

FILE

NC

07-135-TP-CSS 4

RECEIVED-DOCKETING DIV



The Public Utilities  
Commission of Ohio

FEB -7 PM 1:36

BSTA 010307  
Case Number

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

PUCO  
Formal Complaint Form

Bill Stamatou  
Customer Name

1601 Yorkshire Trace  
Customer Address

Center Oh 44709  
City State Zip

Against

330 492 7615  
Account Number

First Communications  
Utility Company Name

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

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

I had an 800 number that would ring to my home office for the last ten years. For some unknown reason --- First Communications released the number to MCI/Vorizon. No authorization was given.

Bill Stamatou  
Signature

330-244-8813 Home  
Customer Telephone Number

This is to certify that the images appearing on this page are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician Ann Date Processed 2/7/07

William Stamaton  
1601 Yorkshire Trace  
Canton, Ohio 44709  
330-244-8813 Home  
330-322-0241 Cell

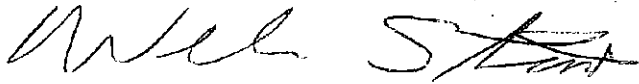
First Communications  
P.O. Box 89463  
Cleveland, Ohio 44101-6463  
Account Number – 3304927615

I was customer of First Communications for approximately 10 years. I had an 800 number (800-810-4015) with this company that would ring to my home office. Sometime in December First Commutations released my 800 number without my consent and MCI / VERIZON acquired the number. Shortly after this, MCI reassigned this number to another company. I DID NOT authorize this transfer nor did I want this to happen. Neither company has been able to explain why this happened and as of 2/4/2007, I still do not have the number back.

I have spoken with the PUCO starting in January to help resolve this problem. (BSTA010307)

I would like the Commission to help recover my 800 number.

William Stamaton

A handwritten signature in black ink, appearing to read "Will Stamaton", with a stylized flourish at the end.

## TRANSACTION DETAIL

## DESCRIPTION

## AMOUNT

Payments  
8/29/2006Check Payment  
Payment Total:1.06 CR  
1.06 CR

## LONG DISTANCE CALL DETAIL

## Calls Placed To: 800-810-4015

Date	Time	Fr.Number	Fr.City/State	Rate	Durat	Cost	Date	Time	Fr.Number	Fr.City/State	Rate	Durat	Cost
8/13	10:49pm	513-522-8440	MT HEALTHY, OH	E	.1	.0035	8/14	6:06pm	414-963-0647	MILWAUKEE, WI	E	.3	.0105
8/14	6:07pm	414-963-0647	MILWAUKEE, WI	E	.5	.0175	8/14	6:12pm	414-793-8086	MILWAUKEE, WI	E	.1	.0035
8/15	11:18am	414-527-5600	MILWAUKEE, WI	D	.2	.0070	8/15	12:03pm	414-527-5600	MILWAUKEE, WI	D	.6	.0210
8/15	7:08pm	215-672-0699	HATBORO, PA	E	.2	.0070	8/16	1:17pm	414-527-5600	MILWAUKEE, WI	D	.1	.0035
8/16	5:16pm	843-234-0113	EASTCONWAY, SC	E	.1	.0035	8/19	10:27am	910-484-0448	FAYETTEVL, NC	D	.1	.0035
8/24	5:33pm	440-838-3500	BRECKSVL, OH	E	.3	.0105	8/28	5:29pm	414-610-0082	MILWAUKEE, WI	E	.1	.0035
8/28	5:37pm	205-870-3586	BIRMINGHAM, AL	E	.9	.0315	8/29	5:15pm	440-248-2461	OLON, OH	E	.1	.0035
8/30	12:10pm	502-339-0351	LOUISVILLE, KY	D	.2	.0070	8/30	8:26pm	517-543-8159	CHARLOTTE, MI	E	.3	.0105
8/31	10:19am	270-781-1660	BOWLINGGREN, KY	D	.1	.0035	8/31	10:21am	270-781-1660	BOWLINGGREN, KY	D	.2	.0070
8/31	2:15pm	801-787-9848	PROVO, UT	D	.2	.0070	8/31	4:26pm	423-968-7881	BRISTOL, TN	D	1.0	.0350
9/01	2:53pm	561-624-6851	WPALMBEACH, FL	D	.2	.0070	9/04	8:16am	920-787-0016	WAUTOMA, WI	D	.1	.0035
9/08	5:42pm	708-460-7701	ORLAND, IL	E	.3	.0105	9/11	10:03am	313-963-2414	DETROIT, MI	D	.1	.0035
9/12	5:51pm	217-864-5539	MOUNT ZION, IL	E	1.1	.0385	9/13	3:21pm	317-240-2500	INDIANAPLS, IN	D	.1	.0035
9/14	5:31pm	216-262-8770	CLEVELAND, OH	E	.1	.0035	9/15	10:13am	847-888-5000	ELGIN, IL	D	.2	.0070
9/15	10:16am	847-888-5000	ELGIN, IL	D	.3	.0105	9/16	9:55am	740-323-1857	NEWARK, OH	D	.3	.0105
9/18	8:25am	763-786-3153	MINNEAPOLS, MN	D	.2	.0070	9/18	10:47am	414-737-3613	MILWAUKZNS, WI	D	.2	.0070
9/18	7:45pm	440-349-1614	OLON, OH	E	.3	.0105	9/19	11:46am	440-995-1029	LYNDHURST, OH	D	.3	.0105
9/19	1:38pm	813-404-7626	TAMPA, FL	D	.1	.0035	9/20	12:48pm	989-893-5928	BAY CITY, MI	D	.2	.0070
9/20	7:42pm	314-732-3490	ST-LOUIS, MO	E	.2	.0070	9/21	11:57am	765-494-4600	LAFAYETTE, IN	D	.3	.0105
9/21	8:01pm	313-576-8000	DETROIT, MI	E	.2	.0070	9/22	2:12pm	513-255-6934	OXFORD, OH	D	.2	.0070
9/23	10:42am	773-271-2858	CHICAGO, IL	D	.2	.0070	9/26	11:36am	630-856-8800	HINSDALE, IL	D	.1	.0035
9/26	11:37am	630-856-8800	HINSDALE, IL	D	.1	.0035	9/26	5:01pm	419-583-7018	WAUSEON, OH	E	.1	.0035
9/28	10:21am	502-228-1174	LOUISVILLE, KY	D	.3	.0105	9/28	10:22am	502-228-1174	LOUISVILLE, KY	D	.2	.0070
9/28	1:05pm	702-565-2323	LAS VEGAS, NV	D	.2	.0070	9/28	5:11pm	419-409-1623	BOWLINGGREN, OH	E	.2	.0070
9/28	5:12pm	419-409-1623	BOWLINGGREN, OH	E	.1	.0035	9/29	9:39am	563-271-8488	DAVENPORT, IA	D	.5	.0175
9/29	5:24pm	563-271-8488	DAVENPORT, IA	E	.2	.0070	10/02 12:02pm	740-927-1547	PATASKALA, OH	D	.2	.0070	
10/02 12:03pm	740-927-1547	PATASKALA, OH	D	.2	.0070	10/03	8:23am	765-742-7202	LAFAYETTE, IN	D	.1	.0035	
10/03 2:19pm	586-725-2604	NEWBALTIMR, MI	D	.1	.0035	10/03	6:32pm	937-342-8887	SPRINGFLD, OH	E	.1	.0035	
10/09 10:47am	646-723-7980	NEW YORK, NY	D	.3	.0105	10/11	1:40pm	419-868-8207	HOLLAND, OH	D	.2	.0070	
10/13 11:00am	847-825-4636	PARK RIDGE, IL	D	.2	.0070	10/13	2:30pm	937-223-5497	DAYTON, OH	D	.2	.0070	
10/13 2:31pm	937-223-5572	DAYTON, OH	D	.1	.0035	10/13	2:54pm	937-275-6884	DAYTON, OH	D	.2	.0070	
10/14 4:04pm	615-335-3453	NASHVILLE, TN	D	.1	.0035	10/16 12:56pm	870-534-5751	PINE BLUFF, AR	D	.1	.0035		
10/16 3:53pm	216-881-7280	CLEVELAND, OH	D	.2	.0070	10/17 1:32pm	904-226-7455	JACKSONVL, FL	D	.2	.0070		
10/17 6:05pm	414-213-6788	MILWAUKEE, WI	E	.1	.0035	10/18 10:03am	419-241-9000	TOLEDO, OH	D	.2	.0070		
10/19 7:41pm	440-429-5422	CLEVELAND, OH	E	.1	.0035	10/20 1:11pm	517-323-1200	LANSING, MI	D	.2	.0070		
10/23 4:51pm	563-514-1961	DAVENPORT, IA	D	.3	.0105	10/24 7:21am	443-507-0382	HAMPSTEAD, MD	N	.1	.0035		

FCM001-P01001 (10/03)  
20-W-3.5-2/C

## Share the Value.

Keep the Rewards.

We'll credit your account \$10 for each residential customer and \$25 for each new business customer you refer to us. Tell your friends about the money you save, and ask them to call 1.888.FIRSTCO to sign up. When they mention your name & phone number, we'll credit your account \$10 or \$25 for each new referral.

## Change of Name, Phone Number or Mailing Address?

Please fill out and check the box on the reverse side. Thank You.

Account Number \_\_\_\_\_  
 Name Change \_\_\_\_\_  
 New Mailing Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Work Phone ( ) \_\_\_\_\_  
 Home Phone ( ) \_\_\_\_\_

If your issues are not resolved after you have called First Communications, customers may call The Public Utilities Commission of Ohio (PUCO), Toll Free at 1-800-686-7826 (800) 686-1570 (TTY-TDD) or visit the PUCO website at [www.puco.ohio.gov](http://www.puco.ohio.gov). Residential Customers may call the Ohio Consumers' Counsel (OCC), Toll Free at 1-877-742-5622 or visit the OCC website at [www.pickocc.org](http://www.pickocc.org).



Bill Stamaton  
1601 Yorkshire Trace  
North Canton, OH 44709

Previous Balance	Payments/Adjustments	Current Charges	Total Amount Due	Due Date
\$1.06	\$1.06 CR	\$0.90	\$0.90	1/4/2007

**Previous Balance**

Previous Balance

1.06

Payments (includes payments received by 12/14/2006) - Thank You

1.06 CR

**Past Due**

\$0.00

Toll Free Calls

0.80

**Total Long Distance Services**

\$0.80

State and Local Taxes

0.04

Federal Universal Service Fund (USF)

0.06

**Total Taxes & Surcharges**

\$0.10

**Total Amount Due by 1/4/2007**

\$0.90

**Invoice Number**

6398171

**Long Distance Services****Account Number**

\*\*\*\*3304927615

**Billing Period Ended**

12/12/2006

**Invoice Date**

12/14/2006

First Communications' goal is simple: to be a company that is easy to do business with; to build long lasting customer relations by concentrating on the individual needs of our customers; and to measure our performance not by how many customers we acquire, but by how many we retain and completely satisfy.

For Frequently Asked Questions, Customer Care and Company information, log on to [www.firstcomm.com](http://www.firstcomm.com)

To talk with a Customer Service Representative, call 800-860-2934 or fax us at 888-274-1015.

First Communications offers automated payment options for customers with Visa, Mastercard, Discover and American Express Accounts as well as direct check payments. For information regarding automated payment options, please contact Customer Care at 800-860-2934.

Detach and enclose this portion with your payment. Please write your account number on your check or money order and make payable to First Communications. Do not send cash. Please remit payment in the enclosed envelope or to First Communication LLC, PO Box 89463, Cleveland, OH 44101-6463.



P.O. BOX 89463  
Cleveland, OH 44101-6463

☐

**IMPORTANT INFORMATION**  
Check here if change of address is required.  
See reverse for changes of address form.

☐

Due Date	Amount Due	Amount Enclosed
1/4/2007	\$0.90	\$

4411 1 AT 0.308



BILL STAMATON  
1601 YORKSHIRE TRACE  
NORTH CANTON, OH 44709



0004411 S1 T16

FIRST COMMUNICATIONS, LLC  
P.O. BOX 89463  
CLEVELAND, OH 44101-6463



001 33049276158 00006398171 00012142006 00000000090 001 4