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FILE

RECEIVED-DOCKETING DIV

March 11, 2008

2008 MAR 26 PM 3:48

Ms. Kelly Tucker
Customer Service Investigator

PUCO

PUCO
180 East Broad Street
Columbus, Ohio 43225

Case Number: ELEW0125 089 E

E. Marie Lewis

08-334-TP-CSS

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 40.61 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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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 complied; 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 brought 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

*****Person Applying For Exemption*****

LEWIS E. M
 Last Name First Middle Initial

6425 DEER RIDGE LANE
 Address 614 620 3273 - CELL

COLUMBUS OHIO 43229 614 890 0878 - LAND LINE
 City State Zip Code Area Code/Telephone Number

*****Person To Whom Phone Is Billed (if other than above)*****

The person named above is a full-time resident in my home. If he/she should no longer reside full-time in my home, or if the impairment is no longer disabling, I will notify the AT&T Consumer Services Business Office.

SAME
 Signature

Printed Name

Address Area Code/Telephone Number

*****Person Verifying Disability*****

Date 3/5/08

Signature

Elizabeth S. Turnbull

Printed Name

Stress physician
 Title (Physician or Agency for the disabled representative)

OSU Family Practice At Worthington
445 E. Dublin-Granville Rd.
Worthington, OH. 43085

City State Zip Code Area Code/Telephone Number 614 893-2850

*****Signature of Applicant*****

Because of a physical disability, I request that I be charged only direct-dial rates for calls on which I need the operator's help. I understand this does not include calls which normally require operator assistance, such as credit card, collect, person-to-person, and calls billed to a third number. To be eligible for the exemption, I will give my name to the operator at the time of the call. I will notify the AT&T Consumer Services Business Office if this exemption is no longer necessary.

Signature

Date

3-5-08

Dr. Tuttle Please for completed form to 216 344 3803



at&t

EMARIE LEWIS
6626 DEER RIDGE LN
COLUMBUS, OH 43228-2014

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Account Number 814 890-0878 3041
Billing Date Feb 16, 2008

Web Site att.com

Monthly Statement

Jan 17 - Feb 16, 2008

Bill At A Glance

Previous Bill	34.08
Payment	31.84CR
Adjustments	2.24CR
Balance	.00
Current Charges	40.61
Total Amount Due	\$40.61
Current Charges Due in Full By	Mar 12, 2008

Billing Summary

Questions? Call:

Plans and Services	18.00
1-800-288-2020	
Repair Service:	
1-800-572-4545	
Automated Billing/Payment Arrangements:	
1-800-560-2828	
AT&T Wireless Services	21.81
1-800-331-0500	
Total of Current Charges	40.61

News You Can Use Summary

- PREVENT DISCONNECT
- PAYMENT OPTIONS
- PAYMENT & INQUIRIES
- REPAIR MADE EASY!
- LONG DISTANCE INFO
- THE NEW LOOK OF AT&T
- AT&T BILLING GUIDE
- GET MORE OUT OF AT&T

See "News You Can Use" for additional information.

Detail of Payments and Adjustments

Item	No.	Date	Description	Adjustments	Payments
	1	1-25	Payment		31.84
	2	1-25	Nat'l Dw Assistance	1.99CR	
	3	1-26	Monthly Service	.25CR	
Totals				2.24CR	31.84

Plans and Services

Monthly Service - Feb 16 thru Mar 15

Line Charge	6.70
Non-Published Service	2.20
Unlimited Residence Service	7.55
Federal Access Charge	5.39
Total Monthly Service	21.84

Local Calls

Normalized Calls

No.	Date	Time	Place Called	Number	Code	Min
1	1-17	8:09A	LOCAL	814 846-0382		10
2	1-17	9:28A	LOCAL	814 458-0106		2
3	1-17	12:08P	LOCAL	814 648-2276		7
4	1-17	1:00P	LOCAL	814 458-0106		1
5	1-17	1:06P	LOCAL	814 458-0106		1
6	1-17	1:11P	LOCAL	814 458-0106		1
7	1-17	3:38P	LOCAL	814 820-3273		1
8	1-17	3:37P	LOCAL	814 846-0382		10
9	1-17	3:51P	LOCAL	814 898-1484		1
10	1-17	3:54P	LOCAL	814 882-4524		1
11	1-17	3:56P	LOCAL	814 272-3033		8
12	1-17	4:08P	LOCAL	814 458-0106		1
13	1-17	6:54P	LOCAL	814 820-3273		1
14	1-17	8:38P	LOCAL	814 458-0106		1
15	1-17	8:58P	LOCAL	814 458-0106		1
16	1-17	9:08P	LOCAL	814 823-1215		6
17	1-17	9:18P	LOCAL	814 458-0106		1
18	1-17	9:20P	LOCAL	814 458-0106		1
19	1-17	9:22P	LOCAL	814 458-0106		7
20	1-18	12:17A	LOCAL	814 316-0560		2
21	1-18	12:18A	LOCAL	814 898-0400		8
22	1-18	2:17A	LOCAL	814 272-3033		2
23	1-18	8:23A	LOCAL	814 272-3007		1
24	1-18	8:28A	LOCAL	814 272-3007		1
25	1-18	8:41A	LOCAL	814 283-2859		4
26	1-18	8:44A	LOCAL	814 278-6833		6
27	1-18	8:06A	LOCAL	814 348-0352		45
28	1-18	10:41A	LOCAL	814 458-0106		1
29	1-18	10:47A	LOCAL	814 458-0106		1
30	1-18	11:50A	LOCAL	814 820-3273		2
31	1-18	11:51A	LOCAL	814 846-8441		1
32	1-18	11:53A	LOCAL	814 458-0106		1

Local Services provided by AT&T Minn., AT&T Ind., AT&T Mich., AT&T Ohio or AT&T Wisconsin based upon the service address location.