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January 11, 1998

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Customer Service Manager
Cincinnati Bell Telephone
P. O. Box 693
Cincinnati, Ohio 45201-0693

PUBLIC INTEREST CENTER
PUBLIC UTILITIES COMMISSION
OF OHIO

Dear Sir/Madam

I am writing in regards to an apparent lack of concern for the service provided your customers. I write this letter on Sunday, Jan 11, the 4th day of my latest service outage, with no remedy expected until Monday, Jan 12, which will be the 5th day. In the last year, I have had 3 service outages of varying length, getting progressively longer each time. Apparently, CBT has "right sized" and is no longer capable of responding with any urgency to service outages, and, it would appear, no one is concerned about it. Meanwhile, I am out of touch with the world, including emergency services, pregnant daughters in Tennessee and California, a brother-in-law with terminal cancer in Texas, two 80 year old mothers in ill health, and I am even unable to access the internet on my new CBT FUSE service!

Please explain to me why it takes 5 days for a service call, how you are going to adjust my bill for these days without service, and why no one at CBT seems to care about our service outage. I would call and talk to you in person, but, as I mentioned, my phone doesn't work! Please also explain why you cannot provide some alternate service during this time period, such as a cell phone. Oh yes—also please explain why I should continue as your customer when alternate local service providers become available in the near future. I must remain for now a captive of your monopoly, but that may not last too much longer.

Donald W. Speir

Donald W. Speir
825-3092
641 Evangeline Road
Cincinnati, Ohio 45240

cc: CEO, CBT
PUCO

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