ZP 100 33559
TN 100 813/948-1532

1400 CNL SENT ON 03/09/2007 CNL 03 08 2007 20.44
1400 DIRECTORY PROFILE INSRTE CAN-0671172272 NCBPM455 03 08 2007 13.47 REALO
1400 AWAS EVENT SENT - AWASCMPLTD T2UIRA0 03 08 2007 13.47 NT02 IR
1400 DISPATCH COMPLETED BY EOI BOIPC6J0 03 08 2007 13.47 DISP
1400 ORDER COMPLETED - T2UIRA0 03 08 2007 13.47 NT02 IR
1400 COMP UPDATED BY EOI BOIPC6C0 03 08 2007 13.05 JUMP
1400 CNL SENT ON 03/06/2007 CNL 03 05 2007 20.53
1400 AWAS EVENT SENT - VSAWASROUTE T4UAA16 03 05 2007 16.56 FLOS MI
1400 DISPATCH COMPLETED BY EOI BOIPC6J0 03 05 2007 16.56 DISP

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 1168019 1B COPPER
TELNO 813 948 1532 CKT

COMP 03 08 07

1400 GOOD AWAS INSERT OID#-IF581894	AWAUSER	03 05 2007 16.56	NT96 WA
1400 FAC HAS BEEN UPDATED	VOSEWS	03 05 2007 16.56	AAIS 01
1400 ORDER RLSD, ROUTED MI, SFX	G039411	03 05 2007 16.47	FL03
1400 NO CHANGE TO DUE DATE, REQ IND =	G039411	03 05 2007 16.47	FL03
1400 ITEM NUMBER CHANGED FROM NONE	G039411	03 05 2007 16.47	FL03
1400 ORDER CREATED ON COFEE	! G039411	03 05 2007 16.47	FL03
1400 ACCOUNT TYPE FOR ORDER IS NBUS	EOIPCGA0	03 05 2007 16.47	
160001 PLS ESTAB ONE B1			
170001 CUST NEEDS JACK INSTALLED			
170002 CUST NEEDS TO BE CALLED AT 813-949-2167 SINCE GATE IS			
170003 LOCKED*****MUST CALL FIRST*****			
170004 CBR = 813 267-7001			
170005 AWAS APPT 08:00A-12:00P 03-08-2007			
170006 TERM RMKS: TYPE:XB PREFCODE:1 CAPACITY:3600 STATUS:AVA			
170007 FLAGS:LNK, RMK, COUNT:IN S202-1/900 + S206-1401/1500 +			
0005I - DATA RETRIEVED SUCCESSFULLY			
COMMAND ==>			
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1			

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ORDER NO I 1168019 1B COPPER
TELNO 813 948 1532 CKT

COMP 03 08 07

170008 OUT 3060-1/2400 ADDRESS:5 CYPRESS CRK RD , (LUTZ, FL),
170009 SUB=LD 210 PL 5, XBOX 3060 REMARKS: R=DUAL LINE PLUS
170010 AVAILABLE ON NON-LOADED CABLE ONLY R=WILLOW BEND RSU**USE
170011 W3D003- AS CXR DESIGNATION TYPE:PC PREFCODE:1
170012 CAPACITY:10 STATUS:AVA FLAGS:LNK, COUNT:3060-1202 +
170013 3060-1206 + 3060-1208 + 3060-1212 + 3060-1215 + 3060-1225
170014 + 3060-1228 ADDRESS:1904 CYPRESS CRK RD , (LUTZ, FL),
170015 SUB=LD 223 PL 3 REMARKS:
19CF01 *CML; WORK COMPLETED BY 4902 , ON 03-08-07, AT 1124 *AWAS*
19CF02 *CML; NSW, ,TSC=00H45M,SNI=N, ,*DSPT 0720 030807*AWAS
19CF03 *CML; 2007-03-08,08.00,N
19CF07 11:26A 03/08 4902 **COMPLETE
19CF08 SERV ORDER COMPLETED.
19CF09 D-20070308
19CF10 T-4902

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND >>>>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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ORDER NO I 1168019 1B COPPER
TELNO 813 948 1532 CKT

COMP 03 08 07

19CF11 #ARRIVAL DATE 20070308#
19CF12 #ARRIVAL TIME 0800#
19CF13 CUSTOMER CONTACT: Y
19CF14 CUSTOMER CONTACT NAME: MR
19CF15 SENT TEST REQUEST TO TEST SERVER ON JOB COMPLETION:
190001 CALLING PARTY - LARRY DELUCENAY
190002 CASS APPT 08:00A-12:00P 03-08-2007
195000 RETAIL COFER 03-05-2007, 16:40, G039411

00111 - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-6 1 Sess-2 138.83.80.201 TPT21416 22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 2 +

ORDER NO I 8492695 1B COPPER
TELNO 813 242 7949 CKT

COMP 07 18 06

05 02542; INIT CHRG; ;
 05 02549; CENTRAL OFFICE/INITIAL; ;
 05 05050; NP LSTG; ;
 05 42760; DIGITAL SUBSCRIBER LINE ORD; ;
 05 75779; INTER ACC CHRG SGL LN; ; ; SLS, B2X
 05 87002; IWMN INSIDE W MNTNC NO; ; ; SLS, B2X
 070001 813/242-7949; LETCU001208002; FC10; PR1036; DC3036; PR203
 070001 ; TM1258232; MON051657A; DPAMGDPA - CO CONNECT; SWID18
 08 2348 RADEN DR; ; LAND O LAKES; FL; 34639
 11CI RP3 DELUCENAY, LARRY; ID 6666777788889999
 11CJ CBR 813 949-2167 ; RT 813 949-2167; SS NA
 11CK RFTI owner;
 11LZ01 US 41 AND ST RD 54 //DRIVE EAST ON 54 GO 1/2 MILE , TURN
 11LZ02 R.SOUTH,AT SUN TRUST BANK ON OSPREY LANE , SO SOUTH ONE 1/2
 11LZ03 MILE TO STOP SIGN TO LAGOON DR, TURN R
 00051 - DATA RETRIEVED SUCCESSFULLY
 COMMAND ==>
 PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0

1 Sess-2 138.83.80.201

TPT21416

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SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 3 +

ORDER NO I 8492695 1B COPPER
TELNO 813 242 7949 CKT

COMP 07 18 06

NONPUB, DIR DELIVERY SA

+ PL 100 Mad, Hatter Utility Inc
OP 100 BUS, NONPUB, , , ,
SA 100 21514, , Lagoon Dr
CM 100 Lutz
ZP 100 33549
TN 100 813/242-7949

1400 HARMONY EVENT SENT - HARMCMPLTD 07 18 2006 20.47
1400 DIRECTORY PROFILE INSRTE CAN-0605108413 NCBPM455 07 18 2006 11.49 REALO
1400 AWAS EVENT SENT - AWASCMPLTD T3UIRG3 07 18 2006 11.49 NT02 IR
1400 DISPATCH COMPLETED BY EO1 EOIPC6J0 07 18 2006 11.49 DISP
1400 ORDER COMPLETED FPT82994 - T3UIRG3 07 18 2006 11.49 FL05 MI
1400 AWAS EVENT SENT - VSAWASROUTE T4UAA16 07 14 2006 05.21 FL05 MI
1400 DISPATCH COMPLETED BY EO1 EOIPC6J0 07 14 2006 05.21 DISP
1400 GOOD AWAS INSERT OID#=IF448478 AWAUSER 07 14 2006 05.21 NT96 WA
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-B 1 Seas-2 138.83.80.201 TPT21416 22/15

SL RVEW

NOCV HISTORY VIEW SCREEN

PAGE 4 +

ORDER NO I 8492695 1B COPPER
TELNO 813 242 7949 CRT

COMP 07 18 06

1400 CNL SENT ON 07/14/2006	CNL	07 13 2006 20.47
1400 ORDER RLSD, ROUTED MI, SFX	G039411	07 13 2006 12.26 FL03
1400 ITEM NUMBER CHANGED FROM NONE	G039411	07 13 2006 12.26 FL03
1400 ACCOUNT TYPE FOR ORDER IS NBUS	EOIPCGAO	07 13 2006 12.26
1400 ORDER CREATED ON COFEE	G039411	07 13 2006 12.26 FL03

160001 ESTAB ONE BL POTS LINE FOR DSL

170001 TAG AND TERM TO DERMIC

170002 ON SITE CONTACT FOR ANY REASON CALL LARRY AT 813-267-7001

170003 CELL OR OFFICE 813-949-2167

170004 CBR = 813 949-2167

170005 TERM RMKS: TYPE:FC PREFCODE:1 CAPACITY:6 STATUS:AVA FLAGS:LN

170006 K, COUNT:3036-203 + 3036-206 + 3036-251 + 3036-255 + 3036-2

170007 57 ADDRESS:21514 LAGOON DR, LUTZ, FL, FRT, CA PG# P100 REMAR

170008 KS: TYPE:XB PREFCODE:1 CAPACITY:1300 STATUS:AVA FLAGS:DSL CA

170009 RRIR, LNK, RMK, COUNT:IN 10-1001/1200 + 12-1401/1500 + 8-2

000SI - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4 - 0

1 Sess-2 138.83.80.201

TPT21416

22/15

SL HVEW NOCV HISTORY VIEW SCREEN PAGE 5 +

ORDER NO I 8492695 1B COPPER COMP 07 18 06
 TELNO 813 242 7949 CKT

170010 51/300 + OUT 3036-1/900 ADDRESS:400 COUNTY LINE RD W, (LUTZ
 170011 , FL), SUB=PL 4 LD 4034 REMARKS: R=XBOX ISOL 3036 R=DUAL LIN
 170012 E PLUS AVAILABLE ON NON-LOADED CABLE ONLY
 19CF01 *CML; WORK COMPLETED BY 2946 , ON 07-18-06, AT 0819 *AWAS*
 19CF02 *CML; PREV,F/F=00 ,SNI=Y, ,*DSPT 0745 071806*AWAS
 19CF03 *CML; 2006-07-18,08.00,N
 19CF07 11:05A 07/18 2946 **COMPLETE
 19CF08 INSTALL COMPLETE..TAGGED @ DMARC IN BUILDING
 19CF09 D-20060718
 19CF10 T-2946
 19CF11 #ARRIVAL DATE 20060718#
 19CF12 #ARRIVAL TIME 0800#
 19CF13 CUSTOMER CONTACT: Y
 19CF14 CUSTOMER CONTACT NAME: MR
 19CF15 SENT TEST REQUEST TO TEST SERVER ON JOB COMPLETION:
 0005I - DATA RETRIEVED SUCCESSFULLY
 COMMAND ==>
 PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0 1 Subs-2 138.83.80.201 TPT21416 22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 6

ORDER NO I 8492695 1B COPPER
TELNO 813 242 7949 CKT

COMP 07 18 06

190001 CALLING PARTY - LARRY DELUCENAY
190002 CCON LARRY SCON LESLIE B2X
195000 RETAIL COFEE 07-13-2006, 12:16, G039411

00111 - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4.6 1 Sess-2 138.83.80.201 TPT21416 22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 1 +

ORDER NO C 8629312 1B NP COPPER
TELNO 813 242 7949 CKT

COMP 07 27 06

R/C DD: 07 26 2006 COEFF ORD: HC: FV: SUFFIX: MOG
ITEM #: WRKWITH : CFD: VISIT :
REMARKS: VID:

01 A6B; C8629312; ; 20060718; 1JXX; 20060726; 1B ; 813 242-7949
02AA+MAD HATTER UTILITY INC;

0202+21514; LAGOON DR;
0203+LUTZ; FL; 33549; COPPER
NONPUB, DIR DELIVERY SA

SSVC TN 813 242-7949

SSVC +813 AW3-7277;LINE SHARE ;BNK; ; ;0618109693

1400 NO UPDATES FOR ORDER TYPE - C NCBPM455 07 26 2006 06.26 REALO
1400 RECORDS ORDER COMPLETED FPT25639 - T3UMG10 07 26 2006 06.26 NT29 5Y
1400 ACCOUNT TYPE FOR ORDER IS NMAJ T3UMG10 07 26 2006 06.26 NT29 5Y
1400 SUFFIX CHANGED FROM NONE T3UMG10 07 26 2006 06.26 NT29 5Y

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-5

1 Sess-2 138.83.80.201

TPT21416

22/15

SL HVIEW

NOCV HISTORY VIEW SCREEN

PAGE 2

ORDER NO C 8629312 18 NP COPPER
TELNO 813 242 7949 CKT

COMP 07 27 06

1400 ORDER CREATED
190001+CHG ORDER LINE SHARE CROSS REFERENCE

~ T3UMG10 07 26 2006 06.26 NT29 5Y

00111 - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0 1 Sess-2 138.83.80.201

TPT21416

22/15

SL HVEW NOCV HISTORY VIEW SCREEN PAGE 1 +

ORDER NO C 6954520 1B PL COPPER COMP 03 15 06
TELNO 813 1VM 5509 CKT 5509

R/C DD: COEFF ORD: HC: FV: SUFFIX: RCDS
ITEM #: WRKWITH : CFD: VISIT :
REMARKS: VID:

01 A6B; C6954520; ; 19950524; 1JXX; 20060315; 1B ; 813 1VM-5509
02AA+MAD HATTER UTILITY INC;
0202+1532; TWIN PALMS LOOP;
0203+LUTZ; FL; 33549; COPPER
11CT+PL; : OPT; ; ; ;
11CV+CS ; NC NC-- ----- ; PCO ; ECO ; ;
08 +2348 RADEN DR; ; LAND O LAKES; FL; 34639
110004+RTN BLS, PER HOLLY @ CBR 813 949-2167, CHGD BLG ADDR FR
110005+(CONT) 1900 LAND O LAKES STE 107 LUTZ FL 33549 TO 2348 RADEN
110006+(CONT) DR LAND O LAKES FL 34639,GAT/SRC 03-15-06
NO LIST, NO DIR 0000
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

406 1 Seab-2 138.83.80.201 TPT23923 22/15

SL HVIEW

NOCV HISTORY VIEW SCREEN

PAGE 2

ORDER NO C 6954520 1B PL COPPER
TELNO 813 1VM 5509 CKT 5509

COMP 03 15 06

1400 ORDER COMPLETED FPI23487
1400 ORDER CREATED
170001+CBR = 813 949-2167

- V234959 03 15 2006 15.21 NT02 SO
- V234959 03 15 2006 15.17 NT02 SO

00111 - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-c 1 Sess-2 138.83.80.201 TPT23923 22/15

SL HVIEW NOCV HISTORY VIEW SCREEN PAGE 1 +

ORDER NO C 6948314 1B PL COPPER COMP 03 15 06
TELNO 813 1VM 5510 CKT 5510

R/C DD: COEFF ORD: HC: FV: SUFFIX: RCDS
ITEM #: WRKWITH : CFD: VISIT :
REMARKS: VID:

01 A6B; C6948314; ; 19950526; 1JXX; 20060315; 1B ; 813 1VM-5510
02AA+MAD HATTER UTILITY INC;
0202+23731; STATE RD 54;
0203+LUTZ; FL; 33549; COPPER
11CT+PL; ; OPT; ; ; ;
11CV+CS ; NC NC-- ----- ; PCO ; ECO ; ;
08 +2348 RADEN DR; ; LAND O LAKES; FL; 34639
NO LIST, NO DIR 0000
1400 ORDER COMPLETED SPT80234 - S087844 03 15 2006 09.44 NT02 SO
1400 ORDER CREATED - S087844 03 15 2006 09.42 NT02 SO
190001+ATTEN DISCREP: V087844, SRC, 03/15/06, 9:43:33 AM
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-6 1 sess-2 138.83.80.201 TPT23923 22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 2

ORDER NO C 6948314 1B PL COPPER
TELNO 813 1VM 5510 CKT 5510

COMP 03 15 06

190002+CONT: CORRECTED ADDR PER CUST

0011I - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4..6

1 Sess-2

138.83.80.201

TPT23923

22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 1 +

ORDER NO C 7290255 1B PL COPPER
TELNO 813 1VM 5525 CKT 5525

COMP 04 10 06

R/C DD:	COEFF ORD:	HC:	FV:	SUFFIX:
ITEM #:	WRKWITH :		CFD:	VISIT :
REMARKS:			VID:	

01 A6B; C7290255; ; 19950525; 1JXX; 20060410; 1B ; 813 1VM-5525
 02AA+MAD HATTER UTILITY INC;
 0202+2206; KAREN DRIVE;
 0203+LUTZ; FL; 33549; COPPER
 0204+; ID

11CT+PL; ; OPT; ; ; ;
 11CV+CS ; NC NC-- ----- ; PCO ; ECO ; ;

08 +2348 RADEN DR; ; LAND O LAKES; FL; 34639
 116226+RTN BL,031606 BD,SPK W/SCRTRY,CHG BA,V007421/041006/SRC
 NO LIST, NO DIR 0000

1400 ORDER COMPLETED SPT80860 - T3IBSP3 04 10 2006 11.07 NT02 50

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0

1 Sess-2 138.83.80.201

TPT23923

22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 1 +

ORDER NO C 8074847 1B PL COPPER
TELNO 813 1VM 5508 CKT 5508

COMP 06 08 06

R/C DD: COEFF ORD: HC: FV: SUFFIX:
ITEM #: WRKWITH : CFD: VISIT :
REMARKS: VID:

01 AGB; C8074847; ; 19950526; 1JXX; 20060608; 1B ; 813 1VM-5508
02AA+MAD HATTER UTILITY INC;
0202+1501; CYPRESS CREEK RD;
0203+LUTZ; FL; 33549; COPPER
11CT+PL; ; OPT; ; ; ;
11CV+CS ; NC NC-- ----- ; PCO ; ECO ; ;

08 +2348 RADEN DR; ; LAND O LAKES; FL; 34639
115000+SRC, RTN BILL, BILL DT 05/16/06, CLD CUST, ISSD CORR ORDER
115001+#C8074847, MAILED TO CORR ADDR, CBR 813 949-2167
NO LIST, NO DIR 0000

1400 RECORDS ORDER COMPLETED FPI84536 - T315XS0 06 08 2006 09.34 NT02 SO
0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0

1 Sess-2 138.83.80.201

TPT23923

22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 2

ORDER NO C 8074847 1B PL COPPER
TELNO 813 1VM 5508 CKT 5508

COMP 06 08 06

1400 ORDER CREATED

- T3ISXS0 06 08 2006 09.32 NT02 50

00111 - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0

1 Sess-2

138.83.80.201

TPT23923

22/15

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
A6B 1213 GTFL R0099999 20071211 1J 20091005 1B 813 949-2657 COPPER

02 PARADISE LAKES UTILITY LLC
02 1901 BRINSON RD
02 LUTZ FL 33558-5176 COPPER
03 DIR ADV N; BLS, 01; CYCLE, 19; LOB, 0300; ; CAN, 0647243700; ECS, B1
03 ITEM, A ; TRI, N; BUREAU CODE, SO: RISK. L; ALT. S; SA, BSC
03 ARC IN EFFECT
03 RA, OA; TAX DIST, FL1010; UMS
09 813 949-2657; ; ; ECSB; NPS; 20071211; W; NPS; 20071211; W; ; L
09 TC; LP; ; ; ; COPPER

05	75779	INTER ACC CHRG SGL LN	6.50	6.50
05	87002	IWMN INSIDE W MNTNC NO	.00	.00
05	99977	BUS ECS OPT-3	33.44	33.44
***			ES TOT	39.94

08 2348 RADEN DR; ; LAND O LAKES; FL; 346395136
11CI RP3 DELUCENAY, LARRY; ** *****
11CJ CBR 813 267-7001; RT 813 949-2167; SS NA
11CK RPTI owner;

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE

4-0 1 Sess-2 138.83.80.237 TPT82121 1/2

ACO LOC CO CL & ORD SVC DT POS EFF DT CL
A6B 1213 GTFL R0099999 20071211 1J 20091005 1B 813 949-2657
SEQ 0000

COPPER

11CM ; ;
11LZ01 INSIDE PARADISE LAKES (CLOTHING OPTIONAL) RESORT.
110001 46871 FRDM FOR BUS B1 ENDL 1YR CONV MTM 12/01/2008
110002 LD, NO RESTRINS. AVD MRC AND NRC. B7X
PUB, NO DIR 0002, DIR DELIVERY SA

PL 100 Paradise, Lakes Utility Llc
OP 100 BUS, PUB, . . .
SA 100 1901, , Brinson Rd
CM 100 Lutz
ZF 100 33558
TN 100 813/949-2657

OSD 20071211

** END **

ECP217000 RETRIEVAL COMPLETED PAGE FWD TO VIEW DSL/DATA OR VIDEO ACCT
4-0 1 Sess-2 138.83.80.237 TPT82121 1/2

LOB:
Customer Account Number (CAN):

Customer Information:
COPPER

Billing Information:

Payment Method: Direct Bill
Bill Cycle:
Billing Address:

Contact Information:
Daytime TN:
Evening TN:
Email Address:
FAX Number:

ECP211000 RETRIEVAL COMPLETED OUTPUT CONTINUED NEXT PAGE
4-6 1 Sess-2 138.83.80.237 TPT82121 1/2

PAGE 4

** END OF DATA **

SSP210000 RETRIEVAL COMPLETED
4-0 1 Sess-2 138.83.80.237 IPT82121 1/2

SL HVEW NOCV HISTORY VIEW SCREEN PAGE 1 +

ORDER NO I 4740787 1B COPPER COMP 12 11 07
TELNO 813 949 2657 CKT

R/C DD: 12 11 2007 COEFF ORD: 1.0 HC: FV: SUFFIX:
ITEM #: 001 WRKWITH : CFD: VISIT : AM
REMARKS: SW-OK VID:

01 A6B; I4740787; ; 20071211; LJXX; 20071211; 1B ; 813 949-2657
02 PARADISE LAKES UTILITY LLC;
0202 1901; BRINSON RD;
0203 LUTZ; FL; 33558; COPPER
0204 ; ID
03 +ITEM, A; SLS, B7X; ORIGIN, COFEE; ECS, B1; BLS, 1
03 ACCT-LIMIT, 0; ALT, S; RISK, H; BUREAU CODE, SO; TEL, N
03 RA, OA; TAX DIST, FL1010; TX, 760 251-2326, S02-1; LOB, 0300
03 CAN 0647243700; TLA
09 /813 949-2657; ; ECSB; W-NPS; W-NPS; 20071211; L; TC; LP; ;
0901 ; COPPER
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1
4-6 1 Scsb-2 138.83.80.237 TPT80502 22/15

SL RVIEW

NOCV HISTORY VIEW SCREEN

PAGE 2 +

ORDER NO I 4740787 1B COPPER
TELNO 813 949 2657 CKT

COMP 12 11 07

05 46871; BUS ECS OPT-3 1 YR TERM; ;
 05 02542; INIT CHRG; ;
 05 50664; LBR 30 MIN W/O IWM; ;
 05 75779; INTER ACC CHRG SGL LN; ; ; SLS, B7X
 05 67002; IWMN INSIDE W MNTNC NO; ; ; SLS, B7X
 070001 813/949-2657; LEMXU031000431; FCSLI016; PR88; DC3061; PR1504
 070001 ; TM1933; MON064467A; DPAMGDPA - CO CONNECT; SWID18
 08 2348 RADEN DR; ; LAND O LAKES; FL; 34639
 11CI RP3 DELUCENAY, LARRY; ID 6666777788889999
 11CJ CBR 813 267-7001 ; RT 813 949-2167; SS NA
 11CK RPTI owner;
 11L201 INSIDE PARADISE LAKES (CLOTHING OPTIONAL) RESORT.
 110001 120607; LARRY REQSTD A SINGLE B1-1 YR TERM, NO FEATRES, NO
 110002 LD, NO RESTRINS. AVD MRC AND NRC. B7X
 TL01+0000; 813 949-2657; 001 46871; EFF 2007-12-06; EXP 1900-01-01;
 0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>
 PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-6 1 Sess-2 138,83.80.237 TPT80502 22/15

SL HVEN NOCV HISTORY VIEW SCREEN PAGE 3 +

ORDER NO I 4740787 IS COPPER COMP 12 11 07
TELNO 813 949 2657 CKT

TL02+ADV LARRY DELUCENAY ; BY B7X
TL03+813 267-7001; 2007-12-06; ;
PUB, NO DIR 0002, DIR DELIVERY SA
+ FL 100 Paradise, Lakes Utility Llc
OP 100 BUS, PUB, , , ,
SA 100 1901, , Brinson Rd
CM 100 Lutz
ZF 100 33558
TN 100 813/949-2657
+ CH 200 UTILITY BILL PAY STATIONS

1400 CNL SENT ON 12/12/2007 CNL 12 11 2007 23.02
1400 DIRECTORY PROFILE INSRTED CAN-0647243700 NCEPM455 12 11 2007 11.11 REALO
1400 AWAS EVENT SENT - AWASCMPLTD T2UIRA0 12 11 2007 11.11 NT02 IR
1400 DISPATCH COMPLETED BY EOI EOIPC6J0 12 11 2007 11.11 DISP
1400 ORDER COMPLETED - T2UIRA0 12 11 2007 11.11 NT02 IR

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND >>>>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-6 1 Sess-2 138.83.80.237 TPT80502 22/15

SL HVEN NOCV HISTORY VIEW SCREEN PAGE 4 +

ORDER NO I 4740787 1B COPPER COMP 12 11 07
TELNO 813 949 2657 CKT

1400 AWAS EVENT SENT - VSAWASROUTE	T4UAA16	12	07	2007	05.26	FL05	MI
1400 DISPATCH COMPLETED BY EOI	EOIPC6JO	12	07	2007	05.26	DISP	
1400 GOOD AWAS INSERT OID#=IF710265	AWAUSER	12	07	2007	05.26	NT96	WA
1400 FAC HAS BEEN UPDATED	VOSEWS	12	07	2007	05.26	AA18	01
1400 CNL SENT ON 12/07/2007	CNL		12	06	2007	20.47	
1400 ORDER RLSD, ROUTED MI, SFX	V086283	12	06	2007	09.29	FL03	BT
1400 NO CHANGE TO DUE DATE, REQ IND =	V086283	12	06	2007	09.29	FL03	BT
1400 ITEM NUMBER CHANGED FROM NONE	V086283	12	06	2007	09.29	FL03	BT
1400 ACCOUNT TYPE FOR ORDER IS NBUS	EOIPCGAO	12	06	2007	09.29		
1400 ORDER CREATED ON COFEE	V086283	12	06	2007	09.29	FL03	BT

170001 PRIOR TO ARRIVAL AT 813-949-2167 TO TAKE YOU TO LOCATION

170002 INSIDE RESORT.

170003 TAG AND TERM TO DEMARC. POSSIBLE JACK WRK. PLSE CONTACT

170004 LARRY APPRX 30 MINS

170005 CBR = 813 267-7001

0005I - DATA RETRIEVED SUCCESSFULLY

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0 1 Sess-2 138.83.80.237 TPTB0502 22/15

SL HVEW NOCV HISTORY VIEW SCREEN PAGE 5 +

ORDER NO I 4740787 1B COPPER COMP 12 11 07
TELNO 813 949 2657 CKT

170006 AWAS APPT 08:00A-12:00P 12-11-2007
170007 TERM RMKS: Type:FC PrefCode:1 Capacity:50 Status:AVA
170008 Flage:LNK, RMK, Count:3061-1501/1550 Address:1901
170009 BRINSON RD , (LUTZ, FL), SUB=PRT CABANA CLUB Remarks:
170010 R=OFFICES R=RESTAURANT & LOUNGE Type:XB PrefCode:1
170011 Capacity:5400 Status:AVA Flags:DRP, LNK, RMK, Count:IN
170012 12-901/1000 + DS02-1/28 + DS02-51/78 + SLI015-5/96 +
170013 SLI016-1/96 + SLI017-1/96 + SLI018-1/96 + SLI019-1/96 +
170014 SLI020-1/96 + SLI021-1/96 + SLI022-1/96 + SLI023-1/96 +
170015 SLI024-1/96 + SLI025-1/96 + SLI026-1/96 + SLJ005-1:1/96 +
170016 SLJ005-2:1/96 + OUT 3061-1/2700 + SBP03111-1/144 +
170017 SBP03112-1/144 + SBP03113-1/144 Address:2001 BRINSON RD ,
170018 (LUTZ, FL), CA PG# P8069 CLLI CODE FOR DSQ2 IS
170019 LUTZFLATH30 Remarks: R=SLJ005-1/2 ON HOL FOR CKTS ONLY
170020 SLI015 THRU SLI024 CHANNELS 95/96 PAIRS ARE FOR COIN ONLY
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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SL HVEW

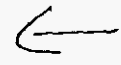
NOCV HISTORY VIEW SCREEN

PAGE 6 *

ORDER NO I 4740787 1B COPPER
TELNO 813 949 2657 CKT

COMP 12 11 07

170021 SBP CABLE IS FOR ADSL SERVICE ONLY 8139481793 IS AN ADSL
 170022 RT TEST LINE ADDED SBP03112-1/144 AND SBP03113-1/144 ON
 170023 W/O 1213 3P002LC
 19CF01 *CML; WORK COMPLETED BY 4902 , ON 12-11-07, AT 1012 *AWAS*
 19CF02 *CML; NEW, TSC=00H30M, SNI=Y, , *DSPT 0750 121107*AWAS
 19CF03 *CML; 2007-12-11, 08.00, N
 19CF07 08:55P 12/10 V234160
 19CF08 ! ! ! SOM HINT: HSI AVAILABLE ! ! ! WARM HANDOFF: 800-880-00
 19CF09 61
 19CF10 10:29A 12/11 4902 **COMPLETE
 19CF11 SERVICE ORDER COMPLETED, INSTALLED ONE JACK WITH IW.
 19CF12 D-20071211
 19CF13 T-4902
 19CF14 #ARRIVAL DATE 20071211#
 19CF15 #ARRIVAL TIME 0800#
 0005I - DATA RETRIEVED SUCCESSFULLY
 COMMAND ==>
 PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1



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SL KVIEW NOCV HISTORY VIEW SCREEN PAGE 7

ORDER NO I 4740787 1B COPPER COMP 12 11 07
TELNO 813 949 2657 CKT

19CF16 CUSTOMER CONTACT: Y
19CF17 CUSTOMER CONTACT NAME: MR
19CF18 SENT TEST REQUEST TO TEST SERVER ON JOB COMPLETION:
190001 CALLING PARTY - LARRY DELUCENAY
190002 CASS APPT 08:00A-12:00P 12-11-2007
195000 RETAIL COFEE 12-06-2007, 09:13, V086283

00111 - BOTTOM OF DATA
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

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SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 1 +

ORDER NO C 9378939 1B COPPER
TELNO 813 949 2657 CKT

COMP 12 06 08

R/C DD:	COEFF ORD:	HC:	FV:	SUFFIX:
ITEM #:	WRKWITH :		CFD:	VISIT :
REMARKS:			VID:	

01 A6B; C9378939; ; 20071211; 1JXX; 20081206; 1B ; 813 949-2657
02AA+PARADISE LAKES UTILITY LLC;
0202+1901; BRINSON RD;
0203+LUTZ; FL; 33558; COPPER
05 -46871; BUS ECS OPT-3 (YR TERM) ;
05 +99977; BUS ECS OPT-3; ;
110001+46871 FRDM FOR BUS B1 BNDL 1YR CONV MTM 12/01/2008
TL01-0000; 813 949-2657; 001 46871; EFF 2007-12-06; EXP 2008-12-05;
TL02-ADV LARRY DELUCENAY ; BY B7X
TL03-813 267-7001; 2007-12-06; N; 10; EG N; EST TLA 0.00
PUB, NO DIR 0002, DIR DELIVERY SA
0005I - DATA RETRIEVED SUCCESSFULLY
COMMAND ==>
PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-0

1 Sess-2 138.83.80.237

TPT80502

22/15

SL HVEW

NOCV HISTORY VIEW SCREEN

PAGE 2

ORDER NO C 9378939 1B COPPER
TELNO 813 949 2657 CKT

COMP 12 06 08

1400 TLACMTM MOG	-	T9UNC01	12	01	2008	06.39	NT62	MT
1400 RECORDS ORDER COMPLETED	-	T9UNC01	12	01	2008	06.39	NT62	MT
270001+REQUESTED NO ADDRESS VALIDATION, ASIX 0000.								

0011I - BOTTOM OF DATA

COMMAND ==>

PF14=PG FWD PF15=PG BWD PF17=+10 PGS PF18=-10 PGS PF19=LAST PG PF20=PAGE 1

4-C 1 sess-2 138.83.80.237 TPT80502 22/15