

Appendix C

9/17/2018

Case: 00016831

Case: 00016831

DTC Agent	Nancy Murray	Contact Phone	(413) [REDACTED]
Case Number	00016831	Contact Mobile	
Status	Closed	Contact Email	
Case Origin	Phone	Best Way to Reach	
Agency Origin	DTC Consumer Division	Priority	Medium
		Escalated	<input type="checkbox"/>
Account Name	[REDACTED]	Spanish Language Queue	<input type="checkbox"/>
Contact Name	[REDACTED]	Legislative Referral	<input type="checkbox"/>
		How did you learn about the DTC?	Your Billing Statement
		Authorized to Investigate	
Consumer Advocate	[REDACTED]		
Advocate Business Name			
Advocate Street		Advocate State	
Advocate City		Advocate Zip Code	
Advocate Phone		Advocate Email	
Advocate Mobile Phone		Is Advocate Authorized?	

Case Summary

Service Provider	AIRNEX COMMUNICATIONS		
Customer Account No.	[REDACTED]	Secondary Service Type	
Correspondence Type	Investigation	Secondary Service Issue	
Referred To		Secondary Issue Category	
Primary Service Type	Other	Tertiary Service Type	
Primary Service Issue	Billing (B)	Tertiary Service Issue	
Primary Issue Category	B:Promotion Roll-Off, Lost Discount, Pay-Per-View, Long Distance and International Disputes	Tertiary Issue Category	

Case Description Customer of record is [REDACTED] states he is allowed to speak on this account.

[REDACTED] disputes AIRNEX long distance charges that appear on phone bill for 413-[REDACTED]. [REDACTED] states these calls were not made from billing telephone number 413-[REDACTED].

Disputed call details:

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5/14 bill reflect charges for calls made on 5/12, 5/30 to Kingston, Jamaica. Number called: 111-876- [REDACTED]

6/14/14 bill reflects charges made on 6/16/14 to Trabuco, CA Number called: 1-949- [REDACTED]

7/14 bill is accurate.

[REDACTED] states he wants charges for the calls detailed above waived. [REDACTED] also wants contact from Aimex representative to confirm that his financial information has not been compromised through his automatic bill payment.

Slam Investigation Details

Slam Resolution Process	Hearing Scheduling Deadline
Slam Billing Amount	Date of Hearing
Carrier Evidence Provided	Hearing Determination
Switch Determination	Hearing Adjustment

Case Metrics

Case Close Details

Disposition Code	Formal Adjustment	Disposition Value	\$ [REDACTED]
Disposition Summary	From: Murray, Nancy (DTC)		
	Sent: Friday, July 18, 2014 2:32 PM		
	To: 'arnold.marasigan@aimex.com'		
	Subject: [REDACTED] vs Airnex		

Good afternoon,

Please see the complaint below of [REDACTED] against Airnex. Please review and respond. NOTE: Customer of record is [REDACTED], [REDACTED] states he is allowed to speak on this account.

Thank you

From: Info@airnex.com [mailto:Info@airnex.com]

Sent: Friday, August 15, 2014 2:05 PM

To: Murray, Nancy (DTC)

Subject: Re: FW: [REDACTED] vs Airnex

Good Morning Airnex Communications,

Can I get a status on the below complaint filed on behalf of Customer of Record [REDACTED]?

Nancy Murray

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DTC Consumer Division

8/13/14 4:28PM- Left message in Airnex general mailbox 1-925-0400, (ext 100 from Airnex auto attendant) requested callback to my direct number, 617-368-1127, with status on this complaint.

8/15/14 1:20PM- Airnex representative contacted Nancy M., DTC. Airnex representative states Airnex email this complaint was sent to is incorrect, correct email is info@airnex.com. Resent email with complaint to info@airnex.com. Representative advised he will resolve the billing issue and send me details of resolution.

From: Murray, Nancy (DTC)

Sent: Friday, August 15, 2014 2:05 PM

To: Day, Joslyn (DTC)

Subject: Email address correction for Airnex Communication

Hi Joslyn,

FYI, when filing a complaint against Airnex Communications I discovered the J:CONSUMERLISTS2013 DTC Reg Contact List does not have an email address listed for Airnex. An Airnex representative has communicated to me the correct email for Airnex government complaints is: info@airnex.com.

The DTC database provides this email address when attempting to send a complaint to Airnex: arnold.marasigan@airnex.com. Once again, this email address is incorrect, the correct email address to send a DTC complaint to is: info@airnex.com

I'm happy to send this info to the rest of the team, if you wish.

Thanks,

Nancy Murray

DTC Consumer Division

From: info@airnex.com [mailto:info@airnex.com]

Sent: Friday, August 15, 2014 2:05 PM

To: Murray, Nancy (DTC)

Subject: Re: FW: [REDACTED] vs Airnex

Dear Nancy,

Thanks for taking my call today and as I explained we have issued the credit for this account as an one time courtesy credit and we have called and emailed the client with the info as well , customer is still Due for his current bill which Due on 8/27/14.

Thanks

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Soren
Airmex Support
1-800-708-4884 ext:139

From: Murray, Nancy (DTC)
Sent: Friday, August 15, 2014 2:11 PM
To: 'info@airnex.com'
Subject: RE: FW: [REDACTED] vs Airmex

Thanks for resolving this consumer complaint. I have notified our director that the correct Airmex email address for government complaints is info@airnex.com.

Nancy Murray
DTC Consumer Division

8/15/14 2:15PM -Attempted to contact [REDACTED] on 413-[REDACTED]. Left vmail message requesting call back to confirm resolution.

8/15/14 3:0PM-[REDACTED] contacted Nancy M., DTC, confirmed contact from Soren Airmx representative, that Soren committed to 1 time courtesy credit.

8/19/14 4:45PM Left vmail for Soren, Airmex representative asked for callback to confirm \$ credit applied to this COR's account.

From: Murray, Nancy (DTC)
Sent: Wednesday, August 20, 2014 9:25 AM
To: 'info@airnex.com'
Subject: RE: FW: [REDACTED] vs Airmex

Good Morning Soren,

I left you a voice mail late yesterday with this same question. So I can accurately update this case in the Mass. DTC database, what is the total amount credited to this account?

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Thanks,

Nancy Murray
DTC Consumer Division

From: Info@airnex.com [mailto:Info@airnex.com]
Sent: Thursday, August 21, 2014 1:37 PM
To: Murray, Nancy (DTC)
Subject: Re: FW: [REDACTED] vs Airnex

Dear Nancy,

Sorry to reply late due to being out of office.

Total of \$ [REDACTED] were credited to client account as a courtesy credit and two late fees.

Thanks and let me know if you will need any other help.

Soren

1-800-708-4884 ext:139

From: Murray, Nancy (DTC)
Sent: Thursday, August 21, 2014 1:44 PM
To: 'Info@airnex.com'
Subject: RE: FW: [REDACTED] vs Airnex

Thanks Soren. Enjoy the rest of your afternoon.

Nancy Murray
DTC Consumer Division

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8/21/14 2:00PM DT C case closed

System Information

Contact Information

Account Owner	Nancy Murray	Phone	(413) [REDACTED]
Account Name	[REDACTED]	Mobile	
Account Record Type	Person Account	Other Phone	
Business Account?	No	Fax	
Business Name		Email	
Special Considerations		Alt. Email Address	
Over the age of 62?	<input type="checkbox"/>		

Address Information

Service Address	United States	Mailing Address	[REDACTED]
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System Information

Created By	Buan Consultants, 6/29/2015 11:04 AM	Last Modified By	Robert Brockman, 7/10/2015 4:26 PM
Account ID	5,090	INCNUM	185668

Agency Description Copy Prior Associate MURRAY

Case History

6/29/2015 4:59 PM

User Buan Consultants
Action Created.

Fazio, Rosalie (DTC)

From: Green, Shonda (DTC)
Sent: Friday, July 20, 2018 1:49 PM
To: Carroll, Sean (DTC); Eddinger, Alex (DTC); Estremera, Ursula (DTC); Fazio, Rosalie (DTC)
Subject: FW: Attached Letters for Boston Saturn, Inc.
Attachments: Two Letters from Comm of MA.pdf; Articles of Organization.pdf

FYI

From: Lisa Sturgeon [mailto:lsturgeon@vlpc.com]
Sent: Friday, July 20, 2018 1:27 PM
To: Green, Shonda (DTC) <Shonda.Green@mass.gov>
Cc: joseph clair <golfinjoe4@msn.com>
Subject: Attached Letters for Boston Saturn, Inc.

Dear Ms. Green,

I am emailing you on behalf of my client, Boston Saturn, Inc., for whom my firm provides tax and advisory services and has done so since 2012.

The president of Boston Saturn, Joe Clair (copied here), sent the attached letters to our office for our review. After reading the attached letters, I am unclear as to why Boston Saturn is being investigated for not filing annual returns as a common carrier of telecommunications services. I have also sent you a copy of the Articles of Organization for Boston Saturn which reflect its business activities as being those of buying, selling, leasing, storing, and repairing motor vehicles. It conducted that business and only that business from its inception in 1991 until 2011 when it ceased its business operations. It is currently in the wind-down phase and will file a final corporate tax return for either 2018 or 2019.

Please provide an explanation for the investigation and advice as to what further steps should be taken to resolve this matter.

Sincerely,

Lisa

*Lisa A. Sturgeon, EA
Verdolino & Lowey, P.C.
124 Washington St., Suite #101
Foxborough, MA 02035
Phone: (508) 543-1720 Ext. 233
Fax: (508) 543-4114*

For your protection, please do not transmit orders or instructions by e-mail or include account numbers, Social Security numbers, credit card numbers, passwords, or other personal information.

Fazio, Rosalie (DTC)

From: Estremera, Ursula (DTC)
Sent: Monday, July 23, 2018 1:30 PM
To: lsturgeon@vlpc.com
Cc: Fazio, Rosalie (DTC); Eddinger, Alex (DTC); Carroll, Sean (DTC); golfinjoe4@msn.com
Subject: FW: Attached Letters for Boston Saturn, Inc. (DTC 18-AR-5)
Attachments: Boston Saturn, Inc. dba Boston Saturn of Quincy_MA telecom registration.pdf

Hello Lisa,

The Department's records show Boston Saturn, Inc. dba Boston Saturn of Quincy is registered with the Department as an Independent Telecom Payphone Provider effective June 4, 2002, see attached payphone registration which also includes a copy of payphone ownership label indicating the owner as Saturn of Quincy located at 54 Miller Street, Quincy, MA 02169.

As per G.L. c. 166 sec. 11, registered Telecom Providers are required to report annually their intrastate operating revenues and expenses to the Department on or by March 31st for each calendar year ending December 31st and as indicated in the Department's DTC 18-AR notices dated June 21, 2018, Boston Saturn, Inc. docketed as DTC 18-AR-5 is delinquent in filing their calendar years 2014 and 2015 annual returns.

In addition, you indicated that Boston Saturn, Inc. has ceased operating as of 2011, however, the company did not inform the Department nor file a request to cancel their registration. Please be advised that in order for the company to formally close their records with the Department they must immediately file the 2014 and 2015 Annual Return and Revenue Statements or in lieu of the annual return forms, a notarized letter for each calendar year if the company has no revenue to report, and a certificate of withdrawal form to formally cancel their registration on file.

Please contact the Department should you have any questions.

Ursula Estremera
Competition Division
Massachusetts Dept. of Telecommunications and Cable
1000 Washington Street, Ste. 820
Boston, MA 02118-6500
(Phone) 617-305-3580
(Fax) 617-988-8261
www.mass.gov/dtc

Please note, effective immediately, my email address has changed to: Ursula.Estremera@mass.gov



This communication and any communication incorporated herein, including attachments, may be subject to public disclosure as a "public record," as defined by M. G. L. c. 4, § 7, and subject to public inspection, examination and copying pursuant to M. G. L. c. 66, § 10.

This e-mail may contain privileged or confidential information. If you are not the intended recipient, please delete it from your system and advise the sender.

From: Green, Shonda (DTC)
Sent: Friday, July 20, 2018 1:49 PM
To: Carroll, Sean (DTC) <sean.m.carroll@mass.gov>; Eddinger, Alex (DTC) <Alex.Eddinger@mass.gov>; Estremera, Ursula (DTC) <ursula.estremera@mass.gov>; Fazio, Rosalie (DTC) <Rosalie.Fazio@mass.gov>
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ENC, 101

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