

FILE
NC

07-78-TP-CSS

12



The Public Utilities
Commission of Ohio

MMILO82806M4
Case Number

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

Formal Complaint Form

Mr Milentije Miljkovic

Customer Name

20602 Lorain Rd. #4B

Customer Address

Fairview Park OH 44126

City

State

Zip

Against

(216) 252-8034

Account Number

PRIMO Communications

Utility Company Name

Customer Service Address (if different from above)

City

State

Zip

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

PRIMO Communications violated the law.
Its tariffs, rate and charge were unjust and
unreasonable.

Thereafter Primo Communications ought to be
banned to conduct business in Ohio.

M. Muskobut

Signature

(440) 331-3331

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

78

Date Processed 1-25-07

ATTACHMENT

Before switching my long-distance telephone service to "PRIMO", I had talked to its employee (telephone extension 1119) and had been told that my switching fee charged by my local telephone company, namely "at&t", would be credited to my account. I sent a photo-copy of my at&t statement to "PRIMO" in June of 2006 in an ordinary letter and later on via facsimile as well.

A month and a half later on I was told by "PRIMO" that they got neither! Furthermore, I was told that I would never get a \$5.00 credit for switching fee because my PIC code 0444 had not been changed as my long-distance telephone service had been transferred from NET which had the same PIC code as "PRIMO". I was also told that I was wrongly charged by at&t, my local telephone company, that I was to ask at&T for a \$5.00 credit etc., et al.

In my first billing statement by "PRIMO" in June of 2006 I was charged for 5 2-minute UNCONNECTED telephone calls. I surely disputed charges. I was told by "PRIMO" that those 5 2-minute telephone calls had been connected, that I had lied because I did not want to pay for them.



MILENTIJE MILJKOVIC
APT 7
3721 W 159 ST
CLEVELAND, OH 44111-5747

Page 1 of 2
Account Number 216 252-8034 997 9
Billing Date Jun 4, 2006

Web Site att.com

Monthly Statement

May 5 - Jun 4, 2006

Bill At-A-Glance

Previous Bill	9.82
Payment Received 5-24 - Thank You!	9.82 CR
Adjustments	.00
Balance	.00
Current Charges	22.10
Total Amount Due	\$22.10
Current Charges Due in Full By	Jun 27, 2006

Billing Summary

Questions? Call:

Plans and Services	22.10
1-800-660-1000	
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-800-660-2626	
Total of Current Charges	22.10

Plans and Services

Monthly Service - Jun 4 thru Jul 3

Line Charge	6.70
Individual Message Residence	2.21
Federal Access Charge	5.39
Total Monthly Service	14.30

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

No.	Description	Quantity	Monthly Rate	Amount Billed
1.	Charge to Change IntraLata Long Distance Carrier			5.00

Local Calls

9 Call(s) were placed with your Measured Line
30 Call(s) were allowed

Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Cuyahoga County	.12
Federal Universal Service Fee	.58
Total Surcharges and Other Fees	.70

Taxes

Federal at 3%	.60
Sales at 7.5%	1.50
Total Taxes	2.10

Total Plans and Services

22.10

News You Can Use - Summary

- PREVENT DISCONNECT
- PAYMENT & INQUIRIES
- BEST TIMES TO CALL
- LONG DISTANCE CHANGE
- SAVE WITH LIFELINE
- PAY BILLS ONLINE

See "News You Can Use" for additional information.

~~XXXXXXXXXX~~
20602 Lorain Rd. B-4
Fairview Park OH 44126

Local Services provided by AT&T Illinois, AT&T Indiana, AT&T Michigan, AT&T Ohio or AT&T Wisconsin based upon the service address location.

U.S. Pat. D410,960 and D414,510

Printed on Recyclable Paper

Return bottom portion with your check in the enclosed envelope.



MILENJIJE MILJKOVIC
APT 7
3721 W 159 ST
CLEVELAND, OH 44111-5747

Page 2 of 2
Account Number 218 252-8034 997 9
Billing Date Jun 4, 2006

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$22.10.

LONG DISTANCE CHANGE

Our records indicate that your primary local toll and long distance companies have changed. The new company is GLOBAL CROSSING or a company that resells services of GLOBAL CROSSING. Please contact us immediately if this does not agree with your records.

PAYMENT & INQUIRIES

Allow 5 business days when paying by mail. You may also pay at an authorized agent or call 1-800-660-2626 to Charge by Phone. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your residential service, please call us at 1-800-660-1000. If your complaint is not resolved after you have called AT&T, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TDD/TTY toll free at 1-800-686-1570, 8:00 a.m. to 5:30 p.m. weekdays, or visit www.puco.ohio.gov. The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

SAVE WITH LIFELINE

Lifeline Ohio offers a discount of \$12.39 per month on local phone service and discounts line connection charges. You may be eligible if you are enrolled in Food Stamps, Federal Public Housing or Section 8, HEAP, Medicaid, SSI, SSDI, Ohio Works First, Disability Assistance, National Free School Lunch, or your income is at or below 150% of the federal poverty guidelines. Please call 1-800-335-8721 for details.

BEST TIMES TO CALL

Due to high call volumes experienced on Mondays and Tuesdays, it is generally quicker to reach us Wednesdays through Fridays.

PAY BILLS ONLINE

Now AT&T eBill is better than ever! Did you know you can now pay with your debit card or even schedule a future-dated payment from your bank account? Visit att.com/billmessage to learn more.



Charges for (216)2528034

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
05/31	21:37	2.00	381 12211372	SERBIA	VG \$ 0.178	06/03	14:33	2.00	381 118765942	SERBIA	VG \$ 0.178
06/03	14:35	9.00	381 18571988	SERBIA	VG \$ 0.801	06/06	21:53	2.00	381 12211372	SERBIA	VG \$ 0.178
06/10	10:41	2.00	381 118765942	SERBIA	VG \$ 0.178	06/11	21:22	2.00	381 12211372	SERBIA	VG \$ 0.178

Totals: 19.00 Minutes \$ 1.691

Grand Totals: 19.00 Minutes \$ 1.691

Monthly Fee	\$ 0.00
Telecom Fund	\$ 1.97
Usage Summary	\$ 1.69
Regulatory Fund	\$ 0.14
PICC Universal Service Fund	\$ 0.55
Federal Tax	\$ 0.11
State and Local Taxes	\$ 0.24

Primo
communications

Milentije
Miljkovic/GL/KSC/KeyCorp
216-689-4133
OH-01-27-0000

To customerservice@primold.com

cc

bcc

06/29/2006 09:22 AM

Subject: Concern

My 'phone No: (216) 252-8034

I left a telephone message to "Primo" a few days ago. I haven't heard from you yet.

Anyway, I am a new customer of yours. On my first bill there are 5 two-minute registered phone calls to Serbia. Actually, I never got through.

The matter of the fact is that the telephone over there rang more than 10 times but there was not a connection and I do not think that I ought to be charged for those units (10 minutes).

I look forward to hearing from you shortly !

Yours,

M. Miljkovic

Milentije
Miljkovic/GL/KSC/KeyCorp
216-689-4133
OH-01-27-0000

To customerservice@primold.com

cc

bcc

07/10/2006 01:51 PM

Subject: Fw: Concern

I am reforwarding this e-mail to the MANAGERESS and I look forward to hearing from her shortly

!!!

— Forwarded by Milentije Miljkovic/GL/KSC/KeyCorp on 07/10/2006 01:48 PM —

Milentije Miljkovic
06/29/2006 09:22 AM

To: customerservice@primold.com

cc:

Subject: Concern

My 'phone No: (216) 252-8034

I left a telephone message to "Primo" a few days ago. I haven't heard from you yet.

Anyway, I am a new customer of yours. On my first bill there are 5 two-minute registered phone calls to Serbia. Actually, I never got through.

The matter of the fact is that the telephone over there rang more than 10 times but there was not a connection and I do not think that I ought to be charged for those units (10 minutes).

I look forward to hearing from you shortly !

Yours,

M. Miljkovic

MILENTIJE MILJKOVIC
3837 W 152ND ST APT 303
CLEVELAND, OH 44111-5847

CHECK HERE IF TAX DEDUCTIBLE ITEM ☐

\$

182

8/30/06

PRIMO Communications
five & 02/100

BAL. FOR D.

PAYMENT

BALANCE

OTHER

BAL. FOR D.

5.02

CHARTER ONE

BANK

Thrift Loran Branch

2162528034

For added security, the
account number no longer
appears on this copy.

0182

NOT NEGOTIABLE

*** TX REPORT ***

TRANSMISSION OK

TX/RX NO	0829	
CONNECTION TEL		918147528351
CONNECTION ID		
ST. TIME	08/22 08:52	
USAGE T	00'30	
PGS. SENT	3	
RESULT	OK	

Dear Miss Hamilton,

Thank you for helping me to reestablish my long-distance service with "Primo Communications".

When I first address you, perhaps two months ago, the "Primo" manager told YOU and me that the reimbursement of \$5.00 would be issued to me.

"at&t", my local phone company, charged me \$5.00 for switching my long-distance service to "Primo", which is a reseller of "Global Crossing".

Why, later on when I spoke to the same person at "Primo" (877) 879-3133, he said to me that he had changed his mind.

I wish that you talked to him again and reminded him to reimburse me with a cheque. If it is necessary to have got a three-way telephone conversation, I shall be at home after 4 o'clock in the afternoon (any week day). My phone number is: (216)252-8034.

Thanking you,

M. Miljkovic

att. Linda

M. Miljković

ph.: 216 252-8034

10/26/06

Dear Miss Hamilton,

A short while ago I got a telephone ^{message} ✓
from you. You said that "Primo" had given
me a \$10.00 credit back in August.

In fact, my long-distance service
was disconnected in August after a 3-way
telephone conversation (you, a "Primo" manager
and I). I have never got a \$10.00 credit
from "Primo"! (See the latest statement.).

I still cannot understand why "Primo"
keeps lying to a PUCO employee.

Yours sincerely,

M. Miljković

PHONE BILL SUMMARY

WWW.PRIMOLD.COM

Charges for (216)2528034

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
09/29	17:16	1.00	981 12211972	SERBIA	VG \$ 0.390	09/29	21:24	1.00	15145239864	MONTREAL	PQ \$ 0.059
09/30	14:44	47.00	981 112971630	SERBIA	VG \$ 15.510	10/02	21:49	2.00	881 00011988	SERBIA	VG \$ 0.660
10/09	19:49	10.00	981 18661487	SERBIA	VG \$ 3.300	10/11	12:28	1.00	981 18871905	SERBIA	VG \$ 0.390
10/11	15:23	1.00	981 18871905	SERBIA	VG \$ 0.390						

Totals: 68.00 Minutes \$ 20.519

Brand Totals: 68.00 Minutes \$ 20.519

Monthly Fee\$ 0.00
Telecom Fund\$ 1.99
Automatic Credit for One Minute Calls\$ 1.05 Credit
Usage Summary\$ 20.52
PICC Universal Service Fund\$ 2.77
State and Local Taxes\$ 1.39



PHONE BILL SUMMARY

WWW.PRIMOLD.COM

Automatic One Minute Credit for (216)2528034

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
10/28	14:04	1.00	381 18871905	SERBIA	YG \$ 0.169 AC	10/28	14:05	1.00	381 18871905	SERBIA	YG \$ 0.169 AC
10/28	14:08	1.00	381 18871905	SERBIA	YG \$ 0.169 AC						

Charges for (216)2528034

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
10/27	15:16	14.00	381 12224775	SERBIA	YG \$ 2.366	10/28	14:09	24.00	381 113757485	SERBIA	YG \$ 4.056

Totals: 41.00 Minutes \$ 6.929
Automatic One Minute Credit for (440)3313331

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
11/08	20:49	1.00	381 12554225	SERBIA	YG \$ 0.169 AC						

Charges for (440)3313331

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
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Totals: 1.00 Minutes \$ 0.169

Carrier Charge 10/27/2006 \$ 4.99
Monthly Fee \$ 0.00
Telecom Fund \$ 1.00
Late Charge \$ 1.50
Federal Fund \$ 0.44
Universal Service Fund \$ 1.89
State and Local Taxes \$ 0.95

Office hours Monday - Friday 10:00AM-6:00PM
Refer a friend to Primo and receive \$10 off your bill



PHONE BILL SUMMARY

WWW.PRIMOLD.COM

Charges for (440)9319381

Date	Time	Mins	Called #	Location	ST Charge	Date	Time	Mins	Called #	Location	ST Charge
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No calls

Late Charge	*	2.19	Office hours Monday - Friday 10:00AM-6:00PM								
Regulatory Assessment 12/06/2006	*	9.99	Refer a friend to Primo and receive \$10 off your bill								
CREDIT PROCESSING FEE 12/18/2006	*	26.00									
Federal Fund	*	1.12									
Universal Service Fund	*	4.79									
State and Local Taxes	*	2.42									

