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FILE

Ohio**Public Utilities
Commission**2
10-676-TP-CSS

Case Number

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad St.

Columbus, OH 43215

Formal Complaint FormREMAX capital centre Inc 3805 N. High ST

Customer Name (Please Print)

Customer Address

Columbus Ohio

City State

Zip

43214

Against

\$ 5187

Account Number

XO Communications

Utility Company Name

Customer Service Address (if different
from above)

City State

Zip

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

XO has been over charging me since 4-06
costs for services. I contacted my acct
rep November 08 about the overages 12-06
met with them after calculating the
amount, called them again 2-09, asked
to review new pricing, still being over
charged a year and a half later and
still no resolve. Numerous threats from
XO on suspension of service (continued)

Pat Kearns-Davis

Signature

614-447-1000

Customer Telephone Number

RECEIVED-DOCKETING DIV

MAY 18 PM 1:59

PUCO

180 East Broad Street
Columbus, Ohio 43215-3783

Updated November 13, 2009

(614) 466-3016

www.PUCO.ohio.gov

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Technician

Date Processed

MAY 18 2010

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This is not the first time there were overcharges from XO Billing dept. Prior 02-03-04 and it took me to bring it to their attention and get credit. They have cheated and were aware I have asked for a rep to contact me to discuss new contract terms and to no avail.

I would like them to give a credit for overcharges plus the time I have spent contacting them and compiling the information of overcharges.

Sincerely

Pat Kearns-Davis

OWNER

614-447-1000

Request:

While the complaint is pending I will pay the amount of the monthly bill that is not in dispute and I am requesting that the commission order XO not to terminate my service while the complaint is pending.

PAT KEARNS-DAVIS