

FILE

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The Public Utilities  
Commission of Ohio

RECEIVED-DOCKETING DIV

2008 MAR 27 PM 3:18

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

08-347-TP-CSS<sup>3</sup>

CTAY0308086P  
Case Number

**PUCO**  
Formal Complaint Form

TAYLOR TREE & STUMP REMOVAL  
Customer Name

241 LAVER RD. S.  
Customer Address

MANFIELD, OHIO 44905  
City State Zip

**Against**

# 300862  
Account Number

Customer Service Address (if different from above)

VALTECH COMMUNICATIONS  
Utility Company Name

City State Zip

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

Carol Taylor  
Signature

419-589-7946  
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 3 Date Processed - 3-27-07

***TAYLOR TREE and STUMP REMOVAL  
and RIGHT - OF- WAY CLEARING***

241 Laver Rd. S.  
P.O. Box 811  
Mansfield, Ohio 44905-0811  
Phone - 419-589-7946  
Fax - 419-589-2058

March 25, 2008

Case ID# CTAY020808GP

RE: ValTech Communications

To Whom It May Concern:

We feel that we need to file a formal complaint against ValTech Communications because of the notification we received back in January of 2008.

We have had Valtech as our provider, I believe since the fall of 2005. We have paid all our invoices on time, and out of the blue we received a letter stating that we now owe them \$1,879.28. Needless to say, we were shocked. We do not feel as though we are liable for something that was not our mistake. This dates back to 2005. They are attaching \$72.28 per month to our regular phone bill each month. We did pay last month because we were afraid they would shut down our line and it is a business line.

We contacted our attorney to advise us in this matter. He suggested that we contact the PUCO as he also agreed that we have certain rights relative to this situation.

We were trying to change providers and we are having trouble with Valtech releasing the numbers. Just to get this matter resolved, we even offered to pay half of the amount quoted to us, but they even refused that. Please help us as we are approaching the beginning of the work season. That is another problem for us. We are only seasonal and then we get a bill like this. We are sending a copy of the letter from ValTech that we received in January. We truly do not think that we should be responsible for this, this was not our mistake. Thank you for your attention in this matter.

Sincerely,

*Marshall Taylor*

*Carol Taylor*

Marshall & Carol Taylor

January 31, 2008

Account# 300862  
Taylor Tree & Stump Removal  
241 S. Laver Rd.  
Mansfield, OH 44905-2332

Attention: Carol & Marshall Taylor

ValTech Communication has reviewed your account and confirmed there are undercharged local services with our company.

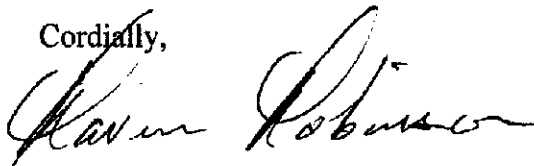
ValTech received a pre-loss notification form that verified a pending order for (419) 589-7946 to leave our company as of 10/28/05. However, this line was never taken out of Embarq's switch; therefore, ValTech has been paying local charges on this line to Embarq since 10/28/05.

According to the Minimum Telephone Service Standards (MTSS) rule RC 4905-231 of Ohio, the maximum portion of the undercharge that may be recovered from the customer in any billing month, based on the appropriate rates, shall be determined by dividing the amount of the undercharge by the number of months of undercharged or unbilled service, unless the customer agrees to alternative payment arrangements.

The total amount of unbilled services for (419) 589-7946 is \$72.28 per month. The total amount of unbilled services since 10/28/05 is \$1879.28. ValTech Communications will re-start your monthly billing as of 2/12/08. There will be an additional \$72.28 added to your current charges. ValTech will consider the option to make your own payment arrangement.

If you have further questions concerning this amount due, please contact our Customer Service Department at **1-800-800-7444**. Thank you for your time and service with ValTech Communication.

Cordially,



Raven Robinson