

NR_key_name: 02C0FD2B89839F0A8525645A0067CC7C
SendTo: CN=David Marwell/O=ARRB @ ARRB;CN=Tracy Shycoff/O=ARRB @ ARRB
CopyTo:
DisplayBlindCopyTo:
BlindCopyTo: CN=R ecord/O=ARRB
From: CN=Chet Rhodes/O=ARRB
DisplayFromDomain:
DisplayDate: 03/14/1997
DisplayDate_Time: 1:54:32 PM
ComposedDate: 03/14/1997
ComposedDate_Time: 1:53:46 PM
Subject: Re: Billing Research (Problem # 0075E7CB)

To: Chet_Rhodes @ jfk-arrb.gov (Chet Rhodes) @ Internetcc: Laren Maurer/WW/Interliant (bcc: Chet Rhodes/ARRB)From: Accounting @ notes.interliant.com @ INTERNET @ WORLDCOM Date: 03/14/97 10:41:23 AM CSTSubject: Re: Billing Research (Problem # 0075E7CB)Mr. Rhodes, At your request, I have investigated the cause for your bill increase for January 1997. I have pored through our logs and examined your December and January invoices. I can see the difference in calling times that you see, and I believe I can answer your question fully. Interliant calls out to your server to deliver mail on our WorldCom-33/Servers/Wolf Communications/US server. The differential in the number of calls here can only reflect an increase in the amount of mail you received; we do not call out and initiate replication. I have examined our connection document to your server Notes/ARRB, and its schedule was not altered during this time period. This means that we call you with the same prescription as before, namely seven days a week, 24 hours a day, every fifteen minutes if you have mail pending, and immediately if your domain has five pieces of mail pending. Upon your request we can of course alter this calling schedule for you, but since you seem to receive a good deal of mail, this may not be wise. You can call into our technical support staff at 800-774-2220, option 2 or write in to help@interliant.com if you would like us to change the calling schedule for our connection document to your server. Your server calls in to WorldCom-34/Servers/Wolf Communications/US for replication. This number of calls increased dramatically, from 80 calls in December to 193 calls in January. This, as you probably know, is scheduled in the connection document to us on your server. You might check to see if this has been altered of late, or see if people at your place of work are forcing calls in to us more often than usual. There was also more new information than usual in the User's Guide and the Setup databases that you replicate, as we changed our name around this time and improved these databases' utility in general. The drastically increased number of calls in to Interliant certainly caused your bill to rise, and the additional information that you replicated did not decrease your bill. It also seems that you faxed about twice as much as normal, although this changed your bill by only about \$4.00. If you need further information, please write in to us again. I hope this helped clarify things. Thanks for using Interliant!PartialInterliant Tech Support To:

Accounting@Interliant.com @ internetcc: (bcc: Accounting/Wolf Communications/US)bcc: Accounting/Wolf Communications/USFrom: Chet_Rhodes@jfk-arrb.gov (Chet Rhodes) @ INTERNETDate: 03/13/97 03:02:58 PMSubject: Billing Research (Problem # 0075E7CB)Please research why our Jan 1-31 bill calling time seems to have increasedAccount# 004283Inv 0428300197thanks

Body:
recstat: Record
DeliveryPriority: N
DeliveryReport: B
ReturnReceipt:
Categories: