

RECEIVED-DOCKETING DIV

14-1466-TP-CSS

Attn: Docketing

180 E. Broad St. Columbus, OH 43215

Public Utilities Commission of Ohio

The Public Utilities Commission of Ohio

2006 DEC 15 PM 2:38

PUCO Formal Complaint Form

Sanders / Grip Technology

Against

17 E. Gay St. Customer Address

Columbus

OH 43215

Account Number

Customer Service Address (if different from above)

Citv

Zip State

Bremile

Utility Company Name

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.

SCOLD SULLAS Signature GIY 22/2000

Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file decomposit delivered in the regular course of bysiness Date Processed 6B recontician_

The Public Utilities Commission of Ohio Bob Taft, Governor + Alan R. Schriber, Chairman Commissioners Roads Hartman Ference lady & Jones Donald I. Mason Clarence D. Roeers Ir Public Utilities Commission Formal Complaint Submission

Submitted By: Grip Technology 17 E. Gay St. Columbus, OH 43215 (614) 352-1788 scott/@griptechnology.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 3:22PM Help Request -> 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

(EO - Jami Busic

From: Scott Sanders <sms@griptechnology.com>

Subject: invoice 40697

Date: November 17, 2006 2:30:46 PM EST

To: Rebecca Taylor < Rebecca. Taylor @bluemile.net>

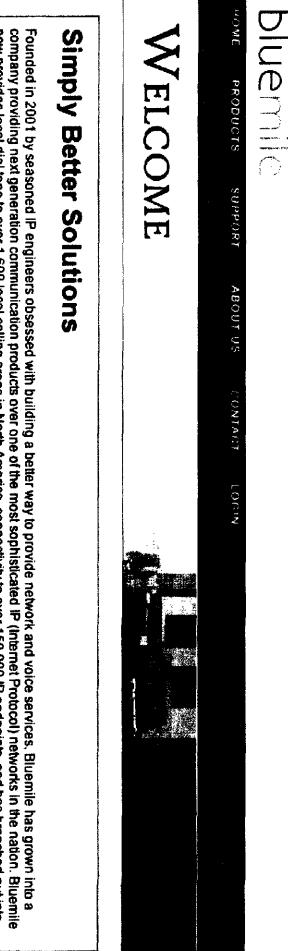
Rebecca,

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



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.



hosted phone solutions. Cisco voice over ip phones are an intergral part of our

What's New?

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

