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FILE

07-1240-TP-CSS
Case Number



The Public Utilities
Commission of Ohio

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

Formal Complaint Form

Brian Sharp

Customer Name

109 W Arnold St.

Customer Address

Crestline

OH

44827

City

State

Zip

Against

27 5220 2684267774 01

Account Number

Customer Service Address (if different from above)

Verizon Telephone

Utility Company Name

City

State

Zip

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

We have experienced a reoccurring issue with our Verizon telephone service. Many times when we experience heavy rains in our area, our phone line becomes unusable due to static on the line. We make a call to Verizon service and they indicated that a service person will come to investigate the issue at some date in the future. With the many, many times we have experienced this issue we have been told many things were the cause (squirrels chewed the line, broken wire, etc...).

Sometimes we were told that no issue was found. The problem is that by the time the several days have past for them to come repair the problem, things are no longer wet, and the problem doesn't exist.

In our most recent incident, the technician left a notice that we would be charged a \$35 fee since no issue was found (the first time we were ever charged for this problem). We immediately contact Verizon and were told that the charge could not be disputed or removed until it actually appears on our bill. Weeks later when the bill did arrive, we contacted Verizon billing and were told we had to speak to Verizon service. We spoke to a Todd in service and he reviewed our records and indicated that since this is a reoccurring issue and problems with phone service caused by dampness can be hard to diagnose, he was sure the charge would be removed. He stated that the removal had to be approved by a supervisor, but he would call back the next day to advise us of the issue. When asked for his contact information he said that I only needed to know his name since he was the only person named Todd in repair. Todd never called back and when I contacted service again, I was told they had no one named Todd, and refused to remove the fee.

Signature

419-683-3703

Customer Telephone Number

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