

FILE

May 18, 2007

Ohio Public Service Commission
180 E Broad Street
Columbus, OH 43215-3793

RECEIVED

MAY 22 2007

INVESTIGATION AND AUDIT DIVISION
PUBLIC UTILITIES COMMISSION OF OHIO

Re: Case # 07-462-TP-CSS

On Monday, May 8, 2007 at 10:00 a.m. I participated in a telephone conference call with Cathy (AT&T) and Pam (Public Service Commission) regarding my complaint with AT&T. After the discussion, Cathy agreed to credit my account \$9.46 which was a charge to discontinue long distance service on my phone. In return I have agreed to drop my complaint with the telephone company.

I might add that today I received my bill which totaled \$57.53. I will deduct \$9.46 from that amount when I mail my payment. I had placed two long distant calls that totaled twenty cents for two one-minute calls. Added to that amount was a 99 cents carrier cost recovery fee and a 29 cents Fed Universal Service Fund and a 31 cents in taxes. Not to forget the \$3.00 charge for the JustCall fee. What's wrong with this picture?

Maybe I'm in the minority when it comes to being concerned with the high costs of utilities. It seems the big corporations can rob us blind while they stuff their bank accounts and when the crooks are found out it's the consumers who have to pay not the crooks. When is it going to be enough is enough?

Sincerely,

Annetta Molter
Annetta Molter

RECEIVED-DOCKETING DIV

2007 MAY 23 PM 3:37

PUCO

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Technician *JH* Date Processed 5-23-07



MR LEONARD MOLTER
400 MARION PIKE
IRONTON, OH 45338-2978

Page 2 of 3
Account Number 740 533-0590 790.3
Billing Date May 10, 2007

AT&T Long Distance

Message Regarding Terms & Conditions:
To view your Terms & Conditions for AT&T Long Distance, access www.att.com/public_affairs or call 1 888 225-8530 to have a copy mailed.

Carrier Cost Recovery Fee:
This fee helps recover costs for providing long distance service including national regulatory fees and programs, connection and account servicing. This fee is not a tax or charge required by the government. For more information, please call the number on your bill.

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Invoice Summary (as of April 28, 2007)

| | |
|------------------------------|-------------|
| Current Charges | |
| Service Charges | 3.00 |
| Credits and Adjustments | .00 |
| Call Charges | .20 |
| Surcharges and Other Fees | 1.28 |
| Taxes | .31 |
| Total Invoice Summary | 4.79 |

Service Charges

Monthly Service Charges

| Type of Service | Period | Qty | |
|--------------------------------------|-------------|-----|-------------|
| 1 JustCall Standard | 04/25-05/24 | 1 | 3.00 |
| Total Monthly Service Charges | | | 3.00 |

| | |
|------------------------------|-------------|
| Total Service Charges | 3.00 |
|------------------------------|-------------|

Call Charges - Mar 25th thru Apr 24th

Calls for 740-533-0590

Domestic

| No. | Date | Time | Place Called | Number | Code | Min | Amount |
|-----|------|------|--------------|-----------------|------|------|--------|
| 2 | 3-27 | 550P | ASHLAND | KY 606 320-9580 | D | 1:00 | .10 |

Invoice Billing - Continued

| No. | Date | Time | Place Called | Number | Code | Min | Amount |
|-----|------|-------|--------------|-----------------|------|------|--------|
| 3 | 4-13 | 1220P | ASHLAND | KY 606 324-7222 | D | 1:00 | .10 |

| | |
|---|------------|
| Subtotal Domestic Calls for 740-533-0590 | .20 |
|---|------------|

| | |
|--|------------|
| Total Domestic Calls for 740-533-0590 | .20 |
|--|------------|

| | |
|-------------------------------------|------------|
| Total Calls for 740-533-0590 | .20 |
|-------------------------------------|------------|

| | |
|---------------------------|------------|
| Total Call Charges | .20 |
|---------------------------|------------|

Surcharges and Other Fees

| | |
|--|-------------|
| 4 Carrier Cost Recovery Fee | .99 |
| 5 Fed Universal Service Fund | .29 |
| Total Surcharges and Other Fees | 1.28 |

Taxes

| | |
|--------------------|------------|
| 6 Federal | .00 |
| 7 State | .24 |
| 8 Municipal | .07 |
| 9 Non Home State | .00 |
| Total Taxes | .31 |

| | |
|------------------------------|-------------|
| Total Invoice Charges | 4.79 |
|------------------------------|-------------|

Key for Calling Codes:

| | | |
|---|----------------------|---------------------|
| A Anytime | B Collect | C Calling Card |
| D Day | E Evening | F Call Forwarding |
| H Third Number | I Special Intrastate | L Late Night |
| M Multiple Rate Period | N Night/Weekend | |
| O Operator Completed - Dial Rates Apply | P Person to Person | |
| R Standard Overseas | S Station to Station | T Discount Overseas |
| X Conference | Y Economy Overseas | 3 Three Way |

| | |
|-------------------------------------|-------------|
| Total AT&T Long Distance | 4.79 |
|-------------------------------------|-------------|

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 \$46.81.

NEED TO CONTACT US?

Since our telephone directories are published only once per year, the toll-free customer service number listed in your current directory could be outdated. To ensure that you reach the correct customer service representative, please contact us at att.com or 800 288-2020 for questions about your residential bill or order. Please have your bill handy for review. Thank you for choosing AT&T.

