

7.16 # 97-29747 4

PIC _____

FORMAL COMPLAINT FORM

JEFFREY D LOCKHART
(YOUR NAME)

97-912-TRCSS

AGAINST

Cincinnati Bell Telephone
(THE COMPANY)

MY COMPLAINT IS:

Please see attached statement.

- 1) THAT A CALLING CARD WAS ISSUED IN my NAME WITH my imbrition without my permission by A Cincinnati Bell Employee
- 2) THAT Cincinnati Bell Telephone has NOT responded in a professional AND ethical way.
- 3) THAT THIS involves 4-5 months worth of calls AND the amount OR number of calls that were continuously made

(ADDITIONAL INFORMATION MAY BE ATTACHED)

- 4) That I want all charges and calls, AND disconnections AND re. connection fees be refunded.

SIGNATURE

2230 Altemarle Dr. #301

STREET ADDRESS

Fairfield Ohio 45014

CITY, STATE, & ZIP

513-942-2224

TELEPHONE NUMBER

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 SW

Date Processed 8-26-97

Wednesday, May 21, 1997

To who it may concern,

NOTED BY TELETYPE
57 AUG 25 AM 10:00
PUCO

My name is Jeff Lockhart, and the question involved here is as to who authorized a calling card to be issued in my name starting back in September of 1996. In August of 1996 my wife and I lived at 5825 Gray road in Fairfield Ohio 45014. Our phone numbers at this location were 829-5338, 829-5313 which was used for my business and 829-5658 that was my advertised fax number. My wife's name is Kimberly S. Lockhart and has been employed at Cincinnati Bell for the past 12 years. We have been married for a total of seven years as of May 12 1997. Kim took our children and left the house and moved to 550 W Point Pleasant Drive in Fairfield Ohio and I moved to 26 Ramsey Drive in Hamilton Ohio as reflected by my drivers license and my landlord's name was Keith Stanton. When Kim moved to 550 W. Point pleasant Drive she took the 513-829-5338 number with her to her new address. I had to establish service in my own name at 26 Ramsey Drive in Hamilton Ohio under the name of Jeffrey D Lockhart. When I established this service I received a couple of weeks later 2 ea. AT&T calling cards being billed to this address under the name of Kim Lockhart. I thought it to be very strange that I receive these cards under the name of K Lockhart so I called Cincinnati Bell Telephone to find out why. Kim works in customer service at Cincinnati Bell so she has access to sensitive information about residential accounts to include ssn's of customers and their passwords to access these accounts. When I called to ask about the first bill I received there were several calls that did not look familiar to me at all. They were to a combination of four numbers in Columbus Ohio. These calls originated from Cincinnati Bell telephone downtown Cincinnati. I was referred to my wife and she said she would check on it and would credit my account. When I asked about the calling cards she said it must be some kind of mistake and to throw them away. I asked about the charges and she once again said she would take care of them. I pushed the issue a little harder when I received my second phone bill at this address under the number of 513-887-8897 which was my established service name. When I pushed the issue and said I was going to come in and file fraud charges she at that time told me that she had let another customer service rep , like herself, by the name of Terri Beirmeister use my card numbers to call her boyfriend in Columbus Ohio because her boyfriend was home on leave from the military. I told her these had to be paid immediately and she said she would take care of it. As the month went on , my service was eventually shut off due to my argument that these were not my calls and Cincinnati Bell would do nothing about it. I called to speak to her boss and got no results there so I pushed the issue even further to the Police, the P.U.C.O. and was then referred back to the Fairfield police who then in turn referred me to the Hamilton county Prosecutors office who then in turn referred me to the Fraud Squad with the Cincinnati Police Department. I then went over my wife's authority to report this to Judy Akers who reports to Ellen Gelleff and asked that a protection of some type be put on my account to keep this from happening again. The password was never placed on my account and one day decided to

see how easy it was to obtain account information. The rep I spoke to is Brenda Wagner and at this time informed me that no password was on my account and no restrictions other than 900 call block. She freely gave me a balance of 110.46 without even knowing who I was or who I said I was. At this point I was getting very angry with the system because I have no other choice but to use Cincinnati Bell because they are the only carrier in this market. As time went on I was eventually referred to Cincinnati Bell Security for their investigation to begin. The people in this office were Stan McCammon, Dan Anderson and Scott Dumbert. I knew something was wrong from the very first moment due largely to the run-around I was getting from them so I finally made an appointment to see Mike Temple at the Fraud squad. This was on Monday April 28th 1997. About a week went by and was eventually referred to Detective Ralph Unger at 824 Broadway street. Meanwhile I was still willing to give Cincinnati Bell an opportunity to resolve this issue. No one at this point had ever instructed me to talk to the security department only and I was hurting their investigation because I kept calling to see what the status of my account was. After all the phone calls and all the run-around I finally got an appointment to see Stan McCammon, Scott Dumbart and Dan Anderson. I called AT&T about this and asked them who authorized them to issue calling cards in the name of K Lockhart at 26 Ramsey Drive, somewhere she had never lived or ever resided. I spoke with Elva Sizemora at AT&T Long Distance and she basically told me there was nothing I she could do about this and after much persistence she credited my separately billed cover for the amount of the bill. She did tell me that someone called in on the 3rd of September of last year and had the cards issued. I told her it was not me and she also found this to be very strange. On Tuesday May 13th I went in to see security only to be yelled at and humiliated by Stan McCammon who is Director of Security at Cincinnati Bell. Seems he was more interested in protecting the reputation of the company than to get to the bottom of the story. He told me " I'm Sick and tired of you yanking my staff around " and numerous other comments. I told them I was uncomfortable with the way this investigation was going and told him if he didn't stop yelling at me the conversation was over. I also told him that I would like to get some more information together and would come back with an attorney and he said " Bullshit" " I'm not going to let you go home and get your story together so you can come back and waste any more of my staff's time" He calmed his voice somewhat but only grew angrier with the things I was telling him. I think he took it personal in reference to the security issue. He also told me there was nothing he would do about it but look into it. I got up and left and thanked him for his time. When I returned home I did call him and tell him he had acted in the most unprofessional manor I had ever seen with someone in his position and he owed me an apology. I left this message on his voice mail and still have received no return call. even though he treated me with no respect and like what I had to say was a bunch of crap for lack of better terminology. At this point I went the next day to see Ralph Unger of the Cincinnati Fraud unit and was informed that a crime had actually occurred. To name just a couple of the charges were 2913.21 Misuse of credit card and Theft by deception 2913.02. I explained this to him and I didn't want to press charges due largely that this was my wife and I knew it could possibly cost her her Job. The fact remains the same, after talking to an

my wife and I knew it could possibly cost her her Job. The fact remains the same, after talking to an attorney and he told me to pursue this and that each and every call was a violation, and was a felony not due to the amount but due to the nature of the crime. The reason being is they are governed by the FCC and the P.U.C.O. My point is who else could this be happening to and how could Cincinnati Bell ignore such a blatant misuse of private company information. The Employee in question made all the calls from a Cincinnati Bell Telephone on company time as reflected in my phone bill. I do want the public to be aware of this and that it could happen to any one at any time. It should make no difference that this was my wife or not because she is in a position of public trust and cannot be trusted with this type of information at her access. I believe the reason Cincinnati Bell took such a firm stance against me was because if this does become public with the deregulation that is happening and the circumstances surrounding the incident I could seek civil damages. This is not what I wanted. I just wanted my money back or credited to my account and an apology from the phone company in writing. Kim has herself admitted to making all of these calls and has done a good job of having it all covered up due to her position with the company. I have given both her and Cincinnati Bell a chance to make this right. She called Officer Unger this week only to make up a good story of what caused this by saying this calling card was attached to a previous number of ours only to be a lie. This number was never in her name and never has been. I am going to press charges against her as this proceeds through its cycle of investigation. She has abused her position of public trust and would probably do it again if she thought she could get away with it. Just because she has been there for the past twelve years should not make a difference in whether she should be held accountable for her actions when in fact she did admit to making these phone calls.