

FILE

FAX

3

Addendum and Relevant to Case No. 09-1020-TP-CSS

December 28, 2009

Vondelise Jones
765 Donald Ave.
Akron, Ohio 44306

Case No. 09-1020-TP-CSS

Complainant,

v.

AT&T Ohio,

Respondent,

The Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215-3793

Attorney examiner

Dear Ms. Hussey,

In addition to the bogus charges it has further been discovered on the at&t land line invoice under the title (News You Can Use) at&t land line tact charges on me one month in advance to prevent any possible disconnection or interruption to my land line services when my land line service was never in jeopardy and in no fault of mine. These various charges were incorporated on to each monthly land line bill. And it states;

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

December 07, 2007 \$82.32- 1 Paid in full- prevent disconnect charge are \$28.76.

January 25, 2008 \$128.28 I Paid \$76.25 the prevent disconnect charge is \$28.08

February 25, 2008 \$117.88 -Paid in full- prevent disconnect charge \$23.76

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 Sm Date Processed DEC 29 2009

PUCO

2009 DEC 28 PM 4:47

RECEIVED-DOCKETING DIV

March 25, 2008 \$96.34 -Paid in full -prevent disconnect charge \$28.70

April 25, 2008 \$93.79 Paid \$30.00 prevent disconnect charge 28.64

May 25, 2008 \$127.27 Paid 30.00 prevent disconnect charge .00.

June 25, 2008 \$250.79 Paid \$50.00 Prevent disconnect charge \$23.61

July 25, 2008 \$375.40 Paid \$50.00 Prevent disconnect charge \$83.37

August 25, 2008 \$554.67 I Paid \$50.00 Prevent disconnect charge \$67.49

September 25, 2008 \$531.10 Paid \$50.00 Prevent disconnect charge \$42.52

October 25, 2008 \$500.12 Paid \$50.00 Prevent disconnect charge \$19.02

November 25, 2008 \$11.04 CR Paid \$50.00 Prevent disconnect charge \$0.00.

November 25, 2008 \$481.10 Total current charges \$0.00. Prevent disconnect charge \$0.00.

December 2, 2008 Bay Area Credit Service \$481.10 Collection Agency?

December 25, 2008 \$21.35 Paid \$22.00 Prevent disconnect charge \$18.25

January 22, 2009 [switched my telephone service over to TSI telephone service; do to at&t's abusive actions toward me.

January 25, 2009 \$35.80 Paid \$10.00 ***Prevent disconnect charge is \$22.78 bogus**** I am paying two different telephone companies; at&t land line who was still demanding payment and TSI my present phone company.

With at&t February 25, 2009 A Bill in the amount of \$26.85 I Paid \$15.00 on the land line bill. **Prevent disconnect charge is \$12.78** I had been connected with TSI for one month and disconnected from at&t for one month when at&t charged me, in advance, a prevent disconnect fee in the amount of \$12.78 and this is bogus. And the same with the above statement.

With at&t February 25, 2009 with a Reprinted Bill in the amount of \$26.85 I Paid \$12.00 **Prevent disconnect charge \$12.78** I had been connected with TSI for two months when at&t charged me, in advance, a prevent disconnect fee.

I sent in the last payment required of me by at&t in the amount of \$11.85. I sent in a \$12.00 Money order and at&t reimbursed me \$.15 Credit by check, I received the check on 08-01-09. \$0.00. Prevent disconnect charge.

I paid all Prevent Disconnect Charges Totaling

\$429.76

Vondelise Jones 12-28-09
Vondelise Jones

~~Summit to avoid subscription~~

in my presence by Vondelise Jones
this 28th day of Dec - 2009

Brandi Mesmer 12-28-09
Notary

Brandi Mesmer
Resident Summit County
Notary Public, State of Ohio
My Commission Expires: 10/18/2012