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Ohio

Public Utilities
Commission

16-0532-TP-OSS
Case Number

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

Formal Complaint Form

Gallipolis City School District (Bill Foster)
Customer Name (Please Print)

340 Fourth Ave.
Customer Address

Gallipolis OH 45631
City State Zip

Against

Please see attachments for 9 different accounts.
Account Number

Please see attachments for 6 different locations.
Customer Service Address (if different from above)

AT&T
Utility Company Name

Please see attachments for 6 different locations.
City State Zip

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

We started on around April 29, 2015 to attempt to understand our bills. Our bills kept going up and we were not sure why and we weren't sure what phone numbers we had. Every time we tried to get clarification, it seem we kept getting put off on someone else, and we weren't able to get anyone to help us by explaining the details of what we had and why we had the accounts, the numbers and the services that we had.

Now, almost a year later, through our own persistence, we think we understand what we have. However, we do not understand why we had what we had and feel that if we had sales representatives that would have actually helped us, that we could have saved the taxpayers of Ohio well over a \$100,000.00.

Since we now think we understand the bills and now have them condensed, we feel that AT&T owes us money.

We do have documentation and would like the chance to present it to someone of authority that would actually make a fair settlement.

We strongly feel that if someone would actually meet with us and see what we have discovered, that they may be suprised.

Yes, we understand that someone from our district should have done this a long time ago, but with not having sales reps to help our best interest, this has been hard to complete.

Please see attachments examples.

Also, we do have a lot more documentation that we can and will bring to any meetings.

Bill Foster
Signature

740-441-9814
Customer Telephone Number

RECEIVED-DOCKETING

2016 MAR -8 PM 2:04

PUCO

180 East Broad Street
Columbus, Ohio 43215-3704

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Technician SW Date Processed MAR 08 2016

Updated February 22, 2016
(614) 466-3016
www.PUCO.ohio.gov

Name, address and telephone number:

Gallipolis City School District
Bill Foster
(District Technology Coordinator)
340 Fourth Ave.
Gallipolis, OH 45631
740-441-9814

Account Numbers:

Nine Accounts:

740 245-5469 627 5
740 245-9235 226 1
740 441-2110 043 0
740 446-2356 144 8
740 446-4997 415 3
740 446-7066 329 5
740 446-7293 052 8
740 446-7453 153 0
740 R50-0164 316 9

Service Addresses:

Six Location Addresses:

Gallipolis City School District

Board of Education Office
61 State Street
Gallipolis, OH 45631

Gallia Academy High School
2855 Centenary Road
Gallipolis, OH 45631

Gallia Academy Middle School
340 Fourth Ave.
Gallipolis, OH 45631

Green Elementary
113 Centenary Church Road
Gallipolis, OH 45631

Rio Grande Elementary
439 Lake Drive
Rio Grande, OH 45674

Washington Elementary
450 Fourth Ave.
Gallipolis, OH 45631

We are a customer of AT&T.

We are filing a complaint on AT&T.

Account:	BTN:	# with issue	issue	Should have:
740 245-6469 627 5	740-245-6469	740-245-9152	740-245-9235 was being forwarded to 9152	been changed to 740-245-9235 was being charged a useless forwarding charge since for at least the last three years of records I can see and probably since Sept. 2010.
			We have been charged between \$24-\$27 per month	
740 245-9235 226 1	740-245-9235	740-245-9235	740-245-9235 was being forwarded to 9152	been changed to 740-245-9235 was being charged a useless forwarding charge since for at least the last three years of records I can see and probably since Sept. 2010.
			\$ owed to district from AT&T since 09/2010	\$1,530.75

740 446-2356 144 8	740-446-2356	740-446-8004	We are being charged a forwarding fee each month to forward this number which is on account #: 740 441-2110 043 0. To 740-446-3250 which is on account #: 740 R50-0164 316 9. When you call this number: 740-446-8004, you simply get a busy signal.	The monthly fee for this has been \$20.45 per month for the last 3 years of records that I can see. Since that is the case, it has probably been that way since Aug/Sept of 2010 Since we do not know what this number is 740-446-8004, we do not know how long this has been like this or why and AT&T will not help us to understand why. So, they owe us a potential amount of:
			\$ owed to district from AT&T since 09/2010	\$1,492.85

740 446-4997 415 3	740-446-4997	740-446-4997	We do not know where this # is or what it is. When you call it, you get AT&T's recording That this is an unknown #.	We have been charged \$35.65 per month for at least the last 3 years and probably since Sept. 2010. So, they owe us a potential amount of:
			\$ owed to district from AT&T since 09/2010	\$1,530.75

740 446-7066 329 5	740-446-7066	740-446-7127	Rings and rings. We do not have this number in our district anywhere. \$ owed to district from AT&T since 09/2010	We have been charged \$35.65 per month for at least the last 3 years and probably since Sept. 2010. So, they owe us a potential amount of: \$1,530.75
740 446-7293 052 8	740-446-7293	740-446-7434	We do not know where this # is or what it is. When you call it, you get AT&T's recording That this is an unknown #. When you call it, it rings busy. \$ owed to district from AT&T since 09/2010	We have been charged \$35.65 per month for at least the last 3 years and probably since Sept. 2010. So, they owe us a potential amount of: \$1,530.75
740 R50-0164 316 9	740-446-3212	740-441-2117 740-446-3904	Both of these numbers said they had been Disconnected. We are not sure how long they have been like this. All numbers on this account are our PRI numbers. (VOIP)	After they finally repaired them, we are not sure how much they should owe us on this: \$???.??
740 441-2110 043 0	740-441-2110		Out of the 37 numbers on this account, we only have 6 numbers. We do not know where the rest of these numbers are. We do know that they are not in our district. We also just found out that we had what AT&T calls a active Centrex system.	They should have shut this off in Sept 2010 We should have only had 6 POTS lines on this account. That means this bill should have only been about \$300.00 per month. The records I see alone that go back to 11/2012 show that AT&T owes our district at least: \$107,827.90 plus what we paid back to

Sept. 2010.

441-2110	AT&T recording Disconnected.
441-2111	Rings to who knows where.
441-2112	Rings busy.
441-2113	Rings to who knows where.
441-2114	Rings to who knows where.
441-2115	Rings to who knows where.
441-2116	AT&T recording Disconnected.
441-2119	Rings to who knows where.
441-2120	Rings busy.
441-2121	Rings to who knows where.
441-2123	Rings to who knows where.
441-2124	Rings to who knows where.
441-2128	Rings to who knows where.
441-2900	AT&T recording Disconnected.
441-2901	AT&T recording Disconnected.
441-2902	AT&T recording Disconnected.
441-2903	AT&T recording Disconnected.
441-2904	AT&T recording Disconnected.
441-2905	AT&T recording Disconnected.
441-2906	AT&T recording Disconnected.
441-2907	AT&T recording Disconnected.
441-2908	Rings to who knows where.
441-2909	Rings to who knows where.
441-3213	Reached a Kelly Ager at the company GKN
441-3215	Reached a Voice Mail for Reece Colby
441-9570	Rings to who knows where.
446-2576	Rings to who knows where.
446-4438	Rings to who knows where.
446-4453	Rings to who knows where.
446-4465	Rings to who knows where.
446-8004	Rings busy.