

FILE

Formal Complaint Form
Case Number MHEI 082814 UP

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(NC)

Milton Heinberg
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Solon, OH 44139

(14-2141-TP-CSS)

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PUCO

AT&T Account 330-562-1805 204517

I was a customer from 2003 until I canceled service to Time Warner effective 9/11/08 at 655 Shinnecock Ln, Aurora, OH 44202. AT&T billing for service at this address continued until 4/10/11 even though it was canceled on 9/10/08 or with date it was activated to Time Warner.

I paid AT&T for all bills they sent to me until 4/10/11 when I found that I was paying TW and the AT&T phone at area code 303 was disconnected earlier (9/10/08)

I contacted AT&T for a refund and got no response from their local and headquarters. I then contacted Ohio PUC about the problem and AT&T sent me a check for \$507.00 as a final settlement for the 32 month overpayment of about \$1,560.00. I did not cash that check.

I continued paying bills because my wife had paid our bill for over 50 years until October 2011 when she was in hospital on nursing home until her death in ~~April~~ 2008. I paid all bills that I received without checking them due to health problem that I had that effected

my sight and that keep my ability to do reading or any activities of more than 2 to 4 ~~hours~~ hours a day.

I would like Ohio PUC to refund all overpayment to me (about \$1,560.00). I have proof of the date of the transfer of service to TW, and bills I paid to AT&T after the transfer, and the payments I made to TW.

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Note: I moved to Solon, OH on Oct. 2010 and AT&T continued billing me at the Aurora, OH address until April, 2011.