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FILE

07-936-TP-CSS 3



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2007 AUG 20 PM 2:05

Case Number

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

Formal Complaint Form

Daubetree Hotel
Customer Name

6200 Quarry Lane
Customer Address

Independence Oh 44131-2218
City State Zip

Against

0040000000026431
Account Number

255 Spring Street
Customer Service Address (if different from above)

XO Communications
Utility Company Name

Sarge Pg 18840
City State Zip

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

Note: Telephone number of the property is 2164471300
Please See attached letter

Charles J. Maurice
Signature

570 882-8644 Ext 5010
Customer Telephone Number

This is to certify that the images appearing are an
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document delivered in the regular course of business.

Technician Am Date Processed 8/20/07

August 15, 2007

Charles J Monroe
Director of Administration
Twin Tier Hospitality
255 Spring Street
Sayre, PA 18840

Simone Wu
Senior Vice President
XO Communication
Two Easton Oval
Columbus, OH 43219

Subject: Request of Refund of \$68,074.98 for services not provided and loss of revenue

Cleveland South Hospitality, LLC

Db a Doubletree Hotel

6200 Quarry Lane, Independence, OH 44070-2218
XO account # 004000000026431
Tel # 216-447-1300

Dear Simone Wu:

In 2006, two of our hotels in Cleveland area entered into a contract for switching telephone services to XO. We had problems in the first hotel but they were resolved. Doubletree is the second hotel and we continue to have major problems. During the last several months we were instructed by your company to do various things to make the telephone service work.

On Friday July 20, 2007, I found out that Double Tree Hotel, 6200 Quarry Lane, Independence OH was not receiving any phone services. I called XO since that was the company that I had a signed contract with that provided phone service to that hotel. A representative went to the hotel and would not connect service up to the hotel because he said that one of our representatives had called and stated that we did not want service with XO communications. I requested Mike Koon (need his title) that we needed the phones reconnected and that we were losing business because of the lack of phone service. Mike Coon told me that they would dispatch a service technician to hook up the equipment and that the phone should be restored later in the day. About two hours later I called to get a status update on the reconnection and was told that I would have to speak to a Crystal in service delivery. Crystal called me two hours later after numerous phone calls to Mike asking when I would get a call from Crystal. Crystal informed me that the line we were trying to hook up was owned by Level 3 and that we would have to call them to get reconnected.

I think you will understand, Simone, why I am upset at the manner in which this situation was handled. In the meantime with the hotel with no phone service for two days we lost \$50,000 in business.

XO informed us in May 2007 that we will be disconnected unless we pay the back charges owed by us of 11,964.79. We were told to pay immediately by credit card to keep XO as their telephone service provider.

Simone Wu
August 15, 2007
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We promptly paid the amount. Now XO tells us that we do not have any valid contract with us, our telephone provider is Broadwing, we need to work with them to resolve all our problem. While XO says that we do not have a contract with them, we are continued to billed by your company. So far we have been billed and we have paid you \$18,074.98.

We are being billed by Broadwing for the same telephone services that you are also billing us.

With this letter I am requesting that you refund us \$18,074.98 for all of the services that you billed us and we paid but you never provided us any service. We also would expect that you restitute the lost business of \$50,000.00 when the phone service was not working.

Sincerely,

A handwritten signature in cursive script that reads "Charles Monroe".

Charles Monroe
Director of Administration

CC: The Public Utilities Commission of Ohio
Docketing Division
180 E Broad Street
Columbus, OH 43215-3793