

NC FILE

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Ohio

Public Utilities
Commission

KKNO 08231 3TG
Case Number

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

Formal Complaint Form

13-2107-TP-CSS

City of Alliance
Customer Name (Please Print)

504 E. MAIN STREET
Customer Address

Alliance OH 44602
City State Zip

Against

330 821-3131 1319
Account Number

ATOT
Utility Company Name

Customer Service Address (if different from above)

City State Zip

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

See ATTACHED

RECEIVED-DOCKETING DIV

2013 OCT 21 PM 12:05

PUCO

Thun G Zile
Signature

330-823-5900
Customer Telephone Number

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Technician Am Date Processed 10/21/13

October 8, 2013

PUCO Complaint: KKNO082313TG

The City of Alliance is seeking credit for charges that it was over-billed by AT&T from a period of April 2009 to June 2013.

It is for a circuit identified as 11.OSNC.261424.

The City of Alliance has an internal memo indicating that this circuit was disconnected in April of 2009, but was continually billed for after the fact. The City unknowingly paid for this charge in all subsequent months.

I discovered this over-billing in 2013 after an audit of the City's AT&T statement. AT&T's billing statements do not provide any detail as to what services are being billed for. They lump all services onto a statement as "Monthly Charges". Their billing tactics are such that it isn't possible to know for what services a customer is being charged for.

The purpose of my audit was to determine why the City's bill increased from approximately \$3000.00 a month in 2010 to over \$7000.00 in 2013 despite being in a contract with AT&T. It was only after questioning and being provided with a "Customer Service Record" did AT&T reveal that services such as circuits were not subject to our contract. However, the City was never notified of the continual rate increases for these services.

After reviewing the customer service record, I cancelled 7 other circuits that were being needlessly paid for the City at \$2000.00 a month. Unfortunately, I do not feel I can dispute these, even though the AT&T statements do not disclose to customers what services are being billed and/or rates.

I am requesting full refund for the all charges paid for by the City on circuit ID: 11.OSNC.261424.

I will be happy to provide any additional information as needed.

Kevin G. Knowles
Alliance City Auditor
504 E. Main Street
Alliance, OH 44601
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Fax: (330)-829-2243