

FILE

Ohio

Public Utilities
Commission

3
10-270-TP-CSS

Case Number

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

Formal Complaint Form

John Dennis McCann
Customer Name (Please Print)

10840 Fancher Rd
Customer Address

Westerville Ohio 43082
City State Zip

Against

614-855-1103 3615
Account Number

Customer Service Address (if different from above)

AT&T Ohio
Utility Company Name

City State Zip

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

See Attached Sheet

RECEIVED-DOCKETING DIV
2010 MAR -8 PM 2:00
PUCO

John D McCann 4/March/2010
Signature

614-855-1103
Customer Telephone Number

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 D Date Processed MAR 08 2010

The affiant says that he operates an automobile parts business located at 10840 Fancher Road, Westerville, Ohio 43082. In the course of my business starting on or about 1 March 2007 I began experiencing trouble on my two phone lines 614 855 1103 and 614 855 2850. This consisted of not being heard when making out going calls, not receiving incoming calls and being cut off during incoming and outgoing calls. After numerous service calls from AT&T as of this date neither of my two phone lines are working properly. I am seeking restitution for loss of my time dealing with AT&T repair technicians, loss in sales and return of payments made to AT&T Ohio for phone service we didn't receive.

5242 Royal Woods Parkway Ste. 150
Tucker, Georgia 30084
770 493-8852 ph; 770 934-6857 fax
Sales@T.Rutlands.com

The T. Rutlands and Maranello Auto Parts Companies

March 3, 2010

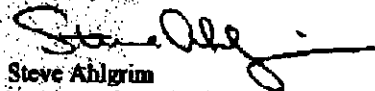
Dennis McCann
All Ferrari Parts
10840 Fancher Road
Westerville, Ohio 43081
Fax 614 855-2850

Dear Dennis:

I'm not sure if you're aware of it, but there's something wrong with your phones. Often at the beginning and sometimes in the middle of a call there will be a loud screech. The sound may only last a second or two but it will usually repeat to the point that it is impossible to continue the conversation.

Would you please contact you phone service and see if they can do something about the problem? I enjoy doing business with your company however the loud blast in my ear is quite annoying and having to call back several times to get a good line is a waste of time. It's problem bad enough that you have gone from our first call for parts to our last one.

Sincerely,


Steve Ahlgrim
Director of Purchasing

www.TRutlands.com