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The Public Utilities
Commission of Ohio

2008 MAR 17 PM 4:22

PUCO

Case Number

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

K.A. Florist, DBA Formal Complaint Form

JEGLIN'S FLORIST

Customer Name

8521 EAST AVE #E

Customer Address

MENTOR OH 44060

City

State Zip

Against

2112608

Account Number

10495 CARNEGIE AVE

Customer Service Address (if different from above)

Cavalier Business Communication Cleveland Ohio 44106

Utility Company Name

City

State Zip

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

Please review attached sheet.

Signature [Signature]

440-255-5164

Customer Telephone Number

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The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

K.A. Florist DBA Segelin's Florist
10495 Carnegie Avenue
Cleveland OH 44106
216-791-8900

03/14/2007

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

As of August 10, 2007 Segelin's Florist terminated telephone service with Cavalier Telephone. We have been receiving numerous invoices dating back to October 19, 2007 showing we have a negative balance of \$227.29. On October 21, 2007 we placed a call with Cavalier Telephone and spoke to Mary requesting a refund. She assigned us refund #26051. We have not yet received our refund for this amount. On November 21, 2007 we sent Cavalier telephone a certified letter regarding this matter. We never heard back from them or received a refund. On January 8, 2008 we sent Cavalier Telephone yet another letter using delivery confirmation via the post office and the same letter via regular mail requesting the status of our refund. As of February 22, 2008 we still have not been refunded. This has been an ongoing matter for the last five months. We would like the Public Utilities Commission to not only help us collect what is owed to our company from Cavalier Telephone but also confront Cavalier Telephone about proper business etiquette. They have had \$227.29 of ours and have been avoiding refunding this amount to us. Thank you for your help in trying to resolve this ongoing matter.

Sincerely,

Arthur Strozewski