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FILE

07-865-TP-CSS

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The Public Utilities
Commission of Ohio

Case Number

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

Formal Complaint Form

Greggory Blank
Customer Name

Route 1 Box 510
Customer Address

Sugar Grove Oh 43155
City State Zip

Against

740 746 4000 1231
Account Number

1072 oto Court
Customer Service Address (if different from above)

AT&T acct # 7407464000/1231
Utility Company Name

Hideaway hills Oh
City State Zip

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

[Signature]
Signature

(614) 620-7726 w (740) 964-2205
Customer Telephone Number

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Technician SM Date Processed 7/27/07

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

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

July 23, 2007

To Whom It May Concern:

I wish to file a formal complaint against AT&T for three years of regularly interrupted phone service, frequently failing equipment, countless hours of lost time spent on the phone with their customer support staff, lost work revenue caused by their failure to provide the services they contracted to provide, refusal to cancel my service when requested, and finally the refusal to uphold their end of a deal negotiated informally on my behalf by the P.U.C.O.

I first contracted with AT&T for dual channel ISDN phone/data service at my current residence in 2001. We had occasional outages caused by the failure of AT&T's equipment, but it was nothing major. I do not have the exact dates, but if memory serves the big problems started in 2004. Any time the weather would change from warm to cool, cool to warm, or when we would get any appreciable rain the system would stop working. When the system would fail we would lose both phone and data capabilities. The Techs at AT&T would usually blame my equipment and provide warning that I would have to pay for the service call if they found out the failure was caused by my equipment. Not once did they ever find that anything I was responsible for failed, and they always wound up making repairs on their end. I cannot possibly recollect all of the time I've spent on the phone with AT&T trying to rectify the issues over the last three plus years. Hopefully the repair history on my account will be available to you. But I can tell you that I now know more about error counts, switching pairs, slicks, bright cards, C.O.'s, trouble tickets, chronic tickets, and other phone company terminologies than I would ever care to learn. I am sure I have more than 50 hours of time spent on the phone with Technicians at AT&T. In fact, it got so bad that one of the Techs gave me his cell phone number and asked me to call him personally whenever I had a problem. His name is Terry Davidson and I still have his phone number if you would care to speak with him. My girlfriend/half owner of our home has lost weeks of work time when the system would fail while she was working from home.

We finally decided we just couldn't deal with the headaches anymore and ordered Satellite service. The plan was to try the Satellite service for a few days and make sure it was working properly, and then we would cancel the ISDN service with AT&T. The Satellite service was installed Tuesday May 29th. The plan was to make sure it was functioning ok and then cancel service with AT&T on Monday June 4th. Unfortunately before we could cancel service with AT&T the ISDN system went down again late on Friday June 1st. Knowing there was no point in having it fixed again I decided to just wait until Monday the 4th and cancel the service as planned.

I called mid morning Monday June 4th and attempted to cancel my service. After approximately 30 minutes on hold I spoke with a woman who spent several minutes trying to cancel my service, but said her computer wouldn't let her cancel it. She could see that I was current on my billing and it wasn't an issue of money, but that the system just wouldn't let her cancel the service. She transferred me to another department and I got placed in a hold queue again. Finally a recording came on and said that department was experiencing technical difficulties and to try my call again later. Go figure. I tried again later that evening, and was again on hold for approximately 30 minutes. Again the agent who took the call was unable to get the computer system to cancel my service. She transferred me to another department and stayed on hold with me for another 30 minutes. When the next department answered the woman stated that she wasn't going to cancel my service, she had been told she was not allowed to cancel my kind of service and she wasn't going to lose her job over me. Frustrated I asked the original person who answered my call to notate in my file that I attempted to cancel service on June 4th and to also notate that my service had been down since June 1st. I also informed her that I was not going to pay any more money for this service.

I then went to the P.U.C.O. website and filed an informal complaint. Over the next couple of weeks a deal was worked out whereby AT&T would cancel my service effective June 1st, zero out my current balance, and refund me \$200.00 for all of the trouble I'd been through. It wasn't even a fraction of the amount I'd lost, but I just wanted to be done with the whole mess. Several days later a representative named Pam from the P.U.C.O called to follow up to make sure we were all in agreement and I was told that AT&T would not send me a check for \$200 as originally discussed, but instead they would credit my account for \$200 and my current balance would be subtracted from that amount. I informed Pam that this was not how the original agreement was negotiated, and I would not accept this agreement. She informed me that I would have to file a formal complaint with the P.U.C.O., which I am now doing. As a side note a couple of days ago I just received another statement from AT&T dated July 13th. This statement shows that my service with AT&T is still active and has NOT been cancelled despite my repeated requests, and they have billed me for yet another month of service. I am quite sure there are laws protecting me from the way I am being treated, and just the refusal to cancel my service alone should expose AT&T to significant reprimand.

I feel compelled to mention that considering the fact that I am investing yet more time and energy into an issue that should have been resolved some time ago, and considering the fact that I will now have to attend a hearing to settle this matter the original proposed settlement that AT&T later decided not to uphold is no longer acceptable to me.

Thank you very much for your time and attention to this matter,

Gregg Blank