



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2006 DEC 15 PM 2:38

06-1466-TP-CSS
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

PUCO Formal Complaint Form

Scott Sanders / Grip Technology
Customer Name

17 E. Gay St.
Customer Address

Columbus
City

OH 43215
State Zip

Against

Account Number

Customer Service Address (if different from above)

BlueMile
Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Grip Technology is submitting a formal complaint against BlueMile for falsification of information, unfulfilled service promises, and poor customer service. BlueMile made false claims of the service they could provide, and did not deliver the services as agreed upon by both parties. When faced with complaints, the company was unresponsive to fix the service. Grip Technology was faced with running a business on slow or malfunctioning internet connections and a bad phone line that could not dial outgoing numbers. When Grip Technology attempted to move service to AT&T, BlueMile stalled on returning the proper FCC paperwork back to AT&T to release ownership of the lines. This underhanded technique casts doubt upon the ethics and anti-discriminatory policies that should be regulated by the law.

see attached pages for more information.

Scott Sanders

Signature

614 221 2000

Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician AK Date Processed 12-15-06

Public Utilities Commission Formal Complaint Submission

Submitted By:

Grip Technology

17 E. Gay St.

Columbus, OH 43215

(614) 352-1788

scott@griptechology.com

Account Number and Service Address:

Phone Number: (614) 221-2000

Service Address:

17 E. Gay St.

Columbus, OH 43215

Grip Technology was formerly a customer of the utility company BlueMile, a phone service provider.

Grip Technology is submitting a formal complaint against BlueMile for falsification of information, unfulfilled service promises, and poor customer service. BlueMile made false claims of the service they could provide, and did not deliver the services as agreed upon by both parties. When faced with complaints, the company was unresponsive to fix the service. Grip Technology was faced with running a business on slow or malfunctioning internet connections and a bad phone line that could not dial outgoing numbers. When Grip Technology attempted to move service to AT&T, BlueMile stalled on returning the proper FCC paperwork back to AT&T to release ownership of the lines. This underhanded technique casts doubt upon the ethics and anti-discriminatory policies that should be regulated by the law.

Grip Technology would like the Commission to help them get refunded for the charges from BlueMile for setup fees and three months of service, which amounts to a total of \$1600.00.

bluemile

Help Request

Request ID: 14885 opened to track your request

Request submitted with the following details

Company name: Grip Technology

Your name: scott sanders

Your phone number: 6142212000

Priority: Bug/Problem Workaround Possible

Application:

Description: This is our third request for service. I entered ticket #14858 yesterday morning. What is the status of this ticket? We are unable to conduct business because we cannot dial out from the phones you supplied. Here is what your site says regarding service: "The difference in our support is our people. We care about you and your business. We have staffed our national support center with highly trained and highly motivated people. We have armed our technicians with the state of the art Monitoring systems providing proactive visual feedback to our team. We solve many of the potential problems with your service before you experience them."

bluemile

Help Request

3:20 PM

→ Gray

Request ID: 14858 opened to track your request

Request submitted with the following details

Company name: Grip Technology

Your name: scott sanders

Your phone number: 6145510368

Priority: Bug/Problem Workaround Impossible

Application: voip

Description: the linksys spa942 phones we got from you are unable to dial out. this is the second request. please respond as soon as you can.

14847

CEO - Jami Busic

From: Scott Sanders <sms@griptechology.com>
Subject: **invoice 40697**
Date: November 17, 2006 2:30:46 PM EST
To: Rebecca Taylor <Rebecca.Taylor@bluemile.net>

Rebecca,

I received your invoice today - thank you.

I am wondering about the problem we are having with our service. The phone system we bought from you is not working. We have a number of help tickets and phone calls into your service organization with no resolution. Can you help? I want to pay this invoice on time but your company must fix our phones.

Any suggestions?

Scott Sanders
Grip Technology
17 E. Gay St.
Columbus, OH 43215
614-221-2000 ext. 601
614-748-3141 fax

bluemile

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WELCOME

Simply Better Solutions

Founded in 2001 by seasoned IP engineers obsessed with building a better way to provide network and voice services, Bluemile has grown into a company providing next generation communication products over one of the most sophisticated IP (Internet Protocol) networks in the nation. Bluemile now provides local dial tone to over 1,600 local calling areas in North America, connectivity to over 150,000 IP endpoints, and has branched out into multinational commerce with customers on four continents.

What's New?

Blue Mile is providing the next generation in carrier services. The single, clear channel IP connection which we deliver all of Bluemile's solutions. We become our clients' WAN solution, as well as their transmission platform for all of their voice, data and video traffic. We provide a truly converged, highly efficient and highly flexible network.



Cisco voice over IP phones are an integral part of our hosted phone solutions.

