

ATTACHMENT #20



Margaret R. Berry
District Manager

295 North Maple Avenue
Basking Ridge, NJ 07920
(908) 221-6400

July 27, 2001

Congteam
United States Government
Federal Communications Commission
Consumer Information Bureau
Consumer Information Network Division
1270 Fairfield Road
Gettysburg, PA 17325-7245

Re: Mike Knell
IC-01-G22402
Type: (NOIC)
Notice of Informal Complaint dated July 18, 2001

Dear Analyst:

This is in response to the referenced Notice of Informal Complaint forwarded by The Honorable Ellen O. Tauscher, on behalf of Mike Knell. Mr. Knell states he received two adjustments from AT&T and he would like to get an explanation why.

Angel Buck, an AT&T representative, investigated Mr. Knell's FCC complaint. Ms. Buck's investigation found that credits were given in January and March for network reliability problems. According to notes on the account, the customer was made aware of these credits verbally the same day they were issued. The adjustments were done by a representative, who either spoke with the customer or left a message regarding the adjustments. The first adjustment was on January 3, 2001; there were two \$10.00 adjustments for network reliability for problems on line 925 846-3642 for troubles in September and November 15-17, 2000. This credit was verified for the customer as a message that was left for him on the same day and that if he had any question to call representative, Darlene Bedell. No notes followed that there was a call back. The second adjustment was on March 15, 2001; there were two given that day. There was one for \$40.48 for his directory assistance and directory listing problems during the months of October 2000 through January 2001. The credit was based on the guidelines, which states \$10.12 per month. The second credit was for \$10.00 for network reliability guarantee for the static on the customer's credit card line from January 29-30. Again this credit was given by Darlene Bedell, who spoke with Mr. Knell regarding these adjustments.

We trust this provides your office with the information required in this matter.

Sincerely,
Margaret R. Berry

cc: Mike Knell
/sb 528036

ATTACHMENT #21

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 27, 2001

Mike Knell
P.O. Box 66
Livermore, CA 94551

Re: Information requested in March 22, 2001 meeting

Dear Mr. Knell:

On March 22, 2001 you met with Consumer Services Director Richard Clark, Anthony Irving and myself. As a result of that meeting, Mr. Clark agreed that I would ask AT&T for responses to three questions that you felt needed answers in order to proceed with filing your formal complaint. Below are the questions as stated by me and AT&T's responses.

Q. 1. Mr. Knell experienced an outage on January 30, 2001. He wants to know the reason.

A.1. *Mr. Knell was told the reason for the outage when he contacted AT&T and spoke with our customer care representative. We will repeat that information here. The customer did experience an outage on Jan. 30, 2001. This outage was due to a defective F2 cable causing static on the line. The cable was repaired and the customer received a credit of \$10.*

Q.2. Mr. Knell received a letter from Nancy Rodriguez of AT&T dated August 26, 1998 requesting that communication from Mr. Knell be made by fax or mail. There was no mailing address on the letter and he would like to know what the address is where he was supposed to send correspondence.

A.2. *As Mr. Knell well knows, the letter from Nancy Rodriguez dated, August 26, 1998, is no longer valid and was superceded by later correspondence from AT&T. Moreover, Mr. Knell has always been able to reach AT&T, as evidenced by his innumerable calls and faxes to many AT&T employees. Since the August 26 letter, Mr. Knell has received additional correspondence (attached) from AT&T expressing the reasons why the customer was directed to only contact our customer service toll-free numbers noted on the letter.*

In a letter dated, June 9, 2000, sent by Sid Bohinc of AT&T's Corporate Security, specifically directs Mr. Knell to stop harassing AT&T staff or appropriate measures to protect the staff will be taken. He was instructed to address his concerns only with the Customer Service numbers noted on the letter.

Mr. Knell ignored the requests of Corporate Security. A final letter dated, January 24, 2001, by AT&T's Rosalie Johnson was sent to the customer stating that steps to disconnect service will be taken if necessary. Copies of the two letters mentioned above were sent to Commission Staff members (Linda Woods, Betty Brandel, and Joseph Leonard).

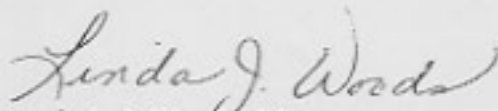
Q.3. At one time Rod Aguilar was designated to Mr. Knell as his single point of contact with AT&T. Mr. Knell would like to know between what dates Mr. Aguilar was the single point of contact.

A.3. *At this point, the answer to this question appears to be irrelevant. Since June 2000 (over 9 months ago), Mr. Knell has been on notice about the need to use the Customer Service number provided in Mr. Bohinc's letter to address concerns about his service. We are frankly at a loss to understand why Mr. Knell wishes to know "when" Mr. Aguilar was designated as the single point of contact, especially because Mr. Knell chose to repeatedly ignore this designation and instead contacted many other AT&T personnel. And, Mr. Knell chose to disregard the request in the June 9, 2000 letter, which led to Ms. Johnson's letter of earlier this year.*

Subsequent to that meeting, on March 26, 2001, you faxed a twelve-page document to me that significantly expanded the number and nature of questions agreed to in our March 22 meeting. Mr. Clark and I conferred and concurred that I would only pursue those questions we agreed to during the meeting.

On April 23, 2001, you faxed another inquiry to me regarding a credit that appeared on your business account # 019 190 6295 001 bill statement dated April 13, 2001. CAB will process your inquiry in the normal course of business. This may take several weeks.

Sincerely,



Linda J. Woods, Manager
Consumer Affairs Branch

C: R. Clark, Director, Consumer Services Division
A. Irving
File

ATTACHMENT #22



Rodney L. Aguilar
Manager - Law & Government Affairs

VIA FACSIMILE AND U.S. MAIL

April 18, 2000

Mr. Mike Knell
P.O. Box 66
Livermore, CA 94551

Re: California Public Utilities Commission Informal Complaint

Dear Mr. Knell:

I am writing in response to your recent attempts to contact AT&T employees regarding your remaining concerns stemming from the Informal Complaint which you filed with the California Public Utilities Commission (CPUC).

The CPUC has reviewed your Informal Complaint, issued a decision and closed the matter. Unless you choose to file a Formal Complaint, the CPUC considers the matter resolved and cannot and will not take any further action.

It is my understanding that not only have you telephoned and emailed me, you have recently contacted other AT&T employees including some of them at their home residences. Additionally, I am aware that you have pursued, and in some cases obtained, personal information about AT&T employees, which has nothing to do with their jobs. First, it is inappropriate to attempt to contact AT&T employees at their homes and even more inappropriate to delve into their personal lives. Second, you have known for some time that I am your AT&T contact and calling other employees who are not responsible for answering your concerns cannot change that fact.

At this time, AT&T has taken all action that it plans to take in your case, as has the CPUC. AT&T and the CPUC consider your Informal Complaint case closed. Should you decide to file a Formal Complaint with the CPUC, I will be informed by the CPUC of that decision.

Page 2

Given the distractions you have created for various AT&T employees, I have no choice but to inform you that you are to have no further contact with any AT&T personnel regarding this matter. I myself have exhausted the avenues of whatever help and assistance I can be to you. We will no longer take your phone calls or respond to communications from you. If you have reason to contact AT&T, you may do so through your chosen legal counsel.

Sincerely,

A handwritten signature in cursive script, appearing to read "Rodney J. Gault".

ATTACHMENT #23



7300 E. Hampton Avenue
Mesa, AZ 85208

07/31/98

JTR Publishing
P.O. Box 66
Livermore, CA 94551

Re: Rerate adjustment for 04/13/98 Bill Date

Mike,

An additional adjustment was issued to your account number 019-190-6295-001 for Local calls billing as Long Distance. The adjustment amount for the 04/13/98 bill date is \$87.58.

On the previous letter dated 07/24/98, regarding the Directory Listings changes, we transposed telephone number 925-485-9285. The letter read "telephone number 925-485-9258" in error. On order number A9807MESAAZ03147, your telephone number 925-485-9285, was changed to Non-Published on 07/24/98.

If you have any questions, please feel free to call me on 602-854-6010.

Sincerely,

A handwritten signature in cursive script that reads "Mike Bunse".

Mike Bunse
AT&T Branch Manager

ATTACHMENT #24



Nancy Rodriguez

November 20, 1998

Via Fax (925) 846-3642

Mr. Mike Knell
P. O. Box 66
Livermore, CA 94551

RE: 411 Directory Listing and Long Distance Service Interruption

Dear Mr. Knell:

This is in response to the above-referenced matters which you have brought to the attention of the AT&T Executive Complaint Team. Around mid-October 1998, you reported a missing 411 directory listing for J T R Publishing to various AT&T offices. You also reported to AT&T that the address for your residential telephone number (925-485-0461) was listed incorrectly in the 411 directory. Moreover, around 10:30 a.m. today, you left a message on our voice mail requesting immediate restoration of your residential long distance service because you had made a payment on November 18, 1998.

First, I would like to address the 411 directory listing for J T R Publishing. AT&T's records indicate that on October 15, 1998, it submitted a repair request to Pacific Bell. Pacific Bell later confirmed that J T R Publishing was listed in its 411 directory. On November 16, 1998, AT&T received your letter again reporting this recurring 411 directory listing problem. AT&T immediately submitted another 411 directory listing repair request to Pacific Bell to correct your listing. On November 20, 1998, AT&T received a confirmation from Pacific Bell that your 411 directory listing will be corrected by Monday, November 23, 1998. Please note that according to Pacific Bell, it may take a few days to update all 411 directory databases.

Secondly, regarding your residential telephone number, AT&T has taken the necessary steps to correct your 411 directory listing. On November 19, 1998, Pacific Bell confirmed that the address for your residential phone number, 925-485-0461, has been corrected to P. O. Box 66, Livermore, CA 94551.

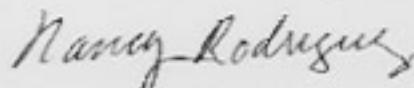
Thirdly, in response to your long distance interruption for your residential phone number, 925-485-0461, AT&T's records indicate that AT&T has not received any payments from

your after your July 27, 1998 payment. Therefore, your account has been delinquent since August 1998 and your long distance service was restricted for non-payment. On November 18, 1998, you agreed to pay \$335.84 with your credit card in order for AT&T to restore your long distance service. I believe an AT&T collection representative advised you that AT&T would restore your service upon receipt of payment from your credit card company. You should continue to work with the collection representative on restoration of your service, as my office does not handle collection matters.

I would like to clarify that it is AT&T's practice to restrict customers' long distance and/or local services for non-payment. This policy is strictly in compliance with applicable tariffs filed with the California Public Utilities Commission and the Federal Communications Commission. Therefore, should you elect to withhold payments on your accounts in the future, it may once again lead to service interruption.

As I stated on my previously letters, dated September 4, 1998, and November 18, 1998, AT&T cannot guarantee uninterrupted service and has no liability for the alleged damages that you continue to seek as outlined on your November 15, 1998 letter. At this point, your demands that AT&T respond to questions about your service that have already been answered are not productive. AT&T has already provided all available information to you. In particular, we have no additional information regarding what you believe to be facility problems on your local service. As always, you do have the option of changing carriers if you continue to be dissatisfied with your AT&T local service.

This letter is AT&T's final response to all issues that you have raised with the Executive Complaint Team. We have now formally closed our file on this matter. You should direct all future billing and service questions to the respective AT&T Local Service Customer Care Centers: for business account at 1-888-556-6022; and for residential account at 1-800-532-7486. Neither I nor other members of the AT&T Executive Complaint Team will respond to further service or billing inquiries, as the Customer Care Centers, rather than our office, are equipped to respond to such inquiries.



Nancy Rodriguez

ATTACHMENT #25



7300 E. Hampton
Mesa, AZ 85208

07/28/98

JTR Publishing
P.O. Box 66
Livermore, CA 94551

Re: Directory Listing Changes

Mike,

As promised, we placed orders to have your Directory Listings changed. On order number A9807MESAAZ03131, the Directory Listings were changed to:

Main Listing for telephone number 925-462-3619:

Jaguars That Run
P.O. Box 66
Livermore
CA
94551

Additional Listing for telephone number 925-462-3619:

J T R Publishing
P.O. Box 66
Livermore
CA
94551

Additional Listing for telephone number 925-462-3619:

Stealth Conversions
P.O. Box 11411
Pleasanton
CA
94588

In addition to the above changes, on order number A9807MESAAZ03147, a change was made to telephone number 925-485-9258 to be Non-Published.

If you have any questions, please feel free to call me on 602-854-6131.

Sincerely,

A handwritten signature in cursive script that reads "Kevin Neus".

Kevin Neus
Local Service Manager



July 1, 1999

7300 E. Hampton
Mesa, AZ 85208

Mike Knell
P.O. Box
Livermore, CA 94551

Re: Directory Listings

Dear Mr. Knell

This is to confirm the Directory Listings for your telephone number 925-462-3619:

Main Listing for 925-462-3619
Jaguars That Run
P.O. Box 66
Livermore, CA 94551

Additional Listing for 925-462-3619
JTR Publishing
P.O. Box 66
Livermore, CA 94551

Additional Listing for 925-462-3619
Stealth Conversions
P.O. Box 11411
Pleasanton, CA 94588

If I can be of further assistance please call me at 480-854-6021.

Sincerely,

A handwritten signature in cursive script that reads "Mary L. Brown".

Mary L. Brown
Customer Service Manager

Subject: Escalation Issue

Date: Fri, 19 May 2000 15:50:01 -0600

From: "Rivera, Jesse" <Rivera.Jesse@broadband.att.com>

To: "Lappen, Tamera" <Lappen.Tamera@broadband.att.com>

CC: "jtr@jagsthatrun.com" <jtr@jagsthatrun.com>

Hi,

Here is the information on how it should be listed on the 411 and 0 for AT&T Directory.

Residential:

Mike Knell
(925)485-0461
P.O. Box 66
Livermore, Ca 94551

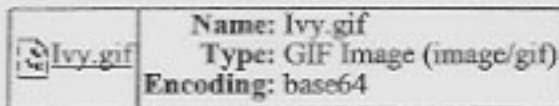
Business (Has Multiple listings for same phone number):

1st:
JTR Publishing
PO Box 66
Livermore, Ca 94551
(925)462-3619

2nd:
Jaguars That Run
PO Box 66
Livermore, Ca 94551
(925)462-3619

Mr. Knell advise me that he is paying extra for the additional listing for his business phone number.

Thank you for your dedication to Quality Customer Care!
Jesse Rivera
AT&T Cable
Escalation Response Team Supervisor
West Division 800-800-2824
(925)443-0470 Ext-4040
rivera.jesse@broadband.att.com
J



ATTACHMENT #26

Subject: RE: Formal complaint

Date: Wed, 19 Sep 2001 19:27:15 -0400

From: "Clark, Darlene M - LGA" <darleneclark@att.com>

To: "jags@tdl.com" <jags@tdl.com>

Dear Mr. Knell,

As you are well aware, you need to use the process outlined in Rose Johnson's letter of January 2001 to address any current concerns with your service. I will not deal with you on current problems (you must deal with customer service representatives on those matters), and will use the processes outlined by the CPUC for responding to formal complaints. Those processes do not call for litigants to be addressing matters directly between themselves -- rather, the correct process is pleadings and any evidentiary hearings set by the CPUC.

I apologize for any inconvenience caused by the typographical error in my phone number provided in my answer to your complaint. However, although you now have the correct number, do not try to call me because I will not deal with you on the telephone. Based on AT&T's past experience, we are aware that you tape record phone calls without permission and in violation of California law. Therefore, I will not answer telephone calls from you.

Furthermore, if you continue to contact me through telephone or email messages, AT&T will take the steps, identified in Ms. Johnson's letter, to terminate your service.

Sincerely,
Darlene M. Clark

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

From: Mike Knell [mailto:jags@tdl.com]
Sent: Monday, September 17, 2001 4:27 PM
To: Darleneclark@att.com; Mike@jagsthatrun.com
Subject: Formal complaint

Dear Darlene,

I received your response from the formal complaint I had filed..

Your letter states that there are no current problems.

I wanted to discuss with you, some of the issues, and recent problems, that have not been resolved or explained by calling customer service, or customer repair.

For example, On August 6, 2001, I could not forward my business line (925-462-3619) to my brother's house (925-349-1696), nor could I call the number from my business line. I could, however, call 925-349-1696 from my residential phone (925-485-0461).

On 08/08/01, Darlene Bedell sent a fax to me stating that 925-349-1696 was disconnected. The charges on my phone bill (925-485-0461) clearly indicate the number was working during this time. I want an explanation as to why my business line could not forward to 925-349-1696, and I also expect a credit to my residential phone bill for the calls I made to 925-349-1696.

I tried calling you at the phone number you have listed on the formal complaint form, but the number went to the University of San Francisco. I then looked up your name under the State Bar Association, and found out that you provided the wrong phone number on your formal response. I expect you to credit my phone bill for this error.

In addition, AT&T is, again, providing my home address on the website, www.anywho.com.. According to anywho.com, the information provided on the website is obtained from local phone directories. Please get this fixed. My home address should never be given out in the local phone directories..

Thank You
Mike Knell

ATTACHMENT #27



Capital One® = 9.9% fixed APR	Visit us at www.anywho.com
= Credit limit up to \$20,000	When ready to call, click here
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Find a Person

Last Name (e.g., Bush) *Required* First Name (e.g., George)

Street Name (e.g., Pennsylvania Ave)

City and State *Required* Zip Code

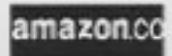
Your search is based on: mike knell in CA

Results 1 - 2 of 2 [Try Public Records!](#) ◀ PRE

Residential Listings

Knell, Michael
 SAN JOSE, CA 95123 408-360-8802
[Click to Call Now](#)
[Maps & Directions](#) | [Did you go to school with Michael Knell?](#)

Knell, Mike
 4741 Woodthrush Court
 PLEASANTON, CA 94566 925-485-0461
[Click to Call Now](#)
[Maps & Directions](#) | [Did you go to school with Mike Knell?](#)



John Adams - say

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◀ PRE

ATTACHMENT #28



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1 minute

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Find a Person or Business by Phone Number

Area Code *Required* Telephone Number *Required*
925 4623619

You searched on: 925 4623619
Results 1 - 10 of 10

Reverse Telephone Listings

J T R Publishing,
4741 Woodthrust
PLEASANTON, CA 94566
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now

J T R Publishing,
Po Box 11411
PLEASANTON, CA 94566
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now

J T R Publishing,
LIVERMORE, CA 94551
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now

Jaguars That Run,
4741 Woodthrust
PLEASANTON, CA 94566
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now

Jaguars That Run,
Po Box 66
LIVERMORE, CA 94551
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now

JTR Publishing,
PO Box 11411
PLEASANTON, CA 94566
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now

JTR Publishing,
PO Box 66
LIVERMORE, CA 94550
[Maps & Directions](#)

[925-462-3619](#)
Click to Call Now


Stealth Conversations,
P O Box 11411
PLEASANTON, CA 94566

[925-462-3619](#)
Click to Call Now


Jo
—
Mc

[Maps & Directions](#)


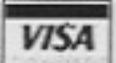


Stealth Conversions,
Po Box 11411
PLEASANTON, CA 94566
[Maps & Directions](#)

 925-462-3619
[Click to Call Now](#)

Stealth Conversions,
PLEASANTON, CA 94588
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 925-462-3619
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How FAST do you want your credit decision?

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ATTACHMENT #29



Corporate Security

Room 5138
4450 Reswood Drive
Pleasanton, CA 94588
Phone: 925 224 3401
Fax: 925 224 3402

June 9, 2000

VIA FACSIMILE 925/846-3642 AND
U.S. MAIL - CERTIFIED. RETURN RECEIPT REQUESTED

Mr. Mike Knell
P.O. Box 66
Livermore, CA 94551

RE: Phone Service

Dear Mr. Knell:

We have been advised that you have not been satisfied with your telephone service. Specifically, AT&T is aware that the phone numbers associated with you have not been listed in precisely the fashion you have elected from time to time. Additionally, we are aware that you have experienced service outages on several occasions. We apologize for any problems you have experienced, and we will continue to work to ensure that the service issues are resolved satisfactorily. This letter will address the issues of which we are aware. It will also establish ground rules for your future contacts with AT&T.

In expressing your dissatisfaction, you have called numerous employees of AT&T and AT&T Broadband. You have even called at least one employee at home, and you have shown up unannounced on two occasions at Broadband's office in San Ramon. That is an administrative office and is not staffed with personnel with access to the systems necessary to address your issues. You have notified various of the people with whom you have spoken that you have obtained various information about our employees, such as their home addresses, although such information is completely irrelevant to any legitimate business concern you may have. Such communications are perceived by the persons involved as threatening, and we are concerned that you have communicated such information in a deliberate attempt to intimidate.

By this letter, AT&T shall address the concerns you have expressed. We also advise you that no employee of AT&T is authorized to speak with you on behalf of AT&T, except that you may call our customer service personnel at 800-411-4001

Mr. Mike Knell
June 9, 2000
Page 2

(Business), or 800-222-0300 (Residential), regarding any new service issues you may have. An alternate number for issues with cable based telephone service is 800-288-4622. In addition, you are not to enter any of our offices at any time for any reason. If you do so, we will consider it a trespass. We have advised those personnel whom we know you have called previously not to speak further with you. They have been instructed to decline to talk with you and to notify us at AT&T Corporate Security immediately in the event that you attempt to contact them. AT&T will take appropriate measures to protect them from harassment. If you choose to call our Customer Service regarding any future issues, no one other than the representative who takes your call, or that person's immediate supervisor will be authorized to speak with you. Therefore, you should not continue your pattern of asking each person for the names of others with whom you might speak.

With respect to your directory assistance listings, we have been advised by our personnel who handle such issues that they have addressed them in accordance with your faxed requests of April 25 and May 2, 2000. They have indicated that 925-485-0461 is listed according to your April 25 instructions. Also, according to your May 2 instructions, AT&T has initiated an order for the 925-462-3619 directory assistance listing. AT&T has been advised that this order was completed on June 2, however, this update may not reach AT&T's directory assistance database for a week or more. Also, AT&T understands that, per your conversation with our Broadband personnel on June 7, 2000, all listings of 925-462-5093 are to be deleted; requests have been made to accomplish that. You have also inquired as to whether or not AT&T was billed by Pacific Bell for your additional business telephone listing during a period when the listing was not appearing as you wished in the database. The answer is that it was not.

With respect to your service outages, you have expressed concern that the outages were a result of "cable failures" relating to underlying service that AT&T purchases from Pacific Bell. Please be advised that it is not AT&T's policy to attempt to explain every service interruption that occurs. The causes can be complex or simple. There is no need for AT&T to detail for you the possible causes in each case. Regardless, AT&T's concern is with restoring service as expeditiously as possible and making it more reliable in the future, and the company will continue to make every reasonable effort toward those goals.

You have also expressed the view that you are entitled to compensation, beyond that which you have already received, in connection with the directory listing and service interruption issues you have raised. The tariffs pursuant to which our service is provided clearly limit our liability to the prorata amount of our charges for the service not provided. AT&T is aware that you have expressed the view that such limitations would not apply if the problem were caused maliciously or by virtue of some fraud by AT&T.

Mr. Mike Knell
June 9, 2000
Page 3

AT&T has no reason to believe that your problems are in any way the result of such circumstances.

If you are not satisfied with our response, you are entitled to complain to the California Public Utilities Commission. In addition, you have the option of using another service provider. In any case, there has been a genuine and good faith effort to address your concerns. AT&T regrets that it has not been able to satisfy you. However, the company cannot and will not indulge your continued communications with our personnel regarding the same issues you have already raised repeatedly.

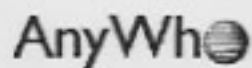
Sincerely yours,



Sid Bohinc

AT&T Corporate Security

ATTACHMENT #30



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Residential Listings

Knell, Michael
4741 Woodthrush Court
PLEASANTON, CA 94566

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Knell, Michael

SAN JOSE, CA 95123

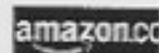
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Knell, Mike
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ATTACHMENT #31

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PAC BELL SERVICE OPS.

001

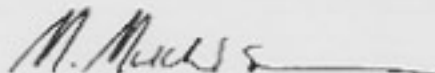
PACIFIC BELL
A Pacific Telesis Company

March 12, 1997

Mr. Mike Knell
JTR
P.O. Box 66
Livermore, CA 94551

Mr. Knell:

Per your conversation with Linda Standen on Tuesday, March 11, 1997, we will have a response back to you within 7 days from that date.



Michelle Murchison
415-542-6804

VERIFICATION
(For Individuals or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(I) Executed on 01/29/02, at PLEASANTON, California.
(date) (city)

(If more than one complainant, only one need sign)

Mike Kneill
(Complainant)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(I) Executed on _____, at _____, California.
(date) (city)

(Signature and Title of Corporate Officer) _____

(J) FILE the original complaint plus 12 copies, plus 2 copies for each named defendant, with the Commission.

(K) MAIL TO: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102