



Public Utilities Commission

18-1512-TP-CS8
Case Number

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

FILE

Formal Complaint Form

Eversole Builders Inc
Customer Name (Please Print)

2495 Electionhouse Rd
Customer Address

Lancaster Ohio 43130
City State Zip

Against

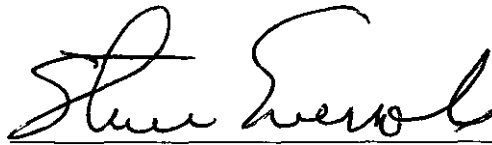
Special Bill 636-152-11062056
Account Number

2263 West Fair Ave. Lancaster OH
Customer Service Address (if different from above) 4313

ATT. P.O Box 90246
Utility Company Name Arlington TX 76009

Lancaster OH 43130
City State Zip

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


Signature

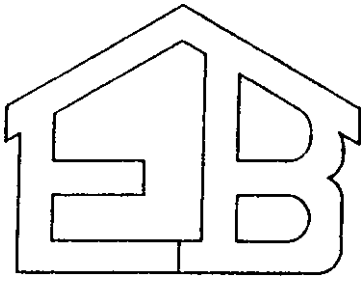
740-654-2855
Customer Telephone Number

RECEIVED-DOCKETING DIV

2018 OCT -4 PM 1:53

PUCO

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician AS Date Processed 10/4/18



EVERSOLE BUILDERS, INC.

OCTOBER 2, 2018

PUCO

180 EAST BROAD STREET

COLUMBUS, OH 43215-3793

TO WHOM IT MAY CONCERN;

This letter is sent to submit a formal complaint.

From: Eversole Builders, Inc. 2495 Election House Rd. NW Lancaster OH 43130 740-654-2855

Account # Special Bill 636-152-11062056

Site/Service address: 2263 West Fair Ave, Lancaster, OH 43130

Public Utility filing against: AT&T

Eversole Builders is a customer of AT&T

Time period involved: Contract for service was signed 10/29/14 with work to start after.

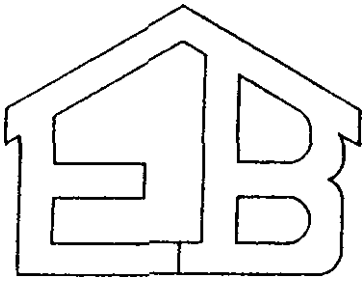
Please see enclosed documentation for summary of the facts involved.

Eversole Builders request the Commission that our bill is reduced to the \$500.00 initially quoted to us for this work as this is an extremely small job requiring minimal hours and materials.

Sincerely,

Steve Eversole, Pres.

Eversole Builders, Inc



EVERSOLE BUILDERS, INC.

OCTOBER 2, 2018

PUCO

TO WHOM IT MAY CONCERN;

We are filing a complaint over the amount charged from AT&T for an engineering estimate.

On 10/29/14 we signed a contract for preparing an estimate to move 2 pedestals on a property that was to become a build site.

This job was assigned to Mr. Green from AT&T. We called Mr. Green every 2 weeks to check on this job, as there was delay in coming to look at the site.

After looking at the site closer, we discovered that one of the pedestals was already out of service. The remaining pedestal was to be moved 60' to the rear of the property line. This was a small job, with no extra cable needed. We started the building with the pedestal in its original location, and still no reply from AT&T on our estimate. After 5 months, we finally received the quote for moving the 50 pair line 60' in the amount of \$23,000. Considering the amount of time and material necessary for this minor job, we felt this was excessive. At this point, we decided to change the location of the parking lot and leave the pedestal in its existing placement.

Our complaint is that the amount that we are being charged is excessive for such a small job.

We are asking for release from the balance of the engineering costs.

Thank you for your attention to this matter,

Steve Eversole, Pres. Eversole Builders, Inc.



AUTHORIZATION TO PREPARE QUOTE

Date: 10/28/2014

Billing Party's Name: Eversole Builders Inc

Billing Street Address: 2495 Election house Rd

Billing City, State & Zip: Lancaster Ohio 43130

Billing Contact Name: Steve Eversole

Title: Pers

Office Number: 740-654-2855

Alternate Number (cell):

Email/Fax Number: 740-687-0203 Steve@Eversolebuilders.com

Site Address, City, State & Zip: 2263 West Fair Ave Lancaster Ohio 43130

Description of Work Requested: Relocate 2 Pedestals

AT&T has received a request to perform the following Custom Work:

Description of Work/CR#: Relocate Pedestal / 177609

In accordance with the state tariffs, a one time, non-refundable quotation development and engineering preparation charge of \$ 500 must be paid in advance to AT&T Ohio to offset the expenditures incurred for providing the special construction estimate. After this payment is received, we will proceed with developing the estimate of charges for the special construction associated with your request. After the quotation preparation payment has been received and the special construction estimate of charges has been developed, a contract with this information will be provided to you for your approval. Once the agreement to pay the special construction charge is confirmed by returning the original signed contract, AT&T will schedule the work to meet your request. *(You will be credited the amount of this estimate preparation payment against the detailed special construction charges if you elect to proceed with the work.)* This estimate preparation payment along with this signed authorization; should be returned to the following address before AT&T Ohio will proceed with the work.

Customer Authorization

I have requested and authorized AT&T to prepare a cost estimate associated with making changes to AT&T's existing network on my behalf. I understand the \$500 preparation charge is an estimate, and I am responsible for all engineering costs. The anticipated engineering costs associated with this cost estimate could range anywhere from **\$500-\$1500 (small jobs)**, however, I understand I will be billed for the actual engineering time required to develop the cost estimate.

I further understand that if I proceed with the requested work, the engineering charges are included as part of those costs.

Customer Name: Eversole Builders

Title: Pres.

Signature: Steve Eversole Date: 10/29/14

CWO MANAGER CONTACT INFORMATION SECTION**Contact Information**

Name: Gene Ferry

Title: CWO Manager-Customer Contract Specialist

Phone Number(s): 1-888-618-6517

Fax Number: 1-888-901-2821

Customer Request #: 177609 CR

*Paid CK #
46317
10/29/14*

Please send the check made payable to AT&T CWO, along with this signed agreement to:

AT&T CWO ATTN: Gene Ferry

220 Wisconsin Ave, Flr 2

Waukesha, WI 53186