



32991 Hamilton Court
Farmington Hills, MI 48334
(248) 699-4000

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September 29, 2005

State of Pennsylvania
Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265
Baltimore, MD 21202

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A-310906

To Whom It May Concern,

ACN Communication Services, Inc. (ACN) was built on the highest ethical standards, and those standards still ring true in our business practices today, positioning ACN as a responsible and accountable member of the telecommunications community.

With that said, ACN is committed to work with your agency to develop the best possible consumer affairs practices. Be assured that if your office has any matters involving ACN, we are committed to resolving all matters in a timely and professional manner.

As an extension of our creed, ACN is committed to:

- Communicating with you regarding the status of the inquiry, providing updates and requested information, and submitting a response in the appropriate response time.
- Working with the consumer regarding their inquiry, and providing them with a resolution that is agreeable to both parties.
- Remaining proactive and accepting accountability. If a training opportunity is discovered during the investigation of the inquiry, ACN will immediately address the issue, including training personnel to avoid future problems.

In an effort to achieve these goals, ACN is also working to improve upon the timeframes that inquiries are received and resolved, and therefore provides the following, three convenient ways to submit inquiries:

The most preferred method is via Email: regulatoryteam@acninc.com

Via fax to: 248-489-8837. **Attention:** Consumer Affairs Regulatory Team

Via Mail to: ACN World Headquarters
32991 Hamilton Court
Farmington Hills, MI 48334
Attn: Consumer Affairs

ACN views all regulatory complaints as serious, and it is our goal to continue to work with all of the Regulatory Bodies in a combined effort to address all inquiries, now and in the future.

If you wish to contact us, please use the above contact information or call us at 800-599-9559.

Respectfully Submitted,

Consumer Affairs Regulatory Team

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Farmington Hills, MI 48334
(248) 699-4000

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PENNSYLVANIA PUC
PO BOX 3265
HARRISBURG, PA, 17105

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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