FILE

Scott MacLean & Holly Prather
19631 Overland Park Drive
Strongsville, OH
44149-8737

PUCO Case No: 07-864-TP-CSS

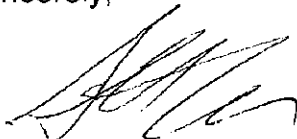August 25, 2007

To Whom It May Concern:

    I am in receipt of AT&T's response to our complaint, where, expectedly, they deny any culpability in the matter described. It appears to me to come down to who has more credibility, and which of the two scenarios below makes more logical sense:

1. When moving from our old condominium to our new house, we called AT&T to let them know we were moving and have them set up new service in our new house at a specific date, and the AT&T representative, knowing that we were current customers, didn't bother to ask if we wanted the old service turned off, so we just left it figuring they would stop billing us at some point or that it would take care of itself somehow.

2. When moving from our old condominium to our new house, we called AT&T to let them know we were moving, and to instruct them to shut off the old service in the condominium AND set up new service in our new house on our move date. Either the representative made an error when entering the information into his computer, or some other failure happened within AT&T, and the old service never got turned off. Because AT&T did not send us any bills or any other paperwork in the mail, to either the old OR the new address, for over two years, we had no idea that the service had never been turned off until the transition to "new" AT&T occurred, and they started issuing invoices and collection notices.

    It is the second scenario that is exactly what happened here. As can be expected, AT&T takes no responsibility for its error, foisting the responsibilities (and over $600 lost) on the little guy, knowing full well that there is little to no chance the customer can or will even try to fight it.

    I ask that you rule using common sense and realize that AT&T has made the error in this case, and enforce appropriate restitution.

Sincerely,

cc: Mary Ryan Fenlon, AT&T Counsel