

FILE



The Public Utilities
Commission of Ohio

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Case Number

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

PUCO Formal Complaint Form

NED. Urology Associates, Inc.
Customer Name

602 Parmalee Avenue, Suite 300
Customer Address

Youngstown OH 44510
City State Zip

Against

330 744-2141 1172, 330 744-1142 1160,
Account Number
330 R03-1779 0607,
Same
Customer Service Address (if different from above)

AT&T
Utility Company Name

City State Zip

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

Peppino Pallotta
Signature
(330) 744-2272
Customer Telephone Number

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

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Technician 5 Date Processed 9-10-07

N.E.O. Urology Associates, Inc.
602 Parmalee Avenue, Suite 300
Youngstown, Ohio 44510
Phone (330)744-2272
Fax (330) 744-2141
www.neourology.com

Richard A. Memo, M.D., FACS
Robert R. Ricchiuti, M.D., FACS
Vincent S. Ricchiuti, M.D., FACS
Daniel J. Ricchiuti, M.D.
Mark A. Memo, D.O.

August 13, 2007

Public Utilities Commission of Ohio
Attn: Docketing
180 East Broad Street
Columbus, OH 43215

To Whom It May Concern:

N.E.O. Urology Associates began meeting with an AT&T account representative in December 2006 to get advice on how to change our current phone lines due to complaints from patients that our lines are always "busy" and they could not get through.

Our business manager Emily Peebles and I met with Kelley Dario from AT&T in December. We told her we wanted our patients to be able to get in touch with us, but that we did not want an entirely new phone system because we are planning on relocating and purchasing all new phones, etc. at that time. We also discussed keeping our current monthly charges within the same price range.

We took Kelley Dario's advice and upgraded the phone lines. On April 13, 2007 the new lines were installed and our staff was trained in the use of the new lines. Since that time, our phone bill has tripled. Our long distance rate went from .06 cents per minute to \$1.00 per minute. We have been assigned at least three different account numbers and have numerous charges for connecting lines, disconnecting lines, additional lines of advertising and the list goes on.

I have a customer service representative assigned specifically as my business account contact person. Her name is Lori Oladipo. She has not answered one question or resolved one issue for me to date. We went an entire week without having a phone line to transmit our electronic claims to insurance companies or use our credit card machine. We cannot afford the lost revenue.

I have saved all of my email correspondence with AT&T. After many hours of phone calls, and emails I expressed my frustration to Kelley Dario. She came back to my office the first week in July. She went through the account to determine how the costs could be brought into line with what I had been promised. She also stated she would get permission to credit my account for the overcharges in the long distance and for additional credits for the lines be added, changed, etc.

To date, nothing has been resolved with my account. The most recent email I received from Lori Oladipo was on August 3, 2007. She informed me that the phone line we use to transmit claims would be disconnected again. I responded to the email stating I was not giving permission to have the line changed, connected or disconnected until I could speak with someone from AT&T to find out why the line needed changes again.

I received no response and again the line was not working as of 8/6/07. When our billing department informed me they could not transmit claims to Medicare or retrieve our electronic remittance, I called AT&T to find out the line had been changed. We are receiving bills from AT&T for \$20 every time the line is changed.

I was furious and called AT&T on Wednesday, August 8, 2007 to let them know the line was not working. I also told them that my phone bills are escalating out of control. The credits I was promised by Kelley Dario and Lori Oladipo have never appeared on my bill. That same afternoon I received a call from Thomas Gill at AT&T. He is the Area Business Manager with AT&T. He assured me he would contact me with a resolution to this situation before the end of the business day Friday, August 10, 2007. As of this morning, no one from AT&T has contacted me.

This is an abbreviated version of the series of events since December 2006. I have saved every email from AT&T which documents to entire story. I feel we were led to believe, by Kelley Dario, that we could keep our costs relatively the same by changing to a different type of phone line. I also believe that Lori Oladipo was not knowledgeable in her area and did not seek help from her supervisors to resolve any of the issues that I called to discuss. The situation has been allowed to snowball so much so that even AT&T is not sure what is going on with our account. I believe we have been overcharged by AT&T and that as non-employee of AT&T, it is impossible to decipher the bills and determine what N.E.O. Urology Associates, Inc. should have paid or should be paying as of today.

I feel we should receive the credits due on our bill in a timely fashion. I feel a knowledgeable person from AT&T should sit down with me and explain all of the bills in total. I feel I should have the right return the purchased equipment if it is in fact, not what was promised as far as service or price.

I look forward to your response.

Sincerely,

A handwritten signature in cursive script that reads "Peggy Pallotta".

Peggy Pallotta
Practice Manager
N.E.O. Urology Associates, Inc.

From: GILL JR., THOMAS (ATTILB) <lg7943@att.com>
To: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
Cc: ppallotta@aol.com
Subject: RE: NEO Urology BTN 330 744-1162
Date: Wed, 8 Aug 2007 4:06 pm

What number can call to reach you Peggy ?

Thomas Gill

AREA MANAGER - CHICAGO CLT CCOE
AT&T Business Communications Services
225 W Randolph Chicago, IL 60606
Phone 312 456-8604 Fax 312 456-8663

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From: ppallotta@aol.com [mailto:ppallotta@aol.com]
Sent: Wednesday, August 08, 2007 3:14 PM
To: DARIO, KELLEY (ATTAIS)
Subject: Fwd: NEO Urology BTN 330 744-1162

Kelley

I received this email from Lori Oladipo 8/3/07. I emailed her back to say NO WAY to this order. I wanted to speak to her before anything was done. I also got a voicemail from her saying she wanted a conference call to discuss the account Monday or Tuesday. I received an email from you saying you were meeting with someone to discuss our bill.

As of today, Lori is off. The 330.744.1162 is not working. It was a Centrex line, not a Centrex line and for some unknown reason, probably a Centrex line again and not dialing out without an "8" in front of the phone number. I have been getting notices AND BILLS from AT&T for \$20 to turn on , \$20 to turn off , and the saga goes on. I am now getting the PUCO involved.

Peggy Pallotta

-----Original Message-----

From: OLADIPO, LORI A (ATTILB) <lo7582@att.com>
To: ppallotta@aol.com
Cc: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
Sent: Fri, 3 Aug 2007 4:56 pm
Subject: NEO Urology BTN 330 744-1162

Peggy,

I have issued order D1873035171 to remove telephone number 330 744-1162 as a pots account by its self.

I have issued order C1873035172 to add telephone number 330 744-1162 to Centrex account billing telephone number 330 744-2141.

The due date is for 08-06-07.

You will experience some minimal down time as the line is provision.

Please let me know if you have any questions.

Thanks

Lori Oladipo
Customer Advocate
AT&T Midwest Large GEM
888 725-0592 x32930
312 456-8663 fax
e-mail lo7582@att.com

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From: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
To: ppallotta@aol.com
Subject: RE: NEO Urology BTN 330 744-1162
Date: Wed, 8 Aug 2007 4:01 pm

Peggy,
 I just sent a message to Lori's boss to see what is going on.
 The 330 744 1162 number is live- the disconnection was to get rid of the stand alone bill that was created when they reconnected the line.
 I will let you know as soon as I hear from him.
 Thanks,
 Kelley

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Please let me know if you have any questions.

Thanks

Lori Oladipo
 Customer Advocate
 AT&T Midwest Large GEM
 888 725-0592 x32930
 312 456-8663 fax
 e-mail lo7582@att.com

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From: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
To: ppallotta@aol.com
Subject: RE: NEO Urology BTN 330 744-1162
Date: Mon, 6 Aug 2007 8:37 am

Peggy,

Yes, 330 744 1162 was reconnected, but when it was reconnected, it generated it's own bill. The information below states that this line has now been added to the main billing account 330 744 2141. I am sorry that it is AT&T language and not customer language.

I am on a conference call at 9:00 this morning in regards to your account. I will follow up with you to let you know where are are.

Kelley

From: ppallotta@aol.com [mailto:ppallotta@aol.com]
Sent: Monday, August 06, 2007 8:29 AM
To: DARIO, KELLEY (ATTAIS)
Subject: Fwd: NEO Urology BTN 330 744-1162

Kelley,

What is this all about. I thought the 744-1162 was the line we just reconnected in our billing. Please advise.

Peggy

-----Original Message-----

From: OLADIPO, LORI A (ATTILB) <lo7582@att.com>
To: ppallotta@aol.com
Cc: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
Sent: Fri, 3 Aug 2007 4:56 pm
Subject: NEO Urology BTN 330 744-1162

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Please let me know if you have any questions.

Thanks

Lori Oladipo
 Customer Advocate
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 888 725-0592 x32930
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 e-mail lo7582@att.com

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From: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
To: ppallotta@aol.com
Subject: RE: NEO UROLOGY STATUS
Date: Tue, 24 Jul 2007 1:31 pm

Your late fees will also be credited. The new paperwork should be approved very soon. I will keep you posted.

-----Original Message-----

From: ppallotta@aol.com [mailto:ppallotta@aol.com]
Sent: Tuesday, July 24, 2007 11:39 AM
To: DARIO, KELLEY (ATTAIS)
Subject: Re: NEO UROLOGY STATUS

Kelley

I got another bill today that has past due amounts on it. I am not paying late fees. What do you advise?
This is a long distance bill still being charged OVER \$1.00 per minute.

Peggy

-----Original Message-----

From: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
To: ppallotta@aol.com; OLADIPO, LORI A (ATTILB) <lo7582@att.com>
Sent: Tue, 24 Jul 2007 11:29 am
Subject: NEO UROLOGY STATUS

Peggy- credits will take a full billing cycle to post- As soon as contracts are approved in system, I can request for credits. You may not see credits for up to 60 days.

Lori- Please confirm that this account is in DNT status.

-----Original Message-----

From: ppallotta@aol.com [mailto:ppallotta@aol.com]
Sent: Thursday, July 12, 2007 11:18 AM
To: DARIO, KELLEY (ATTAIS)
Cc: OLADIPO, LORI A (ATTILB)
Subject: Re: AT&T to do list/ request to change meeting time tomorrow

Kelley

I received a letter from AT&T today stating our phone circuit is set to be disconnected as of 7-24-07 because the account is past due. Lori Oladipo told me our account would be flagged to not be in a delinquent stage until all issues resolved. We also have a late fee on another bill I received today. No sign of any of the credits you mentioned. Please advise.

Peggy Pallotta
NEO Urology Assoc.
330.744.2272

-----Original Message-----

From: DARIO, KELLEY (ATTAIS) <kd8323@att.com>
To: ppallotta@aol.com
Sent: Thu, 28 Jun 2007 11:15 am
Subject: AT&T to do list/ request to change meeting time tomorrow

Hi Peggy,

Below are items that need cared for:

1. I will send you a separate email requesting approval to disconnect 330 744 1287, 330 744 3289, 330 744 1162.
- Once the lines are disconnected, I will submit for credits back to

August 14, 2006 when Cheri Krueger received fax from your company requesting disconnection.

2. You have received the Letter of Authorization to change Long Distance over to new billing that will offer 4.3 cents per minute w/ 3 year commitment. I will bring with me tomorrow, the agreement to lock in the rates.

I have advised you NOT to pay the 052 AT&T long distance bill you received. Once the new long distance account is established, we will rerate those calls onto new plan. If you receive any calls in regards to that bill, please refer them to me.

3. I will bring with me tomorrow, the Centrex discount agreement that we can add the Boardman location to, along with the fax line if you choose to leave it off of the PRI.

4. Tom Nichols has been notified to work with you on the calling patterns at the front desk. Please let me know if you need further assistance on this issue.

I already have a 10:30 meeting set for tomorrow in Akron, can we meet at 1:00 instead?

I look forward to hearing from you!

Regards,

KELLEY DARIO

AT&T GEM Account Manager
Government, Education, Medical
330 926 3022 office
330 459 7950 cell
847 513 0618 efax

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