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GARY PIERCE
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AZ CORP COMMISSION
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IN THE MATTER OF:

**GEORGE BIEN-WILLNER, for GLENDALE &
27TH INVESTMENTS, LLC,**

COMPLAINANT,

v.

QWEST CORPORATION,

RESPONDENT.

DOCKET NO. T-01051B-10-0200

NOTICE OF FILING

Please take notice that Qwest Corporation hereby files the Rebuttal Testimony of Julie Layne, a copy of which is attached, with associated exhibits.

RESPECTFULLY SUBMITTED, this 12th day of December, 2011.

QWEST CORPORATION d/b/a CENTURYLINK

Norman G. Curtright

Norman G. Curtright
Associate General Counsel
20 E. Thomas Road, 1st Floor
Phoenix, Arizona 85012
Telephone: (602) 630-2187

1 ORIGINAL and thirteen (13) copies filed
this 12th day of December, 2011, with:

2 Docket Control
3 ARIZONA CORPORATION COMMISSION
1200 West Washington Street
4 Phoenix, Arizona 85007

5 Copy of the foregoing sent via e-mail and
U.S. Mail this 12th day of December, 2011, to:

7 Steve M. Olea, Director
Utilities Division
8 ARIZONA CORPORATION COMMISSION
1200 West Washington Street
9 Phoenix, Arizona 85007

Janice Alward, Chief Counsel
Legal Division
ARIZONA CORPORATION COMMISSION
1200 West Washington Street
Phoenix, Arizona 85007

10 George Bien-Willner
11 GLENDALE & 27TH INVESTMENTS, INC.
3641 North 39th Avenue
Phoenix, Arizona 85019

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BEFORE THE ARIZONA CORPORATION COMMISSION

GARY PIERCE
Chairman
PAUL NEWMAN
Commissioner
SANDRA D. KENNEDY
Commissioner
BOB STUMP
Commissioner
BRENDA BURNS
Commissioner

IN THE MATTER OF:

**GEORGE BIEN-WILLNER, for
GLENDALE & 27TH INVESTMENTS, LLC**

COMPLAINANT,

v.

QWEST CORPORATION,

RESPONDENT

DOCKET NO. T-01051B-10-0200

REBUTTAL TESTIMONY

OF

JULIE LAYNE

ON BEHALF OF

CENTURYLINK-QC

DECEMBER 12, 2011

1 **Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND POSITION**
2 **WITH CENTURYLINK.**

3 A. My name is Julie Layne. I am an analyst with CenturyLink. My business address
4 is 431 26th ST Ogden, Utah.

5 **Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND**
6 **EMPLOYMENT EXPERIENCE.**

7 A. I graduated from Brigham Young University in 1978 with a Bachelor of Science
8 degree. I have worked for the company for 32 years. Currently, I work in the
9 Customer Advocacy Group and have done so for the last 14 years. I respond to
10 the Public Utility Complaints for the states of Arizona, New Mexico and Utah.
11 Previously, I held jobs in training, and in the business offices and repair call
12 handling centers.

13 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

14 A. The purpose of my testimony is to respond to the testimony filed on November 14,
15 2011 by Mr. George Bien-Willner. My testimony will demonstrate that
16 Qwest transferred the service from the prior owner to Sterling International in
17 accordance with the customer's specific instructions in February 2004, and that the
18 services requested by Sterling International were provided continuously from that
19 time until December 24, 2009, when the customer requested that they be
20 disconnected. My testimony will also demonstrate that, contrary to the allegations
21 contained in the amended complaint, Sterling International was not billed for nor
22 did they make payments for an 800 number.

23 **Q. PLEASE PROVIDE AN OVERVIEW OF QWEST'S POSITION IN THIS**
24 **COMPLAINT PROCEEDING.**

25 A. In sum, Mr. Bien-Willner's testimony alleges that the services billed under account
26 602-275-4990 were never ordered. He is wrong, as demonstrated below. The
27 services on the account were ordered by him through his employee, and were

1 properly provided, properly billed, and paid for every month, without complaint,
2 until December 2009. The Complainant is not entitled to any damages.

3 The Amended Complaint filed by Mr. Bien-Willner alleges that from the time he
4 took over the hotel now known as Sterling International, under account 602-275-
5 4990, Qwest billed the Complainant for an 800 number that he never ordered.
6 However, in his testimony filed on November 14, 2011, Mr. Bien-Willner does not
7 address any supposed 800 number; in fact no 800 number has been billed to the
8 602-275-4990 account.

9 Mr. Bien-Willner makes other unsupported assertions and allegations about billing
10 errors and perceived wrongs committed by Qwest in connection with other
11 accounts. I do not address those allegations in this testimony because they are
12 clearly outside of the scope of the Amended Complaint.

13 **Q. PLEASE DESCRIBE ACCOUNT 602-275-4990 THAT WAS BILLED TO THE**
14 **COMPLAINANT.**

15 A. In the traditional telephone industry, orders for service and repair, and billing for
16 service, are all keyed to a series of digits that most people would think of as
17 telephone numbers. An account number can bill for more than a single line,
18 however, and often when there is more than one service ordered, these services
19 are billed under one account number. This is especially common with businesses
20 such as Sterling International. Account 602-275-4990, which I will refer to in the
21 remainder of my testimony as the "4990" account, has served as the billing
22 account for more than one service at the Sterling International hotel service
23 location since February 19, 2004, when Mr. Bien-Willner's business took over the
24 account responsibility from the previous owner of the hotel. Qwest billed him for
25 the 4990 account until he cancelled the services on December 24, 2009.

1 **Q. WHAT SERVICES WERE LISTED ON THE BILLING FOR THE 4990 ACCOUNT**
2 **BEFORE MR. BIEN-WILLNER DISCONNECTED THE ACCOUNT?**

3 A. Qwest has provided to the Complainant a reprint of what the monthly bills for 4990
4 looked like, and I have attached a copy to my testimony, marked as JL Rebuttal
5 Exhibit 1. If you look at that exhibit, you can see that other than taxes, fees, and
6 mandatory access charges, the only services on the 4990 bill are one "additional
7 business line"¹ and 4 "trunk special toll" circuits, as we discussed in our Answer to
8 and Amended Complaint. These services were billed from 2/19/04 to 12/24/09,

9 The bill also shows the Universal Service Order Code ("USOC") for each service.²
10 The USOC for the toll trunks on this bill is TTTXA, and the USOC for the additional
11 business line is AFK. Qwest's tariffs, which are on file at the Commission, include
12 the description, USOC and rates for each service. We bill the recurring charge for
13 the appropriate USOCs every month.

14 **Q. DID QWEST'S BILLS TO THE COMPLAINANT SPECIFICALLY DETAIL THE**
15 **SERVICES INCLUDED ON EACH MONTH'S BILLING?**

16 A. Yes. Qwest's monthly bills include a brief description of the services being billed.
17 Thus, Qwest was effectively providing the Complainant with a notice of the
18 services for which he was being billed each month from February of 2004 through
19 December 2009, when the service was disconnected.

20 **Q. PLEASE DESCRIBE THE FUNCTION AND CAPABILITY OF THE ADDITIONAL**
21 **BUSINESS LINE IDENTIFIED BY USOC AFK, AS SHOWN ON THE 4990**
22 **ACCOUNT BILL.**

23 A. The additional business line (AFK) is listed in Section 5.2.4 of the Qwest
24 Corporation Competitive Exchange and Network Services Price Cap Tariff No. 2.
25 According to the tariff, "This service entitles customers to an unlimited number of

¹ The term "additional business line" simply refers to a line which is not the primary line on a multi-line account.

² Nearly all non-usage-based services have a USOC, which is unique to a service element, and used to assess the proper billing.

1 calls within the local calling area. Incremental charges, as shown in 5.1.6.A. of the
2 Exchange and Network Services Price Cap Tariff, apply to service outside the
3 exchange base rate area.”

4 **Q. PLEASE DESCRIBE THE FUNCTION AND CAPABILITY OF THE TOLL**
5 **TRUNKS IDENTIFIED BY USOC TTTXA, AS SHOWN ON THE 4990 BILL.**

6 A. Toll trunks are listed in Section 5.3.3 of the Qwest Corporation Competitive
7 Exchange and Network Services Price Cap Tariff No. 2. The tariff describes this
8 service, (USOC TTT) as a “toll terminal”, which simply means that the PBX trunk is
9 configured for the placement of outgoing long distance calls through the
10 customer’s PBX system, which was a common arrangement in the hospitality
11 industry at the time the service was assumed by Sterling International.

12 **Q. DO THE TOLL TRUNKS YOU JUST DESCRIBED HAVE ANY RELATION TO**
13 **AN 800 SERVICE THAT THE COMPLAINANT ALLEGED WAS BILLED FOR BY**
14 **QWEST UNDER THE 4990 ACCOUNT?**

15 A. No. There is no relationship whatsoever between the outgoing toll trunks provided
16 and billed by Qwest under the 4990 account and an 800 service. An 800 service is
17 an inbound toll (long distance) calling service, which provides for the called party to
18 pay the toll charges that otherwise would be paid by the calling party. The 800,
19 877, and 866 numbers are used as the “area code” for such services. I think the
20 public is well aware of what 800 numbers are, and how they work. The
21 Complainant’s outbound toll trunks did not provide 800 service functionality.

22 **Q. DID THE COMPLAINANT EVER IDENTIFY FOR QWEST THE 800 NUMBER HE**
23 **CLAIMS THEY HAD BILLED HIM FOR?**

24 A. No.

1 **Q. ARE YOU AWARE OF ANY 800 SERVICE PROVIDED BY QWEST TO THE**
2 **COMPLAINANT'S HOTEL, OR BILLED TO HIM?**

3 A. No. In addition to the 4990 account, I have searched the other accounts that Mr.
4 Bien-Willner has mentioned in the past as associated with the Sterling Hotel
5 property. There is not an 800 service provided or billed on any of them.

6 **Q. MR. BIEN-WILLNER CLAIMS THAT THE 4990 ACCOUNT SERVICES WERE**
7 **NEVER ORDERED BY HIM. HOW DO YOU RESPOND?**

8 A. Qwest's electronic records show that on February 19, 2004, Qwest Service
9 Representative Beth Johnson received a "change of responsibility" request for
10 account 4990, from Pamela Russell, whom Qwest understood at that time to be an
11 authorized representative of the hotel's new ownership. We have previously
12 provided that information to the Complainant. A paper copy of the record is
13 attached, marked as JL Rebuttal Exhibit 2. For the vast majority of transactions
14 involving orders for services that are tariffed, the company does not keep paper
15 copies of communications with the customer, and relies on the entry of notes into
16 the electronic account records. Those records are entered and kept electronically,
17 as part of the routine job duties of the service representative, under well-
18 established practices and procedures.

19 In this case, Qwest's account records are corroborated by a memorandum that
20 was faxed by Pamela Russell on behalf of George Bien-Willner, a copy of which is
21 attached to my testimony, marked as JL Rebuttal Exhibit 3. The Russell
22 Memorandum clearly, unambiguously, and unmistakably "CONFIRMS" with
23 respect to the 4990 account and one other account that "THE ACCOUNTS MUST
24 BE PUT IN THE FOLLOWING NAME AND BILLED TO [the Complainant]."

1 **Q. IS THERE ANYTHING ELSE ABOUT THE RUSSELL MEMORANDUM THAT**
2 **YOU WISH TO BRING TO THE COMMISSION'S ATTENTION?**

3 A. Yes, the concluding sentence seems especially important. Ms. Russell
4 admonished Qwest about the importance of uninterrupted phone service as the
5 business changed hands: "WE WILL HOLD QWEST RESPONSIBLE IF THESE
6 PHONE LINES ARE DISCONNECTED AND OUR NEW BUSINESS
7 JEOPARDIZED." This sentence underscores their intent and purpose to maintain
8 the existing services provided under the 4990 account, even warning that it would
9 hold Qwest responsible for business losses if Qwest did not transfer all of the
10 services provisioned for the prior owner of the account.

11 **Q. WERE THE SERVICES PROVIDED TO MR. BIEN WILLNER FOR THE 4990**
12 **ACCOUNT UPON THE TRANSFER OF THE ACCOUNT THE SAME AS THE**
13 **SERVICES PROVIDED TO THE PREDECESSOR PARTY?**

14 A. Yes. In the account transfer request, Ms. Russell's memorandum specifically asks
15 for account 4990 to be transferred and the phone lines to be maintained as is.
16 Qwest complied with this request. Thus, Mr., Bien-Willner ordered the very
17 services he now claims he never wanted and does not understand.

18 **Q. WERE THE SERVICES ON THE 4990 ACCOUNT PROVIDED UNDER**
19 **CONTRACT?**

20 A. No. The services provided in the 4990 account are offered on a month to month
21 basis, and as such, the customer could have cancelled at any time without penalty.
22 By contrast, the services on the other account listed in the Russell Memorandum
23 (8221 account) were services that are subject to a contract.

24 **Q. PRIOR TO DECEMBER, 2009, DO YOU HAVE A RECORD OF THE**
25 **CUSTOMER QUESTIONING THE BILLING ON ACCOUNT 4990?**

26 A. No. Although there were complaints about other accounts, I have not found any
27 documentation specifically addressing improper billing of services associated with

1 the 4990 account before Qwest received the call to disconnect service in
2 December 2009.

3 **Q. DID THE CUSTOMER EVER WITHHOLD PAYMENT ON ACCOUNT 4990**
4 **DURING THE PERIOD OF TIME IT WAS BILLED TO HIM?**

5 A. No. The customer paid the bill every month, and there is no indication that they
6 contested the billing for the 4990 account. Nor can it be supposed that the
7 payment was on an auto-pay plan. The account notes indicate that on many
8 months the payment was made over the phone on behalf of the company by an
9 individual named "Kathy".

10 **Q. DID THE CUSTOMER EVER ASK TO CANCEL THE SERVICES UNDER**
11 **ACCOUNT 4990 BEFORE THE CANCELLATION IN DECEMBER 2009?**

12 A. No.

13 **Q. DO YOU KNOW WHETHER THE CUSTOMER USED THE SERVICES ON THE**
14 **4990 ACCOUNT?**

15 A. No. We know that Mr. Bien-Willner asked that the services be transferred into his
16 name as is. We know from the Russell Memorandum they were concerned that
17 the possible disconnection of these 4990 services would "jeopardize" his new
18 business. We do not know how the complainant configured the telephone system
19 at the hotel, or how he used the services provided. It is always possible that a
20 service ordered and subscribed to by a customer might not be used, but it is up to
21 the customer to advise Qwest if a service is no longer needed.

22 **Q. DID THE COMPLAINANT ASK QWEST TO CONSULT WITH THEM ABOUT**
23 **NON-BILLING ISSUES, SUCH AS WHAT HIS COMMUNICATIONS NEEDS**
24 **MIGHT BE?**

25 A. Qwest does not have a record of any such request.

1 **Q. IF A CUSTOMER ORDERS AND PAYS FOR A SERVICE HE ULTIMATELY**
2 **DOESN'T USE, DOES THAT MEAN HE SHOULD GET HIS MONEY BACK?**

3 A. No. The fact that a customer may not use a service that he has ordered and
4 subscribed to, does not and should not relieve him of the obligation to pay for it.
5 The circuits were installed as requested, they were connected to his premises, and
6 were available for use. The Commission's rules recognize the basic rule that
7 charges apply "when the service is installed and connection made, whether used
8 or not." A.A.C. R14-2-508(D)(4).

9 Nonetheless, in a situation like this, while the company does not have an obligation
10 to refund money, we sometimes will provide a credit or refund, usually not for more
11 than six months of service. This is a matter that is in the discretion of the business
12 office, and may be done in cases where there is hardship or where the company
13 wishes to maintain good will. Qwest did in fact credit this customer for six month's
14 billing on the 4990 account. We have explained in our answer that this was done
15 as a gesture of good will and not as an admission of liability.

16 **Q. DOES QWEST CURRENTLY PROVIDE TELEPHONE SERVICE TO THE**
17 **COMPLAINANT'S HOTEL?**

18 A. No. Mr. Bien-Willner states he has moved his service to a competitor.

19 **Q. COULD HE HAVE SWITCHED TO A COMPETITOR IN THE 2004 THROUGH**
20 **2009 TIMEFRAME?**

21 A. Yes. He could have obtained service from a number of other providers serving
22 businesses in that area.

23 **Q. WHAT DO YOU CONCLUDE?**

24 A. Based on the facts I have stated, it is clear that the Complainant ordered the
25 services, Qwest provided the services, and the Complainant never cancelled the
26 services until 2009. Therefore, there is no basis for the financial remuneration
27 requested by Mr. Bien Willner.

BEFORE THE ARIZONA CORPORATION COMMISSION

GARY PIERCE

Chairman

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BOB STUMP

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BRENDA BURNS

Commissioner

IN THE MATTER OF:

**GEORGE BIEN-WILLNER, for
GLENDALE & 27TH INVESTMENTS, LLC**

COMPLAINANT,

v.

QWEST CORPORATION,

RESPONDENT

DOCKET NO. T-01051B-10-0200

REBUTTAL EXHIBITS

OF

JULIE LAYNE

ON BEHALF OF

CENTURYLINK-QC

DECEMBER 12, 2011

EXHIBIT JL-1

GLENDALE & 27 INVSTMNTS
STERLING INT-L
DBA HOWARD JOHNSONS
Bill Date: May 22, 2005
Account No: 602-275-4990 051B
Page 1 of 3

www.qwest.com

\$.00 \$162.24 \$152.24 Jun 10, 2005

▼ Previous Balance

Charges		152.23
Payment May 19	<i>Thank you for your payment.</i>	152.23-
Balance Forward		\$.00

▼ New Charges

Qwest	For questions, call:	Page	
Total New Charges	1 800 603-6000	2	152.24
TOTAL AMOUNT DUE			\$152.24

Any amount left unpaid 30 days after bill date is subject to a 1.5% late payment charge.

Get all your domestic direct-dialed long-distance calling for only \$25/month with Qwest Choice™ Unlimited Long Distance. We also have plans with rates as low as 5c per minute. (Rates do not include taxes and surcharges.) Enjoy the convenience of having one bill for local and long-distance services plus great rates on international calls and toll-free services. Call us today at 1-800-434-7939.

Qwest, P O Box 29060, Phoenix, AZ 85038-9060

Please fold on the perforation above, detach and return with your payment payable to Qwest
RETURN WITH PAYMENT

Amount Enclosed \$ _____
GLENDALE & 27 INVSTMNTS
Bill Date: May 22, 2005
Account Number: 602-275-4990 051B
Bill Due Date: Jun 10, 2005
New Charges: \$152.24
TOTAL AMOUNT DUE: \$162.24

QWEST
P O BOX 29060
PHOENIX, AZ 85038-9060

81 01602275499000519 1214061005 000000000000 000001522408



For questions, call 1 800 603-6000

GLENDALE & 27 INVSTMNTS
STERLING INT-L
DBA HOWARD JOHNSONS
Bill Date: May 22, 2005
Account No: 602-275-4990 051B

New Charges

	Qwest Local Services
Monthly Charges	130.54
Taxes, Fees and Surcharges	
Federal Excise at 3%	4.03
State Sales at 5.6%	5.56
Regulatory Surcharge at .19%	.19
County Sales at .7%	.69
City Sales at 4.7%	4.66
State 911 at \$.37 per access line	1.85
Federal Universal Serv Fund at 11.5095%	3.63
Telecommunications Relay Service Fund at 1.1%	1.09
Subtotal	\$152.24

Total New Charges \$152.24

Qwest Local Services

Monthly Charges

Charges from May 22 to Jun 21

Quantity	Description	Code	Item Rate	Amount
Basic Services				
5	Federal Access Charge	9ZR	6.30	31.50
Optional Services				
1	Add Line-Pri Bus Flat	AFK	30.40	30.40
4	Trunk Special Toll	TTXA	17.16	68.64
Total Monthly Charges				\$130.54

Taxes, Fees and Surcharges Summary

The detail listed below has been included in the New Charges on this bill. This summary is provided as information only.

	Amount
Federal Excise at 3%	4.03
State Sales at 5.6%	5.56
Regulatory Surcharge at .19%	.19
<i>This charge recovers the amount Qwest is assessed by the Arizona Corporation Commission. This assessment funds the corporation commission, enabling it to perform its lawful duties.</i>	
County Sales at .7%	.69
City Sales at 4.7%	4.66
State 911 at \$.37 per access line	1.85
<i>This surcharge, funds the cost of providing emergency services communications systems in your community.</i>	

DBA HOWARD JOHNSONS

GLENDALE & 27 INVSTMNTS
STERLING INT-L
2ND FLR
3541 N 39 AV
PHOENIX AZ 85019-3601

150089012750505



For questions, call 1 800 603-6000

GLENDALE & 27 INVSTMNTS
STERLING INT-L
DBA HOWARD JOHNSONS
Bill Date: May 22, 2005
Account No: 602-275-4990 051B

Qwest Local Services

Taxes, Fees and Surcharges Summary

	Amount
Federal Universal Serv Fund at 11.5095% <i>This charge recovers the amount Qwest contributes to the Federal Universal Service Fund. This fund helps keep local phone rates affordable for all Americans.</i>	3.63
Telecommunication Relay Service Fund at 1.1% <i>This charge funds relay centers that help hearing- and speech-impaired customers make and receive calls.</i>	1.09
Total Taxes, Fees and Surcharges Summary	\$21.70
Total Qwest Local Services	\$152.24

Qwest New Charges

\$152.24

For Your Information

Charges for your monthly service are billed one month in advance. Qwest should receive your payment for the total amount due on or before the due date on your bill. If you are unable to pay by the due date, please contact Customer Service to avoid possible collection action. In some states you may be assessed a charge for unpaid balances. Your basic telephone service will not be disconnected for non-payment of charges for: (1) Qwest Unregulated Services (or other itemized services) identified by an *, (2) services of other Qwest companies, or (3) services of other companies included in your bill. Qwest packages of features and the amounts in the Account Summary may include both basic and charges that are not basic.

EXHIBIT JL-2

602-275-4990 R51735662 2-19-04 (3).txt

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:24 AM

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CMD                                MSG
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COS:XFBXX  SLS:MCDX2RG  EXC:PNX              COMP DATE  :02-19-04
LTERMA:AD  BLG PER:    SPLC CODE:          INIT:X    DUE DATE   :02-19
TYPST LOC:FN  INIT:TS  APPL STATUS: 10A    APPL DATE  :02-19
22A 1-602-275-4990  05102-19-04PNX 02-19 10A
  IBOC 231
  OCUS 951
  ---LIST
  ONP (NON-PUB) HOWARD; JOHNSON
    PLAZA HOTEL
  INP (NON-PUB) HOWARD; JOHNSON
    PLAZA HOTEL
  LA 124 S 24 ST, PHOENIX
  ---BILL
  MCN XXXAS1XXXX
  DCR SU
  CBR 602 269-2626
  CBN1 PHX AIRWAY IN ASSOC
  CBN2 DEBTOR IN POSSESSION
F1=MENU      F2=BILL      F3=PRINT      F4=SVC ORD    F5=CSR        F6=PREV
F7=NEXT      F8=NOTE      F9=PYMT REG   F10=USAGE     F11=F/B       F12=BILL STATq
]
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jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

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CMD                                MSG
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CBA2 2ND FLR
CPO 85034 PHOENIX AZ
  /TAR BK
BA5 DBA HOWARD JOHNSONS
CRV OSB6022692626-B
CI  CORP P GEORGE BIEN-WILLNER
  602-840-8108 CL PAMELA
  RUSSELL 4 TRT 602-269-2626
CC B
BN1 GLENDALE & 27 INVSTMNTS
BN2 STERLING INT`L
BA1 3641 N 39 AV
PO 85019 PHOENIX AZ
  ---S&E
R NP3
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  FLETX      0.00  BYP  Y  URC
R XFBXX
F1=MENU      F2=BILL      F3=PRINT      F4=SVC ORD    F5=CSR        F6=PREV
F7=NEXT      F8=NOTE      F9=PYMT REG   F10=USAGE     F11=F/B       F12=BILL STATq
]
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jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

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D 1FB
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/NMC
PG 1

F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
]

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

CMD MSG
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ACCT: 602 275 4990 051 STATUS: PROCESS DATE: 02-19-04
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/LPIC 5123
/NMC
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FLETX 30.40 BYP Y URC C
R TTTXA
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/PIC 0569
/LPIC 5123
/CLT 19.LTNC.602.275.
4990.T3001
/LCC TXA
/GST
/HML 201

F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
]

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

CMD MSG
SERV P 2 S 2
ACCT: 602 275 4990 051 STATUS: PROCESS DATE: 02-19-04
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FLETX 0.00 BYP Y URC
R TTTXA
/TER 3002
/TN 602 275-4990
/PIC 0569
/LPIC 5123

602-275-4990 R51735662 2-19-04 (3).txt
/CLT 19.LTNC.602.275.
4990.T3002
/LCC TXA
/GST
/HML 201
*RC RTPIT 0.00 OCC 0
FLETX 0.00 BYP Y URC
R TTTXA
/TER 3003
/TN 602 275-4990
/PIC 0569
/LPIC 5123
F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
]

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

CMD MSG
SERV P 2 S 3
ACCT: 602 275 4990 051 STATUS: PROCESS DATE: 02-19-04
/LCC TXA
/GST
PG 2

F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
]

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

CMD MSG
SERV P 3 S 1
ACCT: 602 275 4990 051 STATUS: PROCESS DATE: 02-19-04
/CLT 19.LTNC.602.275.
4990.T3003
/HML 201
*RC RTPIT 0.00 OCC 0
FLETX 0.00 BYP Y URC
R TTTXA
/TER 3004
/TN 602 275-4990
/PIC 0569
/LPIC 5123
/LCC TXA
/GST
/CLT 19.LTNC.602.275.
4990.T3004

602-275-4990 R51735662 2-19-04 (3).txt

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

```
CMD
MSG
SERV
STATUS:
ACCT: 602 275 4990 051 0.00 BYP Y URC P 4 S 1
R 9ZR /RAX 1B PROCESS DATE: 02-19-04
      /TN 602 244-9384
*RC RTPIT 0.00 OCC 0
R 9ZR FLETX 0.00 BYP Y URC
      /RAX 1B
      /TER 3001
      /TN 602 275-4990
      /HML 201
*RC RTPIT 0.00 OCC 0
R 9ZR FLETX 0.00 BYP Y URC
      /RAX 1B
      /TER 3002
      /TN 602 275-4990
      /HML 201
*RC RTPIT 0.00 OCC 0
F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
```

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

```
CMD
MSG
SERV
STATUS:
ACCT: 602 275 4990 051 0.00 BYP Y URC P 4 S 2
R 9ZR /RAX 1B PROCESS DATE: 02-19-04
      /TER 3003
      /TN 602 275-4990
      /HML 201
*RC RTPIT 0.00 OCC 0
R 9ZR FLETX 0.00 BYP Y URC
      /RAX 1B
      /TER 3004
      /TN 602 275-4990
      /HML 201
*RC RTPIT 0.00 OCC 0
HML 201 FLETX 0.00 BYP Y URC
      -TER N3001-3004
      /TLI 275-4990
---RMKS
RMK LCON 6028408108 GEORGE
F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
```

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

```
CMD
MSG
SERV
STATUS:
ACCT: 602 275 4990 051 P 4 S 3
PROCESS DATE: 02-19-04
```

602-275-4990 R51735662 2-19-04 (3).txt

BIEN-WILLNER
OPB 6022692626 PAMELA
PG 4

F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
]

jlayne - OSCAR_AZ_ID_MT_NM_UT - 06/11/2010 09:25 AM

CMD MSG
SERV P 5 S 1
ACCT: 602 275 4990 051 STATUS: PROCESS DATE: 02-19-04
RUSSELL
RMK CHNG OF RESPNSBLTY
RMK SRN BETH JOHNSON
651-281-4154 ORW RMSCS
TSTANFO-TRACEY 206 220-2585
OR 800 853-4633
RMK APS 040000001 CHG BOC ACTION
PG 5L

F1=MENU F2=BILL F3=PRINT F4=SVC ORD F5=CSR F6=PREV
F7=NEXT F8=NOTE F9=PYMT REG F10=USAGE F11=F/B F12=BILL STATq
]

EXHIBIT JL-3

GLENDALE & 27TH AVE
INVESTMENTS LLC

3641 N. 39TH AVE PHOENIX, ARIZONA 85019
TELEPHONE: (602) 269-2626 FAX: (602) 269-1058

INTEROFFICE MEMORANDUM

TO: BETH JOHNSON, QWEST COMMUNICATIONS
FROM: PAMELA RUSSELL FOR GEORGE BIEN-WILLNER
SUBJECT: CHANGE OF OWNERSHIP ON 2 ACCOUNTS
DATE: FEBRUARY 19, 2004
FAX: 1-800-334-4014

HELLO BETH, THIS CONFIRMS OUR TELEPHONE CONVERSATION THIS MORNING REGARDING THE FOLLOWING TWO TELEPHONES (ACCOUNT NUMBERS):

602-244-8221-880B & 602-275-4990-951B

GEORGE BIEN-WILLNER IS THE NEW OWNER OF THE HOWARD JOHNSON HOTEL AT 214 S 24TH STREET, PHOENIX, AZ. THE ACCOUNTS MUST BE PUT IN THE FOLLOWING NAME AND BILLED TO THE FOLLOWING ADDRESS:

HOWARD JOHNSON HOTEL
GLENDALE & 27TH AVENUE INVESTMENTS
C/O STERLING INT'L INC.
3641 N 39TH AVENUE,
PHOENIX, ARIZONA 85019

THIS INFORMATION MUST BE IN PLACE PRIOR TO TUESDAY, FEBRUARY 24, 2004 AT WHICH TIME THE PREVIOUS OWNERS/MANAGEMENT WILL NOT BE RESPONSIBLE FOR THESE TELEPHONES.

THE CONTRACTS INHERITED WILL BE TEMPORARY UNTIL SUCH TIME AS TOM CARLSON (THE EXISTING QWEST PERSON HANDLING THESE ACCOUNTS) MAKES PERMANENT ARRANGEMENTS WITH GEORGE BIEN-WILLNER. YOU PROMISED ME THAT HE WILL CALL GEORGE AT 602-840-8108 FIRST THING TOMORROW MORNING. IT IS IMPERATIVE THAT HE FOLLOWS THROUGH AS WE DISCUSSED DURING OUR TELEPHONE CONVERSATION TODAY, WE WILL HOLD QWEST RESPONSIBLE IF THESE PHONE LINES ARE DISCONNECTED AND OUR NEW BUSINESS JEOPARDIZED.

ON A LIGHTER NOTE, THANK YOU SO MUCH FOR HELPING ME THIS MORNING. I APPRECIATE IT.

SINCERELY, PAMELA RUSSELL