

FILE



The Public Utilities
Commission of Ohio

07-1273-TP-CSS

Case Number

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

Formal Complaint Form

Tracie Kagey
Customer Name

5980 Dolly Varden Rd
Customer Address

S. Charleston Oh 45368
City State Zip

Against

937-462-7574 336 4
Account Number

Same as above
Customer Service Address (if different from above)

A+T
Utility Company Name

City State Zip

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

see attached 2 sheets

RECEIVED-DOCKETING DIV
2007 DEC 17 PM 2:38
PUCO

J Kagey C# 937-408-6589
Signature
H# 937-462-7574 - Disconnected
Customer Telephone Number

This is to certify that the images appearing are an
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Technician And Date Processed 12/12/07

To whom it may concern:

I have been fighting with AT&T for several years regarding our phone lines. We have had severe static on our lines and they have checked and checked and they hear it every time. They even sometimes say that they hear someone talking on our line. We have had several people out to try and fix the problem and nothing has helped. I even pay extra money for the line backer. They have run a new line from the house to the box but nothing has helped. I have wasted many hours on the phone with them and have wasted many minutes on my cell phone. I am a nurse, in school fulltime and have 2 small children I do not have time to call them every single week. I have explained this to them several times. My husband and I are very frustrated and upset that they basically refuse to fix the problem for good. I have gotten comments about it being too expensive to run new lines. I need to use my computer for my school work, which for the past year I have not been able to do so. I have told them that I am sick of paying the bill and not being able to even use the phone line. I have to call everyone back on my cell phone because no one can hear us. I have a child that is home after school for a short period and know we have no phone for him to use in case of an emergency. I informed AT&T that until they fix the lines correctly I was not paying my bill; well I did not pay the bill so of course they have shut off my service. I am very upset regarding this matter. I have contacted them several times and all they say is pay the bill and a 100.00 reconnection fee and they will see what can be done. Well I am not paying for something that I can't or have not used due to their

problems. I have told them to check our phone records so they could see that it has not been used. I hope you can help me in resolving this matter. It is very inconvenient not to have a home phone. I have paid them plenty in the last several years for a service that has not worked properly.

Thanks for your time, Tracie Kagey

cell #937-408-6589