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FILE

08-234-TP-CSS

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The Public Utilities
Commission of Ohio

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2008 MAR 10 PM 2:07

Case Number

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

PUCO
Formal Complaint Form

YELLOW CAB Co of NEWARK, INC.
Customer Name

147 S. 21ST STREET
Customer Address

NEWARK OHIO 43055
City State Zip

Against

001 083 317 999
Account Number

WINDSTREAM
Utility Company Name

Customer Service Address (if different from above)

CHARLOTTE N.C. 28270
City State Zip

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

PLEASE SEE ATTACHED

Jane Wilson
Signature

740-345-1111
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 TM Date Processed 3/10/2008

YELLOW CAB CO OF NEWARK, INC.

147 S. 21ST STREET
NEWARK, OHIO 43055
PHONE 740-345-1111
FAX 740-344-5952

MARCH 5, 2008

To Whom It May Concern:
Dear Sir or Madam,

On March 4, 2008 at approximately 4:00 pm, our mechanic encountered a problem with his telephone line. He notified me concerning it and I started immediately making calls to Windstream to repair the problem. He had no outside line and when you called his phone number it was saying the phone had been disconnected. I called phone number 611 as directed by the phone book. I was told a technician would be out to our company sometime the following day. He could not give me a time or even a.m. or p.m. While still on the phone with him two of our other lines went down. At that time I informed him that we were now out of business until these lines were repaired. He told me it would cost us a lot to have a repair person come out tonight and they will be here sometime tomorrow. I kept explaining the absolute importance that these lines are taken care of immediately and finally he said alright I will get a service technician to get over to the company now. He said the technician would call me back in 5 min. I thanked him and hung up. **NO CALL!!!!**

I called again at approximately 4:30, 4:45, 5:00 each time stressing the same as above plus the fact that people may still need to get to the election polls and unable to get a call into us for transportation. **WITH EACH CALL I WAS PROMISED A SERVICE TECHNICIAN WOULD CALL ME BACK WITHIN 5 MIN. NO ONE EVER CALLED BACK.**

By this time we were having the drivers stop at any major location that we may receive a call from and give them an alternate phone number.

Also around 5:00 Helen Hall from the City of Newark called the owner, Jerry Williams, and asked if he knew the phone lines were not working. After speaking to Mr. Williams, I called Helen and gave her my cell phone number. Helen said she stopped in at her office and had a message that said we were not answering our phones. She said she would call the radio station and ask them to announce that we were having phone problems. I thanked her.

I then began calling Windstream back every 15 min. Each time I pleaded with them to get someone over here immediately as we were out of business until this matter was fixed. I explained that we run the transportation for the City of Newark and Heath. In the evenings...there is no one else. I stressed the seriousness of not having the phones for election purposes and also for those going to work or home. I pointed out several times that we pay around \$700.00 per month for their service and believe that they need to make this top priority. Each time I was treated very nicely and they all understood and would have a service technician call me back in the next 5 min. **NO CALLS**

I once asked to speak to a supervisor, not because they could not take care of it...but because no one has taken care of the problem. I was told they would get one and I was put on hold. I remained on hold 14 min.....NO SUPERVISOR EVER CAME TO THE PHONE. I hung up and immediately called 611 again.

This continued for the rest of the evening.

The Mayor of Newark, Mayor Diebold, stopped here at Yellow Cab Co. to see what the problem was and if he could be of any help. He made several calls but was also unable to get someone over to our company. I did very much appreciate his effort to help. He heard we had closed our business. This of course was not true.

The rest of the night was the same...I called ...I was promised someone would call me back and NO CALLS.

Finally, around 8:45....A lady from Windstream, named Kathy, called me back and stated that she had a service technician coming to Yellow Cab. It would be another 45 min. to an hour.

The service technician did arrive as promised and checked everything out and left. We still had some problems. I did find out that he went, I believe downtown on 4th street, found out that someone had accidentally keyed our phone number in to disconnect. He did something and most of our lines were up and running. This was around 10:00 p.m.

The following morning around 8:00 a.m. a Mike Slee, From Windstream, stopped by to check on the situation. He was extremely nice and was able to explain that it was probably just an error on the part of someone keying information into the computer. I was given a contact number in Newark to call if we had any other problems.

I went back to work, only to find the line to our fax machine was not working. I called the contact number Mr. Slee provided and spoke with Chris. I explained to him the problem and within 15 min. he had it fixed.

Between the hours of 4:00 to 10:00, we *estimate* that we may have missed as many as 70 calls. From all that I have learned, this could all have been avoided, had one person at Windstream made an honest effort to get a service technician to our office? The entire problem could have been solved within an hour. Stress on the part of all the employees and drivers at Yellow Cab were only part of the problem. How many people did not get out to vote? How many people needed a ride and could not get a hold of us?

I find Windstream totally wrong and unconcerned about their customers.

Sincerely,



Jane Wilson
Manager
Yellow Cab Co. of Newark

Cc: Jerry Williams, President YCC
Herb Koehler, Attorney
Mayor Robert Diebold