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FILE

April 12, 2008

PUCO

To: Ohio Public Utilities Commission

Subject: Case No. 08-235-TP-CSS

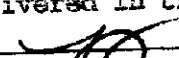
At the writing of this letter I have had no contact from AT&T. I have received their answer to my Complaint. I have major issues with their answer.

My Complaint is now well beyond the angst AT&T has caused me that resulted in my action with the BBB. It is apparent to me that AT&T has perpetrated a *pattern* of unethical business practices. Namely: what is arranged over the phone with their Customer Service is NOT what I requested. Furthermore, additional calls thereto are futile.

To wit: The entire affair involving Internet service took two episodes with the BBB to compel AT&T to resolve the problem. Any reference from AT&T about this matter is no longer relevant; the problem has been resolved with the assistance of the BBB. The point is: My communication without the clout of the BBB was ignored.

To wit: The issue of Business vs. Residential service; as I stated in part one of my Complaint, in November 2004 I called customer service and arranged to have my phone transferred to a residential listing. It is because of the difficulties AT&T caused with their Internet service that I discovered that that change never occurred, see item #3 of AT&T's answer and item #4. I restate my initial accusation: AT&T has illustrated a *pattern* of underhandedness between what is arranged with customer service and what actually transpires.

To wit: Item #6 "communication in writing is unreasonable"...Oh!! I assert that the reason AT&T will not address me in writing is that any written correspondence from them to me (and vies versa) becomes a legal document that either of us can use against the other.

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Technician  Date Processed 4-14-08


See my statement to the BBB, in order for AT&T to refute me it will be necessary for them to produce a transcript of the phone conversation I had with Customer Service concerning the Internet account. As I stated in my BBB complaint; produce that conversation and prove me wrong!

**To wit:** My letter to their CEO is dated December 13, 2007. I assert that the final billing cycle was Nov 23 - Dec 22, 2007. Not only did they continue to bill me thereafter, and after the commencement of this complaint, but they have referred me to collection agency (the collection agency has been informed that I will pay nothing pending the outcome of this complaint).

A parting shot: They have my name misspelled. How is it that my name at the start of their answer is incorrect but my name on the **CERTIFICATE OF SERVICE** is correct?

Respectfully Submitted

Allan L Lewicki

A handwritten signature in black ink, appearing to read 'Allan L Lewicki', with a stylized, cursive script.