



The Public Utilities
Commission of Ohio

RECEIVED-CUSTOMER SERVICE

2008 APR 18 PM 2:15

08-535-TP-655
Case Number

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

Formal Complaint Form

Donald Fanta dba DCF Corp.
Customer Name

729 S. Third Street
Customer Address

Columbus OH 43206
City State Zip

Against

(614) 444-9098
Account Number

Customer Service Address (if different from above)

AT&T Ohio
Utility Company Name

City State Zip

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

I initially filed a complaint with the PUCO's Investigation and Audit Division on March 5, 2008, Case No. DFAN030508PM.

In my initial complaint, AT&T was found to be double billing me for two service plans, where only one plan existed. As a result of the initial investigation, they advised that they can only reimburse me for 18 months of charges. This service period is September 2006 to February 2008. However, these charges were billed to my American Express charge and I have receipts of double payments dating back to 2002, which my service plan with ATT was changed.

ATT feel that they have complied with Ohio law by reimbursing me for 18 months of previous service. Although AT&T may only be required to maintain billing records for 18 months per Ohio law, but that does not negate them from providing me full refund, when proof of double payment has been offered to be provided to them. They no longer wish to negotiate. Therefore, I am requesting a formal complaint hearing before the PUCO commissioners and/or legal staff.

Donald C Fanta

Signature

614 444 9098

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 *70*

Date Processed

4-18-08