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Dear [Service Provider] :

This letter addresses the issue of disconnection of services between telecommunications service providers for non-payment. This commission continues to be called upon to get involved in situations where one telecommunications service provider felt compelled to terminate services for non-payment by another telecommunications service provider. As a reminder, I request that all telecommunications service providers in Michigan advise me by email and telephone ten days prior to any termination of service for non-payment.

My concern is with customers losing access to their services without being given adequate opportunity to find alternative providers.

If and when a company believes that disconnection of service is in order, I request that at a minimum, the following information should be provided to me:

- 1) What has the payment history been (by month billed amount, paid amount and past due)?
- 2) What is the date for termination?
- 3) When and how was termination notice communicated and with whom?

If you have any questions, please do not hesitate to contact our office at (517) 241-6200.

Very truly yours,

Robin P. Ancona

Robin P. Ancona, Director
Telecommunications Division