PHONE SEARCH INC.

TELEPHONE BILLING ANALYSIS

June 4, 2010

Honorable Jaclyn A. Brilling
Secretary
State of New York Department of Public Service
Three Empire State Plaza
Albany, NY 12223-1350

Re: Case No. 09-C-0360

Dear Secretary Brilling:

It is respectfully requested the New York State Public Service Commission examine the enclosed letters containing **new information** pertaining to two similarly situated customers (AMEX Members) as complainant in case 09-C-0360.

Due to the nature of Verizon's actions of questionable business practices said letters were sent to Mr. Gregg Collar of the Consumer Protection Board. Mr. Collar deferred formal reply pending the PSC response to Verizon's re-hearing request.

In summary; new information details Verizon issuing refunds on March 31, 2010 **subsequent** to PSC Determination issued on February 16, 2010 to FM Brokerage and SNB Partners, similarly situated customers, reflecting the rate of $21.75 for all DS0 circuits billed to FM and SNB retroactive to December 2002, inclusive of interest.

Your attention to this matter is greatly appreciated. Thank you.

Sincerely,

Suzanne Fischer

Suzanne Fischer
Sef:kl

CC: Louis J. Castellano, Esq.
Richard C. Fipphen, Esq.
Nancy Lee, Manger Appeals Unit Public Service Commission
Mark D. Sullivan, Verizon

106 SEVENTH STREET - SUITE 203 • GARDEN CITY, NEW YORK 11530 • PHONE (516) 739-5570 • FAX (516) 739-5571 • TOLL FREE (888) 739-5570

PHONE SEARCH INC.
TELEPHONE BILLING ANALYSIS

Via email gregg.collar@consumer.state.ny.us

April 27, 2010

Mr. Gregg Collar
New York State Consumer Protection Board
5 Empire State Plaza, suite 2101
Albany, NY 12223-1556

RE: SNB Securities, Inc. Verizon Account Number: 212 R28-1144 430
Retracted Refunds

Dear Mr. Collar:

On November 10, 2008 Phone Search Inc. submitted a claim on behalf of SNB Securities, Inc., a member of the American Stock Exchange, to Verizon for overcharges on DS0 circuits.

In response to said claim Verizon corresponded via emails between March 5, 2009 and March 31, 2009 agreeing with billing dispute; stating the overcharges would be credited and refunded with interest in the amount of $113,815.17.

Verizon issued refund check 0005096324 dated March 4, 2009 in the amount of $65,185.17 which was received by Phone Search. Upon additional verification by Phone Search, Verizon was informed the check issued was in excess of what was actually paid by SNB Securities, Inc.; Verizon had omitted rate changes. We informed Verizon to hold the other check for $48,000 until the corrections were made. Check 0005006324 was returned to Verizon in good faith with the understanding the refund would be re-calculated and Verizon would issue a new check.

March 27, 2009 Verizon analyzed the refund and verified the refund is $119,115.16 because of additional interest due. Subsequent to receiving the adjusted refund checks Verizon reneged on the refund and claimed the credit was in error.

May 3, 2009 Phone Search submitted a complaint, assigned Case No. 913630, to the NYPSC regarding the retraction of said refund. PSC responded the outcome is dependent upon decision of similar complaint (727620) 09-C-0360.

February 16, 2010 NYPSC issued Determination concerning case 09-C-0360, ruling against Verizon; directing Verizon to refund overpayments on DS0 circuits. Verizon has since submitted a re-hearing request.

Re: SNB Securities, Inc. Verizon Account Number: 212 R28-4114
Retracted Refunds

After the PSC issued its February 16, 21010 determination Verizon issued refund checks on March 31, 2010 to SNB Securities, Inc. in the sum of $65,815.17 and $48,213.82 check numbers 0005546115 and 0005546093 respectfully for Verizon account 212 R28-4114. Subsequent to receiving the refund checks, on April 7, 2010, Phone Search sent a letter to Verizon pertaining to SNB Securities, Inc. and another AMEX Member confirming each firm's refund was in full settlement of DS0 over billing claims Phone Search had submitted on respective accounts. Verizon again responded the refund was in error, a stop payment has been placed on the checks and the refund will not be reissued.

Concurrently Phone Search has submitted other claims to Verizon for similarly situated customers with like billing disputes. Numerous claims have been resolved with full refunds issued and received; several others are pending resolution with the PSC.

We respectfully request the New York State Consumer Protection board intervene on behalf of SNB Securities, Inc. to assist in obtaining its refund. Verizon has repeatedly affirmed SNB Securities, Inc. was over billed, issued refunds with interest and then retracted the refund checks. Verizon's actions clearly demonstrate they are operating in bad faith, without any semblance of fair business practices and with a total disregard for the public.

This is not a case of a refund check issued and sent automatically from a credit balance but as a direct outcome of a billing dispute, investigation and resolution. The size of the refund check is such that the approval process must go through many levels at Verizon; prior to releasing a refund of $114,028.99 to SNB Securities, Inc. Verizon follows its internal consent procedure and authorization.

Again, we are respectfully requesting the New York State Consumer Protection Board assist SNB Securities, Inc. in obtaining its refund due from Verizon. The over billing claim has been resolved; it is now just a matter of Verizon reissuing the refund and not retracting the refund checks.

Your assistance is greatly appreciated. Please call if you have any questions or need additional documentation sustaining the facts.

Sincerely,

Suzanne Fischer

Suzanne Fischer
Encl.

PHONE SEARCH INC.
TELEPHONE BILLING ANALYSIS

Via email gregg.collar@consumer.state.ny.us

April 27, 2010

Mr. Gregg Collar
New York State Consumer Protection Board
5 Empire State Plaza
Albany, NY 12223-1556

Re: FM Brokerage
Verizon Account Number: 212 R57-1144 430
Retracted Refunds

Dear Mr. Collar:

On December 5, 2008 Phone Search Inc. submitted a claim on behalf of FM Brokerage, a member of the American Stock Exchange, to Verizon for overcharges on DS0 circuits.

In response to said claim Verizon issued resolution letter on March 16, 2009 agreeing with billing dispute; stating the overcharges would be credited and refunded with interest.

Verizon issued refund check 0005096325 dated March 4, 2009 in the amount of $53,242 which was enclosed in resolution letter on March 16, 2009. Upon additional verification by Phone Search, Verizon was informed the check issued was in excess of what was actually paid by FM; Verizon had omitted rate changes. Check 0005096325 was returned to Verizon in good faith with the understanding the refund would be re-calculated and Verizon would issue a new check.

March 23, 2009 Verizon re-worked the refund to reflect over billing of $38,498.45. Subsequent to receiving the adjusted refund Verizon reneged on that refund and claimed the credit was in error.

May 2, 2009 Phone Search submitted a complaint, assigned Case No. 91368, to the NYPSC regarding the retraction of said refund. PSC responded the outcome is dependent upon decision of similar complaint (727620) 09-C-0360.

February 16, 2010 PSC issued Determination concerning case 09-C-0360, ruling against Verizon; directing Verizon to refund overpayments on DS0 circuits. Verizon has since submitted a re-hearing request.

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Re: FM Brokerage
Verizon Account Number: 212 R57-1144 430
Retracted Refunds

After the PSC issued its February 16, 21010 determination Verizon issued a refund check on March 31, 2010 to FM Brokerage in the sum of $53,242 for Verizon account 212 R57-1144 430. Subsequent to the refund check, on April 7, 2010, Phone Search sent a letter to Verizon pertaining to FM Brokerage and another AMEX Member confirming each firm's refund was in full settlement of DS0 over billing claims Phone Search had submitted on respective accounts. Verizon again responded the refund was in error, a stop payment has been placed on the checks and the refund will not be reissued.

Concurrently Phone Search has submitted other claims to Verizon for similarly situated customers with like billing disputes. Numerous claims have been resolved with full refunds issued and received; several others are pending resolution with the PSC.

We respectfully request the New York State Consumer Protection board intervene on behalf of FM Brokerage to assist in obtaining its refund. Verizon has repeatedly affirmed FM was over billed, issued refunds with interest and then retracted the refund checks. Verizon's actions clearly demonstrate they are operating in bad faith, without any semblance of fair business practices and with a total disregard for the public.

This is not a case of a refund check issued and sent automatically from a credit balance but as a direct outcome of a billing dispute, investigation and resolution. The size of the refund check is such that the approval process must go through many levels at Verizon; prior to releasing a refund of $53,242 to FM Brokerage Verizon follows its internal consent procedure and authorization.

Again, we are respectfully requesting the New York State Consumer Protection Board assist FM Brokerage in obtaining its refund due from Verizon. The over billing claim has been resolved; it is now just a matter of Verizon reissuing the refund and not retracting the refund check.

Your assistance is greatly appreciated. Please call if you have any questions or need additional documentation sustaining the facts.

Sincerely,

Suzanne Fischer

Suzanne Fischer
Encl.

Phone Search Inc.

From: Phone Search Inc. [sfischer@phonesearchinc.com]
Sent: Tuesday, April 13, 2010 2:05 PM
To: 'Phone Search Inc.'
Subject: FW: SNB Securities Corp. and FM Brokerage LLC

Suzanne Fischer
PHONE SEARCH INC.
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Garden City, New York 11530
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sfischer@phonesearchinc.com
www.phonesearchinc.com

From: Huggard, Eileen E [mailto:eileen.e.huggard@verizon.com]
Sent: Wednesday, April 07, 2010 7:02 PM
To: Phone Search Inc.
Cc: Bonilla, Chastidy (Chastidy Bonilla)
Subject: SNB Securities Corp. and FM Brokerage LLC

Ms. Fischer,

Following up on my voicemail message, this is to confirm that the checks issued to SNB Securities Corp. (check numbers 5546093 and 5546115) and to FM Brokerage LLC (check number 5546147) were issued in error and were not sent to settle the pending claims on Verizon accounts 212R28-4114 and 212R57-1144, respectively.

At your convenience, please return the checks to Chastidy Bonilla at:

Verizon
208 East 79th Street, 12th Floor
New York, NY 10075

Eileen Huggard
212-321-8070
eileen.e.huggard@verizon.com
www.verizon.com/ny