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The Public Utilities  
Commission of Ohio

RECEIVED-DOCKETING DIV

2009 APR 17 PM 2:38

09-343-TP-CSS  
Case Number

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

PUCO  
Formal Complaint Form

Bertha C. Tanner  
Customer Name

3772 Cottage Grove RD  
Customer Address

Akron OH 44319-3712  
City State Zip

Against

330-645-9379-4488  
Account Number

Same as above  
Customer Service Address (if different from above)

A + + +  
Utility Company Name

Same as above  
City State Zip

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

As of April of 08 our phone payment was always late due to the fact that my and my boyfriend Craig Johnson (who you have talk to) are on SS-D and our checks only come at the first of every month so Craig called A + + + and tried to get A + + + to bill us at the first of every month so we could pay when our money was available. They said NO! So Craig called Congresswoman Betty Sutton's office who got A + + + to cooperate Bertha C. Tanner to 2 to 3 months, then went back to billing the old Wayten stop sending us a bill at all. We feel this was a deliberate act to initiate an act of disconnection due to the intervention of Congresswoman Betty Sutton.

Signature

330-645-9379  
Customer Telephone Number

Such notice shall be served not less than fifteen days before hearing and shall state the matters complained of. The commission may adjourn such hearing from time to time.

The parties to the complaint shall be entitled to be heard, represented by counsel, and to have process to enforce the attendance of witnesses.

Upon the filing of a complaint by one hundred subscribers or five per cent of the subscribers to any telephone exchange, whichever number be smaller, or by the legislative authority of any municipal corporation served by such telephone company that any regulation, measurement, standard of service, or practice affecting or relating to any service furnished by the telephone company, or in connection with such service is, or will be, in any respect unreasonable, unjust, discriminatory, or preferential, or that any service is, or will be, inadequate or cannot be obtained, the commission shall fix a time for the hearing of such complaint.

The hearing provided for in the next preceding paragraph shall be held in the county wherein resides the majority of the signers of such complaint, or wherein is located such municipal corporation. Notice of the date, time of day, and location of the hearing shall be served upon the telephone company complained of, upon each municipal corporation served by the telephone company in the county or counties affected, and shall be published for not less than two consecutive weeks in a newspaper of general circulation in the county or counties affected.

Such hearing shall be held not less than fifteen nor more than thirty days after the second publication of such notice.