



at&t

FILE

AT&T Midwest
Executive Office
220 N. Meridian St., Rm. 851
Indianapolis, IN 46204

March 12, 2009

Rec'd 3-16-09

Joan Richards
35799 Ridge Rd.
Willoughby, OH 44094

Dear Ms. Richards,

I am writing in response to the conversation we had on March 12, 2009, regarding the payment processing error which took place in November and December of 2008.

In our conversation, I advised I had spoken with the original representative who investigated the payment claims from November and December. I was advised the error occurred due to a data entry error. When a check is received, the check numbers are entered and submitted electronically to the bank. If there is a single key stroke error, the payment will be returned and not processed. I apologize for any frustration this matter has caused.

I have reviewed your account and show all the appropriate corrections have been made to reflect a perfect paying history. Furthermore, I have issued a \$50.00 credit as a good will gesture. You are a valued AT&T Ohio ("AT&T") customer. Again, I apologize for any inconvenience this matter has caused. If I can be of any further assistance, please feel free to contact me at the number listed below.

Sincerely,

Tim Spainhower
Executive Assistant
(800) 592-5386, extension 41802

cc: Public Utilities Commission of Ohio
Ohio Consumers Council

RECEIVED-DOCKETING DIV
2009 MAY 18 PM 3:40
PUCO

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Technician SJM Date Processed MAY 18 2009

09-419-TPC55

WILES AND RICHARDS

ATTORNEYS AT LAW

WWW.WILESANDRICHARDS.COM

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May 12, 2009

WILLOUGHBY OFFICE
35000 KAISER COURT
SUITE 306
WILLOUGHBY, OHIO 44094
TEL: (440) 942-6262
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MADISON OFFICE
6550 NORTH RIDGE ROAD
MADISON, OHIO 44057
TEL: (440) 428-2136
352-3979
951-6145
FAX: (440) 428-6577

REPLY TO

AT&T
150 East Gay Street
9th Floor
Columbus, OH 43215

Attention: Dionna Prentice

In re: Continued Harassment of and Threats of Illegal Termination of Telephone
Service by AT&T to Joan Richards, 35799 Ridge Rd. Willoughby, OH 44094
Tel. No. 440-942-4298; Account No. 440-942-4298 209 1

Dear Ms. Prentice:

Unfortunately we must again notify you and your company of the continued harassment of our client Joan Richards, a customer of AT&T at the above address and phone number since 1963, regarding your company's continued practice of improperly billing her for her telephone.

I am enclosing a copy of the AT&T monthly statement for March 8, 2009 through April 7, 2009. The billing shows a previous bill of \$56.70. It also shows a credit of \$56.70. And then indicates that there is **an "adjustment" of \$6.70** which has been added to current charges of \$64.19 creating a balance due of \$70.89. Your own statement indicates that the \$6.70 line charge was a part of the \$64.19.

The \$6.70 "line charge" is a recurring part of the overall billing each month. It was part of the previous billing for \$56.70 and paid according to your own statement by check on March 23, 2009. There was nothing due from our client by way of an "adjustment" in the amount of \$6.70 for the billing period in your statement.

This inappropriate billing again seems to be the result of a totally inept method of accounting for the payments made by its customers to AT&T, Receivable Department at P.O. Box 8100, Aurora, IL 60507-8100, and what is more troubling, the continuing upset and aggravation that this harassment causes to Ms. Richards.

For the past 45 years Ms. Richards has never experienced a problem regarding the payment of any of her bills and your own records indicate that this is especially true regarding the payment of her phone bill until the past several months.

RECEIVED-DOCKETING DIV
2009 MAY 18 PM 3:35
PUCO

For your convenient reference, I am enclosing a copy of my letter to your company dated February 20, 2009. As a consequence of that communication, there was a \$50 credit extended to Ms. Richards to make up for the harassment and aggravation that your company caused her by all the inappropriate billing, argument and insult that she had to put up with from AT&T over the course of several months. A copy of the AT&T response letter referencing the \$50.00 credit is also enclosed for your convenient reference.

It is obvious that AT&T has been receiving timely payment of all of its bills from this customer for over the past 45 years without so much as hint of a problem. However, the last properly recorded payment by AT&T relates to the August billing of \$69.77 which was paid by check #644 on September 16, 2008.

Since that payment, the perplexing history of AT&T ineptitude has proved to be more than a modest aggravation to Ms. Richards. She is 80 years of age, has undergone quintuple bypass surgery and survives with the aid of a pacemaker. The aggravation she has been put through by AT&T is not excusable. The outright lies made by AT&T personnel to the effect that they had actually received checks from Ms. Richards in payment of the phone bill but that the Charter One Bank had bounced these checks for lack of funds is nothing short of amazing. The rudeness directed to Ms. Richards by AT&T personnel, under these circumstances, and to a loyal customer of this long-standing, is absolutely disgusting. The aggravation and substantial emotional upset created by this most recent episode of AT&T misconduct has played no little part in her recent hospitalizations on two occasions for cardiac and blood pressure problems.

This letter is to notify AT&T that if Ms. Richards continues to receive incorrect billing statements and/or is again improperly threatened with disconnection of her telephone or is in fact disconnected for allegedly not making payment to AT&T, due to the failure of AT&T to properly acknowledge and record payment or to appropriately construct its own billing statements, it will result in immediate litigation being commenced against AT&T for the continued course of misconduct which can only be characterized as wanton and willful and/or intentional and/or negligent infliction of emotional distress.

The undersigned can only conclude that Ms. Richards' experience is not unique and that many other customers of AT&T have been forced to undergo the same aggravation and have been billed improperly, including late charges, reconnection fees, etc. The prospects of class-action litigation will certainly be considered and investigated as an appropriate method of bringing relief to all of those customers.

Furthermore, I am notifying the Public Utilities Department of Ohio and the Ohio Consumers' Counsel of this totally inept provision of service.

Please acknowledge receipt of this communication and notify the undersigned of what AT&T intends to do to rectify the problems that it has created and the aggravation and harm done to Ms. Richards.

Sincerely,



Daniel F. Richards

Email: dfrichards@wilesrichards.com

Direct: (440) 942-6262 Ext. 111

DFR:jl

cc: The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

Office of the Ohio Consumers' Counsel
10 West Broad Street, Suite 1800
Columbus, Ohio 43215

Tim Spainhower
Executive Assistant
AT&T Midwest
Executive Office
220 N. Meridian St. Rm. 861
Indianapolis, IN 46204



JOAN RICHARDS
35799 RIDGE RD
WILLOUGHBY, OH 44094-4152

Page 1 of 3
Account Number 440 942-4298 209 1
Billing Date Apr 7, 2009

Web Site att.com

Monthly Statement

Mar 8 - Apr 7, 2009

Bill-At-A-Glance

| | |
|--------------------------------|---------------------|
| Previous Bill | 56.70 |
| Payment - Thank You! | 56.70CR |
| Adjustments | 6.70 |
| Balance | 6.70 |
| Current Charges | 64.19 |
| Total Amount Due | \$70.89 |
| Current Charges Due in Full By | Apr 29, 2009 |

Billing Summary

Questions? Visit att.com

| | |
|---|--------------|
| Plans and Services | 26.49 |
| 1-800-288-2020 | |
| Repair Service: | |
| 1-800-572-4545 | |
| Automated Billing/Payment Arrangements: | |
| 1-800-660-2626 | |
| AT&T Long Distance | 7.70 |
| 1-800-288-2020 | |
| AT&T Internet Services | 30.00 |
| 1-877-722-3755 | |
| Total of Current Charges | 64.19 |

Detail of Payments and Adjustments

| Item | No. | Date | Description | Adjustments | Payments |
|---------------|-----|------|-------------------|-------------|----------|
| | 1 | 3-12 | Monthly Service | 50.00CR | |
| | 2 | 3-18 | Payment | | 56.70 |
| | 3 | 3-23 | Returned Check(s) | 56.70 | |
| Totals | | | | 6.70 | 56.70 |

Plans and Services

Monthly Service - Apr 7 thru May 6

| | |
|------------------------------|--------------|
| Line Charge | 6.70 |
| Unlimited Residence Service | 7.55 |
| Inside Wire Maintenance Plan | 3.95 |
| Federal Access Charge | 5.41 |
| Total Monthly Service | 23.61 |

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

| Item | No. | Description | Quantity | Monthly Rate | Amount Billed |
|------|-----|---|----------|--------------|---------------|
| | | Effective Apr 1, 2009, your Bill reflects an increase of \$10 in your Monthly Service charges. Charges are prorated from Apr 1, 2009 thru Apr 6, 2009 | | | |
| | 1. | Monthly Service | | | .02 |

Local Calls

Local Calling Plus

Calling Area B

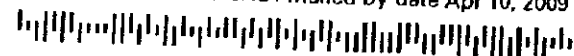
Minutes - Initial - 9:00pm-8:00am - Mon thru Fri

All Day Saturday, Sunday and Holidays

1 Minute(s) billed at \$.0203 each

Total Usage for Calling Area B .02

3775.2.83.26053 1 AV 0.324 Mailed by date Apr 10, 2009



JOAN RICHARDS
35799 RIDGE RD
WILLOUGHBY OH 44094-4152

Thank you for being a valued AT&T customer! When you send us a check as payment, you give a one time authorization to clear your check electronically. Electronic payments may clear the same day we receive the payment. Your original check will not be returned. If we cannot post the transaction electronically, we will present an image copy of your check for payment. If you do not wish to participate in AT&T's check conversion program please call 1 800-245-3080. If you want to save time and stamps, sign-up for auto payment at www.att.com/stoppaper using your checking account or credit card. It's easy, secure, and convenient!



JOAN RICHARDS
35799 RIDGE RD
WILLOUGHBY, OH 44094-4152

Page 2 of 3
Account Number 440 942-4298 209 1
Billing Date Apr 7, 2009

AT&T Long Distance

AT&T Long Distance

Thank you for your business. We appreciate the opportunity to serve you.

Invoice Summary

(as of March 22, 2009)

Current Charges

| | |
|------------------------------|-------------|
| Service Charges | .00 |
| Credits and Adjustments | .00 |
| Call Charges | 4.62 |
| Surcharges and Other Fees | 2.62 |
| Taxes | .46 |
| Total Invoice Summary | 7.70 |

Call Charges - Feb 21st thru Mar 20th

Calls for 440-942-4298

Domestic

| No. | Date | Time | Place Called | Number | Code | Min | Amount |
|-----|------|------|--------------|-----------------|------|-------|--------|
| 1 | 2-21 | 226P | MARCO IS | FL 239 642-8898 | N | 14:00 | 4.62 |

Subtotal Domestic Calls for 440-942-4298 4.62

Total Domestic Calls for 440-942-4298 4.62

Total Calls for 440-942-4298 4.62

Total Call Charges 4.62

Surcharges and Other Fees

| | |
|--|-------------|
| 2 Carrier Cost Recovery Fee | 1.99 |
| 3 Fed Universal Service Fund | .63 |
| Total Surcharges and Other Fees | 2.62 |

Taxes

| | |
|--------------------|------------|
| 4 Federal | .00 |
| 5 State | .40 |
| 6 Municipal | .06 |
| 7 Non Home State | .00 |
| Total Taxes | .46 |

Total Invoice Charges 7.70

Key for Calling Codes:

| | | |
|---|----------------------|--------------------|
| A Anytime | B Collect | C Calling Card |
| D Day | E Evening | F Call Forwarding |
| H Third Number | I Special Intrastate | L Late Night |
| M Multiple Rate Period | N Night/Weekend | P Person to Person |
| O Operator Completed - Dial Rates Apply | T Discount Overseas | 3 Three Way |
| R Standard Overseas | S Station to Station | |
| X Conference | Y Economy Overseas | |

Total AT&T Long Distance 7.70

AT&T Internet Services

For Billing Inquiries:

AT&T High Speed Internet(DSL) customers call 1-800-288-2020.

AT&T Yahoo! Web Hosting customers call 1-866-722-9932.

AT&T Web Hosting(SM)(Shared Hosting, Virtual Dedicated Server(VDS) and Managed Dedicated Server(MDS), call 1-888-932-4678. AT&T Wi-Fi contact information located at www.attwifi.com. For all Homezone (HZ) billing inquiries, visit <https://mtbselfcare.sbcis.sbc.com/> and login to view and/or manage your monthly Homezone video billing transactions.

Miscellaneous Charges and Credits

This section of the bill reflects charges and/or credits applied to your account.

No. Date Description

For Services on 20188343

| | | | |
|---|-------|---------------------------------|-------|
| 1 | 03-26 | AT&T HSI PRO | 30.00 |
| | | Service Date: 03/25/09-04/24/09 | |
| | | MRS MARIE RICHARDS | |
| | | HSI No. 440 942-4298 | |
| | | ahr888@sbcglobal.net | |

Total AT&T Internet Services 30.00

News You Can Use

PREVENT DISCONNECT

Thank you for being a valued customer. It is important to inform you that all charges must be paid each month to keep your account current and prevent collection activities. In addition, please be aware that we are required to inform you of certain charges that **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$00.

CARRIER INFO

AT&T Long Distance, or a company that resells their service, is your long distance and local toll carrier.

TOLL LIMITS

Please be aware that your account is subject to a toll and long distance availability limit. Should you reach your limit, your ability to make toll and long distance calls will be interrupted until a payment is received.

ELECTRONIC PAYMENTS

When making a secure electronic bill payment from your bank account over the phone, you will need to provide sufficient information to authenticate yourself as the account owner. By providing this information, you are authorizing AT&T and your financial institution to process a one-time debit from your bank account for payment of your bill. Other bill payment options are available at www.att.com.

PAYMENT OPTIONS

Pay bills online FREE of charge at att.com. Go There Today! You can also pay by calling 1.800.288.2020 and saying "Pay Bill". Payments made with an AT&T representative may be subject to a \$5.00 payment convenience fee. You can mail your payment in the enclosed envelope.





JOAN RICHARDS
35799 RIDGE RD
WILLOUGHBY, OH 44094-4152

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Account Number 440 942-4298 209 1
Billing Date Apr 7, 2009

News You Can Use

News You Can Use - Continued

PAYMENT & INQUIRIES

Allow 5 days when paying by mail. You may also pay at an authorized agent or by calling 1 800 660-2626 to Charge by Phone. Nonpayment of toll or non-regulated services may result in disconnection or restriction of such services and/or collection action. For problems with your residential service, please call us at 1 800 288-2020.

If your complaint is not resolved after you have called AT&T, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio for assistance at 1 800 686-7826 (toll free) or for TTY at 1 800 686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1 877 742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

UNIVERSAL SVC FEE

Effective 4/1/2009, the Federal Universal Service Fee has increased.

This fee supports telecommunication needs of low-income households, consumers living in high-cost areas, schools, libraries and rural hospitals. Your current bill reflects the change. For more information, please contact an AT&T Service Representative at the phone number listed on the front of your bill. Thank you for choosing AT&T.

AT&T UNIVERSAL CARD

SAVE UP TO 10% ON YOUR AT&T SERVICES with AT&T Universal Savings Card for the first 12 months and up to 5% savings thereafter. Save even more with low APR on balance transfers and NO annual fee. Restrictions apply. Call 1.800.361.9793 for details.