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FILE

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PUCO

1077 Celestial Street • Rookwood Bldg. • Suite 110  
Cincinnati, Ohio 45202-1629  
(513) 621-1113  
(800) 598-2046  
(513) 621-3773 Fax

July 2, 2008

**VIA UPS NEXT DAY AIR SAVER**

Public Utilities Commission of Ohio  
Docketing Division  
13th Floor  
180 East Broad Street  
Columbus, OH 43215-3793

Re: Case No. 08- 856 -TP-CSS

Ladies and Gentlemen:

Enclosed for filing are an original and ten copies of Stand Energy Corporation's Complaint against Telecommunications Provider TTI National, Inc.

Sincerely,

A handwritten signature in cursive script that reads "John M. Dosker".

John M. Dosker  
General Counsel

Enclosures

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 JS Date Processed 7-3-08

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

RECEIVED-DOCKETING DIV

2000 JUL -3 PM 12:15

PUCO

In the Matter of the Complaint of: )

**Stand Energy Corporation** )

1077 Celestial Street, Suite 110 )

Cincinnati, Ohio 45202-1629 )

Complainant )

v. )

Case No. 08- 856 TP-CSS

**TTI National, Inc.** )

205 N. Michigan Avenue )

Suite 1100 )

Chicago, IL 60601 )

**Serve: CT Corporation System** )

1300 E. 9th Street )

Cleveland, OH 44114 )

Respondent )

**Complaint**

Stand Energy Corporation, by and through the undersigned counsel, brings the following Complaint against TTI National, Inc. (hereinafter "Respondent") an approved telecommunications provider in Ohio.

1. Stand Energy Corporation (hereinafter "Complainant") is a Kentucky corporation, registered to do business in the State of Ohio as a foreign corporation and partially regulated by the Public Utilities Commission of Ohio as a natural gas marketing company. Complainant's principal place of business is 1077 Celestial Street, Suite 110, Cincinnati, Ohio 45202-1629.

2. Respondent is authorized to do business in Ohio as a foreign corporation by the Ohio Secretary of State. At all relevant times herein, Respondent was authorized to provide interstate long distance telecommunications services pursuant to its PUCO - approved Tariff No.

2. Respondent's Statutory Agent for Service of Process is CT Corporation System, 1300 E. Ninth Street, Cleveland, OH 44114.

3. Complainant received telecommunications services from Respondent pursuant to contract from approximately September 2003 to February 29, 2008 when Complainant switched to a new interstate long distance carrier. Roman Numeral Five (V) of Respondent's contract terms and conditions is entitled "Cancellation of Service" which reads as follows: "If the Customer wishes to change its service to another long distance carrier at any time, the Customer (a) should call the new preferred long distance carrier and (b) should send a written notice, giving thirty (30) days prior notice, to Company that the Customer is terminating the Customer's account with the Company. . . . The Customer may send a written notice of service termination to Company at the following address: TTI National, Inc. 20855 Stone Oak Parkway, San Antonio, TX 78258, Attn: Customer Service. "

4. Due to an over cite, Complainant did not provide Respondent with any advance written notice of the cancellation of service. However, Complainant did physically switch carriers (See, (a) above) and Complainant submits that switching long distance carriers should have been a pretty clear signal to Respondent of Complainant's intent to cancel. Complainant paid Respondent's invoices through the March/April invoice. (Having cancelled February 29th).

5. When Complainant received an invoice from Respondent with "recurring charges" dated April 25, 2008 (having switched carriers in February and paid the invoice for March/April), Complainant sent a written letter to TTI National, Inc. at the address listed on the contract, TTI National, Inc. 20855 Stone Oak Parkway, San Antonio, TX 28258, Attn: Customer Service. This certified mail letter was mailed by Complainant on May 5, 2008 and received and signed for by "Mr. D. Johnson" an employee of Respondent in the mail room. Respondent has never replied to any letter or verbal complaint from Complainant. Respondent has, however, continued to send Complainant repeated invoices with unexplained "recurring charges".

6. On or about Tuesday, May 27, 2008, Respondent (or its agent) left a phone message with Complainant to call Respondent. Complainant responded the next business day (May 28, 2008). The first call was to 1-800-450-5270. Respondent requested our account number, Company name and the caller's name. After giving that information Respondent's employee or agent proceeded to explain that Complainant owed Respondent approximately \$45. Complainant explained that we had sent Respondent a certified mail letter that had been received by Respondent. Respondent's CSR asked if we wanted to file a dispute? Complainant replied that we had already sent Respondent a certified mail letter! The CSR insisted that we speak with Customer Service because the CSR's computer was allegedly not showing our account as cancelled and "Customer Service must take all disputes". Of course, "Customer Service" is a completely different phone number. Respondent denied the ability to simply transfer the phone call.

7. Complainant then called customer service. 1-800-893-5094. Complainant spoke with the Complaint Department Customer Service Representative. Complainant explained that we wanted our service cancelled (as we had directed in the certified mail letter) and we want the invoices with "recurring charges" to stop. Complainant explained that we did not intend to pay. Complainant explained that we would be happy to file a complaint with the Public Utility Commission of Ohio to get the issue resolved. Complainant specifically asked if that was the remedy that Respondent preferred Complainant employ? There was no answer to our direct question. We indicated we were available if there were any further questions. Complainant has not received any further written or telephonic communications other than continued invoices.

8. For the reasons set forth herein and as will be more specifically proven at the hearing on this Complaint, Respondent has provided inadequate telecommunications service to Complainant by, *inter alia*, violation of ORC 4901:1-5-03. Respondent has failed to furnish Complainant with "reasonable access" to company representatives for purposes of responding to its complaint herein even after written request (via certified U.S. Mail) and verbal requests (via telephone conversations and messages) by Complainant.

9. Respondent has provided inadequate service by engaging in post-termination "cramming" of charges for services Complainant is no longer receiving or obligated to receive onto post-termination invoices to Complainant and other violations of OAC 4901:1-5-07 all of which are unconscionable and in violation of Ohio law.

10. Respondent has engaged in unfair and deceptive acts or practices relative to the actions giving rise to the Complaint herein and as will be shown by evidence at the hearing.

**WHEREFORE**, Complainant requests the following relief:

- a. Complainant requests a hearing be held before a Hearing Examiner of the PUCO to determine that Respondent has provided inadequate service and has engaged in a variety of activities in violation of Ohio law;
- b. An Order be issued that all improper invoices submitted by Respondent to Complainant be withdrawn and cancelled and such other and further punitive measures against Respondent as the Commission deems appropriate to protect Ohio residents.
- c. All other relief legal, equitable and otherwise to which Complainant may be entitled.

Respectfully Submitted,

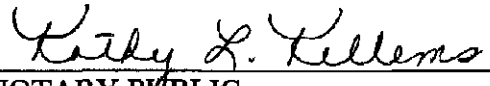
STAND ENERGY CORPORATION

BY: 

John M. Dosker, TA  
Its General Counsel  
1077 Celestial Street, Suite 110  
Cincinnati, Ohio 45202-1629  
(513) 621-1113 (Phone)  
(513) 621-3773 (Fax)  
jdosker@stand-energy.com (e-mail)

**STATE OF OHIO  
COUNTY OF HAMILTON**

Signed and sworn to before me, a Notary Public in the State of Ohio, this 2nd day of July, 2008 by John M. Dosker, personally known to me. My Commission Expires: 2-7-11

  
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NOTARY PUBLIC  
**KATHY L. KELLEMS**  
Notary Public, State of Ohio  
My Commission Expires  
February 7, 2011

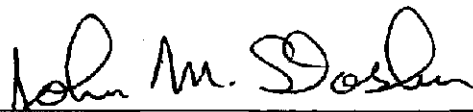
**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing Complaint was served upon the following parties of record via ordinary U.S. Mail postage prepaid on July 2, 2008.

PUCO Docketing Division  
13th Floor  
180 East Broad Street  
Columbus, Ohio 43215-3793

TTI National, Inc.  
205 N. Michigan Avenue  
Suite 1100  
Chicago, IL 60601

CT Corporation System  
1300 E. 9th Street  
Cleveland, OH 44114

  
\_\_\_\_\_  
John M. Dosker