FILE

March 11, 2008

Ms. Kelly Tucker Customer Service Investigator PUCO 180 East Broad Street Columbus, Ohio 43225

Case Number: ELEW0125 089 E

E. Marie Lewis

6425 Deer Ridge Lane Columbus, Ohio 43229 614 890 0878 Home 614 620 3273 Cell

The above land line and address are part of the complaint.

I am a customer of AT and T.

Complaint:

- AT and T, over ten years ago, asked for and received a statement, from a doctor, that indicated that I am blind. Thus, I am to receive free 411 service. Years have passed w/o any problem. I have made hundreds of free 411 calls. But in the past 15 months, I am charged 1.99, per call, on a regular monthly basis. My recent bill had up to three 411 charges on it. See enclosed latest bill. Notice January of 2008 bill was 34.08; the credit was 2.24. February 2008 bill was 4061 with a credit of 8.73. This credit will appear on my next bill. Each credit was for 411 charges.
- •

Each representative including a Ms Lewis, from the executive branch, say that the record indicates that I am exempt from charges. Notwithstanding,, each month's has to be scrutinize for over charges. Removing the charges can take up to 30 minutes of arguing. Once, they said that they would not refund my tax.

Obviously, AT and T is aware that I am a blind individual.....ergo the 411 exemption. Nonetheless, when they wish to sneak in a new charge or rule that will adversely affect my account, they do so w/o notifying me. They have the means and technology to market, by telephone, a new offer; I want a call when a new charge or rule will adversely affect my bill.

I believe To knowingly put, in an inaccessible format, information, that will adversely affect a blind consumer and line the pockets of AT and T acts in bad faith, and maybe a

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PUCO

08-334-TP-C55

criminal offense. Who would tolerate a realtor selling a house in the English language, only to wind up at the closing with all papers and conversation in Japanese or a language foreign to the buyer???

Furthermore, AT and T is grossly violating the spirit, if not the law, of the ADA. The Americans With Disabilities Act. The "act" calls for reasonable accommodations. I think that the "phone" business of AT can call a visually impaired person to instate fare changes.

Case in point: When the \$2.00 charge was instated for long distance charges, I was simply told that the notice was in my bill. They said that the fact that I cannot see was not their problem or concern.

Last week AT and T mailed me a form to be filled out by my doctor. The completed form was fax to aT and T on 3/5/8. By their own admission and with over ten years of 411 exemption, they all ready have an exemption form. Nonetheless, I completed; see attached.

Resolution that I am seeking:

- 1. Stop harassment; no more charges for 411.
- 2. 2. One designated liaison at AT and T. If they do their job, they will never hear from me.
- 3. 3. Any charges and changes in policies, that will adversely affect my account, should be bought to my attention by telephone.
- 4. I want 411 service for my AT and T cell telephone.
- 5. Despite the grief and hardship that AT and T causes me, my bill is always paid on time, and I am an excellent customer. In summary, forget "delivering the world; just deliver honest service.
- 6.

7. E. Marie Lewis

8.

APPLICATION FOR EXEMPTION FROM OPERATOR ASSISTANCE CHARGES     Implication For Exemption     Implication For The Form Forme Resident in my home. If he/she should no longer reside full-time in my home. If he/she should no longer reside full-time in my home. If he/she should no longer for the forme For Exemption      Implication For F		19.30A9					2008 13:45	I AAM
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alt.com

E MARIE LEWIS 6420 DEER RIDGE LN COLUMBUS, OH 43228-2014

Page 1of8 Account Number 614 890-0878 384 1 Billing Date Feb 16, 2008

### Web Site att.com

# Monthly Statement

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at&t

Current Charges Due in Full By	Mar 12, 2008
Total Amount Dua	\$40.61
Current Charges	40.61
Balance	00.
Adjustments	2.24CR
Paymont	31.84CA
Previous Bill	34.08
Bill At-A-Glance.	

# Billing Summer

Questions? Call:	and and a second se	
Plans and Services 1-800-288-2020	18.00	
Repeir Service;		
1-800-572-4545		
Automated Billing/Payment Arrangements:		
1-800-960-2926		
AT&T Wireloss Services	21.81	
1-500-331-0500		
Total of Current Charges	40.61	

News You Cap Use Summers

 PREVENT DISCONNECT . PAYMENT OPTIONS . PAYMENT & INQUIRIES - REPAIR MADE EASYL See "News You Can Use" for additional information.

· LONG DISTANCE INFO . THE NEW LOOK OF ATOT ATAT BILLING GUIDE + GET MORE CUT OF AT&T

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# Detail of Payments and Adjustinents

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lotale	2.24CR	31,84

## Plans and Services

## Monthin Service - For 16 thra Mar 15

Line Clierge			6.70
Non-Published Service			2.20
Unlimited Residence Service			7.55
Federal Access Charge			5,39
Total Monthly Service		1	21,84

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	lend Ca				 		
			Place Called		Code		~
1		<b>859</b> 1	LOCAL	614 646-0362		18	
2		0264	LOCAL	614 459-0106		2	
3	1-17 1		LOCAL	814 645-2276		7	
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11	1-17	<b>366</b> P	LOCAL	814 272-3033		8	
12	1-17	40ëp	LOCAL	614 465-0195		1	
11	1-17	6647	LOCAL	814 820-1273		1	
14	1-17	188P.	LOCAL	814 498-0108		1	
t5	1-17	8589	LOCAL	814 458-0108		1	
13	1-17	<b>908</b> P	LOCAL	814 823-1215		6	
17	1-11	1192	LOCAL	614 (68-0105		1	
18	1-17	9207	LOCAL	614 458-0106		1.	
18	1-17	9228	LOCAL	814 455-0108		7	
20	5-18	12176	LOCAL	914 318-0560		2	•
21	1-18	12144	LOCAL	814 538-0400		В	
22	1-18	217A	LOCAL	614 272-3033		2	
23	1-16	823Å	LOCAL	614 272-3007		1	
24	1-18	ASSA	LOCAL	614 272-8007		1	
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27	-	806A	LOCAL	614 348-0052		45	
28		10416		614 458-0105		1	
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Local Benetices prevident by AT&T Bilinets. AT&T Indians. AT&T Mishigure AT&T Onje of AT&T Wisconsin based upon the service address location.

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