

NC

07-932-TP-CSS
2The Public Utilities
Commission of Ohio

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2007 JUL 20 PM 1:02

DEJL0718079K
Case NumberPublic Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215PUCO
Formal Complaint FormHendrickson Trailer
Customer Name2070 Industrial Pl SE
Customer AddressCanton
CityOH 44707
State Zip

Against

10106270
Account Number

Customer Service Address (if different from above)

AT&T / CallOne
Utility Company NameCanton
CityOH 44707
State Zip

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

PUCO,
(see attached)Daryl C. J.
Signature330-933-3765 / 330-489-0683
Customer Telephone NumberThis 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 SM Date Processed 7/20/07The 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



Daniel A. Filing Jr.
2070 Industrial Pl SE
Canton OH, 44707
Case Number: DFIL0718079K

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

AT&T has provided unsatisfactory service for years, to this facility located at 2070 Industrial Pl SE. AT&T has sent many technicians out to the facility and almost every tech has been dispatched the following day because the issue was not resolved. In the past 2-3 weeks beginning in the middle of June I have been recording how many times we call AT&T. I had a total of 16 trouble tickets created for roughly five lines, most were repeat calls, because AT&T would run tests on the line and clear them, when in fact there was still no dial tone.

Many technicians have stated that they placed orders to have lines replaced, which is what needs to happen to cure all of our issues. The lines have never been replaced and they continue to reuse lines that are currently being used to fix lines that are down. That is why we are constantly calling repairs in.

In conclusion AT&T needs to repair the lines leading into the facility, this has been turned into their engineering department according to their technicians. We need to come to a resolution, please aid us in beginning this process.

Sincerely,

Daniel A. Filing Jr.

Hendrickson
Trailer Suspension Systems
2070 Industrial Place S.E.
Canton, OH 44707-2841 USA
330.456.7288 Fax 330.456.0105
www.hendrickson-intl.com



For The Road Ahead™