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FILE

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09-51-TP-CSS

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January 20, 2009

Public Utilities Commission of Ohio
Attention: Docketing
180 E. Broad Street
Columbus, OH 43215

Re: Formal Complaint Form

To Whom It May Concern:

Please find enclosed two Formal Complaint Forms from Brian Longworth, D.C. and
William Steven Gandee, D.C.

If you should have any questions, please do not hesitate to contact me. I remain,

Very truly yours,


Thomas A. Skidmore

TAS:ksp
Enclosures

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PUCO

09-51-TP-CSS



**The Public Utilities
Commission of Ohio**

Case Number

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

Formal Complaint Form

William Steven Gandee, D.C.
Customer Name

3577 S. Arlington Road
Customer Address

Akron OH 44312
City State Zip

Against

██████████ 330-724-5521 521 0
Account Number

Choice One Communications

Customer Service Address (if different from above)

Utility Company Name

City State Zip

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

The Gandee Chiropractic Life Center, Inc., ("Gandee Chiropractic") owned and operated by Dr. William Steven Gandee, D.C. ("Gandee") in Summit County, Ohio, has held and utilized the phone number known as (330) 724-5521 for approximately 27 years prior to April of 2006. In 2006, AT&T was the phone company providing service to Gandee Chiropractic under the referenced phone number. Following a change of office location, Gandee contacted his phone provider, AT&T, and forwarded this phone number to the new location. Gandee shared the office space with Dr. Keith Ungar, D.C. ("Ungar") who was the lessee of the building where Gandee moved his practice. Choice One Communications was and is the phone service provider to Ungar and his company, Advance Pain & Wellness Center. In September of 2006, Ungar contacted Choice One Communications and requested, without authority to do so, that he be placed on Gandee's account. Choice One Communications, without Gandee's consent, changed the contact information and removed Gandee's name from the account. Gandee never gave the authority or permission to either AT&T or Choice One Communications for anyone to change the account name or contact information on his phone number account. Gandee subsequently left this office location in March of 2008 and requested that his original phone number (330-724-5521) be returned to him for his own business use, but both Ungar and Choice One Communications have refused his request. As a result of Choice One Communications' unauthorized changing of the account name and subsequent refusal to release the phone number, Gandee has lost, and continues to lose, a significant number of patients as well as thousands of dollars in revenue.


Signature

(330) 724-5521

Customer Telephone Number