

FILE

IAD 10-845-TP-CSS

RECEIVED-DOCKETING DIV

2010 JUN 17 PM 12:00

PUCO

FORMAL COMPLAINT FORM

Ed McCaul

(YOUR NAME)

Windstream

AGAINST
(THE COMPANY)

MY COMPLAINT IS:

See attached letter

NOTE: ADDITIONAL INFORMATION MAY BE ATTACHED

Ed McCaul

SIGNATURE

112 Victoria Drive

STREET ADDRESS

Granville, OH 43023

CITY, STATE, & ZIP

740-522-5091

TELEPHONE NUMBER

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Date Processed

6-17-2010

Public Utilities Commission of Ohio
Docketing Division
180 East Broad Street
Columbus, OH 43215-3793

11 May 2010

To Whom It May Concern,

- CASE ID: EMCC050610LN (as per letter from Jim Ripke)
- Name of Company: Windstream
- We are customers of Windstream

Windstream has a rule, tariff, rate charge, or service, or practice affecting service of a public utility that is unjust and unreasonable. On the bill Windstream sends to their customers there is a location for Summary of Calling Plan(s) but it does not give any details. In a recent bill we were charged for Contiguous Community Calling Summary in this section but no details were given. When I contacted Windstream they informed me that if I wanted details that I would have to pay extra. When questioned further they told me that the extra fee was in their tariff and if I contacted the Utilities Commission that they would refer me back to Windstream. I contacted the Utilities Commission and after explaining the problem was referred back to Windstream. I was also told by the Utilities Commission that the only way this rule would change was if Windstream applied to have it changed.

Here are my complaints:

1. I know of no other business that bills its customers and does not provide a detailed bill for all charges.
2. I know of no other business that charges its customers for detailed billing information.
3. Windstream has no incentive to ask that it be "allowed" to provide detailed information when they can make money by charging their customers for that information.

I would like this rule to be changed so that detailed billing information is provided at no cost to the customer.

Thank you,



Edward B. McCaul, Jr.
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Granville, OH 43023
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