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FILE

07-898-TP-CSS

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The Public Utilities
Commission of Ohio 2007 AUG -7 PM 1:55

Case Number

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

PUCO
Formal Complaint Form

RANDY LITTLEJOHN
Customer Name

658 TOWNSHIP RD 274-N
Customer Address

Kitts Hill OH 45645
City State Zip

Against

740-532-9511-197-0 (AT+T)
Account Number

Customer Service Address (if different from above)

AT+T
Utility Company Name

City State Zip

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

Randy Littlejohn
Signature

740-532-9511
Customer Telephone Number

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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

To: The Public Utilities Commission of Ohio

Formal Complaint: Randy Littlejohn

On September 28, 2006, I filed a complaint against AT&T Ohio, Inc. alleging that I experienced interruptions to my telephone service, but that AT&T did not repair the problem. The Case Number was 06-1177-TP-CSS.

The resolution was that an attorney from AT&T called me and assured me that the company had fixed the problem, at a substantial expense on their part. I agreed that if the problem were resolved, I would dismiss my complaint. At that time, my only intent was to get the problem fixed and have consistent and dependable telephone service. The attorney stated that I would however, receive a substantial credit for the disruptions and I should see that on my next bill. I have received nothing thus far.

Since the time of my filing, I have had, at a minimum of 12 outages. On ten of the occasions, I have called AT&T to report the problem. I know of a least two times we were not able to call and am reasonably sure there were two more instances where the service was interrupted and I did not call. When the initial complaint was made, the outages seemed to occur when we had considerable rain. As you can see below, that is no longer the case. I have listed the outages when a call was made to AT&T.

Phone Outages

28 Nov 2006 - Was out at approximately 8P.M., was on next morning - was raining
March 30, 2007 Was out at evening, stormy night and evening still not on 3-31-07
May 22, 2007 Was on and off all evening. Weather clear
May 23, 2007 On and off all morning, Weather clear.
June 15, 2007 Off at approx 3pm, weather clear
June 20, 2007 off in afternoon, weather clear and hot
July 24, 2007 off all day, weather clear and hot
July 30, 2007 off for two days, weather clear
August 2, 2007 came on for a half day, then off
August 5, 2007 off for two days so far, weather clear one day and raining the next

In addition, for most of the time period stated above, the phone lines have been laying on top of and running across our road for traffic to run over. This however has been corrected approximately one month ago.

My reason for the complaint is more than unreliable service. I have an elderly mother that lives alone and near my home. She has a Medic Alert pendant that is programmed to call my phone in case of a medical emergency. She has had a heart attack, two congestive heart failures, a stroke, and has a pacemaker that is programmed to make her heart beat each time. As you can see, it is

imperative that I have a phone that is reliable.

Since I live in a very rural area, I have contacted my neighbors during the outages to see if they were experiencing the same problems. They were not. I also have a second phone line that is dedicated to my computers. It never goes out. Each time my primary line goes down, I check the interface on the outside of my house before I call. My second line always has a dial tone, the primary does not. AT&T has never alluded to the fact that the problem may be in my wiring or phones.

My requested resolution is this. That AT&T once and for all fixes the problem of outages on my primary number, 740-532-9511.

That AT&T stands good on their promise to provide compensation for the outages in my previous complaint.

That AT&T provides compensation for the outages since my last complaint.

Since this involves a possible life or death consequence, I will not accept an attorney for AT&T "making me an offer" to stand down. I want to be notified of the hearings; I will attend. If needed, I will hire my own attorney.

Let there be no mistake or misconception on the part of AT&T. I have had enough.