

FILE



The Public Utilities  
Commission of Ohio

07-91-TP-CSS

Case Number

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

### Formal Complaint Form

Steven Carf  
Customer Name

4031 Massillon  
Customer Address

Uniontown OH 44685  
City State Zip

Against

4004721363  
Account Number

AT&T  
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

See attached

PUCO

2007 JAN 29 PM 2:38

RECEIVED-DOCKETING DIV

Signature

330 899 1500  
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 OB Date Processed 1/29/07

The Public Utilities Commission of Ohio  
Ted Strickland, Governor • Alan R. Schriber, Chairman  
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason  
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

On Monday, January 22, 2007, The Green Room received a series of three statements from AT&T regarding payments owed for yellow page advertising. Our Marketing Director, Lindsay Haupt Johnson, contacted our AT&T Sales Representative, Rebecca Smith Lockwood, in response to the statements. Rebecca told Lindsay that she would look into the matter and call her back.

On Tuesday, January 23, 2007, Dr. Steven S. Carp, owner of Carp Cosmetic Surgery Center and the husband of Barbara Carp, owner of The Green Room, received a message from Jim Tyndall from AT&T to contact him regarding the past due payments for The Green Room.

- A. The Green Room and Carp Cosmetic Surgery Center contracts were signed separately. Carp Cosmetic Surgery Center should not have been contacted on behalf of The Green Room.
- B. However, the billings from AT&T were consistently made jointly, despite the request by the advertisers that they be billed separately.

Lindsay Haupt Johnson received a message from Rebecca Smith Lockwood who informed Lindsay that "someone" had to contact Jim "within 40 minutes to resolve the matter or AT&T is going to discontinue monthly billing." Lindsay returned Jim's call and left a voice mail message. Jim later returned Lindsay's call. Jim informed Lindsay that roughly over \$13,000 was owed to AT&T in August of 2006 on behalf of The Green Room and that a Marlene from AT&T spoke to a "man" at The Green Room in August regarding the billings. He could not tell Lindsay who the "man" was for certain but that it must have been Dr. Carp. Regardless, after doing some "digging" Jim informed Lindsay that he had found a payment dated in July of 2006 in the amount of \$5,000 that was sent to an AT&T office in Florida but never posted. He proceeded to tell Lindsay that if she paid the balance of the August statement, \$7970.64, by telephone before the end of the day, because he was going to be out of town on Wednesday, AT&T would continue monthly billings. Otherwise, The Green Room would have to pay the entire amount of \$35,383.24 indicated on the statement. Lindsay requested copies of the monthly statements as it appeared to her as though Carp Cosmetic Surgery Center was being billed and had paid for both Carp Cosmetic and The Green Room in excess of \$60,000 since June of 2006. The contracts combined do not equal over \$120,000.00 annually. Jim told Lindsay that she would have to contact customer service as he could not access the billing.

On the afternoon of Tuesday, January 23, 2007, Lindsay contacted customer service (1-800-479-2977) and spoke with Carol. Lindsay explained the situation and told Carol that both Carp Cosmetic Surgery Center and The Green Room had the same account number and that The Green Room's address was incorrect as there was no suite number indicated on the account. Carol showed that there had in fact been a payment of \$5,000 posted to The Green Room account on January 12, 2007. This conflicted with the story that Jim told Lindsay that he had "found" that payment in Florida that day and that it would be posted to the account. After further discussion, Carol tried to connect Lindsay with Kathy Griswold, the collections person on the account. Lindsay was disconnected, tried to call back and was disconnected again.

Lindsay then called Jim and relayed the conversation she had with Carol. Jim tried to convince Lindsay that the account numbers were different. Lindsay began relaying check numbers and dollar amounts of checks that AT&T had cashed. She also told him that she

had signed contracts by Dr. Steven S. Carp and Barbara Carp that detailed the billings for the year and that collaboratively they did not equal over \$100,000 annually. Jim then said, "I thought you said you signed the contracts. Who signed them, you or Dr. Carp?" Lindsay never told Jim that she signed the contracts. She proceeded to call Rebecca, the sales rep as Jim put her on hold.

Rebecca told Lindsay that Amy Appleman would contact her on Thursday as she would be able to help with this matter.

Jim returned back on the line to tell Lindsay again that she would have to pay the \$7,970.64 or the monthly billing would cease. He then told her that he sent a "note" to Kathy Griswold, the "Chief" collections person and that if Lindsay didn't hear from her by Wednesday, that she should call her. Jim was unable to give Lindsay any documentation regarding the bills, but kept repeating that if she paid the \$7,970.64, she could go back to monthly billings. Lindsay told Jim that she did not have the authority to make that decision and that she would contact Amy, then Kathy to try to resolve the matter.

Dr. Carp then contacted Rebecca and informed her that he had reason to believe that the company was being double billed and instead of looking into the matter, Jim was trying to force Lindsay to pay something without sufficient documentation. He then told her that he was contacting the Public Utilities Commission of Ohio.

In short our complaint is that we have reason to believe that we have been consistently double billed and being threatened if we do not pay immediately, even after trying to get documentation to resolve the issue.