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The Public Utilities
Commission of Ohio

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Case Number

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

PUCO Formal Complaint Form

Mary Bajus, R.N.

Customer Name

7071 Corporate Way #109

Customer Address

Dayton

OH 45459

City

State Zip

Against

RE: Former business phone number 937-435-7889

Account Number

Same as above

Customer Service Address (if different from above)

AT&T

Utility Company Name

City

State Zip

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

Please see attached letter.

Mary Bajus, R.N.

Signature

937-902-9109

Customer Telephone Number

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Technician Ann Date Processed 7/20/09

**Mary Bajus, R.N.
7071 Corporate Way
Dayton, Ohio 45459
(937) 902-9109**

March 12, 2009

P.U.C.O.
Attention: I.A.D.
180 E. Broad Street
Columbus, OH 43215-8793

Dear Sir or Madam:

This letter is a formal complaint against A.T.T. and their Yellow Pages. Their oversights, mistakes and subsequent insulting responses to my complaints have had a devastating effect on my psychotherapy practice, as well as my emotional and financial well-being. The entire experience has been traumatic.

Here is what occurred:

In the fall of 2007, I spoke with an A.T.T. representative about my plan to discontinue my business land line (937) 435-7889, and to use my cell phone as my business phone. The representative advised me to wait until January 2008 to discontinue (937) 435-7889 because the 2008 phonebook would be published by that time and this would assure my business being listed for the year of 2008. She also informed me that I could extend the intercept message (giving out my new business number) beyond the usual three months to one whole year, if I'd pay an additional fee.

Sometime during the same fall of 2007, I received the annual call from a Yellow Pages advertising agent asking if I wanted to maintain the same business listing that I'd had for several years. I replied that I did and was assured that my business number (937) 435-7889, would be published in the 2008 Yellow Pages under the heading, "Marriage, Family, Child and Individual Counselors".

As instructed, in January 2008, I did discontinue my business land line (937) 435-7889, and paid for a one year intercept message to let people know that my new business number was (937) 902-9109. This message was to continue for the whole year of 2008. This business decision was made so that clients, colleagues and others would still be able to contact me, and that these people would know that I am still a practicing psychotherapist.

Sometime in spring 2008, I discovered two things:

1. My business number (937) 435-7889 had not been published as promised.
2. The intercept message had been dropped altogether.

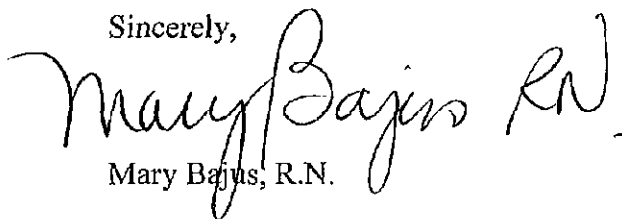
So, it now appears that I am no longer practicing; that I'm not available at all, a deeply disturbing discovery. **Not only that**, after complaining and being assured the intercept message would be re-installed, once again the intercept was dropped in September 2008.

For the entire year of 2008 and up to the present, due to A.T & T.'s oversights and incompetence, my business has had no visibility in the community. I don't think they get it. My livelihood depends on accessibility and visibility. Yellow Pages advertising is a major source of referrals and community connection.

I am **very** angry to say the least. How dare this company be so cavalier with their responsibility to their customers...to me? During the process of my good will attempts to resolve these problems with A.T.T./YP representatives, I was treated disrespectfully and on one occasion with rudeness. Several attempts were made to blame me for their mistakes.

I am demanding compensation for the loss of professional visibility, the financial loss, and the emotional impact this has had. Please help me hold this company and its representatives responsible for their negligent, incompetent business practices that have had a devastating effect on my business.

Sincerely,

A handwritten signature in cursive script that reads "Mary Bajus R.N.". The signature is written in dark ink and is positioned above the typed name.

Mary Bajus, R.N.