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The Public Utilities
Commission of Ohio

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07-1234-TP-CSS
Case Number

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

PUCO
Formal Complaint Form

DAVID LONG
Customer Name

41 E. BELMEADOW LN
Customer Address

CHAGRIN FALLS OH 44022
City State Zip

Against

002 295 376 999
Account Number

WINOSTREAM
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

PLEASE SEE ATTACHED. ORIGINAL AND 10 COPIES

David Long
Signature

440-247-2883
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 SM Date Processed 11/30/07

November 24, 2007

RECEIVED-DOCKETING DIV
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PUCO

Public Utilities Commission of Ohio
Docketing Division
180 E. Broad St.
Columbus, OH 43215-3793

Re: David Long
Phone number in question: 440-338-6217

To Whom It May Concern:

In July of 2006, we moved into our home, which was outside of the AT&T service area. However, since we were using a VOIP service, our phone service was through our internet provider.

In October of 2006, because of business issues, we established phone service with Windstream so a toll-free number from an AT&T service area could be forwarded. This continued without a problem until May of 2007. At that time, we decided to try Windstream's "package" of internet, satellite TV and phone service.

We had to pay a \$50 service charge for the satellite TV service because we only wanted a month-to-month contract. We were told that the \$50 was all we would have to pay because the installation was free. However, we received billing from Windstream in excess of \$300. With no explanation. We questioned their billing and we were told that part was for Windstream, and part was for Dish Network. Yet, Dish network seemed to know nothing of the charge.

Because we both worked from home and having an internet connection was absolutely imperative, we were very disappointed to find that the DSL service from Windstream was not what it promised to be. There were no less than three internet outages between May and July. The final outage in July was in excess of 24 hours. It was at that time I called Windstream and told them that we were cancelling the entire package. The DSL service was totally unreliable, the satellite TV was fine except that in order to get channels that we wanted, it would require a pretty healthy upgrade. The phone service was the only thing that actually worked. Windstream had clearly failed to provide the service that was contacted for. And for which we were paying.

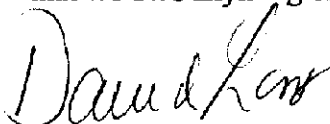
We received several final bills from Windstream, and every time we received one, we would pay it. For some reason, a "package" service that was to cost us around \$115 per month would up to be over \$500. We received a final bill, and then received an additional final bill. The additional final bill was for \$172.26. This was paid and we felt that we were finished.

However, on November 2nd, 2007, we received a letter from a collection service, which we later found was part of Windstream, stating that we still owed an additional \$126.04. They stated that they had been trying to contact us for several weeks, yet during that time, we had been paying the bill and in contact with Windstream.

Since we have a statement showing a credit from Windstream for \$126.04, we disputed the bill. We have made several phone calls regarding this bill and this is where it got interesting. First Collection Service said that we needed to contact Windstream because they had no documents. Windstream said that they had no documents and that we would have to contact First Collection Service.

During one of our phone conversations with Windstream, we spoke with a Jessica, who was not only extremely rude, but told us that "if we didn't like it, we could contact the PUCO". This is what we are now doing. The one and only employee of Windstream that tried to help was Joan. No one else in the organization has done anything to be of assistance.

Because of this, we are filing a complaint with the PUCO because of Windstream's billing practice, which is highly inaccurate and we feel that we have been overcharged. Further, we are being asked to pay for a service that did not work. We really don't feel that we owe anything else to Windstream.



David Long
41 E. Belmeadow Ln.
Chagrin Falls, OH 44022
440-247-2883

CC: David Avery, Windstream Media Relations
Andy Aldridge, Lyerly Agency for CTR communications
Jeff Gardner, President and CEO, Windstream
Jerry Weaver, North Region President, Windstream
Cindy Nash, Senior Vice President, Customer Service, Windstream
Public Utilities Commission of Ohio