

FILE

July 8, 2005

FORMAL COMPLAINT

Jason Ong
 Good Harvest Foods
 14501 Industrail Ave. S
 Maple Hgts, OH 44137-3254
 (216)663-2600

05-942-TP-CSS

AGAINST

SBC Ohio
 45 Erieview Plaza, Floor 10
 Cleveland, OH 44114

My Complaint is:

SBC involved in deceitful conduct to trick my company into renewing their contract term, which is more expensive than what they told us. We cancelled the deceitful contract and they wanted to charge us \$808.22 for contract termination.

RECEIVED-DOCKETING DIV
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 PUCO

On or about late April of 2005, we received a sales call from SBC asking us whether we wanted to pay "lower bill" for our phone service. We told them if they wanted to lower our phone bill, just go ahead and lower the bill, we wondered why they would call to ask such a thing.


But when our phone bill came for the following month, we were charged higher than what we used to pay. We called SBC and they explained to us that we have renewed the contract for another year and they cannot offer the same contract term as before but we would have paid much more if we have not renewed the term and have to pay exorbitant standard rate.

We explained to them that we have never been told about our near expired contract term or the new term that they offered us. What we told SBC was they can bill us a "lower bill". We told them if we indeed got a "lower bill" we would have been happy to continue their service. We cancelled their service later and they wanted to charge us an unfair cancellation fee.

We have not renewed or signed any contract other than the one we have, which has expired, therefore we are not obligated to pay the cancellation fee. We seek to have SBC credit a total of \$808.22 to our final account and we would pay the remaining difference.

Sincerely,


 Jason Ong
 President, Good Harvest Foods

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 Technician  Date Processed 7-25-05



GOOD HARVEST FOODS
14501 INDUSTRIAL AV S
CLEVELAND, OH 44137-3254

Page 1 of 2
Account Number 216 663-2600 630 1
Billing Date May 7, 2005

Web Site www.sbc.com

Invoice Number 216663260005

Monthly Statement

Apr 8 - May 7, 2005

Bill-At-A-Glance

Previous Bill	186.13
Payment Received 4-22 - Thank You!	186.13CR
Adjustments	.00
Balance	.00
Current Charges	248.53
Total Amount Due	\$248.53
Current Charges Due in Full By	May 25, 2005

Billing Summary

Questions? Call:

Plans and Services 248.53
1-800-660-3000
Repair Service:
1-800-727-2273
Telecommunications Relay System:
1-800-750-0750

Total of Current Charges 248.53

Plans and Services

Monthly Service - May 7 thru Jun 6

Charges for 216 663-2600	
Monthly Charges	152.95
Federal Access Charge	5.38

Charges for 216 663-2610	
Monthly Charges	2.30
Federal Access Charge	5.38

Charges for 216 663-2641	
Monthly Charges	6.00
Federal Access Charge	5.38

Charges for 216 663-2660	
Monthly Charges	6.00
Federal Access Charge	5.38

Charges for 216 663-2892	
Monthly Charges	6.00
Federal Access Charge	5.38
Total Monthly Service	200.15

Local Calls

Custom Biz Saver Local
668 Call(s) were placed this month

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

No.	Description	Quantity	Monthly Charges
Date: Apr 21, 2005			
Order Number: C1493680646			
Services Changed			
Charges for Services Added			
(Monthly Charges are Prorated from Apr 22, 2005 to Billing Date, May 7, 2005)			
1.	Custom BizSaver Unlimited 5Ln	1	146.95 73.47
Services Changed			
Credits for Services Removed			
(Monthly Charges were Billed in Advance and are Prorated from Apr 22, 2005 to May 7, 2005)			
2.	Custom BizSaver Unlmt 5Line	1	117.95 58.97CR
Total Charges for Order Number: C1493680646			14.50
Total Additions and Changes to Service			14.50

Surcharges and Other Fees

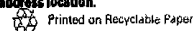
9-1-1 Emergency System	.60
Billed for Cuyahoga County	
Federal Universal Service Fee	4.40
Total Surcharges and Other Fees	5.00

News You Can Use - Summary

- AVOID DISCONNECTION
 - CARRIER INFO
 - PAYMENTS & INQUIRIES
 - PAY BILLS ONLINE
- See "News You Can Use" for additional information.

Local Services provided by SBC Illinois, SBC Indiana, SBC Michigan,
SBC Ohio or SBC Wisconsin based upon the service address location.

U.S. Pat. D410,950 and D414,510



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Return bottom portion with your check in the enclosed envelope.



GOOD HARVEST FOODS
14501 INDUSTRIAL AV S
CLEVELAND, OH 44137-3254

Page 1 of 2
Account Number 216 663-2600 630 1
Billing Date Jun 7, 2005

Web Site www.sbc.com

Invoice Number 216663260006

Monthly Statement

May 8 - Jun 7, 2005

Bill-At-A-Glance

Previous Bill	248.53
Payment Received 5-20 - Thank You!	248.53CR
Adjustments	.00
Balance	.00
Current Charges	813.68
Total Amount Due	\$813.68

Current Charges Due Upon Receipt

FINAL BILL

Billing Summary

Questions? Call:

Plans and Services	813.68
1-800-704-5500	
Repair Service:	
1-800-727-2273	
Telecommunications Relay System:	
1-800-750-0750	

Total of Current Charges 813.68

800-660-3000

Plans and Services

Local Calls

Custom Biz Saver Local

499 Call(s) were placed this month

Additions and Changes to Service

This section of your bill reflects charges and credits resulting from account activity.

Item	Quantity	Monthly Charges
No. Description		
Date: May 25, 2005		
Order Number: C1183727021		
Services Changed		
1. CO Termination With Touchtone	1	2.30 .84CR
2. CO Termination With Touchtone	4	24.00 8.80CR
3. Custom BizSaver Unlimited 5Ln	1	146.95 53.88CR
4. 9-1-1 Emergency System	5	.60 .20CR
5. Federal USF - Multi - Line-BUS	5	4.40 1.60CR
6. Federal Access Charge	5	26.90 9.85CR
7. Charge For Balance of Contract Terminated on May 20, 2005		808.22
Total Charges for Order Number: C1183727021		733.05
Total Additions and Changes to Service		733.05

Taxes

Federal at 3%	21.99
Sales at 8%	58.64
Total Taxes	80.63

Total Plans and Services 813.68

Now Agile

News You Can Use - Summary

- AVOID DISCONNECTION
 - PAYMENTS & INQUIRIES
 - CALLING CARDS
 - FINAL NOTICE
 - CALL TRACE
- See "News You Can Use" for additional information.

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U.S. Pat. D410,960 and D414,510

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