

RECEIVED-DOCKETING DIV



The Public Utilities Commission of Ohio

PUCO
Formal Complaint Form

06-1508-TP-CSS
Case Number

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

MARTHA E. BRIEM
Customer Name

1025 Ray Ave, NE
Customer Address

New Philadelphia, OH 44663
City State Zip

Against

NPB 2496
Account Number

ALLTEL
Utility Company Name

Customer Service Address (if different from above)
City State Zip

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

Please see attached

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 _____ Date Processed 12-27-06

Martha E. Briem
Signature

330-364-6488 WORK
Customer Telephone Number
330-602-2664 Home

Martha E. Briem
1025 Ray Ave., NE
New Philadelphia, OH 44663

December 20, 2006

Alltel Customer Service
Building 4, Fifth Floor
One Allied Drive
Little Rock, AR 72202-2099

Dear Customer Service:

Last October I stopped in the New Philadelphia, Ohio, Alltel store twice because my phone was not working. The second time I talked with a woman who determined the voice mail was not working in the phone. I told her to cancel it because I was going to terminate the contract when it ended in January. She looked it up and told me the contract had expired last January (2006). She said she could cancel it the end of December. I said that would be fine. Nothing was said about any penalties. At no time did I "renew" the contract as stated by a manager at 1-800-255-8351.

My son offered to put me on his phone account which I accepted. When I was at their home at Thanksgiving, we set up the number change to the new phone. I assumed that I would continue to pay Alltel through the end of December as indicated when I was in the store. Then I received a bill for \$213.11, \$200 of which was penalty for "canceling early." I did not intentionally cancel anything. Had I known that taking the number would have generated this type of penalty, I would have waited until the end of December. I am not a mind reader, so I need to be told that moving the number would cancel the contract and that there was a \$200 penalty. That was the responsibility of the woman I talked with at the local store. She did not do that. I have had problems with Alltel and with the phone since day one, and this is one more issue on top of all the others.

I have enclosed a check for \$55.21, which would have been the December payment. That is what I owed based on my visit to your store. I am not going to pay a \$200 penalty for something I did not know was happening. Thank you for your attention to this matter.

Best regards,



Martha E. Briem

CC: Public Utilities Commission of Ohio

To: Public Utilities Commission
From: Martha E. Briem
Re: Complaint Outcome
Date: December 20, 2006

The outcome I would like to see is two-fold. First I would like to see Alltel and all cell phone companies have to be more up-front with their customers. When customers make changes, they should be told about the penalties that may be involved and how to avoid making the mistakes that would generate those penalties. The idea of being able to take your phone number to another carrier is very new and customers should be told that generates a penalty because that also cancels their contract. I knew that changing the number to another carrier would cause my Alltel phone to no longer be useable. However, I assumed they would continue to bill me through December since that is the date the woman at the Alltel store said the contract would end, and I had made no attempt to knowingly cancel the contract.

The second outcome I would like is to not have to pay the \$200 penalty. As you can see from my letter, I paid the full amount for December which is what I thought I was agreeing to when I was in the local Alltel store.

Thank you for your consideration. I know a lot of people get stuck in things like this and the cellular phone companies take full advantage of the fact that people do not understand how they work.

Thank you.