

NC

08-0098-TP-CSS

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The Public Utilities  
Commission of Ohio

FILE

Case Number

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

## Formal Complaint Form

Andrew W Bruggeman  
Customer Name

769 Cascade Rd  
Customer Address

CINCINNATI, OH 45240  
City State Zip

513 851 2639  
Account Number

Against

Customer Service Address (if different from above)

AT&T  
Utility Company Name

City State Zip

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

See Attached.

PUCO

2008 FEB -4 PM 3:34

RECEIVED-DOCKETING DIV

Andrew W Bruggeman  
Signature

513-218-2854  
Customer Telephone Number

Friday, February 01, 2008

Dear Sirs:

I am writing to dispute charges of \$42.21 from AT&T.

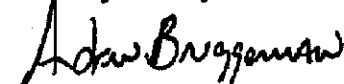
I no longer have a home phone, but I am still being charged for long distance service. I have contacted my (former) local service provider, Cincinnati Bell and AT&T to have the services cancelled and fees removed, but I am still receiving bills and AT&T is refusing to credit the amount.

AT&T said my phone service was cancelled on 1/4/08, although I am sure it was longer than that. I have never used the AT&T long distance service, and do not feel I should have to pay the fees, since I have tried several times previously to cancel the service.

I contacted AT&T again today and spoke to Mike, (confirmation #S8YQ0201,) for almost an hour. He was unable to credit the amount, and all the supervisors were busy.

I would like to have my AT&T long distance service cancelled, and all fees credited.

Thank you for your assistance,



Andrew Bruggeman  
769 Cascade Rd  
Cincinnati, OH 45240  
(513) 218-2854 cell



JANUARY 21, 2008

**ACCOUNT SUSPENSION NOTICE**

Re: Account Number 3905206820801

We are writing to let you know that your AT&T Long Distance account is past due. The total amount owed is \$42.21 including a past due amount of \$32.31.

**TO AVOID INTERRUPTION OF YOUR AT&T SERVICE, PAYMENT OF \$32.31 IS REQUIRED BY 02/03/08. IF INTERRUPTED, A \$15 SERVICE RESTORAL FEE MAY BE ASSESSED ONCE SERVICE IS RESTORED.**

Prompt payment will place your account in good standing with AT&T. Lack of fulfilling your payment obligation to AT&T can result in an unfavorable account information that may be shared with credit reporting agencies.

You can ensure your payment is posted immediately to your account by paying via our website at [www.att.com/payatt](http://www.att.com/payatt) or by contacting us at 1-800-532-7486 prompt 1. At that time, you will also be able to set up Automatic Bill Payment to make certain your AT&T Long Distance payment is always on time.

If you prefer you can mail a check or money order in the enclosed envelope. To ensure proper handling please write your account number on your check or money order and include the attached coupon with your payment.

If you feel these charges are incorrect please call us to discuss the matter. If you are unable to resolve a billing dispute with us you have the right to contact your state utility commission.

If you would like to discuss your account with an AT&T representative, please call us at 1-800-532-7486. Text Phone (TTY) 1-800-551-1602 (9 a.m to 7 p.m. eastern, Monday through Friday). It is not necessary to contact us if your payment has already been mailed.

Thank you for your prompt attention to this matter.  
Sincerely,

AT&T  
Credit Management Center

Failure to pay the outstanding balance due on your account may cause your account to be referred to an outside collection agency (OCA).

As a result of the restriction/ suspension/ termination of this account, you must select a new Presubscribed Long Distance Carrier if you wish to continue making 1+ long distance calls after termination. Your Local Service provider is permitted to assess Presubscribed Interexchange Carrier Charge (PICC) on your bill if you choose not to select a new Interexchange Carrier (IXC) to provide your long distance service. If you do not choose a new IXC, your Local Exchange Carrier will continue to assess a PICC fee to your account. Your Local Exchange Carrier will be notified of this restriction/ suspension/ termination.

R2080801

R2

**Detach and Return with Payment**

Please write your account number on your check or money order made payable to AT&T. Do not send cash. Do not staple this portion to your payment. Thank you.

**Amount due** **\$42.21**

**Amount enclosed: \$**



ANDREW W BRUGGEMAN  
Account No. 513 851-2639 P

AT&T  
PO BOX 8212  
AURORA IL 60572-8212



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