

**From:** [MENZA Candice \\* PUC](#)  
**To:** [MENZA Candice \\* PUC](#)  
**Subject:** FW: ORSF Account #7428  
**Date:** Friday, July 8, 2022 3:43:41 PM

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**From:** Trish Ezell <[trish.ezell@peakinternet.com](mailto:trish.ezell@peakinternet.com)>  
**Sent:** Monday, June 27, 2022 6:39 PM  
**To:** CRAY Jon \* PUC <[Jon.CRAY@puc.oregon.gov](mailto:Jon.CRAY@puc.oregon.gov)>  
**Subject:** ORSF Account #7428

Dear Oregon Residential Service Fund,

- We began providing Voip Phone service to customers 9-1-2021.
- Our affiliate "Conexon" sent us a flurry of regulatory instructions as well as helped us separate the *regulatory* fees. Spreadsheets told us the dollars going in the various buckets.
- I began to learn and file the reports starting with the quarterly list.
- This quarterly list is NOT where the instructions for the ORSF resided. I later found the *actual* separate email. After being told that I was out of compliance.
- I am certain that the pandemic played a role in the confusion. Being quarantined twice, therefore, working at home where spreadsheets are not available was a hindrance. I realize that I wasn't the only one dealing with this. As many representatives I called for help were helping me with many of the same limitations on access to systems.
- Any consideration that you can make in the abatement of the late report fees will be greatly appreciated.

Respectfully,

Trish Ezell

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