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2014 AUG 22 PM 1:51

YIRUO501142X
Case Number
Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form **PUCO**

Yvonne Irvine
Customer Name (Please Print)

2707 Roxbury Road
Customer Address
Columbus Ohio 43219
City State Zip
614 252 7475 4750
Account Number

Against

AT&T
Utility Company Name

Customer Service Address (if different from above)
City State Zip

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

AT&T has billed me for optional services
to my phone without authorization (BRAVA BAND)
I am currently no longer a customer of AT&T
I request that the charges for these services
be reimbursed in full

Yvonne Irvine
Signature
614 252-7475
Customer Telephone Number

This is to certify that the images appearing are an
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document delivered in the regular course of business.
Technician KE Date Processed AUG 22 2014



Public Utilities
Commission

Case YRVO5011427

2 of 2

Please Print

* Date: August 20, 2014 Time: 12:00 NOON

Name: Yvonne Irvine
Address: 2707 Roxbury Road
City: Columbus State: Ohio Zip: 43219
Home Phone: 614 432 9430 CBR/Work: NA
Utility Account Number(s): 614 252 7475

Today's visit is concerning which Company? AT&T

Have you been in contact with the Company in question?

Yes / No
(circle one)

Have you ever contacted the PUCO before concerning a utility matter?

Yes / No
(circle one)

Briefly explain why you are visiting the PUCO today:

~~ATT~~ UNAUTHORIZED services added to
my bill FOR A PERIOD of Approximately
Three years. I AM Requesting
Complete/FULL reimbursement

OFFICE USE ONLY

Investigator: _____ Time: _____