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15-1051-TP-CSS

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May 28, 2015

Ohio Public Utilities Commission
180 East Broad Street
Columbus, OH 43215-3793

Re: My Client: James W. "Bill" Stout, President - Central Ohio Bag & Burlap, Inc.
Your Case No: JSTO030215LL
Complaint against AT&T - Affinity Benefits

Dear Sir/Madam:

I am now representing James Stout as the result of a complaint he has concerning a contract he entered into with AT&T and Affinity Benefits.

Enclosed please find the original plus three copies of the Formal Complaint Form which I submit for filing in this matter. Kindly return a time-stamped copy in the return envelope provided.

Thank you for your cooperation.

Sincerely yours,


Louis Jay Chodosh

LJC/mlt
Enclosures

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Ohio Public Utilities Commission

15-1051-TP-CSS
Case Number: JSTO030215LL

Public Utilities Commission of Ohio
Attn: Docketing
180 East Broad Street
Columbus, OH 43215

Formal Complaint Form

James Stout, President
Central Ohio Bag & Burlap, Inc.
Customer Name (Please Print)

1000 East 5th Avenue
Columbus OH 43201
City State Zip

Against

171-796-8119 001
Account Number

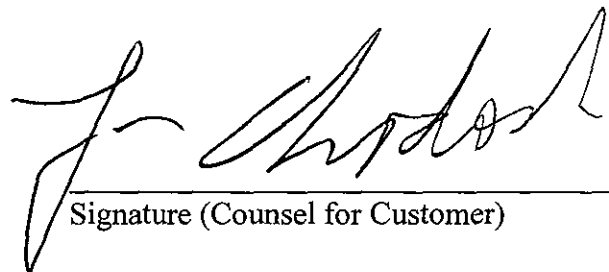
Customer Service Address (if different from above)

AT&T - Affinity Benefits

City State Zip

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

Attached please find a copy of my client's statement regarding his complaint with AT&T and Affinity Benefits. We request that the Public Utilities Commission of Ohio end the contract that James Stout, President of Central Ohio Bag & Burlap, Inc., has with Affinity Benefits and repay Mr. Stout for the difference because of their misleading Mr. Stout.



Signature (Counsel for Customer)

(614) 294-4495
Customer Telephone Number

Central Ohio Bag & Burlap, Inc.

1000 E. 5th Avenue, Columbus, Ohio 43201
P. O. Box 83052, Columbus, Ohio 43201
Phone: 614-294-4495 Fax: 614-294-4362

February 20, 2015

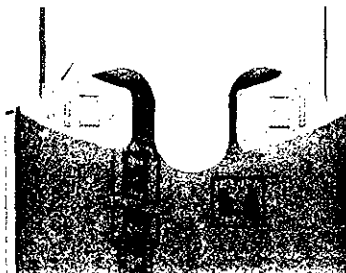
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, Ohio 43215

Complaint Department

I have tried to work with this AT&T wholesaler Affinity Benefits to work out our issues, but after the power play by them on January 27th, 2015, I am requesting help cancelling my contract with them immediately! I NEVER WANTED TO LEAVE AT&T, BUT WAS TOLD MULTIPLE TIMES THEY WERE AT&T AND THEY WERE JUST UPDATING THEIR CONTRACTS, BECAUSE THE NEIGHBORHOOD JUST HAD FIBER OPTICS INSTALLED.

Here are the issues:

- 1) I was told by there representative (salesmen) that they were AT&T and NOT an AT&T reseller (wholesaler). We (my office) were shown apparently doctored badges from AT&T. This move of our current service was necessary, because of the fiber optics network they installed in the neighborhood. .
- 2) Our company was promised a lower bill around \$ 368.00 plus taxes and federal charges, based on what we were currently paying (\$ 530.01 average the previous 12 months, plus 43.00 for U-Verse), PLEASE SEE ATTACHMENT! I had provided there representatives with my previous years bills for them to establish the new rate, based on the cost savings of the new fiber optics network.
- 3) Billing was NOT supposed to change, yet the bill now has four lines with amounts and NO EXPLANATIONS. The billing is still going to AT&T but that is about it. The ABN written quote I receive on January 22, 2015 (never saw, but dated April 17th, 2014) only shows 3 lines of billing?? PLEASE SEE ATTACHMENT!
- 4) Heather Ingram at Affinity Benefits sent me a quote on August 1st, 2014, with a 3 item breakdown (12% discount) for a total of \$ 365.72, without



taxes and fees. The quote from January 22nd, 2015 for the same 3 items is \$374.40, plus taxes and fees. I realize than this doesn't include advertising or my fax line which is billed by the TRUE AT&T at \$ 316.96 currently. PLEASE SEE ATTACHED! My current Bill from Affinity Benefits is \$ 521.26

5) Why would a business person with 30 years of experience sign up for a new phone plan that is costing \$ 262.21 (\$ 521.26 + \$ 316.96) More per month??? This doesn't make since?

6) On November 18th, 2014 my phone, internet and fax services when DOWN for TWO DAYS, do to a failure of the T1 control box installed by Affinity Benefits contractor by FAILING TO installing the surge protector (packing list enclosed). SEE ATTACHED I have to pay my employees for doing nothing. It was then recommend I put my phone service and T1 on an Uninterrupted Power Source to prevent this from happening (purchased). I have since been told that a T1 was NOT necessary for the fiber optics network and is over kill, costing me unnecessarily

7) Lastly, on January 27th, 2015 AT&T cut off my service to force Central Ohio Bag & Burlap, Inc. (COBB) to pay the back overcharges (disputed) Affinity Benefits had been charging. COBB had NO CHOICE, but to pay these charges, because our business had been shutdown!!

I am willing to share all emails and correspondence with you showing the situation. I have tried to work the billing and service issues out, but Affinity Benefits appear unwilling. The business was obtained under FALSE pretences to start with and I cannot continue to devote my time and energy in a losing proposition, neglecting my business. I JUST WANT TO GO BACK TO THE REAL AT&T!!

Can you please help or intervene to solve this without me hiring a lawyer.

Regards,

James W. "Bill" Stout, President
Central Ohio Bag & Burlap, Inc.

