

FILE

07-1108-TP-CSS



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2007 OCT 10 AM 11:36

Case Number

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

PUCO
Formal Complaint Form

Robert L. McKim, Sr.
Customer Name

38450 Allensworth Dr., Apt. D11
Customer Address

Scio, Ohio 43988
City State Zip

Against

740 622 1103 7910
Account Number

was

1031 Cassingham Ave., Lot 9
Customer Service Address (if different from above)

SBC/AT&T
Utility Company Name

Coshocton, Ohio 43812
City State Zip

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

I received the SBC Yahoo DSL on 8/6/05. I was to pay \$14.99 a month for it. I also had and was paying for dialup service through LocalNet. I did not want the SBC Yahoo DSL after I had found out that SBC was charging me \$16.46 a month because I was on USA Lifeline plan for the disabled, and I only had one calling plan (Call Waiting), because that was what was only allowed on the Lifeline plan.

(See other papers)

Robert L. McKim, Sr.
Signature

740-945-1469
Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician DA Date Processed 10/10/07

(Statement Complaint)

After my girlfriend and I broke up. I moved back with my parents after I got back from Mississippi volunteering with the American Red Cross for three weeks.

I sent the DSL back to SBC, and I called them to explain my problem.

The man I was talking to understood, and gave me a credit of \$274.10 in my bill. But then just recently, I found out that SBC took back the credit that the man gave me and turned my account over to collections.

SBC lied to me from the beginning. They said that I would only have to pay \$14.99. Then I found out that that is only if you are not on Lifeline plan, and have three calling plans.

SBC broke the Ohio Consumer Sales Practices Act (Unconscionable Sales Practices) - Making misleading statements that consumers are likely to rely on.

SBC needs to make this right with me and give me back my credit of \$274.10 like they did.

I also feel that I have been unjustly discriminated against by SBC.

Robert L. McKinnon

740-945-1469

IMPORTANT INFORMATION ABOUT YOUR NEW SBC YAHOO! DSL SERVICE. PLEASE READ.

SBC Yahoo! DSL

ORDER SUMMARY

**IMPORTANT INFORMATION. PLEASE READ CAREFULLY.
This is not a bill.**

The following summarizes your SBC Yahoo! DSL order and applicable charges. Please confirm this information is accurate, and call us at 1-877-SBC-DSL5 (1-877-722-3755) if there are any discrepancies. If you purchased SBC Yahoo! DSL as part of an SBC package, the other components will be confirmed separately.

If you purchased DSL as part of a promotion, on your first bill, you will see an equipment charge, along with a partial instant credit. You may qualify for an additional equipment rebate. For all the details, please refer to the mail-in rebate postcard in your DSL self-install kit.

For questions about your mail-in rebate: www.sbcdslrebate.com or call 1-800-228-5015

Order Summary for 740 622-1103

Monthly Service Charge:	\$ 14.95
Equipment charge (modem), if applicable	\$ 99.00
Service order provisioning, if applicable	\$ 55.00

* Refer to the **IMPORTANT INFORMATION ABOUT YOUR NEW SBC YAHOO! DSL SERVICE** for information regarding additional fees and taxes.

SBC Yahoo! DSL is an information service that combines DSL transport, Internet access and applications from SBC Internet Services, with customized content, services, and applications from Yahoo! Inc. This product is protected by US Patent 5,956,491. SBC, the SBC logo and other product and service names are trademarks and/or registered trademarks of SBC Knowledge Ventures, L.P. Yahoo!, the Yahoo! logo and all other Yahoo! logos and product and service names are the trademarks and/or registered trademarks of Yahoo! Inc. © 2005 SBC Knowledge Ventures, L.P. and Yahoo! Inc. All rights reserved.

ROBERT MCKIM
1031 CASSINGHAM AVE LOT 9
COSHOCTON, OH 43812-2572

Page 1 of 7
Account Number 740 622-1103 791 0
Billing Date Oct 4, 2005

Web Site www.sbc.com

Sep 5 - Oct 4, 2005

Bill At-A-Glance

Previous Bill	156.23
Payment	.00
Adjustments	5.48
Past Due - Please Pay Immediately	161.71
Current Charges	87.08
Total Amount Due	\$248.79
Current Charges Due in Full By	Oct 31, 2005

Billing Summary

Questions? Call:

Plans and Services	21.84
1-800-660-1000	
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-800-660-2626	
Other SBC Long Distance	34.34
1-800-660-1000	
SBC Internet Svcs.	16.42
1-877-722-3755	
ILD Teleservices, Inc.	14.48
1-800-433-4518	
Total of Current Charges	87.08

News You Can Use - Summary

- PREVENT DISCONNECT
 - PAYMENT & INQUIRIES
 - SBC LOCAL TOLL
 - SPECIAL NEEDS?
 - CARRIER INFO
 - SBC LOCAL TOLL
 - BEST TIMES TO CALL
 - PAY BILLS ONLINE
- See "News You Can Use" for additional information.

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1	10-05	Late Payment Charges	5.48	
Totals				5.48	.00

Plans and Services

Monthly Service - Oct 4 thru Nov 3

Call Waiting	4.55
Line Charge	6.70
Non-Published Service	2.20
Unlimited Residence Service	7.55
LINE-BACKER®	5.99
Federal Access Charge	5.39
Total Monthly Service	32.38

Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Coshocton County	12
Universal Service Assistance (USA) lifeline plan	12.39CR
Total Surcharges and Other Fees	12.27CR

Taxes

Federal at 3%	.42
Sales at 6.5%	1.31
Total Taxes	1.73

Total Plans and Services 21.84

SBC Long Distance

Important Information

For your information: To view your Terms and Conditions for SBC Long Distance, access www.sbc.com/public_affairs or call 1-888-225-8530 to have a copy mailed.

Invoice Summary

(as of September 19, 2005)

Current Charges	
Service Charges	30.00
Credits and Adjustments	.00
Call Charges	.00
Surcharges and Other Fees	1.45
Taxes	2.89
Total Invoice Summary	34.34



ROBERT MCKIM
1031 CASSINGHAM AVE LOT 9
COSHOCOTON, OH 43812-2572

Page 7 of 7
Account Number 740 622-1103 791 0
Billing Date Oct 4, 2005

Questions? 1-800-433-4518

Important Information

This portion of your bill is provided as a service to the company identified above. Please review all charges carefully - they may include those of a service provider not shown on a previous bill. If you have any questions or concerns, call the telephone number shown above.

Current Charges

Miscellaneous Charges and Credits

This section of the bill reflects charges and/or credits applied to your account.

No. Date Description

ENHANCED VOICE MAIL

For billing questions call 1-800-335-6238

1	09-15	ENHANCED VOICE MAIL MONTHLY FEE	13.22
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Taxes

Federal at 3%	.40
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Sales at 8.5%	.86
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Total Taxes	1.26
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Total ILD Teleservices, Inc.	14.48
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? Never Ordered

ROBERT MCKIM
1031 CASSINGHAM AVE LOT 9
COSHOCTON, OH 43812-2572

Page 1 of 3
Account Number 740 622-1103 791 0
Billing Date Jan 4, 2006

Web Site www.sbc.com

Monthly Statement

Dec 5 - Jan 4, 2006

Bill At A Glance

Previous Bill	332.34
Payment	.00
Adjustments	274.10CR
Past Due - Please Pay Immediately	58.24
Current Charges	31.30CR
Total Amount Due	\$26.94
Current Charges Due in Full By	Feb 1, 2006

Billing Summary

Questions? Call:

Plans and Services	21.94
1-800-660-1000	
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-800-660-2626	
SBC Internet Svcs.	53.24CR
1-877-722-3755	
Total of Current Charges	31.30CR

News You Can Use - Summary

- PREVENT DISCONNECT
- TOLL LIMITS
- WE'RE THE NEW AT&T
- SURCHARGE CHANGES
- SPECIAL NEEDS
- CARRIER INFO
- PAYMENT & INQUIRIES
- RATE CHANGE
- BEST TIMES TO CALL
- PAY BILLS ONLINE

See "News You Can Use" for additional information.

Detail of Payments and Adjustments

Item No.	Date	Description	Adjustments	Payments
1	12-04	Transfer Unpaid Chrgs-SBC	# 30.15CR	
2	12-04	Transfer Unpaid Chrgs-ILD Telesrv	# 46.19CR	
3	12-04	Transfer Unpaid Chrgs-SBCLongDist	# 117.75CR	
4	12-04	Transfer Unpaid Chrgs-SBCIntSvcs	# 80.01CR	
# = Amounts transferred to final account				
Totals			274.10CR	.00

Plans and Services

Monthly Service - Jan 4 thru Feb 3

Call Waiting	4.55
Line Charge	6.70
Non-Published Service	2.20
Unlimited Residence Service	7.55
LINE-BACKER®	5.99
Federal Access Charge	5.39
Total Monthly Service	32.38

Surcharges and Other Fees

9-1-1 Emergency System	
Billed for Coshocton County	.12
Universal Service Assistance (USA) lifeline plan	12.39CR
Total Surcharges and Other Fees	12.27CR

Taxes

Federal at 3%	.42
Sales at 7%	1.41
Total Taxes	1.83

Total Plans and Services 21.94