

file

16

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PUCO

FORMAL COMPLAINT FORM

RONALD YORK

(YOUR NAME)

AGAINST

AT&T AND
CINCINNATI BELL TELEPHONE

(THE COMPANY)

01-2208-TP-CSS

MY COMPLAINT IS: For over a year now we have been battling monthly with Cincinnati Bell Telephone and AT&T (our long distance provider). We have had "pornographic sex calls" billed to our home totaling over \$1,000 for which we did not place and did not give permission to anyone to place from our home. I had suggested that if they could provide me a "tape recording" of one or more of these calls, and I could identify the caller, then I would cooperate and tell them who it was that was talking (if I knew) and would direct them to that person. I have talked to AT&T on many occasions (customer service representatives) and explained that I am in dispute over these charges and it just keeps dragging out. On a monthly basis I have to call Cincinnati Bell and again reiterate to them that we are in dispute over these AT&T long distance charges in order to keep them from disconnecting my service. (This too is a pain in the neck!)

After many conversations with customer service representatives, I decided I was not getting anywhere and this monthly battle would continue unless settled. I wrote a letter to AT&T and received no response (January 25 letter). Again on April 2 I wrote a follow-up letter asking them for help (to which I finally received a reply ... their letter dated 4/16/01 and then shortly thereafter we received a letter from a collection agency (CBT Credit Services letter dated May 14, 2001). I find it ironic that I have tried on several occasions to get help from both AT&T and even monthly from Cincinnati Bell, and when I start writing letters, they turn us over to a collection agency!

(ADDITIONAL INFORMATION MAY BE ATTACHED)

My complaint will show that "a rule, tariff, rate, charge, or service, or practice affecting service of a public utility is unjust and unreasonable" and "that a public utility has provided inadequate service."

Ronald R. York
SIGNATURE

5288 Leona Drive
STREET ADDRESS

Cincinnati, OH 45238
CITY, STATE, & ZIP

(513) 451-8736
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 _____ Date Processed _____

Ronald York

AGAINST

AT&T AND
CINCINNATI BELL TELEPHONE

I have since written letters to both the PUCO as well as the Ohio Consumers' Counsel and have had several telephone calls from Mr. Paul Wade and a gentlemen from the Ohio Consumers' Counsel by the name of "Benjamin." They have both been quite helpful and I have even been told that the "international calls" need to have computer access in order to be completed ... please make a note of this ... we have not now or have never in the past had a computer in our home ... so, how could these calls have been placed from there?

What remedy are we seeking? We want AT&T to provide us with a tape recording of one or more of the actual calls in dispute so that we can verify it is someone from our home. At that point, we will be very cooperative in tracking down whomever it may be so that AT&T will receive their money due (or money they say they are due). If they cannot provide the necessary proof, then we want these calls removed from our bill; we want no further harrassment from the CBT Collection Agency; and we want this also removed from our credit report (as it now shows on our report).

Mr. Collins (the CBT Collection Agency representative), has recently informed me that Cincinnati Bell is now threatening to place a lien against my home. I also want this stopped.

We are honest people and when we say we never placed the calls in question, that is the truth ... we don't indulge in the type of behavior these calls represent and will not tolerate it from anyone. We would never give permission to anyone to place those type of calls in our home and, if you look further, we very rarely have long distance calls billed to our home.

Attachments: Ltr to AT&T (01/25/01)
Ltr to AT&T (04/02/01)
Ltr from AT&T (04/16/01)
Ltr to AT&T (05/23/01)
Notification from CBT Credit Services
Ltr to PUCO (05/24/01)
Ltr to Ohio Consumers' Counsel (05/24/01)
Ltr to CBT Credit Services (06/07/01)
Ltr from PUCO (08/21/01)
Copies of disputed charges from (April & May, 2000)

5288 Leona Drive
Cincinnati, OH 45238

January 25, 2001

AT&T
P.O. Box 25691
Miami Lake, FL 33102

Re: Cincinnati Bell Telephone (513) 451-8736

Dear AT&T:

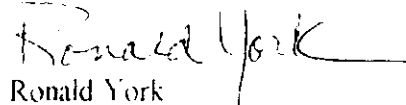
Please go back and look at our telephone bills from April and May 2000. You are going to find many, many long distance calls (which we have spoken to both AT&T and Cincinnati Bell about on several occasions since). The only thing we have been able to find out is that they were calls "supposedly" placed from our home to "Adult Entertainment Lines." I have tried to assure you every single time we have called you that we did not make those calls. These long distance calls total over \$1,200! Cincinnati Bell said they had checked our lines and found no problem (however, nobody has ever come to our home to "check the lines").

Every month we have to call and explain again, over and over, that we are in dispute with this past due amount. Here's my suggestion ... if you can provide me with actual proof the calls were placed from our home, we will get the responsible person and/or tell you how to find them and collect! However, we do want some type of "actual proof" be it a taped conversation (as I am told that the adult entertainment lines actually record their conversations) or whatever you have to provide us, but until then, we remain "in dispute" over these outrageous fees.

We have put a "block" on long distance calls, as well as incoming "collect" calls since this has happened and eventually we would like to have that removed. However, we refuse to pay for calls that we know we did not make and are not responsible for! We would certainly appreciate your help in getting this matter resolved

P-L-E-A-S-E see what you can do this does not look good on our record!

Sincerely,


Ronald York

5288 Leona Drive
Cincinnati, OH 45238

April 2, 2001

AT&T
P.O. Box 25691
Miami Lake, FL 33102

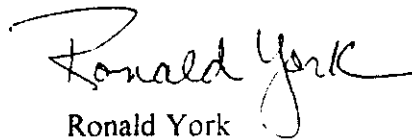
Re: Cincinnati Bell Telephone (513) 451-8736

Dear AT&T:

Please see the attached copy of my letter dated January 25, 2001 in which we are trying to resolve the past telephone issues with AT&T. To date, April 2, 2001, we have had no response from you and, of course, the issue remains unresolved.

We would appreciate your quick response to this follow-up letter.

Sincerely,


Ronald York

Enc (Ltr Dated 01/25/01)



4/16/01

Account Id: 354853

Ronald York

5288 Leona D R

Cincinnati, Ohio 45238

Dear Ronald York

In reply to your letter, we reviewed your account and in order to process your request, we will need additional information to expedite matters in a timely fashion. Here are a list of items required. Please ensure that the following information is included with your correspondence.

- * Name**
- * Address**
- * Phone Number**
- * Copy of Your Entire Bill Showing Call(s) in Question**
- * Name and Address of your Local Telephone Company**
- * Letter stating your request**

Mail Your Information to:

*AT&T Customer Correspondence
Post Office Box 25691
Miami, Florida 33102*

You are a valued customer. Thank you for choosing AT&T services.

Very truly yours,

Charles E. Moore

Customer Representative

5288 Leona Drive
Cincinnati, OH 45238

May 23, 2001

Mr. Charles E. Moore
AT&T Customer Correspondence
P.O. Box 25691
Miami FL 33102

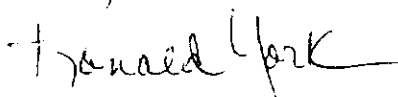
Re: Account ID #354853

Dear Mr. Moore:

Thank you for finally responding to our inquiries about our long distance calls. It took some time to get the copies I needed from **Cincinnati Bell Telephone Company** (our local telephone company). Their address is **P.O. Box 2301, Cincinnati, Ohio 45201-2301**. I am providing all information you requested, herein. Can you please expedite this request as quickly as possible, as AT&T has now turned this over to a collection agency (since I last wrote to them complaining about not hearing from them).

Enclosed you will find, of course, our name, address, and telephone number; copies of bills with telephone calls in question; name and address of local telephone company; and copies of our original requests for help from your company. Your immediate response would be greatly appreciated.

Sincerely,

A handwritten signature in dark ink, appearing to read "Ronald York", with a stylized flourish at the end.

Ronald York
(513) 451-8736

Enc

Suite 601
644 Linn Street
Cincinnati, OH 45203-1720



CBT CREDIT SERVICES

Telephone: 513/721-5600
Toll Free: 800/845-0119

MAY 14 2001

3029914-CIN-3000 0006 0000

0001489

Ronald York
5288 Leona Dr
Cincinnati, OH 45238-3728

Account #: 3029914

Total Due: \$1026.23

Owed to: Cincinnati Bell Live/Final W/O

Client Account #: 513 451 8736 562



Your account has been listed with our office for collection by the referenced client. If paid in full to this office, all collection activity will be stopped.

This debt may remain open on your credit report for up to seven years. For your convenience we can arrange for automatic deductions from your checking account. Please feel free to call us if you wish to discuss this matter.

This communication is from a debt collector. This is an attempt to collect a debt, and any information obtained will be used for that purpose.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of the debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receipt of this notice, this office will: obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request of this office within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

DETACH AND RETURN WITH PAYMENT

MAKE CHECK OR MONEY ORDER PAYABLE TO
"CBT CREDIT SERVICES"

MAY 14 2001

Cincinnati Bell Live/Final W/O
Total Due: \$1026.23

3029914
Ronald York
5288 Leona Dr
Cincinnati, OH 45238-3728

CBT Credit Services
Suite 601
644 Linn Street
Cincinnati, OH 45203-1720



5288 Leona Drive
Cincinnati, OH 45238

May 24, 2001

Public Utilities Commission of Ohio
Public Interest Center
180 E. Broad Street
Columbus, OH 43266-0573

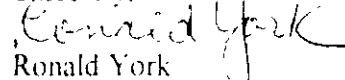
To Whom It May Concern:

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You can go back and check our history ... we have never had the type of calls on our account that they are now charging us for and stating that they indeed came from our home. We are honest people and when we say we never placed them, that is the truth ... we don't indulge in the type of behavior these calls represent and will not tolerate it from anyone! We would never give permission to anyone to place those type of calls in our home and, if you look further, we very rarely have long distance calls billed to our home (even more so now that we have a block on the long distance services), but even prior to that, our long distance calls were very minimal, if any. Can you please help us get to the bottom of this aggravation?

Sincerely,


Ronald York
(513) 451-8736

Enc

5288 Leona Drive
Cincinnati, OH 45238

May 24, 2001

Office of the Ohio Consumers' Counsel
77 South High Street, 15th Floor
Columbus, OH 43266-0550

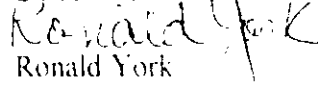
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Sincerely,


Ronald York
(513) 451-8736

Enc

June 7, 2001

5288 Leona Drive
Cincinnati, OH 45238

CBT Credit Services
Suite 601
644 Linn Street
Cincinnati, OH 45203-1720

Re: Account #3029914 - Owed to Cincinnati Bell Live/Final W/O

To Whom It May Concern:

Please be advised we are in dispute with AT&T over the above mentioned account and have done all necessary to resolve ... we're waiting on response from AT&T ... these charges are for AT&T Long Distance and not Cincinnati Bell Telephone.

Sincerely,

Ronald York



The Public Utilities Commission of Ohio

Bob Taft, Governor
Alan R. Schriber, Chairman

Commissioners
Ronda Hartman Fergus
Judy A. Jones
Donald L. Mason
Clarence D. Rogers, Jr.

August 21, 2001

Ronald York
5288 Leona Dr.
Cincinnati, OH 45238

Dear Mr. York:

Thank you for contacting the Public Utilities Commission of Ohio (PUCO) regarding AT&T Communications. The PUCO welcomes the opportunity to assist Ohio's citizens with their utility concerns.

I wish to acknowledge receipt of your most recent correspondence to me regarding your informal complaint with AT&T Communications. In this correspondence you requested information about the next step in the complaint procedures. I have enclosed literature that covers the specific steps involved in this process.

Further, as we discussed in our telephone conversation on August 15, 2001, I have reviewed the specific issues related to your case as they pertain to other, similar cases, processed by the PUCO over the past year. In this review I have confirmed with other staff that there were many similar AT&T cases, involving some of the same international calling locations and numbers pertaining to Adult Entertainment. Other PUCO staff informed me, that during visits by AT&T representatives to our offices, they confirmed connection/billing problems in many of these cases where AT&T could not substantiate sources of these calls. In many of these instances AT&T did issue credits.

I hope this information has addressed your concern. If you have any questions, please call our PUCO hotline at 1-800-686-7826 (PUCO).

Sincerely,



Paul Wade

Utilities Department



For Billing Questions Monday-Friday 7:30am - 7:00pm Call 565-2210
 Saturday 7:30am - 1:00pm

NONPAYMENT OF LONG DISTANCE SERVICES MAY RESULT IN
 DISCONNECTION OR RESTRICTION OF THESE SERVICES AND
 MAY BE SUBJECT TO COLLECTION ACTIONS.

AT&T Summary of Current Charges

| Bill Section | Calls | Minutes | Amount |
|---------------------------------------|-------|---------|--------|
| Direct Dialed Calls | 27 | 292 | 665.33 |
| Operator-Assisted Calls | 1 | 13 | 7.18 |
| National access contribution | | | 58.86 |
| Taxes and surcharges | | | 65.85 |
| Total AT&T Summary of Current Charges | 28 | 305 | 797.22 |

AT&T Messages

Telecommunications companies are required to contribute to the Universal Service Fund. AT&T recovers its contribution for the fund through the Universal Connectivity Charge. Beginning with your April bill, this charge will change from a flat monthly fee of \$1.50 to about 2.8% of your state-to-state and international long distance charges as well as any service charges. AT&T is making this change to be consistent with the approach adopted by all other major carriers in the industry. For more information call 1 800 532-2021 or access our website: www.att.com/connectivity_charge.

Charges

AT&T Direct Dialed Calls

Domestic Calls

| Date | Time | Place and Number Called | Type | Rate | Minutes | Amount |
|----------------|---------|----------------------------|--------|--------|---------|--------|
| 1.Mar09 | 04:25pm | SEVIERVIL TN 865 428-7239 | Direct | Day | 17 | 4.42 |
| 2.Mar10 | 03:52pm | NEW YORK NY 212 741-7399 | Direct | Day | 2 | 0.52 |
| 3.Mar13 | 09:31pm | DEMING WA 360 592-5061 | Direct | Eve | 3 | 0.48 |
| 4.Mar14 | 05:27pm | INDIANAPLS IN 317 381-9384 | Direct | Day | 2 | 0.52 |
| 5.Mar17 | 05:29pm | CLEVELAND TN 423 614-0390 | Direct | Day | 2 | 0.52 |
| 6.Mar25 | 10:34am | MILAN IN 812 654-2282 | Direct | N/Wknd | 4 | 0.46 |
| 7.Mar27 | 06:28pm | DEMOPOLIS AL 334 289-8445 | Direct | Day | 25 | 6.50 |
| 8.Mar29 | 01:58pm | NEW YORK NY 212 741-1202 | Direct | Day | 1 | 0.26 |
| 9.Mar29 | 01:59pm | AGOURA HLS CA 818 991-2500 | Direct | Day | 1 | 0.26 |
| 10.Mar29 | 02:00pm | AGOURA HLS CA 818 991-2500 | Direct | Day | 1 | 0.26 |
| 11.Mar29 | 02:01pm | NEW YORK NY 212 741-1202 | Direct | Day | 1 | 0.26 |
| 12.Apr03 | 10:45am | NO HOLLYWD CA 818 754-6400 | Direct | Day | 1 | 0.26 |
| Domestic Calls | | | | | | 14.72 |



For Billing Questions Monday-Friday 7:30am - 7:00pm Call 565-2210
 Saturday 7:30am - 1:00pm

NONPAYMENT OF LONG DISTANCE SERVICES MAY RESULT IN
 DISCONNECTION OR RESTRICTION OF THESE SERVICES AND
 MAY BE SUBJECT TO COLLECTION ACTIONS.

International Calls

| Date | Time | Place and Number Called | Type | Rate | Minutes | Amount |
|---------------------|---------|----------------------------|-------------|------|---------|--------|
| 13.Mar09 | 05:21pm | ST GEORGES GN 473 468-0010 | Direct Stnd | | 11 | 26.29 |
| 14.Mar09 | 05:33pm | ST GEORGES GN 473 468-0012 | Direct Stnd | | 2 | 4.78 |
| 15.Mar09 | 05:34pm | ST GEORGES GN 473 468-0012 | Direct Stnd | | 24 | 57.36 |
| 16.Mar09 | 06:01pm | ST JOHNS AN 268 404-7727 | Direct Stnd | | 1 | 2.17 |
| 17.Mar09 | 06:02pm | ROSEAU DM 767 446-9341 | Direct Stnd | | 16 | 37.76 |
| 18.Mar10 | 03:46pm | ROSEAU DM 767 446-9355 | Direct Stnd | | 3 | 7.08 |
| 19.Mar10 | 04:14pm | ROSEAU DM 767 447-9292 | Direct Stnd | | 8 | 18.88 |
| 20.Mar10 | 04:21pm | ST GEORGES GN 473 328-2465 | Direct Stnd | | 3 | 7.17 |
| 21.Mar10 | 04:47pm | ST GEORGES GN 473 468-0010 | Direct Stnd | | 2 | 4.78 |
| 22.Mar12 | 11:37am | WASHINGTON JM 876 872-4844 | Direct Stnd | | 23 | 53.59 |
| 23.Mar14 | 02:06pm | PLYMOUTH RT 664 492-4111 | Direct Stnd | | 60 | 139.20 |
| 24.Mar15 | 12:36pm | PLYMOUTH RT 664 492-3825 | Direct Stnd | | 52 | 120.64 |
| 25.Mar29 | 01:55pm | WASHINGTON JM 876 872-4844 | Direct Stnd | | 2 | 4.66 |
| 26.Mar29 | 02:07pm | VANUATU 067 873-0400 | Direct Stnd | | 12 | 79.80 |
| 27.Apr03 | 10:46am | VANUATU 067 873-0400 | Direct Stnd | | 13 | 86.45 |
| International Calls | | | | | | 650.61 |

Total AT&T Direct Dialed Calls 665.33

AT&T Operator Assisted Calls

Domestic Calls

| Date | Time | Place and Number Called | Type | Rate | Minutes | Amount |
|--|---------|-------------------------|------------|------|---------|--------|
| 28.Mar10 | 03:50pm | DAYTON OH 937 604-5033 | 3rdPer Day | | 13 | 7.18 |
| Called From CINCINNATI OH 513 559-4201 | | | | | | |
| Domestic Calls | | | | | | 7.18 |

Total AT&T Operator Assisted Calls 7.18

National access contribution

| Description | Amount |
|----------------------------------|--------|
| 29.Universal Connectivity Charge | 57.35 |
| 30.Carrier Line Charge | 1.51 |

Total national access contribution 58.86

For an explanation of these charges, please call
 1 800 532-2021

Taxes and surcharges

| Description | Amount |
|-----------------------|--------|
| Federal Tax @ 3% | 21.95 |
| State and Local Taxes | 43.90 |

Total taxes and surcharges 65.85

Page 6 of 6
Bill Date Apr 11, 2000
Account 513 451-8736 562

THIS MONTH - DETAIL

Charges Billed for: **MCIWORLDSMCOM**

NONPAYMENT OF LONG DISTANCE SERVICES MAY RESULT IN
DISCONNECTION OR RESTRICTION OF THESE SERVICES AND
MAY BE SUBJECT TO COLLECTION ACTIONS.

Itemized Calls

For 513 451-8736

| Date | Time | Place | Area-Number | * | Min | Amount | Item Number |
|--------|------|------------|-----------------|----|-----|--------|-------------|
| MAR 22 | 821P | FR CAMPTON | KY 606 668-6338 | ES | 1 | 2.35 | 9A-01 |

*-Rate Code Applied:
ES -EVENING STATION

TOTAL FOR 513 451-8736 2.35

Itemized Calls Subtotal 2.35

FOR QUESTIONS OR BILLING INFORMATION ON MCIWORLDSMCOM
CALLS, PLEASE CALL 565-2210.

Total Itemized Calls (excl tax) 2.35



For Billing Questions Monday-Friday 7:30am - 7:00pm Call 565-2210
 Saturday 7:30am - 1:00pm

NONPAYMENT OF LONG DISTANCE SERVICES MAY RESULT IN
 DISCONNECTION OR RESTRICTION OF THESE SERVICES AND
 MAY BE SUBJECT TO COLLECTION ACTIONS.

AT&T Summary of Current Charges

| Bill Section | Calls | Minutes | Amount |
|---------------------------------------|-------|---------|--------|
| Direct Dialed Calls | 10 | 74 | 218.78 |
| National access contribution | | | 20.45 |
| Taxes and surcharges | | | 21.56 |
| Total AT&T Summary of Current Charges | 10 | 74 | 260.79 |

AT&T Messages

Need to make a calling card call? Dial 1 (800) CALL-ATT
 Instead of zero and you'll always get through to AT&T.
 Use 1 (800) CALL-ATT for all your calling card calls,
 even local.

Charges

AT&T Direct Dialed Calls

Domestic Calls

| Date | Time | Place and Number Called | Type | Rate | Minutes | Amount |
|----------------|---------|---------------------------|--------|------|---------|--------|
| 1.Apr04 | 10:47pm | DEMOPOLIS AL 334 289-8445 | Direct | Eve | 10 | 1.60 |
| 2.Apr04 | 10:58pm | DEMOPOLIS AL 334 289-8445 | Direct | Eve | 14 | 2.24 |
| Domestic Calls | | | | | | 3.84 |

International Calls

| Date | Time | Place and Number Called | Type | Rate | Minutes | Amount |
|---------------------|---------|----------------------------|--------|------|---------|--------|
| 3.Apr06 | 08:17am | HAITI 050 929-0001 | Direct | Stnd | 5 | 12.90 |
| 4.Apr06 | 08:21am | VANUATU 067 873-1110 | Direct | Econ | 12 | 66.84 |
| 5.Apr06 | 01:49pm | HAITI 050 929-0003 | Direct | Stnd | 5 | 12.90 |
| 6.Apr06 | 01:54pm | VANUATU 067 872-0040 | Direct | Stnd | 3 | 19.95 |
| 7.Apr06 | 02:00pm | VANUATU 067 872-0010 | Direct | Stnd | 1 | 6.65 |
| 8.Apr07 | 01:10pm | VANUATU 067 872-0010 | Direct | Stnd | 1 | 6.65 |
| 9.Apr07 | 01:11pm | ST GEORGES GN 473 468-0012 | Direct | Stnd | 15 | 35.85 |
| 10.Apr07 | 01:25pm | VANUATU 067 877-9430 | Direct | Stnd | 8 | 53.20 |
| International Calls | | | | | | 214.94 |

Total AT&T Direct Dialed Calls

218.78

National access contribution

| Description | Amount |
|----------------------------------|--------|
| 11.Universal Connectivity Charge | 18.94 |
| 12.Carrier Line Charge | 1.51 |

Page 5 of 5
Bill Date May 11, 2000
Account 513 451-8736 562



For Billing Questions Monday-Friday 7:30am - 7:00pm Call 565-2210
Saturday 7:30am - 1:00pm

NONPAYMENT OF LONG DISTANCE SERVICES MAY RESULT IN
DISCONNECTION OR RESTRICTION OF THESE SERVICES AND
MAY BE SUBJECT TO COLLECTION ACTIONS.

Continued from the previous page

| Description | Amount |
|------------------------------------|--------|
| Total national access contribution | 20.45 |

For an explanation of these charges, please call
1 800 532-2021.

Taxes and surcharges

| Description | Amount |
|----------------------------|--------|
| Federal Tax @ 3% | 7.19 |
| State and Local Taxes | 14.37 |
| Total taxes and surcharges | 21.56 |